



**BANAUE LOCAL GOVERNMENT UNIT**

**CITIZEN'S CHARTER**

**2021 (1st Edition)**



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# **MAYOR'S OFFICE**

## **External Services**



## 1. ISSUANCE OF MAYOR'S CLEARANCE

The Mayor's Clearance certifies that the individual is a resident of the municipality, of good moral character and is a law-abiding citizen. The clearance is a document usually availed of by individuals seeking employment, scholarship, for a firearms license and for any other purpose.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Resident of Banaue			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Community Tax Certificate</li> <li>• Barangay Clearance</li> <li>• Police Clearance</li> <li>• Official Receipt from the Treasurer's Office</li> </ul>		Barangay/Treasury Office Barangay Municipal Police Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements	Receive and review the requirements if complete and duly signed.		5 minutes	<i>Executive Assistant 1</i> Mayor's Office
2. Proceed to the Treasurer's Office to pay the prescribed fee.	Receive payment and issue Official Receipt.  a. For employment, scholarship, study grants and other purposes not hereunder specified a. For firearm permit application b. For change of name c. For		5 minutes	



	passport and visa application d. For application for Filipino citizenship e. For employment abroad			
3. Present Official receipt at the Mayor's Office	Prepare the clearance.		5 minutes	<i>Executive Assistant 1</i> Mayor's Office
4. Affix signature on the clearance	Sign the clearance.		1 minute	
5. Receive the Mayor's clearance	Get a duplicate copy, record and release the clearance.		1 minute	Receiving Clerk
<b>Total:</b>			<b>17 minutes</b>	



## 2. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

This service is intended for students availing of scholarship grants and job applicants.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students availing of scholarship grant and job applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Barangay Clearance</li> <li>Official Receipt</li> </ul>		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit barangay clearance in securing certificate of good moral character	1.1. Receive and review clearances and advise clients to pay the necessary fees.		4 minutes	<i>Executive Assistant I</i> Mayor's Office
2. Proceed to Treasurer's Office to pay prescribed fee	2.1. Receive payment and issue Official Receipt. a. Certificate of Good Moral Character		5 minutes	Municipal Treasury Office
3. Go back to Mayor's Office and present Official receipt	3.1. Prepare the certification ready for the signature of the Mayor.		5 minutes	<i>Executive Assistant I</i> Mayor's Office
	3.2. Sign the permit.		1 minute	Municipal Mayor
4. Receive the certification	4.1. Get duplicate copy, record and release the certification		2 minutes	Receiving Clerk
<b>Total:</b>			<b>22 minutes</b>	



### 3. LETTER FOR ENDORSEMENT

An endorsement letter is made to facilitate the approval of municipal/barangay resolutions.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Barangay Clearance</li> <li>• DSWD Certification</li> <li>• Official Receipt</li> </ul>		Barangay, Municipal Social Welfare and Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit municipal/barangay resolution	1.1 Receive and review resolution if duly signed by persons concerned.		2 minutes	<i>Executive Assitsant I/II</i> Mayor's Office
	1.2 Prepare endorsement/ cover letter ready for the signature of the Mayor.		10 minutes	<i>Executive Assitsant I/II</i> Mayor's Office
	1.3 Endorse resolution to Office concerned.		4 hours	<i>Executive Assitsant I/II</i> Mayor's Office
2. Receive copy of the endorsement	Give a copy to the barangay concerned.		2 minutes	<i>Executive Assitsant I/II</i> Mayor's Office
<b>Total:</b>			<b>18 minutes</b>	

*Note: APPROVAL OF PERMITS/CLEARANCES DEPENDS ON THE AVAILABILITY OF THE MAYOR.*



#### 4. ISSUANCE OF ENDORSEMENT AND RECOMMENDATION FOR EMPLOYMENT

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Any resident within the municipality with no criminal records			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Biodata</li> <li>• Barangay Certification</li> <li>• Community Tax Certificate (CEDULA)</li> <li>• One (1) Valid Identification Card</li> </ul>		Barangay Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements	1.1. Receive and review the requirements if complete and duly signed		2 mins	Receiving Clerk
2. Pay fees	Issue Official Receipt		15 mins	Treasury Staff
3. Wait while the frontline personnel prepare the endorsement or recommendation and forward to the Municipal Mayor for approval and signing.	2.1. Receive and review required documents  2.2. Type required data on the permit form  2.3. Approved Mayor's Clearance		15 mins	<i>Executive Assistant I/II</i> Mayor's Office
4. Receive copy of the endorsement	4.1. Give a copy to the barangay concerned.			<i>Executive Assistant I/II</i> Mayor's Office
<b>Total:</b>			<b>32 minutes</b>	





# **MO- BUSINESS PERMIT AND LICENSING SECTION**



**I. Mandate:**

Pursuant to a Joint Memorandum Circular No. 1, series of 2010 of the Department of Interior and Local Government (DILG) and the Department of Trade and Industry (DTI) mandating all cities and municipalities to adopt and implement the Business Permit Licensing System.

**II. Vision:**

Streamlined Business Processing and Licensing System

**III. Mission:**

The Business Permit and Licensing Section is tasked to process and issue permit to Business Establishments operating within the municipality.

**IV. Service Pledge:**

The Business Permit and Licensing Office commits to provide prompt, efficient and dedicated service to clients



**MO- BUSINESS PERMIT AND LICENSING  
SECTION  
EXTERNAL SERVICES**



## 1. ISSUANCE OF BUSINESS PERMIT

Pursuant to the Municipal Revenue Code, all persons are required to obtain a Mayor's Permit for the privilege of conducting business within the municipality.

<b>Office or Division:</b>	Business Permit and Licensing Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Clients
<b>Who may avail:</b>	All persons conducting business in the municipality
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>For New Business Registrants</b></p> <ul style="list-style-type: none"> <li>● Business Name Registration- DTI, SEC Registration and Articles of Incorporation and By-Laws, CDA</li> <li>● A certificate attesting to the tax exemption if the business is exempt</li> <li>● Zoning/Locational Clearance</li> <li>● Barangay Clearance</li> <li>● Cedula</li>   <li>● Fire Safety Certificate</li> <li>● Sanitary Permit</li> <li>● Health Certificate- for food handlers, massage and beauty parlors.</li> <li>● LTFRB franchise/Certificate of Public Convenience for transport cooperatives and accreditation from the Sangguniang Bayan</li> <li>● Other requirements depending on the business applied for</li> </ul> <p><b>For Business Renewal</b></p> <ul style="list-style-type: none"> <li>● Previous years mayor's permit</li> <li>● Barangay Clearance</li> </ul>	<ul style="list-style-type: none"> <li>- Department of Trade and Industry (DTI), Securities and Exchange Commission (SEC), Cooperative and Development Authority (CDA)</li> <li>- Bureau of Internal Revenue (BIR)</li>   <li>- Municipal Planning and Development Office</li> <li>- Barangay where the business is located</li> <li>- Barangay where the applicant is residing or to the Municipal Treasurer</li> <li>- Bureau of Fire Protection</li> <li>- Sanitary Inspector/RHU</li>   <li>- RHU</li>   <li>- Land Transportation Franchising and Regulatory Board (LTFRB) Accreditation- Sangguniang Bayan</li> </ul> <ul style="list-style-type: none"> <li>- From the taxpayer</li> <li>- Barangay where the business is</li> </ul>



<ul style="list-style-type: none"> <li>● Cedula</li> <li>● Fire safety Certificate</li> <li>● Sanitary permit</li> <li>● Health Certificate- for food handlers, massage and beauty parlors.</li> </ul>	<p>located</p> <ul style="list-style-type: none"> <li>- Barangay where the taxpayer is residing or to the Municipal Treasurer</li> <li>- Bureau of Fire Protection</li> <li>- Sanitary Inspector/RHU</li> <li>- RHU</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Proceed to the Licensing Office to secure and fill-up unified application form with attached required documents</p>	<p>1.1 Provide the client a short briefing on the list of requirements to be accomplished for new applicants</p> <p>1.2 Advise client to proceed to the Treasury Office for assessment and payment of fees, charges and business taxes</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Jenifer P. Bahatan</i> Licensing Officer 1</p>
<p>2. Proceed to the Treasury Office for Assessment and Payment of fees, charges and taxes</p>	<p>2.1 Assess fees, charges and taxes</p> <p>2.2 Accept payment and issue Official Receipt</p>	<p>Mayor's Permit-based on Business size</p> <p>-Business Tax-based on gross receipts</p>	<p>5 minutes</p>	<p><i>Elma Sanchez</i></p> <p><i>Merlyn Abluyen, Carmelita Chulipa, Cela Huyam</i></p>



		<p>-Garbage fee-based on business category</p> <p>-Sanitary Inspection fee-based on area size</p> <p>- Occupational fee-Php 100</p> <p>- Constructive Document ary Stamp fee(CDS)-Php 30</p> <p>-Storage and sale of combustib le/flamma ble explosive substance -based on volume</p> <p><i>(Please refer to the Municipal</i></p>		
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		<i>Tax Code)</i>		
3. Proceed to the Business Permit and Licensing Office and submit accomplished application form with attached required documents and receipts	3.1 Prepare business permit	None	10 minutes	<i>Jenifer P. Bahatan</i> Licensing Officer 1
	3.2 Sign Business permit			<i>Municipal Mayor</i>
	3.3 Release approved Mayor's Permit			<i>Jenifer P. Bahatan</i> Licensing Officer 1
<b>Total:</b>			<b>30 minutes</b>	



## 2. ISSUANCE OF LOCAL TOUR GUIDE PERMIT

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Clients		
<b>Who may avail:</b>		All Tour guides in the municipality		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For New Applicants</b> <ul style="list-style-type: none"> <li>● Police Clearance</li> <li>● Medical/Health Certificate</li> <li>● Certificate of Training on Eco-guiding/tour-guiding</li> </ul> <b>For Renewal</b> <ul style="list-style-type: none"> <li>● Police Clearance</li> <li>● Medical/Health Certificate</li> </ul>		<ul style="list-style-type: none"> <li>- Municipal Police Station</li> <li>- RHU/Health Station</li> <li>- From the applicant</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Licensing Office to secure and fill-up application form with attached required documents	1.1. Provide the client a short briefing on the list of requirements to be accomplished for new applicants  1.2. Advice client to proceed to the Treasury Office for payment of fees	None	15 minutes	<i>Jenifer P. Bahatan</i>
2. Proceed to the Treasury Office for Payment of fees	2.1 Collect payment and issue Official Receipt	Tour Guide fee- Php 600 CDS- Php 30	5 minutes	<i>Elma Sanchez Merlyn Abluyen, Carmelita Chulipa, Cela Huyam</i>
3. Proceed to the Business Permit and Licensing Office and submit accomplished application form with attached	3.1. Prepare Tour Guide permit  3.2. Sign Tour Guide permit	None	10 minutes	<i>Jenifer P. Bahatan</i>  <i>Municipal Mayor</i>





required documents and receipt of payment from the Treasury Office	3.3. Release approved Tour Guide Permit			<i>Jenifer P. Bahatan</i>
<b>Total:</b>			<b>30 minutes</b>	



### 3. ISSUANCE OF TRICYCLE PERMIT

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Clients		
<b>Who may avail:</b>		Operators of tricycles-for-hire		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p style="text-align: center;"><b>For New Applicants</b></p> <ul style="list-style-type: none"> <li>✓ Barangay Clearance</li> <li>✓ Cedula</li> <li>✓ Photocopy of renewed Official Receipt (O.R.)</li> <li>✓ Photocopy of Certificate of Registration (C.R.)</li> <li>✓ Photocopy of Driver's License</li> <li>✓ Deed of Sale or any Proof of Acquisition of the Unit</li> <li>✓ Route Certification (TODA Membership)</li> <li>✓ Motorized Tricycle Operators Permit (MTO)</li> <li>✓ Locational Clearance</li> </ul> <p style="text-align: center;"><b>For Renewal</b></p> <ul style="list-style-type: none"> <li>✓ Previous Year's Mayor's Permit</li> <li>✓ Barangay Clearance of owner</li> <li>✓ Cedula</li> <li>✓ Photocopy of renewed Official Receipt (O.R.)</li> <li>✓ Photocopy of Driver's License</li> <li>✓ Route Certification (TODA Membership)</li> <li>✓ Motorized Tricycle Operators Permit (MTO)</li> </ul>		<ul style="list-style-type: none"> <li>-Barangay where the owner is residing</li> <li>-Barangay or the Municipal Treasurer</li> <li>-From the operator</li> <li>-From the operator</li> <li>-From the operator</li> <li>-From the operator</li> <li>-From Tricycle Operators and Drivers Association where the operator registered as member</li> <li>-Sangguniang Bayan Office</li> <li>-Municipal Planning and Development Office</li> <li>-From the owner</li> <li>- Barangay where the owner is residing</li> <li>- Barangay or the Municipal Treasurer</li> <li>- From the operator</li> <li>- From the operator</li> <li>-From Tricycle Operators and Drivers Association where the operator registered as member</li> <li>- Sangguniang Bayan Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Licensing Office to secure and fill-up application form with	1.1 Advice client to proceed to the Treasury Office for assessment and payment	None	15 minutes	<i>Jenifer P. Bahatan</i>



attached required documents	of fees and charges			
2. Proceed to the Treasury Office for Assessment and Payment of fees and charges	2.1 Assess fees and charges 2.2 Accept payment and issue Official Receipt	Mayor's Permit- Php 300 Filing fee per unit- Php 100 MTO- Php 200 Parking Fee- Php 400 Inspection Fee- Php 100 Sticker- Php 30 CDS- Php 30	5 minutes	<i>Elma Sanchez</i>  <i>Merlyn Abluyen,</i> <i>Carmelita</i> <i>Chulipa, Cela</i> <i>Huyam</i>
3. Proceed to the Business Permit and Licensing Office and submit accomplished application form with attached required documents and receipts	3.1 Prepare business permit  3.2 Sign Business permit  3.3 Release approved Tricycle Permit	None	10 minutes	<i>Jenifer P. Bahatan</i>  <i>Municipal Mayor</i>  <i>Jenifer P. Bahatan</i>
<b>Total:</b>			<b>30 minutes</b>	



#### 4. ISSUANCE OF PERMIT FOR THE CONDUCT OF GROUP ACTIVITY

As per Municipal Revenue Code, every person or organization who shall conduct or hold any program, or activity involving the grouping of people within the jurisdiction of this municipality shall obtain a Mayor's permit therefore for every occasion five (5) days before and pay to the Municipal Treasurer the corresponding fee.

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Organization or individual who conducts a special activity		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ Request letter addressed to the Municipal Mayor</li> <li>✓ Barangay Clearance</li> <li>✓ Other requirements depending on the activity applied for</li> </ul>		<ul style="list-style-type: none"> <li>-From the organization or individual who is conducting the activity</li> <li>-Barangay where the activity is being conducted</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements at the Business Permit and Licensing Office	1.2 Advice client to proceed to the Treasury Office for payment of permit fee	None	15 minutes	<i>Jenifer P. Bahatan</i>
2. Payment of Permit fee	2.1 Collect fee and issue Official Receipt	Promotional Sales, concerts- Php 700 Group activities- Php 500	5 minutes	<i>Elma Sanchez Merlyn Abluyen, Carmelita Chulipa, Cela Huyam</i>
3. Proceed to the Business Permit and Licensing	3.1 Encode permit  3.2 Sign	None	10 minutes	<i>Jenifer P. Bahatan</i>  <i>Municipal</i>



Office and submit requirements with attached receipt of payment	permit 3.3 Release approved Permit			<i>Mayor</i>  <i>Jenifer P. Bahatan</i>
<b>Total:</b>			<b>30 minutes</b>	



## 5. ISSUANCE OF CERTIFICATION OF NO EXISTING BUSINESS

Any individual/entity who does not have existing business in the Municipality may secure Certification of No existing business

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Clients		
<b>Who may avail:</b>		Any individual/entity who does not have existing business in the Municipality		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. Certification of No Existing Business</b>		-Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements at the Business Permit and Licensing Office	1.1 Advice client to proceed to the Treasury Office for payment of certification fee	None	10 minutes	<i>Jenifer P. Bahatan</i>
2. Payment of Certification fee	2.1 Issue Official Receipt	Certificati on fee- Php 100 Documen tary Stamp fee- Php 30	5 minutes	<i>Merlyn Abluyen, Carmelita Chulipa, Cela Huyam</i>
3. Proceed to the Business Permit and Licensing Office	3.1 Prepare Certification  3.2 Sign Certification  3.3 Issue Certification	None	15 minutes	<i>Jenifer P. Bahatan</i>  <i>Municipal Mayor</i>  <i>Jenifer P. Bahatan</i>
<b>Total:</b>			<b>30 minutes</b>	



## 6. ISSUANCE OF CERTIFICATION OF BUSINESS RETIREMENT OR CLOSURE

Any individual/entity who cease to operate his/her business in the Municipality may secure Certification of Business Retirement or Closure.

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Clients		
<b>Who may avail:</b>		Taxpayer who cease to operate his/her business		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Certification of Business Retirement or Closure</b> ✓ Certification of Business Retirement or Closure ✓ Tax Clearance		-Barangay where the Business is located  -Municipal Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements at the Business Permit and Licensing Office	1.1 Advice client to proceed to the Treasury Office for payment of certification fee	None	10 minutes	Jenifer P. Bahatan
2. Payment of Certification fee	2.1 Issue Official Receipt	Certification fee- Php 100 Documentary Stamp fee- Php 30	5 minutes	Merlyn Abluyen, Carmelita Chulipa, Cela Huyam
3. Proceed to the Business Permit and Licensing Office	3.1 Prepare Certification  3.2 Sign Certification  3.3 Issue Certification	None	15 minutes	Jenifer P. Bahatan  Municipal Mayor  Jenifer P. Bahatan
<b>Total:</b>			<b>30 minutes</b>	



**Note: APPROVAL OF MAYOR'S PERMITS/CERTIFICATIONS DEPENDS ON THE AVAILABILITY OF THE MAYOR.**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the designated drop box of the MLGU
How feedbacks are processed	BPLO office read complaints if there are then complies and records all feedbacks submitted. Feedback requiring answers will be forwarded to concern individual/staff for answering within three to five days upon receipt. The answer will then be relayed to the concern citizen.
How to file a complaint	The office will read the complaints of the citizens and evaluate.
How complaints are processed	The staff will refer to proper authorities for evaluation of the complaints and proper actions.
Contact information of BPLO Office	Cellphone No.: 09532335170 / 09678470992





# **MUNICIPAL TOURISM OFFICE**

## **External Services**



## 1. PUBLIC RELATION AND TOURISM INFORMATION SERVICES

Provision of relevant information about Banaue tourism product and handling of tourism related inquiries: Tourism collaterals, Accommodation & Restaurants, Transportation Services, Tour Guides, Banks and ATMs, Souvenir Shops, Where to go/ what to do and other tourism related inquiries.

<b>Office or Division</b>		Municipal Tourism Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C (Government to Client) G2G (Government to Government) G2B (Government to Business Entity)		
<b>Who may avail</b>		Tourists, researchers, academe, government agencies, non-government organizations & others.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None required				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <u>For Telephone Inquiries</u> : Call or send message to the Municipal Tourism Office 09171887386 / 09976084229	Respond to telephone calls immediately & Emails upon logged in and provide the needed information	None	5 minutes,	Supervising Tourism Operations Officer (STOO) / Tourism Operations Officer I (TOO I)
2. <u>For Online Inquiries</u> : Send letter of inquiry to <a href="mailto:lgutourismbanau@gmail.com">lgutourismbanau@gmail.com</a>	Log in and go over the letter request and address the client needs.	None	30 minutes depending on internet services upon logged in	STOO / TOO I
3. <u>For Walk-in Clients</u> :	Provide office log book for client to sign in	None	1 minute	STOO / TOO I
A. Visit the Municipal Tourism Office				
B. Sign in the visitor's log book.		None	1 minute	Client
C. Talk with the tourism officer for	Attend to client's needs & provide the	None	30 minutes	STOO / TOO I



your needs	information/ documents/d ata needed			
<b>TOTAL</b>		<b>None</b>	<b>1 hour 7 minutes</b>	



## 2. INFORMATION AND PROVISION OF MUNICIPAL TOURISM DATA

Provision of dependable tourism-related statistical data.

<b>Office or Division</b>		Municipal Tourism Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C G2G G2B		
<b>Who may avail</b>		Researchers, students, government agencies, non-government organizations, business people, private individuals.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <u>For Online Inquiries</u> : Send letter request thru email address to the Municipal Mayor	1.1 Receive & evaluate a copy of the letter request <i>(letter can be from mayor's office noted by the LCE or direct email)</i>	None	3 minutes	STOO / TOO I
	1.2 Prepare the requested documents /data	None	1 day	STOO / TOO I
	1.3 Make a transmittal letter and attached the approved data and release to the requesting party through	None	15 minutes	STOO / TOO I



	email.			
2. <u>For Walk-in Client:</u>				
A. Visit the Municipal Tourism Office if possible with a copy of the letter request	Receive the client and advice the client to log in.	None	1 minute	STOO / TOO I
B. Log in to office log book		None	1 minute	Client
C. Coordinate with the tourism officer for needed documents/d ata	Note and prepare needed documents/d ata	None	30 minutes	STOO / TOO I
D. Wait to receive for the available documents/d ata	D.1 Hand available data.	None	1 minute	STOO / TOO I
	<u>D.2. For other data not available on the day:</u> Advice the client to receive thru email the next day	None	1 minute	STOO / TOO I
E. Acknowledge receipt of the emailed documents	Record online transaction in the office log book.	None	2 minutes	STOO / TOO I
<b>TOTAL</b>		<b>None</b>	<b>1 day &amp; 54 minutes</b>	



### 3. SUPPORT TO TOURISM DEVELOPMENT STANDARDS FOR LOCAL TOUR GUIDES DOT ACCREDITATION

Provision of technical assistance to Local Tour Guides for new application of DOT Accreditation and renewal of DOT accreditation certificate.

<b>Office or Division</b>	Municipal Tourism Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	LGU Licensed Local Tour Guide			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Duly accomplished DOT Accreditation Application Form</li> <li>• Valid Mayors Permit/Local Tour Guide License</li> <li>• Certificate of Training (For New Applicants)</li> <li>• Medical Health Certificate</li> <li>• Police Clearance/NBI Clearance (Not applicable for Senior Citizen Applicants)</li> </ul>		<ul style="list-style-type: none"> <li>- Municipal Tourism Office</li> <li>- LGU Business Permit &amp; Licensing Office(BPLO)</li> <li>- Department of Tourism</li> <li>- LGU Rural Health Unit</li> <li>- Municipal Police Station/NBI Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the Municipal Tourism Office	Provide office log book for client to sign in	None	1 minute	STOO / TOO I
2. Secure downloaded application form	Provide application form to the applicant	None	1 minute	STOO / TOO I
3. Fill out application form		None	5 minutes	Applicant
4. Submit duly Accomplished & Notarized Application Form together with the Documentary Requirements.	4.1 Wait for the application form to be submitted, receive & check application form & completeness of documentary requirements	None	1 day	STOO / TOO I



	4.2 If with lacking requirements return to applicant to complete	None	1 minute	STOO / TOO I
5. Pay Accreditation Fee	5.1 Received fee to be forwarded to DOT Office for issuance of O.R.	P180.00	2 minutes	STOO / TOO I
	5.2 Forward all applications and fees collected to DOT for proper action.		1 day	TOO I
	5.3 <b>FOR ONLINE APPLICATIONS:</b> Scan all documents of applicants and input to the DOT System for electronic submission		1 day	TOO I
6. Wait for the LGU Tourism office notice on the release of accreditation certificate.	6.1 Coordinate with DOT CAR for the approval and release of accreditation certificates	None	3 minutes	TOO I
	6.2 <u>If certificates are ready to be disseminated</u> : Notify all applicants	None	1 hour	STOO / TOO I
7. Visit the LGU tourism office to obtain	7.1 Provide office log book for the	None	1 minute	STOO / TOO I



Accreditation Certificate and ID	client to sign in			
	7.2 Release of certificate and ID	None	1 minute	STOO / TOO I
<b>TOTAL</b>		<b>P180.00</b>	<b>1 hour 15 minutes &amp; 3 days</b>	





#### 4. SUPPORT TO TOURISM DEVELOPMENT STANDARDS FOR ON-LINE DOT ACCREDITATION OF ACCOMMODATION ESTABLISHMENTS AND SECONDARY TOURISM ENTERPRISES

Provision of technical assistance to Accommodation Establishments (AEs) and Secondary Tourism Enterprises for new application of DOT accreditation and renewal of DOT accreditation certificate.

<b>Office or Division</b>	Office of the Supervising Tourism Operations Officer			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	<ul style="list-style-type: none"> <li>Accommodation Establishments</li> <li>Secondary Tourism Enterprises (Agri-tourism/Farm sites, Museums, Restaurants, Shops, Rest Areas)</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Duly accomplished DOT Accreditation Application Form</li> <li>Valid Mayors Permit/Business Permit (photocopy)</li> <li>Insurance Policy</li> <li>Other documents as deemed necessary by DOT</li> </ul>		<ul style="list-style-type: none"> <li>Municipal Tourism Office</li> <li>LGU Business Permit &amp; Licensing Office (BPLO)</li> <li>Any registered Insurance Provider with the Insurance Commission</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the Municipal Tourism Office	Provide office log book for client to sign in	None	1 minute	STOO / TOO I
2. Secure downloaded application form	Provide application form to the applicant	None	1 minute	TOO I
3. Fill out application form		None	5 minutes	Applicant
4. Submit duly accomplished application form together with the Documentary Requirements.	4.1 Receive and evaluate application form and documentary requirements	None	Based on the applicant's response time	STOO / TOO I



	4.2 Scan documents of applicant & enter in the DOT accreditation system for submission	None	1 day	TOO I
	4.3 Advise client to pay online the necessary fees direct to DOT	None	2 minute	TOO I
	4.4 Notify DOT on the forwarded applications thru telephone calls or email	None	5 minutes	TOO I
	4.5 Advise applicant/s to wait for office notice for the release of accreditation certificate and stickers.	None	1 minute	TOO I
5. Visit the LGU tourism office to secure Accreditation Certificate & stickers	5.1 Provide office log book for the client to sign in	None	1 minute	STOO / TOO I
	5.2 Release of certificate and stickers	None	1 minute	STOO / TOO I
<b>TOTAL</b>		<b>None</b>	<b>1 day &amp; 17 minutes</b>	



## 5. ASSISTANCE TO FILMING, DOCUMENTARY AND TOURISM RESEARCH PROJECTS

Provision of technical assistance to applicants on the conduct of filming and documentary activities such as commercial movies, commercial advertisements, documentary film, video tape coverage and tourism research projects.

<b>Office or Division</b>	Office of the Supervising Tourism Operations Officer			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C G2B			
<b>Who may avail</b>	Media, Film Makers(National and International), Academe, Business Sector, Private Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of intent stating the purpose of the project.</li> <li>Mayors Permit</li> </ul>		- LGU Business Permit & Licensing Office(BPLO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR FILMING AND DOCUMENTARY ACTIVITIES</b>				
1. Coordinate with the Municipal Tourism Office about the project thru phone calls or email	Reply with proper instructions/ advisory on the process of processing and securing necessary requirements	None	5 minutes	STOO
2. Forward Letter of Intent stating the purpose of the project address to the Local Chief Executive either thru email or hand carry.	Wait for a copy of the noted letter request from the mayor's office.	None	Based on the Mayor's Office response time.	STOO
3. Wait for updates /Follow-up	Respond to letter request stating the	None	Based on the Mayor's Office response time.	Mayor's Office



status of letter request to Mayor's Office	approval/ disapproval of the project.			
4. If approved, payment of fees and process Mayor's Permit at least 3 days before the project commence or earlier.	Assists the client/s on the processing of the Mayor's Permit	Commercial Movies: P20,000 Commercial Advertisement: P11,000 Documentary Film: P8,500 Video Tape Coverage: P7,000	30 minutes	Treasury Office and BPLO
5. Coordinate with the Municipal Tourism Office for any needed technical assistance for the conduct of the project.	a. Attend to the needs of the client and provide technical assistance	None	Based on the activity schedule and time of the project. (usually 1 to 3 days)	STOO / TOO I
<b>TOTAL</b>			<b>35 minutes / 1 – 3 days</b>	
<b>FOR RESEARCH PROJECTS</b>				
1. Visit/call the tourism office/send letter request address to the LCE.	1.1 Attend to the needs of the client or respond to phone call	None	5 minutes	STOO / TOO I
	1.2 Wait for the noted letter by the LCE to be forwarded to this office.	None	Based on the Mayor's Office response time.	STOO / TOO I
2. Personal visit to the tourism office to accomplish requirements	Receive client and provide log book for client to log in	None	2 minutes	STOO / TOO I
3. Proceed to treasury office for the payment	Direct client to the treasury office	P500 research fee	5 minutes	STOO / TOO I



of required fee and BPLO for the mayor's permit				
4. Proceed to BPLO for the processing of mayor's permit.	Direct client to BPLO	None	30 minutes	STOO / TOO I
5. Proceed to tourism office for any documents and assistance needed	Attend to the needs of the clients and prepare documents / data needed.	None	30 minutes	STOO / TOO I
6. Receive requested documents	Hand documents to client/s	None	1 minute	Client
<b>TOTAL</b>		<b>P500.00</b>	<b>1 hour 13 minutes</b>	



## 6. SUPPORT TO TOURISM INDUSTRY SKILLS PROGRAM (TISP) OF THE DEPARTMENT OF TOURISM

Provision of technical assistance to the conduct of trainings/seminars/workshop coordinated by DOT to LGU Banaue for Banaue Tourism Enterprises, Organizations, Stakeholders, front liners and other tourism workers.

<b>Office or Division</b>	Office of the Supervising Tourism Operations Officer			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G G2C			
<b>Who may avail</b>	Target participants from tourism sector			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request from DOT office</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward letter request for assistance on to the conduct of activities thru email address to the Local Chief Executive (LCE).	Log-in, print copy of the letter and coordinate to the LCE	None	15 minutes	STOO / TOO I
	1.1 Call and coordinate with DOT office for the requested assistance	None	5 minutes	STOO / TOO I
	1.2 Make invitation letter and send to concern target participants	None	1 hour	STOO / TOO I
2. Set travel to Banaue for the conduct of the Training/seminar proper.	Wait for the arrival of DOT facilitators and resource speakers	None	1 day	Local Tourism Office



3. Conduct the training/seminar	Assist in the training properly	None	1 – 3 days	DOT & Local Tourism Office
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour 20 minutes / 1 – 3 days</b>	



## 7. TOURISM ASSISTANCE TO BARANGAY LOCAL GOVERNMENT UNITS

Provision of technical assistance for the exploration, inspection, and validation of existing and potential tourist destination in barangays and other tourism related activities.

<b>Office or Division</b>		Office of the Supervising Tourism Operations Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who may avail</b>		Barangay Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request from the barangay</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward letter request for assistance needed address to the Local Chief Executive (LCE).	Act on matters relative to the letter request	None	Based on the Mayor's Office response time.	Mayor's Office
2. Coordinate with the tourism office for the activity to be undertaken.	2.1 Receive client and take notes of the scheduled activities	None	5 minutes	STOO / TOO I
	2.2 <u>For Site Validation:</u> Coordinate with the Municipal Engineering Office (MEO) for their awareness relative to the request	None	5 minutes	STOO
3. Wait for LGU action/follow up with tourism office pertaining to the request.	3.1 <u>For Site Validation:</u> Coordinate with MEO and set the	None	5 minutes	STOO





	travel for the activity			
	3.2 <u>For other Activities:</u> Act accordingly and coordinate with the barangay concern	None	5 minutes	STOO
4. Receive and lead LGU team to the site/Receive tourism office representative	4.1 <u>For Site Validation:</u> Inspect, evaluate and validate the tourism site	None	1 day	MEO and Tourism Office
	4.2 After inspection coordinate with MEO for any recommendations of the inspected potential/existing tourism site in LGU tourism plans.	None	Current year	STOO
	4.3 <u>For other Activities:</u> provide technical assistance on the conduct of the requested activity.	None	1 day	STOO / TOOI
<b>TOTAL</b>		<b>None</b>	<b>20 minutes / 2 days</b>	



# **PUBLIC EMPLOYMENT SERVICE OFFICE**



## **I. Mandate :**

The PESO aims to ensure prompt and efficient delivery of employment facilitation services as well as to provide timely information on labor market and DOLE Programs.

## **II. Vision :**

To provide, promote and facilitate employment services to job seekers, employers and stakeholders through capacity development and linkage with government and non- government entities.

## **III. Mission :**

To provide, promote and facilitate employment services to job seekers, employers and stakeholders through capacity development and linkage with government and non- government entities.



## 1. SCREENING, MATCHING AND ISSUANCE OF REFERRAL LETTER

Under RA 8759 otherwise known as PESO Act of 1999, the Public Employment Service Office is mandated to carry out full and equal employment opportunities for all.

Referral is a process of directing pre-screened job seekers to employers with vacancies matching their qualifications.

<b>Office or Division:</b>		Public Employment Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Job Seekers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Resume/Credentials				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the visitor's Logbook	1.1 Preliminary interview regarding applicant's concern.	None	5 minutes	<i>PESO Staff</i>
2. Secure and Accomplish SRS Form	2.1 Provide and assist in the accomplishment of the SRS Form to be encoded in the PEIS	None	5 minutes	<i>PESO Staff</i>
	2.2 Information Dissemination, Self- searching with Phil.Jobnet. Open data	None	25 minutes	Lorribelle Grace M. Baguilat <i>PESO Manager</i>  <i>PESO Staff</i>



4. Matching	4.1 Matching through interview. PESO should check if the vacancy is available and proper or not	None	10 minutes	Lorribelle Grace M. Baguilat <i>PESO Manager</i>
	4.2 Prepare referral letter	None	5 minutes	Lorribelle Grace M. Baguilat <i>PESO Manager</i>
	4.3 Preparation and approval of referral letter	None	5 minutes	Lorribelle Grace M. Baguilat <i>PESO Manager</i>
<b>Total:</b>			<b>55 minutes</b>	



## 2. ISSUANCE OF NO OBJECTION CERTIFICATE

Application for No Objection Certificate

<b>Office or Division:</b>	Public Employment Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>				
<b>Who may avail:</b>	<b>Employer/Company, Private &amp; Recruitment Placement</b>			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<p><b>a. DIRECT EMPLOYMENT/COMPANY –</b> Letter of Intent, DTI/SEC Registration, Phil-jobnet Registration, Mayor’s Permit, Job Vacancy</p> <p><b>b. PRIVATE &amp; RECRUITMENT PLACEMENT AGENCY - –</b> Letter of Intent, DTI/SEC Registration, Phil-jobnet Registration, Mayor’s Permit, Job Vacancy, Private &amp; Recruitment Agency Licenses (for PRPA), DO – 18A Registration (for contractor and sub-contractor)</p> <p><b>c. OVERSEAS AGENCY -</b> Letter of Intent, DTI/SEC Registration, Mayor’s Permit, POEA License, Approved Job Order</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the PESO for inquiry.	1.1 Assist and refer the client to the assigned focal person.	None	5 minutes	<i>PESO Staff</i>
2. Proceeds to the assigned personnel and	2.1 Receives the documents.	None	10 minutes	Loribelle Grace M. Baguilat <i>PESO Manager</i>



present/submit the requirements.	<p>2.2 Check the completeness of the documents.</p> <p>2.3 Validates the documents submitted.</p> <p>2.4 Endorses the client to the PESO Officer.</p>			
3. Proceeds to the PESO Officer for approval	<p>3.1 Settles the schedule and venue of the recruitment activity.</p> <p>3.2 Approves the application</p>	None	10 minutes	Loribelle Grace M. Baguilat <i>PESO Manager</i>
4. Presents the approval of the PESO Officer	<p>4.1 Prepare the NOC</p> <p>4.2 Forwards the NOC to the PESO Officer for the signature.</p> <p>4.3 LCE signing of the Objection Certificate</p>	None	10 minutes ( depending upon the availability of the LCE)	Loribelle Grace M. Baguilat <i>PESO Manager</i>
<b>Total:</b>			<b>35 minutes</b>	



### 3. APPLICATION FOR SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

<b>Office or Division:</b>		Public Employment Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		15-25 y/o High School and College Students & Out of School Youth (OSY) March – April		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ Endorsement letter/ resume/bio-data,</li> <li>✓ birth certificate,</li> <li>✓ school registration form with School ID,</li> <li>✓ Copy of grades,</li> <li>✓ BIR Certification of Tax Exemption,</li> <li>✓ Certificate of Indigency and</li> <li>✓ SPES Application Form.</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the Public Assistance Information desk officer for inquiry	1.1 Assists and refer the client to the assigned focal person.	None	5 minutes	<i>PESO Staff</i>
2. Proceeds to the assigned personnel and submit the requirement	2.1 Receives the documents.  2.2. Checks for the completeness of the requirements.  2.3 Advices the client with regards to the schedule of interview with	None	30 minutes	<i>PESO Staff</i>  Loribelle Grace M. Baguilat <i>PESO Manager</i>





	DOLE representative s.			
<b>Total:</b>			<b>35 minutes</b>	



#### 4. APPLICATION FOR REFERRAL LETTER

<b>Office or Division:</b>		Public Employment Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Job Seekers/Applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Resume/Bio - Data				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the Public Assistance Information desk officer for inquiry.	1.1 Assist and refer the client to the assigned focal person.	None	5 minutes	<i>PESO Staff</i>
2. Proceed to the assigned personnel and present the resume	2.1 Receives the Resume. 2.2 Interview the Client 2.3 Reviews the qualification of the applicant. 2.4 Prepares the referral letter. 2.5 Forwards the referral letter to the PESO Officer for signature. 2.6 Releases the referral letter.	None	20 minutes	<i>PESO Staff</i>  Loribelle Grace M. Baguilat <i>PESO Manager</i>
<b>Total:</b>			<b>25 minutes</b>	



# **MO-HUMAN RESOURCES AND MANAGEMENT SECTION**



## **I. Mandate:**

“Conceptualize, develop, coordinate, implement, monitor & evaluate policies, plans, programs, projects and activities for an improved employee and LGU performance in the delivery of services to the people.”

## **II. Vision:**

“A highly disciplined, committed, professionalized and gender-sensitive workforce with well-defined roles utilizing established HRD structures and mechanisms and strengthened management system under a well-equipped and conducive workplace.”

## **III. Mission:**

“Happy customers availing responsive service from proactive knowledgeable, competent, responsible gender-sensitive HR Personnel in a customer-friendly workplace.”

## **IV. Service Pledge:**

- Manages and administers the Banaue-LGU organizational structure (assignments, details, transfers and other personnel interventions).
- Adopts a well-conceived recruitment plan, screening, selection and placement policies and procedures in coordination with other departments, offices and units.
- Assists that department and place human resource of the movement of employees; promotion, renewal, transfer, resignation, etc., and the system of selection which ensures the appointment of only the most qualified candidates with relevant education, training, experience, eligibility and character which and their placement in positions for which they are best fitted.
- Conducts training and HR development interventions, aimed at improving and broadening the skills of functionaries, raising morale and preparing them for higher duties and responsibilities.
- A strategic performance plan for the periodic evaluation of the efficiency of officers and employees.
- A merit and promotion plan based principally on the merits of the aspirants and thereby establish a career system where good people are brought into the service and in pursuance of their performance are moved up until reaching the highest ranking position.
- Ensures that Banaue-LGU HRM decisions and letter replies are based on pertinent civil service law and government regulations for maintaining the morals and discipline of employees at a high level.



## LIST OF SERVICES

### External Services

Application for On-the-Job Training  
Issuance of Service Record & Certificate of Employment  
Job Application  
Request for Issuance of ID  
Request for Landbank ATM  
Preparation of NOSA

### Internal Services

Change of Name and Marital Status  
Hiring / Promotion of Plantilla Personnel  
Hiring & Renewal of Consultancy / Contract of Service (COS)  
    under Executive Branch and Schools (Sef Funded)  
Process for Application for retirement  
Issuance of Authority to Transfer  
Issuance of Notice of Termination /Order of Separation  
Issuance of Acceptance of Resignation  
Leave Application (SL/VL/Terminal/Maternity/Paternity/monetization)  
Request for Official Travel Authority



## External Services



## 1. Application for On-the-Job Training

Training program for students to immerse them in a work environment relevant to their courses in the attempts to learn productivity in, knowledge on, and respect for the workplace.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Students from Local Colleges/ Universities and Senior High Schools who requires OJT		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Recommendation Letter from the School for accommodation of their students.</li> <li>• Resume/PDS of the student.</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for OJT	1.1. Receives and checks the documents submitted	None	1 minute	Receiving Clerk
	1.2. Prepare Memorandum of Agreement (MOA)	None	30 minutes	HRMO
	1.3. Prepare endorsement for possible office assignment.	None	10 minutes	HRMO
2. Receive the endorsement and proceed to the office assignment.	Release the endorsement	None	1 minute	HRMO
3. Upon acceptance to	Prepares ID and Certificate of	None	1 hour	Silverio Doplak and HRMO



a specific office.	Completion at the end of the OJT hours			
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 22 minutes</b>	





## 2. Request for Issuance of ID

The Identification Card (ID) is issued to serve as identifying data about the employee's name, full address, emergency contact person and use as identification at the place of employment.

<b>Office or Division:</b>		Human Resource Management Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Banaue LGU employees and On-the-Job Trainees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application/Request form</li> <li>Affidavit of Loss for Lost IDs</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up application/request form		None	2 - 3 minutes	Receiving Clerk
2. Submit application form together with other requirements	2.1 Receive and check the requirements	None	1 minute	HRMO
	2.2. Encode and Print the ID	None	3 minutes	Silver Doplal
	2.3. Release the ID	None	1 minute	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>8 minutes</b>	



### 3. Request for Landbank ATM

Issuance of Request Certification for permanent employees for processing of their Landbank ATM Card.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		LGU Banaue Permanent Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request / Letter endorsement</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for ATM Landbank	1.1. Receives	None	1 minute	Receiving Clerk
	1.2. Prepares request to Landbank	None	5 minutes	HRMO
	1.3. Sign	none	2 minutes	HRMO
	1.4. Release the Certification.	None	1 minutes	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>9 minutes</b>	



#### 4. Processing of Leave Application for Vacation Leave/Sick

<b>Office or Division</b>		Human Resource and Management Section		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent only) in Banaue		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Leave application form duly signed by the requesting employee and Head of Department/ Immediate Supervisor.</li> <li>• Medical certificate/ medical abstract (for sick leave)</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Leave application with documentary requirements	1.1 Receives documents	None	5-10 minutes	Receiving Clerk
	1.2. Assess, validates, computes leave balance	None	1 hour	HRMA/ HRMO
	1.3. Process applications for leave	None	1 hour	HRMA/HRMO
	1.4. Initials & Signs the application for leave	None	5 minutes	HRMO
	1.5. Signs leave application/s	None	10-30 minutes	Municipal Administrator
2. Receives copy	1.6. For all leave	None	5-10 minutes	Releasing Clerk



of Approved Leave Form	types -releases approved leave to client.			
<b>TOTAL:</b>		<b>NONE</b>	<b>2 hours, 55 minutes</b>	



## 5. Issuance of Service Record & Certificate of Employment

A service record is a collection of either electronic or printed material which provides a documentary history of a person's activities and accomplishments while serving as a member of a given organization while the Certificate of Employment is being issued to certify the person's employment at the Local Government Unit.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All Permanent, Co-Terminus and Contract to Service (Active or In-Active) Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Form</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up request form	1.1 Receives filled up request forms	None	5 minutes	Receiving/Releasing Clerk
	1.2. Retrieval of 201 files and hand them over to the assigned officer.	None	30 minutes	HRMO Staff
	1.3. Prepare Service Record	None	2 hours	HRMO
	1.4. Prepare Certification / Certificate of Employment (COE)	None	45 minutes	HRMO
	1.5. Checks/ Initials	None	1 day	HRMO
	1.6. Signs	None	1 day	HRMO
2. Pay to the MTO cashier the corresponding	Issue order of payment	*P130	30 minutes	Receiving/Releasing Clerk



fees				
3. Present Receipt.	Record OR # and release SR		5 minutes	Receiving/Releasing Clerk
<b>TOTAL:</b>		<b>Php 130.00</b>	<b>2 days, 4 hours</b>	



## 6. Preparation of NOSA

Preparation and Submission of Notice of Salary Adjustment (NOSA) for the Implementation of the Modified Salary Schedule.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Banaue LGU permanent, co-terminus and casual employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ NOSA Form / Plantilla / Salary schedule		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive the letter request/ Endorsement	1.1 Preparation of NOSA	None	30 minutes per employee	HRMO
	1.2. Checking of the prepared NOSA	None	25 minutes	HRMO
	1.3. Recording	None	5 minutes	HRMO
	1.4. For HRMO Signature	None	2 days	HRMO
	1.5. Releasing signed NOSA to the concerned office.	None	3 hours	HRMO
	1.6. Receiving certified NOSA for GSIS, Payroll and 201 file.	None	4 hours	HRMO
	1.7. Filing	None	1 hour	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>3 days, 1 hour</b>	



## Internal Services





## 7. Change of Name and Marital Status

A change in marital status (i.e. marriage, divorce or legal separation) allows an employee to make appropriate changes to his or her benefits.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All female Banaue LGU employees who are married		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>3 certified Photocopy of marriage contracts (preferably PSA copy)</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter together w/ the marriage contract (3 copies).	1.1 Receive, record request and attach routing slip and hand over to assigned personnel.	None	10 minutes	Receiving/ Releasing Clerk
	1.2. Request retrieval of 201 file for proper notation of the changes and furnish copy to concern agency.	None	3 days	HRMO
	1.3. Record/ Check/ Initial	None	2 hours	HRMO
	1.4. Sign	None	1 hour	HRMO
	1.5. Update 201 record of the employee concern.	None	5 minutes	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>3 days, 3 hours 15 minutes</b>	



## 8. Hiring/Promotion of Plantilla Personnel

To engage qualified individuals to provide necessary services to the Local Government Unit.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Qualified Applicant		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>For Applicants and/or recommendees:</p> <p>A. Duly filled-up Personal Data Sheet (PDS) together with the following attachments:</p> <p>a) Diploma and Transcript of Records - for first and second level positions;</p> <p>b) Form 138 or Certification from school for positions requiring completion of elementary and high school course;</p> <p>c) Eligibility - for positions requiring license or eligibility;</p> <p>d) Training Certificates - for positions requiring training;</p> <p>e) Work experience sheet;</p> <p>f) At least Satisfactory (S) Performance in the last rating period</p> <p>g) Matrix Comparative data of all pre-screened qualified contenders within the office whose names are not included in the promotional line-up submitted to the HRMO.</p>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Municipal	None		



	Mayor's authority to fill up vacancies.			
	1.2. If granted, requests publication of vacancies and posting to three (3) conspicuous places.	None	2 hours	HRMO
1. Submit Application with complete documents.	1.1. Receives, checks the documents submitted.	None		Receiving Clerk/ HRMO
	1.2. Evaluates paper qualification and prepares the Comparative Assessment Forms		5 - 6 hours (depends on the number of applicants)	HRMO
	1.3. Schedules the date of PSB (for approval by the Chairman and the number members) and approves the agenda of the positions to be screened			HRMO
	1.4. Acts as secretariat during the PSB En Banc Screening of Contenders			HRMO
	1.5. Prepares Appointment/s for Municipal Mayor signature		1 day	HRMO



2. Appointee sign the documents	2.1. Prepare Appointment for Signing.			HRMO & HRMA
	2.2. Sign		3 minute	Municipal Mayor
	2.3. Transmits Appointment/s & supporting docs to CSC for attestation		1 day	HRMO & HRMA
	2.4. Attested Appointment/s are received from CSC and transmitted to concerned Office/ Departments		1 day	HRMO & HRMA
	2.5. For appointments requiring additional supporting documents / justification, the concerned department is requested to comply and once the needed documents are submitted, the same are transmitted to CSC.		1 hour	
	2.6. For disapproved appointments, MR is prepared / drafted for Municipal Mayor's signature and once signed			



	concerned Department is requested to file signed MR with CSC attaching therein the required documents.			
	2.7. For disapproved appointments, MR is prepared / drafted for Municipal Mayor's signature and once signed concerned Department is requested to file signed MR with CSC attaching therein the required documents.			
	<b>TOTAL:</b>	<b>None</b>	<b>4 days and 3 minutes</b>	



## 9. Hiring & Renewal of Consultancy/Contract of Service (COS) under Executive Branch and Schools (Sef Funded)

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Contractual employees Under Executive Branch and Division of City Schools (DCS) SEF Funds		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Recommendation Letter from for the hiring &amp; Renewal of respective Personnel;</li> <li>• Duly filled-up Personnel Data Sheet (PDS);</li> <li>• Contractual Appraisal Form;</li> <li>• Panunumpa and Actual Duties of each personnel.</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for hiring / renewal of consultancy/ COS personnel to the receiving counter	1.1. Receives and records submitted request.	None	5 minutes	Receiving Clerk
	1.2. Reviews and checks the documents submitted	None		
	1.3. forwards the documents to the Budget Department for Certification as to the availability of funds	None	One (1) to (4) working days	Municipal Budget Officer
	1.4. forwards the		One (1) to (3)	Municipal



	documents to the Municipal Mayor, for signature.		working days	Mayor
2. Receives the documents	2.1. Informs and Releases Approved contracts to the concerned dept./office		5 minutes	HRMA
	2.2. Prepares documents to be submitted to the CSC Field Office.			
<b>TOTAL:</b>		<b>None</b>	<b>7 days 11 minutes</b>	



## 10. Issuance of Authority to Transfer

Preparation of documents of employees transferring from one office to another.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Banaue LGU Employee who transfer to any Local/National Agency		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>● Office Clearance</li> <li>● General Clearance</li> <li>● Certification of No Pending Case</li> <li>● Request letter</li> <li>● Assumption of duty (from Accepting Agency)*</li> <li>● CTC Appointment papers (from Accepting Agency) *</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letters together w/ the clearances.	1.1 Receive request and attach routing slip.	None	5 minutes	Receiving/Releasing Clerk
	1.2. Record and hand over to assigned personnel.	None	30 minutes	Receiving/Releasing Clerk
	1.3. Prepare Authority to Transfer and carry a note to the Office of the Municipal Mayor.	None	3 days	HRMO
	1.4. Record/ Check/ Initial/Sign	None	2 hours	HRMO
	1.5. Sign.	None	3 days	Municipal Mayor





2. Receive the Original copy of the Authority to Transfer	2.1. File receiving copy to employee"s 201 file	None	5 minutes	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 2 hours and 40 minutes</b>	



## 11. Issuance of Notice of Termination/ Order of Separation

Issuance of Termination of employment refers to the end of an employee's work. An employee may be terminated from a job of their own free will or following a decision made.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Banaue LGU Employees who are AWOL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Receives Office/Dept. Head recommendation for dropping, attach routing slip and hand over to the HRMO	None	1 hour	Receiving/ Releasing Clerk
	1.1. Record and hand over to assigned personnel	None	30 minutes	Receiving/ Releasing Clerk
	1.2. Prepare Notice/Order of Separation and carrier note to the Office of the Municipal Mayor	None	1 day	HRMO
	1.3. Record/ Check/Initial/Sign	None	2 hours	HRMO
	1.4. Sign	None	3 days	Municipal Mayor
	1.5. Inform and furnish(	None	1 day	HRMO



	photocopy of the signed notice) office/dept. concern			
	1.6. File original copy to 201. Inform and furnish (photocopy of the return card) office/dept. concern	None	1 day	HRMO
	1.7. Check/ Initial	None	1 hour	HRMO
	1.8. Sign	None	1 day	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 5hours</b>	



## 12. Issuance of Acceptance of Resignation

Resignation is the act of resigning—quitting one's job or giving up one's position.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Banaue LGU Employees who opt to sever employment for personal reasons, i.e. health, family, employment (local or abroad)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Resignation letter of employee</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Resignation letter with the Clearances required (Employee/ office concern)	1.1. Receives, records and attach routing slip and hand over to the HRMO	None	5 hour	Receiving /Releasing Clerk
	1.2. Assigns the letter to the concerned staff	None	30 minutes	HRMO
	1.3. Prepares Acceptance of Resignation and carrier note to the Office of the Municipal Mayor	None		HRMO
	1.4. Sign	None		HRMO
	1.4 Sign by Municipal Mayor	None	3 days	Municipal Mayor



	1.5. Informs and releases the signed Acceptance of Resignation to the concerned employee/ Department/Office	None	5 minutes	HRMO
	1.6. File the photocopy to employees 120 File	None	5 minutes	Records Clerk
	<b>TOTAL:</b>	<b>None</b>	<b>3 days, 5 hours 40 minutes</b>	



### 13. Job Application

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Walk-in Applicant/Application Letter		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>· Letter of Application</li> <li>· Personal Data Sheet with Picture/Resume/Biodata</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the above requirements to the receiving counter	1.1. Receives and records.	None	5 minutes	Receiving Clerk
	1.2. Assigns the letter to the concerned staff	None	5 minutes	HRMO
	1.3. Prepares the Matrix (encodes the educational attainment, eligibility, address, etc.) of the applicant	None	5 minutes	HRMO
	1.4. Evaluates and Endorses the letter of the applicant to the department/office where his/her qualifications is suited	None		HRMO



	1.5. Inform the applicant of the status of his/her application	None	5 minutes	HRMA
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	



## 14. Processing of Leave Application for Terminal Leave

Leave Application of employees applying for Terminal Leave.

<b>Office or Division</b>		Human Resource and Management Section		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are Banaue LGU employees (Permanent only)		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Letter Request</li> <li>• Leave application</li> <li>• GSIS Clearance</li> <li>• Office Clearance</li> <li>• General Clearance</li> <li>• Certificate of No pending Administrative Case (from Legal)</li> <li>• Service Record</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requests leave application	1.1 Receives leave application and complete requirements.	None	5-10 minutes	Receiving Clerk
	1.2. Assess, validates, computes leave balances	None	1-8 hours	Personnel In-charge
	1.3. Process applications for leave	None	1hr – 8 hours	HRMA/HRMO
	1.4. Initials & signs application for leave	None	20 minutes to 1hr	HRMO
	1.5. Signs the application	None	10-20 minutes	HRMO
	1.6. Releases approved leave	None	1-2 days	HRMO/ Municipal Mayor





	signed by the HRMO to be signed by the Municipal Mayor			
2. Receives approved leave	1.1 Releases approved leave signed by the Municipal Mayor	None	5-10 minutes	Releasing Clerk
	<b>TOTAL:</b>	<b>None</b>	<b>3 days, 2 hours, 40 minutes</b>	



## 15. Processing of Leave Application for: Rehabilitation Leave Magna Carta for Women (RA 9710) and Maternity Leave and Paternity Leave

Processing of Leave Application qualified for RA 9710, maternity leave application for a period of absence from work granted to a mother before and after the birth of her child. Also processing for Paternity leave a period of absence from work granted to a father after or shortly before the birth of his child.

<b>Office or Division</b>		Human Resource and Management Section		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are Banaue LGU employees (Permanent only)		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Leave application</li> <li>• Medical Certificate/Medical Abstract from OB -GYNE (for Maternity leave)</li> <li>• Birth Certificate</li> <li>• Marriage Contract</li> <li>• Affidavit of Singleness (for Unmarried Women)</li> <li>• Additional Requirements for Rehabilitation Leave</li> <li>• Incident Report</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit leave application.	1.1 Receives communication and leave application	None	5-10 minutes	Receiving Clerk
	1.2. Assess, validates, computes leave balances	None	1hr - 8 hours	Personnel In-charge
	1.3. Process applications for leave	None	1hr – 8 hours	HRMA/HRMO
	1.4. Initials &	None	20 minutes to	HRMO



	signs application for leave.		1hr	
	1.5. Signs the leave application.	None	10-20 minutes	Municipal Administrator/ Municipal Mayor
2. Received approved leave	Release the approved leave.	None	5-10 minutes	Releasing Clerk
	<b>TOTAL:</b>	<b>None</b>	<b>3 days, 1 hour</b>	



## 16. Process for Application for Retirement

Applied by employees who retired from service.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Those who are 65years old in Banaue LGU (Permanent only)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Application for Retirement</li> <li>• Application for survivorship for deceased employee.</li> <li>• Transmittal from Office/Dept., &amp; Clearances.</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1.1 Receives the application.	None	5 minutes to 10 minutes	Receiving Clerk
	1.2. Checks/ assess" attachments, prepares service record, LWOP & communication	None	1 hour - 2 hours	HRMO
	1.3. Signs the application for retirement, service record and, LWOP communication	None	5 minutes to 10 minutes	HRMO
2. Receives application	2.1 Releases the application	None	5 minutes to 10 minutes	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>2 hours, 30 minutes</b>	



## 10. Request for Official Travel Authority

All employees going on official business are to file duly filled-up and sign Authority to Travel before transacting business.

<b>Office or Division:</b>		Human Resource and Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All Banaue LGU employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Authority to Travel Form</li> <li>• Letter request for Foreign Travel (indicating inclusive date/s of travel and place)</li> <li>• Invitation from Sponsoring Agency or Organizer of the Conference/Seminar</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Travel Order application, sign and duly sign by the head.	1.1. Receives and logs-in request (with complete supporting documents).	None	5 minutes	Receiving clerk
	1.2. Recommends to Municipal Mayor/Municipal Administrator approval of Travel Authority in the case of travel outside the municipality.	None	5 Minutes	HRMO
	1.3. Receives, signed, and numbered Travel Authority.	None	5 minutes	HRMO



	1.4. Releases Original Travel Authority to concerned Office and retains copy for file.	None	5 minutes	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Answer Feedback form.
How feedbacks are processed?	Feedbacks will be directed to person concerns.
How to file complaints?	<p>Answer the client Complaint Form and receives to the front desk of the Human Resource Management Section</p> <p>Complaints can also be filed via emails. Make sure provide the following information:</p> <ul style="list-style-type: none"> <li>● Name of Person being complained</li> <li>● Incident</li> <li>● Evidence</li> </ul>
How complaints are processed?	<p>Evaluates and endorse the complaint to the Officer of the day.</p> <p>Upon evaluation, the HRMO/HRMA Officer shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO/HRMA will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO/HRMA will give the feedback to the client.</p>
Contact Information	<p>For inquiries and follow-ups, clients may contact the following:</p> <p>Email Address: <a href="mailto:hrmolgubanaue@gmail.com">hrmolgubanaue@gmail.com</a>            CCB:            PCC: 8888            ARTA: 478-5093  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>



## MO-MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT SECTION





## **I. Mandate:**

Setting direction, development, implementation, and coordination of disaster risk reduction and management program to reduce the vulnerabilities and risks to hazards and manage the consequences of disasters.

## **II. Vision:**

A premier tourist destination with a secured and peace loving people enjoying a peaceful and hazard free environment embodying rich cultural heritage through dynamic and developed oriented leadership.

## **III. Mission:**

To provide tourism-oriented services with sound support facilities, prevent probable loss of lives and properties; lessen the impact and damages of disasters through effective and efficient disaster plans, programs, and services.

## **IV. Service Pledge:**

Design, program, coordinate and implement disaster risk reduction and management activities consistent with the National Disaster Risk Reduction and Management Council's standards and guidelines.



## LIST OF SERVICES

Municipal Unit Head Office

- A. Disaster Preparedness Services
- B. Disaster Prevention and Mitigation Services
- C. Disaster Response Services

Feedback and Complaints Mechanism



# **Municipal Disaster Risk Reduction and Management Section**

## **External Services**



## 1. Disaster Preparedness Services

Provision of Trainings, Exercise Drills, and Information Education and Communication (IEC) Campaign - This service ensures that the trainings, exercise drills, information education and communication campaigns conducted will equip participants with the appropriate knowledge, skills, and valuable information that conforms with the standards set by governing agencies as mandated under the republic Act 10121.

<b>Office or Division:</b>		Municipal Disaster Risk Reduction & Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who May Avail:</b>		Schools, Barangays, Government and Non-government Agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter from the clients/agencies/ organizations 2. Number of participants and number of days for the training				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a letter request addressed to the MDRRMC Chairman through the MDRRMO Head of Office and have its hard copy received	Receive, record, and provide copy to the concern office	None	5 Minutes	Jenny Rose U. Nanglihan-LDRRMA or Jenelyn K. Limmong-LDRRMA
2. Wait for confirmation from the office responsible	2.1.MDRRMO prepares necessary documents and activities/propos als needed  2.2.Coordinate with concern and other supporting LGU offices and agencies	None	2 Days  1 Hour	Jenny Rose U. Nanglihan-LDRRMA or Jenelyn K. Limmong-LDRRMA



	<p>2.3.MDRRMO prepares training/drills/ IEC materials needed</p> <p>2.4.Inform the requesting entity/client of the status of their request</p>		<p>1 Day</p> <p>15 Minutes</p>	<p>Simeon H. Mundayag-<i>LDRRMO II</i> or Jingle G. Navarro-<i>LDRRMO I</i></p>
3. Assist the training team	Meet with the client and conduct the desired training/drill requested	None	Depends on the duration of the requested training	<p>Simeon H. Mundayag-<i>LDRRMO II</i></p> <p>Jingle G. Navarro-<i>LDRRMO I</i></p> <p>Jenny Rose U. Nanglihan-<i>LDRRMA</i></p> <p>Jenelyn K. Limmong-<i>LDRRMA</i></p>
<b>Total:</b>			<b>3 Days &amp; 80 Minutes</b>	



## 2. Disaster Prevention and Mitigation Services

Mitigation Services (Manual or mechanical de-clogging/clearing/desilting of drainage canals and other waterways)

<b>Office or Division:</b>		Municipal Disaster Risk Reduction & Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who May Avail:</b>		Schools, Barangays, Government and Non-government Agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter for Disaster Prevention/Mitigation Services 2. Emergency Call by way of landline and mobile communication to the MDRRMO				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a letter request addressed to the MDRRMO Head and have its copy received (Call the MDRRMO Hotline if request is emergency)	DRRMO staff receives, records, and check availability of schedule	None	5 minutes	Jenny Rose U. Nanglihan-LDRRMA or Jenelyn K. Limmong-LDRRMA
	DRRMO Staff conducts ocular inspection and make recommendations to the DRRMO Head	None	1 Day	Jingle G. Navarro-LDRRMO I  Jenny Rose U. Nanglihan-LDRRMA  Jenelyn K. Limmong-LDRRMA
	Upon recommendation, DRRMO Head instruct/acts on the request	None	½ - 2 days as needed	Simeon H. Mundatag-LDRRMO II  Jingle G. Navarro-LDRRMO I
<b>Total:</b>			<b>3 Days &amp; 5 Minutes</b>	



### 3. Disaster Response Services

#### 3.1. Provision of Emergency Response

The MDRRMO Emergency Response Services is provided to reported emergency incidents within Area of Responsibility as per request from informant/s, caller/s, and walk-in individual/s.

<b>Office or Division:</b>		MDRRMO		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who May Avail:</b>		All residents of Banaue needing emergency services within the area of responsibility of Banaue		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Call from an identified caller 2. Type of the accident, address, and number of patients				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the hotline of MDRRMO Or Report to the MDRRM office	Record the necessary information	None	1 Minute	Jingle G. Navarro – <i>LDRRMO I</i>
2. Report what type of emergency, address of the incident, time occurrence, and the number of individuals involved in the incident	Record the details, prepare rescue vehicles, equipment, rescue tools and materials and form the rescue for response  Alert rescue/response team	None	10 Minutes average response time depending on the location and situation	Simeon H. Mundatag – <i>LDRRMO II</i>  Jingle G. Navarro- <i>LDRRMO I</i>
3. On standby for verification/follow-up by the MDRRM Officer	Call the client for verification	None	1 Minute	Jingle G. Navarro- <i>LDRRMO I</i>
4. Assist the rescue team	Dispatch security and triage time on the site, and call appropriate	None	15 Minutes depending on the incident	Simeon H. Mundatag – <i>LDRRMO II</i>



	hospital for proper referral of patients			
<b>Total:</b>			<b>27 Minutes</b>	





### 3.2. Provision of Assistance on Calamities

<b>Office or Division:</b>		Municipal Disaster Risk Reduction & Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who May Avail:</b>		All residents of Banaue needing emergency services within the area of responsibility of Banaue		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. List of damage reports with supporting documents (pictures) by barangay officials 2. Supporting documents (pictures) by affected individual				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consult the MDRRM Office and present lists of names with address and properties affected. (for barangay report)  Consult the MDRRM Office and present supporting document (pictures). (for individual report)	Record necessary information being presented	None	15 Minutes	Jenelyn K. Limmong-LDRRMA or Jennyrose U. Nanglihan-LDRRMA
2. Wait for the MDRRM assistance	Coordinate with other LGU agencies for augmentation of materials and prepare heavy equipment such as backhoe-loader for clearing of roads emergency	None	30 Minutes	Simeon H. Mundayag-LDRRMO II  Jingle G. Navarro-LDRRMO I



	vehicles for transportation of affected individuals			
3. Must be present during the inspection of site affected	<p>Inspect, assess and evaluate the needs and make recommendations</p> <p>Submit summary report to the local Chief Executive</p>	None	1 Day	<p>Simeon H. Mundatag- <i>LDRRMO II</i></p> <p>Jingle G. Navarro- <i>LDRRMO I</i></p> <p>Jenelyn K. Limmong- <i>LDRRMA</i></p> <p>Jennyrose U. Nanglihan- <i>LDRRMA</i></p>
<b>Total:</b>			<b>1 Day &amp; 45 Minutes</b>	



### 3.3. Provision of Assistance for Search to Missing Individuals

<b>Office or Division:</b>		Municipal Disaster Risk Reduction & Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who May Avail:</b>		All residents of Banaue needing emergency services within the area of responsibility of Banaue		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter from the client 2. Personal appearance of the client				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	3 minutes	Jingle G. Navarro – LDRRMO I
2. Wait for office action	Prepare materials or logistics to be used for the search  Coordinate with DILG, MDRRMC, and other LGU agencies	None	30 minutes	Simeon H. Mundatag-LDRRMO III Jingle G. Navarro-LDRRMO I
3. Assist response team	Meet with client for the search operation	None	1 day or depends on the search	Simeon H. Mundatag-LDRRMO III Jingle G. Navarro-LDRRMO I
4. Wait for progress report from the MDRRMO	Inform client on the progress report of the search	None	1 day	Simeon H. Mundatag-LDRRMO III Jingle G. Navarro-LDRRMO I
<b>Total:</b>			<b>2 Days &amp; 33 Minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the designated drop box of the MLGU
How feedbacks are processed	MDRRMO office reads complaints if there are then complies and records all feedbacks submitted. Feedback requiring answers will be forwarded to concern individual/staff for answering within three to five days upon receipt. The answer will then be relayed to the concern citizen.
How to file a complaint	The office will read the complaints of the citizens and evaluate.
How complaints are processed	The staff will refer to proper authorities for evaluation of the complaints and proper actions.
Contact information of MDRRMO-Banaue	Cellphone No.: 09153427250 / 09353067103 E-mail Address: <a href="mailto:mdrrmobanaue@yahoo.com">mdrrmobanaue@yahoo.com</a> FB Page: Mdrmo Banaue



# **MUNICIPAL ADMINISTRATOR'S OFFICE**



## **I. Mandate:**

The Municipal Administrator shall develop plans and strategies, assist in the coordination of the work of all the officials of the municipality, establish a sound personnel program, and conduct a continuing organizational development, be in the frontline of the delivery of administrative support services, and recommend/advise on matters of management/administration of the municipality. The Municipal Administrator also represents the Municipal Mayor in some ministerial transactions.



## 1. APPROVAL OF LEAVE APPLICATIONS

<b>Office or Division:</b>		Office of the Municipal Administrator		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All LGU Regular and co-terminous Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LEAVE FORM duly signed by their department head and by the HRMO		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Leave Form	1.1 Receive/ review the Application form	None	1 minute	Admin Staff
	1.2 Approve and sign or disapprove the Leave Form		1 minute	Municipal Administrator
2. Receive signed application form	2.1 Register on the logbook and release approved/ disapproved forms to the HRMO	None	2 minutes	Admin Staff
<b>Total:</b>		<b>None</b>	<b>4 minutes</b>	



## 2. APPROVAL OF TRIP TICKET

<b>Office or Division:</b>		Office of the Municipal Administrator		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All LGU Drivers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DRIVER'S TRIP TICKET		From their department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Driver's Trip Ticket	1.1 Verify/ review and record the document	None	1 minute	Admin Staff
	1.2 Sign the document		1 minute	Municipal Administrator
	1.3 Transmit the approved/cancelled Trip Ticket to the concern office		2 minutes	Admin Staff
<b>Total:</b>		None	4 minutes	





### 3. APPROVAL OF TRAVEL ORDERS

<b>Office or Division:</b>		Office of the Municipal Administrator		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All LGU Regular, co-terminous Employees and job order employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communications/Request letters		From their department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Travel Order Form	1.1 Receive/ review the document	None	1 minute	Admin Staff
	1.2 Approved and sign or disapproved the travel order		2 minutes	Municipal Administrator
	1.3 Register on the logbook and transmit the travel order to the HRMO		3 minutes	Admin Staff
<b>Total:</b>		<b>None</b>	<b>6 minutes</b>	



#### 4. APPROVAL OF COMMUNICATIONS/REQUEST LETTERS

<b>Office or Division:</b>		Office of the Municipal Administrator		
<b>Classification:</b>		Simple, Complex		
<b>Type of Transaction:</b>		G2G G2C G2B		
<b>Who may avail:</b>		Concerned Departments/Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication letter/s & Request letter/s		From the concern individual or office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document/s to receiving area	1.1. Receive/ records document/s in the Documents Tracking Record book. 1.2. Reviews document/s 1.3. Releases document/s with comments for appropriate action and coordination with responsible office/s	None	5 minutes  15 minutes  1-2 days (may vary depending on the complexity of request)	Admin Staff  Municipal Administrator Municipal Administrator
<b>Total:</b>		None		



## 5. APPROVAL OF PURCHASE REQUEST, PURCHASE ORDER & OBLIGATION REQUEST

<b>Office or Division:</b>		Office of the Municipal Administrator		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All LGU Departments/Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PURCHASE REQUEST, PURCHASE ORDER & OBLIGATION REQUEST below Php 50,000.00 duly signed by their department head/requesting agency/office		From their departments/Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to the receiving area	1.1 Receive the document/s 1.2 Review & sign the document/s	None	1-2 minutes  2 minutes	Admin Staff  Municipal Administrator
2. Release the document and sign in the receiving logbook	2.1 Register on the logbook and release the document/s	None	3 minutes	Admin Staff
<b>Total:</b>		None	7 minutes	



## 6. HIRING OF JOB ORDER EMPLOYEES

<b>Office or Division:</b>		Office of the Municipal Administrator		
<b>Classification:</b>		Simple, Complex		
<b>Type of Transaction:</b>		G2G G2C		
<b>Who may avail:</b>		Concerned Departments/Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application letter 2. Personal Data Sheet (PDS) 3. School Request (if applicable) 4. Barangay Request (if applicable) 5. Office Request (if applicable)		From the concern individual or office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document /s to Administrator's Office	1.1. Receive and check documents if complete 1.2. Screening and Interview	None	5 minutes	Admin Staff
2. Endorsement to HRMO (if hired)	2.1. Prepare endorsement letter for Job Orders assigned at the barangay and school approved by the administrator 2.2. Orientation of the newly hired Job Order employee	None	15-20 minutes	Municipal Administrator Admin Staff
		None	10 minutes	
		None	20 minutes	HRMO Staff
<b>Total:</b>		None	50 minutes	



## MUNICIPAL AGRICULTURE OFFICE



## **I. Mandate:**

The Economic Services office responsible in attaining self- sufficiency in crops, livestock and poultry and fishery through promotion of Agri-Tourism, sustainable Agriculture, improved agriculture technologies, Agri-based Enterprises while maintaining the landlocked beauty of the Rice Terraces and improved life of the community.

## **II. Vision:**

A municipality with a competitive sustainable and technology based Agri-Tourism sector contributing to inclusive growth and poverty reduction in the Municipality.

## **III. Mission:**

To help and empower the farmers and Fisherfolks and the private sector to produce enough, accessible, safe and affordable food for every Banaueans and a productive income for all.

## **IV. Service Pledge:**

We, the employees of the Municipal Agriculture Office with the guidance of God Almighty

DO HEREBY PLEDGE TO:

**S**erve promptly, efficiently, courteously, justly and with no impartiality from Mondays to Fridays starting at 8:00 am to 5:00 pm.

**E**nforce strict compliance with service standards, as embodied under RA 9485 and the guiding principles of RA 6713

**R**esponsive to the needs of the farmers, fisherfolk, stakeholders as well as

the transacting public.

**V**alue every citizen's comments, suggestions and needs especially the poor,

the underprivileged and those with special needs such as the disabled and

the elderly.

**I**nitiate immediate action in rendering technical and support assistance to clientele.

**C**ommitted to serve the public with integrity and dedication.

**E**nsure the public with accurate information through 24/7 access on maos, programs and activities through hotline number:09171887381



## List of Services

### **TECHNICAL SERVICES**

- A. Animal Health and Husbandry
- B. Agri-Fishery

### **PRODUCTION SERVICES**

- A. Provision of Agricultural Farm inputs
- B. Fishery farm Inputs
- C. Farm Machineries

### **EXTENSION AND EDUCATION SERVICES**

- Information Education Campaign
- Training/Seminars
- Farmers Field School

### **CALAMITY ASSISTANCE SERVICES**

- Provision of Assistance through Philippine Crop Insurance
- Monitoring and Evaluation

### **ASSISTANCE TO RURAL BASE ORGANIZATION**

- Facilitate Organizational meeting
- Assistance on registration and Accreditation

### **ADMINISTRATIVE SERVICES**

- Issuance of farmers Certification
- Issuance of Veterinary Health Certificate



## 1. TECHNICAL SERVICES

### 1.1. Animal Health and Husbandry Services

- Conduct of Animal Castration
- Animal Deworming
- Vaccination
- Consultation and treatment

<b>Office or Division:</b>		Municipal Agriculture Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2G		
<b>Who May Avail:</b>		Farmers and Pet owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance or on call				
2. Fees (base on scheme of the services)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Consult the Agricultural Technologist or Municipal Agricultural Officer	Log in the name of the client and get important information about the need/concern.	None	5 minutes	Agricultural Technologists; Veterinarian II; Municipal Agriculturist
	Schedule the date of Farm visit/Animal Treatment and Vaccination		5 minutes	
	Instruct the clients on the vet. medicines to be bought if not available in the office, inform the client of payment		5 minutes	Veterinarian II
5. Pay the required medicine/biologics	If vet. medicine is available, receive payments and give corresponding official receipt to the client.	Depending on the volume of Vet meds used	5 minutes	
6. Accompany and assist the Veterinarian or	Conduct vaccination, castration or	None	1 day	Agricultural





Agricultural Technologist	treatment			Technologists; Veterinarian II; Municipal Agriculturist
4. Give update on the effects of the treatment	Monitor and follow up treatment if needed	Pay vet medicines required	Half day	
<b>Total:</b>				



## 1.2. AGRI-FISHERY TECHNICAL SERVICES

- Pest and Diseases Surveillance
- Fertilizer Recommendation
- Soil Testing/ Water Analysis

<b>Office or Division:</b>		Municipal Agriculture Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who May Avail:</b>		Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance or thru phone call.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consult the Agricultural Technologist or Municipal Agricultural Officer	Log in the name of the client and get important information about the need/concern.	None	5 minutes	Agricultural Technologists; Municipal Agriculturist
AT to set schedule and prepares travel order or pass slip depending on the urgency of the service	Sets schedule and file travel order or OB pass		5 minutes	
2. Accompany AT at the farm site to perform needed assistance	AT sets out to deliver the needed assistance		1 day	
3. Pay attention and list recommended solution or measures about the concern	Instruct/Assist farmers on recommended measure/solution on his/her farm concern		1 day	
4. Provide progress report on the recommended measure on previous farm concern	Monitor and evaluate recommendation			



## 2. PRODUCTION SERVICES

### 2.1. Provision of Agricultural Farm inputs

-Fertilizer, Rice Vegetable Seeds, Fingerlings and Farm Machineries.

<b>Office or Division:</b>		Municipal Agriculture Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who May Avail:</b>		Registered Farmers and Accredited Farmers Organization		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3. Written request, proposal or resolution				
4. Client to Call by way of landline and mobile communication to the MDRMO				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Clients to present request, proposal or resolution and sign in the log book	Assist client in signing log book and re direct client to personnel program in charge		5 Minutes	Agricultural Technologists; Veterinarian II; Municipal Agriculturist
3. Check RSBSA registration and related information	Read and review written request or proposal, and check client profile in the RSBSA registry		5 Minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
4. Be present during the site inspection and site validation	Conduct field inspection and validate request.		1 day	
5. Wait 1 day for the notice of approval or disapproval	Conduct field inspection and validate request. -prepare and submit the inspection report and recommend to the Municipal Agriculture Officer. -Notify the		1 day	



	applicant for the approval or disapproval.			
6. Upon receipt of the notice of approval, proceed to the Municipal Agriculture Office and get inputs.	Release the Agri inputs (seeds, seedlings, Fingerlings, farm machinery, fertilizer etc.)		1 hour	



### 3. EXTENSION EDUCATION SERVICES

Provision of Trainings, Seminars, Information Education Campaign and Farmers Field School

<b>Office or Division:</b>		Municipal Agriculture Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2G		
<b>Who May Avail:</b>		Registered Farmers and Accredited Farmers Organization		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written request, Training proposal or resolutions		To be prepared by requesting Farmer or Farmer organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients sign in the log book	Assist the client in signing the client's logbook	None	3 minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
2. Client to present concern or request for training proposal or seminar	Interview client for pertinent information	None	15 minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
3. Scheduling	a. For on the spot coaching, AT in charge /MAO can deliver coaching immediately b. For scheduled training, seminar, FFS, the AT sets schedule and prepares training plan/program and files travel order	None	15 minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
Coaching (on the spot)	Demonstrate/Orient or give information/a	None	15 minutes	Agricultural Technologists; Veterinarian II;



	advice on the appropriate technologies or farm practices ask by the clients			Municipal Agricultural Officer
Coaching (scheduled)	AT sets out to deliver training/seminar/FFS and IEC on scheduled date/s	None	8 hours or more depending on the Training topics	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
4. Accomplish Customers Feedback and complaint/satisfaction form and drop at the public assistance or complaint desk.	Assist clients in filling the client's feedback and complaint/satisfaction form	none	5 Minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer



#### 4. CALAMITY ASSISTANCE SERVICES

Provision of insurance and other assistance to calamity affected farmers through Philippine Crop Insurance and Department of Agriculture

<b>Office or Division:</b>		Municipal Agriculture Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G, G2G		
<b>Who May Avail:</b>		Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of damage reports with supporting documents (pictures) by barangay officials				
Supporting documents (pictures) by affected individual				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report affected crop and livestock through txt or call within 24 hours to the barangay official and AT in charge in the Barangay	1.1 Record necessary information being presented. Record and Inform PCIC on current received reported insured affected crop and livestock with-in 24 hours.	None	15 minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
2. Consult the Office and present lists of names with address and properties affected. (for barangay report)  B. Consult Office and present supporting document (pictures). (for individual report)	2.1 Assist the client in signing the client's logbook and interview clients and record in the input in the calamity report forms  B. Consolidate and collect pictures and schedule on site validation of affected crops or livestock	None	15 Minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
3. Must be present during the inspection of site affected	3.1 Inspect, assess and evaluate the needs and make	None	1 day	Agricultural Technologists;



	recommendations  Submit summary report and other documents required to the PCIC, MDRRMO and local Chief Executive			Veterinarian II; Municipal Agricultural Officer
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## 5. RURAL BASE ORGANIZATION SERVICES

Assistance to Farmers organization/Association, Farmers Cooperative, Rural Improvement clubs and 4H clubs through conduct of capacity building, registration and accreditation to registering and accrediting agencies.

<b>Office or Division:</b>		Municipal Agriculture Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G, G2G		
<b>Who May Avail:</b>		Farmers and Farmers Organization		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter from the client				
Personal appearance of the client				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients sign in the log book	1.1 Assist client in signing client's log book.	None	3 minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
2. Client to present request or concern	2.1 Record information and concern presented by clients	None	30 minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
a. Request to form new farmer organization. - Client to set date of organizational	AT attend to set date of meeting and prepare travel order or OB Pass	None	10 minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
b. Request assistance in the registration or accreditation and submit all requirements	AT to review checklist of requirements and assist client in filling up registration and accreditation forms	None	30 minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
3. Assist AT in accomplishing checklist of requirements	3.1 Prepare other required documents and endorse to the registering bodies.	None	30 Minutes	Agricultural Technologists; Veterinarian II; Municipal Agricultural Officer
4. Wait for a txt	4.1 Inform	None	3 days	Agricultural



message from the registering bodies or the MAO if certificate is available for claiming	through Call or text the president of the Farmers Organization when certificate of registration or accreditation is available			Technologists; Veterinarian II; Municipal Agricultural Officer
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## 6. ADMINISTRATIVE SERVICES

Provision of Certification to registered farmers in the registry system for Basic Sector in Agriculture (RSBSA) and Veterinary Health Certificate for transportation of Live Animals, Pork and Pork products.

<b>Office or Division:</b>		Municipal Agriculture Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G, G2G		
<b>Who May Avail:</b>		Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of the client				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients sign in the log book	1.1 Assist client in signing client's log book.		3 Minutes	Agricultural Technologists; Veterinarian II;  MAO
2. Client to present request or concern	2.1 Interview client for pertinent information's	None	5 Minutes	
3. For RSBSA Certification- Pay certification fee while waiting for the releasing	3.1 AT to Prepare certification signed by the MAO and issue with attached client's receipt	Php 130.00	15 Minutes	AT, MAO and Municipal Treasury
4. Bring Certification at the Mayor's office for Sealing	4.1 Seal and release certification	None	5 Minutes	Executive Assistant/ Admin. Aide
5. For veterinary Health -client to assist the veterinarian for inspection of animal requested	5.1 Conduct thorough inspection and investigation of animals for transport	None	3 Hours	Veterinarian II
6. Pay Certification fee	6.1 Prepare and sign and issue certification with attached receipt	130.00	15 minutes	Veterinarian II and Municipal Treasury Office
7. Bring Certification at the Mayor's office for Sealing	7.1 Seal and release certification	None	5 Minutes	Executive Assistant/ Admin. Aide



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the designated drop box of the MLGU
How feedbacks are processed	Municipal Agriculture office to read complaints if there are then complies and records all feedbacks submitted. Feedback requiring answers will be forwarded to concern individual/staff for answering within three to five days upon receipt. The answer will then be relayed to the concern citizen.
How to file a complaint	The office will read the complaints of the citizens and evaluate.
How complaints are processed	The staff will refer to proper authorities for evaluation of the complaints and proper actions.
Contact information of Municipal Agriculture Office-Banaue	Cellphone No.: 09171887381 E-mail Address: munagri@gmail.com



# MUNICIPAL CIVIL REGISTRY OFFICE



## I. Mandate:

Republic Act 7160, Sec. 479 mandates the Qualification, Powers and Duties as (a.) No person shall be appointed Civil Registrar unless he is a citizen of the Philippines, a resident of the government unit concerned, of good moral character, holder of a college degree from a recognized college or university, and a first grade civil service eligible or its equivalent. He must have acquired experience in civil registry work for at least (5) years in case of the city civil registrar and three (3) years in case of municipal civil registrar. The appointment of a civil registrar shall be mandatory for the city and municipal governments.

(b.) The Civil Registrar shall be responsible for the civil registration program in the local government unit concerned, pursuant to the Civil Registry Law, The Civil Code and other pertinent laws, rules and regulation issued to implement them.

(c.) The Civil Registrar shall take charge of the Office of Civil Registrar and shall:

1. Develop plans and strategies and upon approval thereof by the mayor, as the case may be, implement the same, particularly to those which have to do with civil registry programs and projects which the mayor is empowered to implement and which the Sanggunian is empowered to provide for under this Code;
2. In addition to the foregoing duties and functions, the civil registrar shall:

- i. Accept all registrable documents and judicial decrees affecting the civil status of persons;
  - ii. File, keep and preserve, in a secure place the books required by law;
  - iii. Transcribe and enter immediately upon receipt all registrable documents and judicial decrees affecting the civil status of persons in the appropriate civil registry books;
  - iv. Transmit to the Office of the Civil Registrar-General, within the prescribed period, duplicate copies of registered documents required by law;
  - v. Issue certified transcripts or copies of any certificate or registered documents upon payment of the prescribed fees to the treasurer;
  - vi. Receive applications for the issuance of a marriage license and after determining that the requirements and supporting certificates and publication thereof for the prescribed period had been complied with, issue the license upon payment of the authorized fee to the treasurer;
  - vii. Coordinate with the National Statistic Office now Philippine Statistics Authority in conducting educational campaigns for vital registration and assist in the preparation of demographic and other statistics for the local government unit concerned; and
3. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

Administrative Order No. 1 series of 1983, Title One Rule 5. Duties of the Civil Registrar, states: "The civil registrar shall take charge of the office of civil registry and shall:



- a. File registrable certificate and documents presented to them for entry;
- b. Compile the same monthly and prepare and send any information required of them by the Civil Registrar-General;
- c. Issue certified transcripts and copies of any certificate or document registered, upon payment of the proper fees;
- d. Order the binding, properly classified, of all certificates or documents registered during the year;
- e. Send to the Civil Registrar-General, (through his designated representative) during the first ten days of each month, a copy of entries made during the preceding month, for filing;
- f. Index the same to facilitate search and identification in case any information is required;
- g. Administer oaths, free of charge, for civil register purposes; (Sec 12, Act 3753)
- h. Accept all registrable documents and judicial decrees/orders affecting the Civil status of persons;
- i. File, Keep and preserve in a secured place the books required by law;
- j. Transcribe and enter immediately upon receipt all registrable documents and judicial decrees affecting the civil status of persons in the appropriate civil registry books;
- k. Receive applications for the issuance of marriage license and after determining that the requirements and supporting certificates and publication thereof for the prescribed period have been complied with, shall issue the license upon payment of the authorized fee to the treasurer;
- l. Coordinate with the office of the Civil Registrar-General (Philippine Statistics Authority) in conducting educational campaigns for vital registration and assist in the preparation of demographic and other statistics for the local government unit concerned; (Article 9, Section 479, the Local Government Code of 1991)
- m. File, keep and preserve civil registry records as per archival system mandated by the Local Government Code; (Sec 374)
- n. Submit status reports on the condition of civil registry documents filed in the civil registry office whenever there are changes of the previous status of file;
- o. Reconstruct destroyed civil registry records upon compliance with the requirements following the procedures established by the Office of the Civil Registrar-General; and
- p. Make available at all times the civil registry forms in his office.

**Act 3753 Civil Registry Law and RA 7160, Sec. 479;**

**Civil Registrar acquires quasi-judicial function on RA 9048**, “An Act Authorizing the City or Municipal Civil Registrar or the Consul General to Correct a Clerical or Typographical Error in an Entry and/or Change of First Name or Nickname in the Civil Register without the need of a Judicial Order, Amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines” and **RA10172** “An Act Further Authorizing the City or Municipal Civil Registrar or the consul General to Correct clerical or typographical Errors in the Day and Month in the date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order, Amending for this Purpose Act Numbered Ninety Forty-Eight” **which cannot be delegated to any officer of any civil registry office.**



**RA 9255**, *“An Act Allowing Illegitimate Children to Use the Surname of their Father, Amending for this Purpose Article 176 of Executive Order 209 Otherwise known as the Family Code of the Philippines.”*

**Article 165 of the Family Code (Legitimation)**. **Children conceived and born outside a valid marriage are illegitimate, unless otherwise provided in this Code and RA 9858**, *“An Act Providing for the Legitimation of Children Born to Parents Below Marrying Age, Amending for the Purpose the Family Code of the Philippines, as Amended”*.

## **II. Vision**

A customer-friendly office that provides quality Civil Registration services responsive to local, national and global demands.

## **III. Mission:**

Promote and institutionalize effective Civil Registration System through the maximized and prudent utilization of resources, improve execution of civil registry mandates through utilization of innovative technology and sustain networking with all stakeholders and interveners.

## **IV. Service Pledge: MOTIVATED, COMMITTED, RESPONSIVE**

### **Motivated**

We value people, promote welfare and have a positive attitude at all times.

### **Committed**

We commit to deliver efficient civil registration services to our clients and stakeholders and we observe the highest standards of professional behavior by exemplifying impartiality and independence in everything we do.

### **Responsive**

We are customer focused, active listener, proactive, communicator and we respond to change with positive attitude and willingness to learn new ways to deliver our mandate.





## LIST OF SERVICES

### FRONTLINE SERVICES

Registration of Timely Certificate of Live Birth (COLB)

Late Registration of Certificate of Live Birth

Registration of Certificate of Marriage (COM)

Application and Issuance of Marriage License

Registration of Timely Certificate of Death (COD)

Late Registration of Certificate of Death

Courtesy Lane (PWD/Senior Citizen/Heavily Pregnant)

Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

Legitimation with Admission of Paternity, Legitimation including R.A. 9858

Supplemental Report

Petition for Change of First Name (CFN)- R.A. 9048

Petition for the Correction of Clerical or Typographical Error (CCE)- R.A. 9048

Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth (in the Certificate of Live Birth)- R.A. 10172

Request for Issuance of Certified True Copy of Birth Certificates

Request for Issuance of Certified True Copy of Marriage Certificates

Request for Issuance of Certified True Copy of Death Certificates



## 1. Registration of Timely Certificate of Live Birth

This is the process of registering Certificates of Live Birth of Filipino citizens, born in Banaue, Ifugao within thirty (30) days from the date of birth.

<b>Office:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		All Government/Private Hospitals, other birth attendants, Banaue Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificates of Live Birth (1 set) Forms		Hospital, Barangay Civil Registration Agents (BRAs), LCR office		
Parents' Certificate of Marriage (Original or Certified True Copy (CTC))		PSA / LCR Office		
For Illegitimate Child: <ul style="list-style-type: none"> <li>Subscribed Affidavit to Use the Surname of the Father if the child was acknowledged.</li> </ul>		Municipal Civil Registry Office or Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Certificates of Live Birth and all the requirements	1. Receive Certificates of Live Birth for registration	None-Free within 30 Days after birth	1 Hour /Certificate of Live Birth	J. Martin/ Receiving Clerk
	1.1. Checks completeness of entries and attachments and validate with existing records			I. Benoyaco/ Processor
	1.2. If complete, assigns registry number			J. Martin/ Releasing Clerk
1.3. Encode, print and signed				
2. Receive released document	2. Release personal copy to registrant			
<b>TOTAL:</b>		None	1 Hour	

\*Registration of Timely Certificate of Live Birth is qualified for multi-stage processing. All incomplete data / requirements will not be accepted.



## 2. Late Registration of Certificate of Live Birth

This is the process of registering the Certificates of Live Birth of Filipino citizens born in Banaue, Ifugao after the thirty (30)-day filing period from the date of birth of the person.

<b>Office:</b>	Municipal Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Client
<b>Who may avail:</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, Banaue Constituents, Non-Banaue residents (who were born in Banaue, Ifugao)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Certificates of Live Birth for Late Registration (1 set) Form	Hospital, Barangay Civil Registration Agents (BCRAs), LCR Office
Negative Certification from PSA (1 original)	PSA Office
Baptismal Certificate (1 original, 1 photocopy)	Church, place of baptismal
For Legitimate Child (below 17 years old) <ul style="list-style-type: none"> <li>• Certified True Copy of Parents' Certificate of Marriage (1 original)</li> </ul>	Municipal Civil Registry Office
For Illegitimate Child (below 17 years old): <ul style="list-style-type: none"> <li>• Notarized Affidavit to Use the Surname of the.</li> <li>• Notarized Joint Affidavit of Two Disinterested Persons/Witnesses</li> </ul>	Municipal Civil Registry Office or Notary Public
For applicants 18 years and above, same as above plus other supporting documents: <ul style="list-style-type: none"> <li>• Medical Records (if born in hospital)</li> <li>• Voter's Affidavit</li> <li>• Old NBI Clearance</li> <li>• Old Police Clearance</li> <li>• Certificate of Death of Mother/Father</li> <li>• Form 137/138</li> <li>• SSS E-1</li> <li>• GSIS Service Record</li> </ul>	Hospital, Barangay Health Stations, other birthing facilities; COMELEC; NBI; PNP Office; PSA or LCR Office  School attended SSS; GSIS; Insurance Company; BIR;



<ul style="list-style-type: none"> <li>• Insurance Policy</li> <li>• Income Tax Return</li> <li>•</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements	1.1 Receiving Clerk informs applicant/registrant to secure Negative Certification from PSA (NC)	Negative Certification (NC)- PHP 305.00	11 Days *If release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	J. Martin/ Receiving Clerk
	1.2. If issued with a NC, provides requirements for late registration of birth certificate attachments	Late Registration- PHP 350.00		
	1.3. Issues Certificate of Live Birth Form			
	1.3. If completely filled-out with attached requirements, issues order of payment 1.4. Validate w/ existing records 1.5. Encode, Print and signed			I. Benoyaco/ Processor
2. Pays at the Municipal Treasurer's Office the corresponding fees	2.1 Issues official receipt			Collector Municipal Treasurer's Office
3. Received released document/s	3.1 Once paid, gives personal copy of applicant/registrant indicating the date of release			J. Martin Releasing Clerk
<b>TOTAL:</b>		<b>655 Php</b>	<b>11 Days</b>	

\*Registration of Late Filing of Certificate of Live Birth is qualified for multi-stage processing.



- Note:** 1. All incomplete data/requirements will not be accepted.  
Only documents with official receipt will be processed.  
3. Late Registration of Senior Citizens is FREE



#### 4. Registration of Certificate of Marriage (COM)

The process of registering the Certificates of Marriage of constituents who married in Banaue, Ifugao.

<b>Office:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Banaue constituents, Non-Banaue Residents (who were married in Banaue, Ifugao)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificates of Marriage (1 set) Form		Church, Place of marriage, LCR Office		
Request for the Celebration of Marriage in a place other than those authorized by law, if applicable		Place of marriage		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a Certificate of Marriage for registration	1.1. Receives Certificate of Marriage for registration, check entries and signatures  1.2 Encode in PhilCRIS	None	20 minutes/Certificate of Marriage	J. Martin/ Receiving Clerk  I. Benoyaco/ Processor
2. Receive released Marriage Certificate	2.1 Enter in logbook and release the same		5 minutes	J. Martin Releasing Clerk
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	

\*Registration of Certificate of Marriage is qualified for multi-stage processing.  
All incomplete data/requirements will not be accepted.



## 5. Application and Issuance of Marriage License

The process of applying for and issuing a Marriage License to a couple, wherein one should be a resident of Banaue, Ifugao and intends to marry in Banaue, Ifugao.

<b>Office:</b>	Municipal Civil Registry Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Client
<b>Who may avail:</b>	Banaue constituents, Non-Banaue Residents (who were married in Banaue, Ifugao)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Marriage License Application Form (1set) Form	Municipal Civil Registry Office
Government-issued/Valid Identification Card	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office
Birth or Baptismal Certificates of both applicants	PSA or LCRO Place of Baptism
Community Tax Certificate	Municipal Treasurer's Office
CENOMAR of both applicants (1 for each applicant)	PSA
If applicable: <ul style="list-style-type: none"> <li>• Municipal Form No. 92 (Consent of Marriage of A Person Under Age)</li> <li>• Municipal Form No. 7 (Sworn Statement that Advice of Parents or Guardian has been asked)</li> <li>• Municipal Form No. 8 (Advice upon Intended Marriage)</li> <li>• Certificate of Compliance /</li> <li>• Pre-Marriage Counseling Certificate</li> </ul>	Municipal Civil Registry Office;  Municipal Social Work and Development Office
For Foreigners: <ul style="list-style-type: none"> <li>• Photocopy of valid passport (indicating the date of arrival)</li> <li>• Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials</li> </ul> If Divorced: <ul style="list-style-type: none"> <li>• Copy of final decree or absolute divorce</li> <li>• Certificate of Family Planning and Marriage Counseling &amp;</li> </ul>	Client;  Embassy of country of origin;  Court where the divorce was decided;  Municipal Civil Registry Office of Place of



Responsible Parenthood		Death		
If Widow: <ul style="list-style-type: none"> <li>Death Certificate of deceased spouse</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification	1.1 Issuing clerk determines residence of contracting applicants	None	11 Days *If release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	J. Martin/ Receiving Clerk
2.Pays at Municipal Treasurer's office the corresponding fees	2.1 Issues Official Receipt	1. Marriage License Application Fee- PHP 450.00  2.Marriage License fee- PHP 150.00  3.Pre-Marriage Orientation and Counseling Fee- PHP 300.00		Collector Municipal Treasurer's Office
	2.2.Upon receipt of Official Receipt, assign registry no., encode, print and posted for 10 consecutive days			I. Benoyaco/ Processor
3.Receive released Marriage License	3.1 Release license on the 11 <sup>th</sup> day			J. Martin Releasing Clerk
<b>TOTAL:</b>		PHP 900.00 minimum	11 Days	

\*Application and Issuance of Marriage is qualified for multi-stage processing.

\*All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.





## 6. Registration of Timely Certificate of Death (COD)

This is the process of registering Certificates of Death of the constituents whose death occurred in Banaue, Ifugao within thirty (30) days from the date of death.

<b>Office or Division:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Banaue constituents, Non-Banaue Residents who died in Banaue, Ifugao hospitals or within the vicinity of Banaue, Ifugao		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Death (1 set) Form		Hospitals, LCR office		
2. Autopsy Report, if applicable		PNP-Medico-Legal Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a Certificate of Death for Registration	1.1. Receives Certificate of Death for Registration, checks if reviewed by Municipal Health Officer	NONE	1 Hour	J. Martin/ Receiving Clerk
	1.2. Assign registry no., encode & print and signed			I. Benoyaco/ Processor G. Daguio
2. Receive released death certificate	2.1. Enter in logbook and release the same			J. Martin Releasing Clerk
<b>TOTAL:</b>			<b>1 Hour</b>	

\*Registration of Certificate of Death is qualified for multi-stage processing.



## 7. Late Registration of Certificate of Death

This is the process of registering the Certificates of Death of the constituents who died in Banaue, Ifugao after the thirty (30)-day filing period from the date of death.

<b>Office:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Banaue constituents, Non-Banaue Residents who died in Banaue, Ifugao hospitals or within the vicinity of Banaue, Ifugao		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Death (1 set) Form		Hospitals, LCR Office		
2. Autopsy Report, if applicable		PNP-Medico-Legal Section		
3. Certificate of Burial		Cemetery		
5. PSA Negative Certification		PSA Office		
6. Joint Affidavit of Two Disinterested Persons		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a Certificate of Death for Late Registration	1.1. Receives Certificate of Death for Registration, checks if reviewed by Mun. Health Officer	Late Registrati on Fee- PHP 350.00	11 Days *mandated 10 days posting period from date of receipt  *If release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	J. Martin/ Receiving Clerk
2. Pays at Municipal Treasurer's Office as indicated in the order of payment	2.1. Issues Official Receipt			Collector Municipal Treasurer's Office
	2.2. Upon receipt of Official Receipt, assign registry no., encode, print and signed			I. Benoyaco/ Processor  G. Daguio
3. Receive released death certificate	3.1 Enter in logbook and release the same			J. Martin/ Releasing Clerk
<b>TOTAL:</b>		<b>350 Php</b>	<b>11 days</b>	

\*Late Registration of Certificate of Death is qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



## 8. Courtesy Lane (PWD/Senior Citizen/Heavily Pregnant)

The counter dedicated for the constituents with special needs and/or who need special assistance.

<b>Office:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Person with Disability, Senior Citizen/s, Heavily pregnant women		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Depends on the request made		Depends on the documents required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present concern to the receiving clerk	1.1. Receiving clerk assists Client	Certified True Copy (CTC) of Birth, marriage and Death Certificate- PHP 130.00 per copy	20 minutes- if the data is on the database and civil registry hard copy reports	J. Martin/ Receiving Clerk
2.Pays at Municipal Treasurer's Office as indicated in the order of payment	2.1. Issues Official Receipt			Collector Municipal Treasurer's Office
3.Receive released document	3.1. Upon receipt of Official Receipt release the document			J. Martin/ Releasing Clerk
<b>TOTAL:</b>		<b>PHP 130.00</b>	<b>20 Minutes</b>	



## 9. Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

This is the process allowing the child, born from March 19, 2004 onwards, whose parents are not married during the time of birth up to the present, but was acknowledged by the father, to use the surname of the father.

<b>Office:</b>	Municipal Civil Registry Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Parents of Banaue, Ifugao-born illegitimate children			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Certified True Copy of Child's Certificate of Live Birth, back-to-back, if with Admission of Paternity (1 original)	Municipal Civil Registry Office			
Baptismal Certificate (1 original)	Place of baptismal			
School records or medical records	School, Hospital			
To prove child's filiation, any 2 of the following: <ul style="list-style-type: none"> <li>● Father's Employment Record</li> <li>● SSS/GSIS Record</li> <li>● ITR</li> <li>● SALN</li> <li>● Insurance Policy</li> </ul>	Company/Employer of Father; SSS; GSIS; BIR; Insurance Company			
<ul style="list-style-type: none"> <li>● AUSF executed by the mother if child is 0-6 yrs. Old;</li> <li>● AUSF executed by the child if the child is 7-17yrs. Old; with mother's attestation</li> <li>● AUSF executed by the child if the child is 18 and above yrs. Old; without mother's attestation</li> </ul>	Municipal Civil Registry Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents	1. Receives requirements for registration, check if documents are in order	Affidavit to Use Surname of Father(A USF)- PHP	10 Minutes	J. Martin/ Receiving Clerk
2.Pays at Municipal	2. Issues Official Receipt		5 minutes	Collector Municipal



Treasurer's Office as indicated in the order of payment		750.00		Treasurer's Office
	3. Upon receipt of Official Receipt, records and assign registry number then prepares endorsement to PSA CRS Division for annotation of PSA file		45 minutes  2 months for PSA annotated copy	G. Daguio / I. Benoyaco
3.Receive released document	4.Release LCR annotated copy			J. Martin/ Releasing Clerk
<b>TOTAL:</b>		<b>PHP 750.00</b>	<b>1 hour/ 2 months</b>	

\*Admission of Paternity is qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



## 10. Legitimation with Admission of Paternity, Legitimation including R.A. 9858

Legitimation is the process of allowing the child, whose parents were not married at the time of birth, but has a subsequent marriage, to use the surname of the father.

<b>Office:</b>	Municipal Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Parents/minor parents of Banaue, Ifugao-born illegitimate children who eventually married each other.			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
For Legitimation with Admission of Paternity and Legitimation including R.A. 9858				
Certificate of No Previous Marriage (CENOMAR) of both parents (1 original)	PSA			
Certificate of Marriage of parents- PSA copy (1 original) if marriage is outside Banaue, Ifugao	PSA			
Certificate of Marriage of parents- LCR copy (1 original)	Municipal Civil Registry Office			
Child's Certificate of Live Birth- PSA Copy (1 original)	PSA			
Additional requirements if not Acknowledged by the Father/Admission of Paternity to prove the child's filiation, any 2 of the following <ul style="list-style-type: none"> <li>● Father's Employment Record</li> <li>● SSS/GSIS Record</li> <li>● ITR</li> <li>● SALN</li> <li>● Insurance Policy</li> <li>● Joint Affidavit of Acknowledgement (execute by both parents, in the absence of proof)</li> </ul>	Company/Employer of Father; SSS; GSIS; BIR; Insurance Company; Notary Public			
Joint Affidavit of Legitimation	Municipal Civil Registry Office/ Notary Public			
Affidavit of Admission of Paternity	Municipal Civil Registry Office/ Notary Public			
<b>NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits required documents	1. Receives requirements for registration, check if documents are in order	Admission of Paternity- PHP750.00	10 Minutes	J. Martin/ Receiving Clerk
2.Pays at Municipal Treasurer's Office as indicated in the order of payment	2. issues Official Receipt	Legitimation- PHP 750.00	5 minutes	Collector Municipal Treasurer's Office
	3. Upon receipt of Official Receipt, records and assign registry number then prepares endorsement to PSA CRS Division for annotation of PSA file		45 minutes  2 months for PSA annotated copy	G. Daguio / I. Benoyaco
3.Receive released document	4.Release LCR annotated copy			J. Martin/ Releasing Clerk
<b>TOTAL:</b>		<b>PHP 750.00 / PHP 1,500.00</b>	<b>1 hour / 2 months</b>	

\*Legitimation with Admission of Paternity, Legitimation including R.A. 9858 are qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



## 11. Supplemental Report

Supplemental Report is the process of supplying the missing or omitted information in the Certificates of Live Birth registered in Banaue, Ifugao.

<b>Office:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Document owners with missing entry in the Birth, Marriage & Death Certificates		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED				
1.Certificate of Live Birth- PSA or LCR Copy		PSA / Municipal Civil Registry Office		
2.Affidavit of Supplemental Report		Municipal Civil Registry Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents	1. Receives requirements for registration, check if documents are in order	Supplemental Report- PHP 750.00	10 Minutes	J. Martin/ Receiving Clerk
2.Pays at Municipal Treasurer's Office as indicated in the order of payment	2.Issues Official Receipt		5 minutes	Collector Municipal Treasurer's Office
	3. Upon receipt of Official Receipt Records and assign registry number then prepares endorsement to PSA Regional Office for annotation of PSA file		45 minutes  2 months for PSA annotated copy	G. Daguio / I. Benoyaco
3.Receive released document	4.Release LCR annotated copy			J. Martin/ Releasing Clerk
<b>TOTAL:</b>		<b>PHP 750.00</b>	<b>1 hour / 2 months</b>	

\*Supplemental Report is qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.





## 12. Petition for Change of First Name (CFN) under R.A. 9048

This is the process of allowing the document owner to have his/her first name be changed in his/her Certificate of Live Birth.

<b>Office:</b>	Municipal Civil Registry Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Client
<b>Who may avail:</b>	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Certified True Copy/ Local Copy of the certificate sought to be corrected/changed (3 original)	Municipal Civil Registry Office
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)	PSA
<p>Clearance from the Authorities-Mandatory Requirements to be submitted (2 photocopies)</p> <ul style="list-style-type: none"> <li>• Employer (if employed): Certification of Employment with No Pending Case</li> <li>• If not employed: Affidavit of Non-Employment</li> <li>• NBI Clearance (current) <b>purpose: For Change of First Name</b></li> <li>• Police Clearance (current within 6 months validity) <b>purpose: For Change of First Name</b></li> </ul>	<p>Employer of client</p> <p>Notary Public</p> <p>NBI</p> <p>Police Station of Residence</p>
<p>Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (2 photocopies-should be in legal size paper):</p> <ul style="list-style-type: none"> <li>• Baptismal Certificate</li> <li>• School Records</li> <li>• Voter's Affidavit</li> </ul>	<p>Place of Baptism</p> <p>School of Client</p> <p>Comelec</p> <p>SSS/GSIS</p> <p>Hospital</p>



<ul style="list-style-type: none"> <li>● SSS/GSIS Records</li> <li>● Medical or Business Record</li> <li>● Certificate of Marriage</li> <li>● Certificate of Live Birth of Child</li> <li>● Government-issued/Valid Identification Card</li> </ul> <p><b>*NOTE:</b> A processor will determine applicable documents</p>	LCR Office where document is registered LCR Office where document is registered BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office			
Other relevant documents the Civil Registrar may require		Depends on the documents required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the documents sought for correction/change	1.1. Receiving clerk compares PSA and local copy for consistency of discrepancy. 1.2. Dockets petition to determine schedule of interview and issues list of applicable requirements.	Filing fee: PHP 3,000.00 Publication- PHP 1,000.00	15 Minutes/petition  10 Days mandatory posting period	J. Martin/ G. Daguio Interviewer/ Processor
2. On the scheduled interview, submits requirement to processor.	2.1. If Requirements are in order, issues order of payment			2 weeks, consecutive, publication
3.Pays at the Municipal Treasurer's Office the corresponding fees	3.1. Upon receipt of Official Receipt, assign registry no. signed by the petitioner/attorney-in-fact and gives contact numbers for follow-up after 4 months.	Additional fee for Migrant Petition- PHP 1,000.00	4 months (in PSA Legal Division) depending on the volume of	G. Daguio Processor
	3.2. Upon receipt	Annotation Fee- PHP150.		



	of affirmed petition from PSA, annotate document, issue Certificate of Finality with annotated copy and endorse to PSA Regional Office for annotation. Release.	00 Endorsement Fee-PHP 150.00	transaction  2 months (in PSA Regional Office Annotation Division)	G. Daguio Processor
			Interview time (15 minutes)	Receiving Clerk/ Processor PSA
				Receiving Clerk/ Processor PSA
<b>TOTAL:</b>		<b>PHP 4,300.00</b>	<b>6 Months</b>	

\*Petition for Change of First Name covered under R.A. 9048. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which she cannot delegate. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



### 13. Petition for the Correction of Clerical or Typographical Error (CCE)- R.A. 9048

This is the process of allowing the document owner to correct clerical or typographical error in his/her Civil Registration documents.

<b>Office:</b>	Municipal Civil Registry Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Client
<b>Who may avail:</b>	Parents/Document owners/ Attorneys-in Fact-who have discrepancies in the Certificate of Live Birth, Marriage, and Death
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Certified True Copy/ Local Copy of the certificate sought to be corrected (3 original)	Municipal Civil Registry Office
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)	PSA
Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (2 photocopies-should be in legal size paper): <ul style="list-style-type: none"> <li>● Certificate of Live Birth (Wife/ Husband, for Marriage Petition)</li> <li>● Baptismal Certificate</li> <li>● School Records</li> <li>● Voter's Affidavit</li> <li>● SSS/GSIS Records</li> <li>● Medical or Business Record</li> <li>● Certificate of Marriage</li> <li>● Certificate of Live Birth of Child/Children</li> <li>● Certificate of Live Birth of Father, Mother and Siblings</li> <li>● Marriage Certificate of Parents</li> <li>● Government-issued/Valid Identification Card</li> </ul>	PSA of LCR Office  Place of Baptism School of Client Comelec SSS/GSIS Hospital LCR Office where document is registered LCR Office where document is registered BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office
<b>*NOTE:</b> A processor will determine applicable documents	



Other relevant documents the Civil Registrar may require		Depends on the documents required			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Presents the document sought for correction	1. Receiving clerk compares PSA and local copy for consistency of discrepancy.		10 Minutes	J. Martin/ G. Daguio Interviewer/ Processor	
	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.		10 Days mandatory posting period		
2. On the scheduled interview, submits requirement to processor.	2. If requirements are in order, issues order of payment	Filing fee- PHP 1,000.00  Additional Fee for Migrant Petition- PHP 500.00  Annotation Fee- PHP150.00 Endorsement Fee-PHP 150.00			
3. Pays at the Municipal Treasurer's Office, the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/attorney-in-fact, and gives contact numbers for follow-up after 4 months.		4 Months (in PSA Legal Division) depending on the volume of transaction	Collector Municipal Treasurer's Office	
				G. Daguio Processor	
	3.1. Upon receipt of affirmed petition from PSA, annotate document, issue Certificate of Finality with	2 months (in PSA Regional Office Annotation Division)	Receiving Clerk/ Processor of PSA		
			G. Daguio / J. Martin		



	annotated copy and endorse to PSA Regional Office for annotation.			
<b>TOTAL:</b>		<b>PHP 1,300 or PHP 1,800</b>	<b>6 Months</b>	

\*Petition for Correction of Clerical or Typographical Error is covered under R.A. 9048. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



#### 14. Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth (in the Certificate of Live Birth) under R.A. 10172

This is the process of correcting the entry of the sex or day and/or month of date birth of the document owner in his/her Certificate of Live Birth.

<b>Office:</b>	Municipal Civil Registry Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Client
<b>Who may avail:</b>	For Correction in the Date/Month of Birth: Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of Birth
	For Correction in the Entry of Sex: Personal appearance of document owner
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Certified True Copy/ Local Copy of the certificate sought to be corrected (3 original)	Municipal Civil Registry Office
Authenticated/Latest PSA Copy of the certificate sought to be corrected with (1 original, 2 photocopies should be in legal size paper)	PSA
Clearance from the Authorities-Mandatory requirements to be submitted (2 photocopies-should be in legal size paper): <ul style="list-style-type: none"> <li>• Employer (if employed): Certification of Employment with no pending case</li> <li>• If not employed: Affidavit of Non-Employment</li> <li>• NBI Clearance (current) purpose: Petition to correct Date of Birth/Sex</li> <li>• Police Clearance (current with 6 months validity) purpose: Petition to correct Date of Birth/Sex</li> <li>• Medical Certification (for petition to correct entry of sex) issued by an accredited government physician that the petitioner has not undergone sex change or</li> </ul>	Employer of Client;  Notary Public  NBI;  Police Station of Residence;  Hospital/Clinic



<p>sex transplant with the following information:</p> <ul style="list-style-type: none"> <li>○ Full name of government physician with valid medical/PRC license</li> <li>○ Name of hospital, designation, and contact number</li> </ul> <p>Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (2 photocopies-should be in legal size paper):</p> <ul style="list-style-type: none"> <li>● Baptismal Certificate</li> <li>● School Records</li> <li>● Medical or Business Record</li> <li>● Government-issued/Valid Identification Card</li> </ul> <p><b>*NOTE:</b> A processor will determine applicable documents</p>	<p>Place of Baptismal; School of Client; Hospital; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office</p>			
<p>Other relevant documents the Civil Registrar may require</p>	<p>Depends on the documents required</p>			
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTIONS</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>	<p><b>PERSON RESPONSIBLE</b></p>
<p>1. Presents the document sought for correction</p>	<p>1. Receiving clerk compares PSA and local copy for consistency of discrepancy.</p> <p>1.2 Dockets petition to determine schedule of interview, issues list of applicable requirements.</p>	<p>Filing fee: PHP 3,000.00</p> <p>Publication- PHP 1,000.00</p>	<p>10 Minutes/ petition 10 Days mandatory posting period</p> <p>2 weeks, consecutive, publication</p>	<p>J. Martin/ G. Daguio Interviewer/ Processor</p>
<p>2. On the scheduled interview, submits requirement to processor.</p>	<p>2. If Requirements are in order, issues order of payment</p>			<p>Collector Municipal Treasurer's Office</p>





3.Pays at the Municipal Treasurer's Office, Trust Fund Section, the corresponding fees	3.Upon receipt of Official Receipt, assign registry no. signed by the petitioner/attorney-in-fact and gives contact numbers for follow-up after 4 months.	Additional fee for Migrant Petition- PHP 1,000.00	4 months (in PSA Legal Division) depending on the volume of transaction	J. Martin/ G. Daguio Interviewer/ Processor
	3.1 Upon receipt of affirmed petition from PSA, annotate document, issue Certificate of Finality with annotated copy and endorse to PSA Regional Office for annotation.	Annotation Fee- PHP 150.00 Endorsement Fee PHP 150.00	2 months (in PSA Regional Office Annotation Division)	G. Daguio
			Interview time (15 minutes)	Receiving Clerk/ Processor PSA
				Receiving Clerk/ Processor PSA
<b>TOTAL:</b>		<b>PHP 4,300 or PHP 5,300</b>	<b>6 Months</b>	

\*Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth is covered under R.A. 10172. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which she cannot delegate. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



## 15. Request for Issuance of Certified True Copy of Birth Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) copy of the Certificates of Live Birth registered in Banaue, Ifugao.

<b>Office:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Banaue Constituents, Non-Banaue Residents (who was born in Banaue, Ifugao)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form for Birth Certificate		Municipal Civil Registry Office		
Government-issued /Valid identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Authorization Letter, if applicable ( original)		Client/Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-out application form and ID	1. Receives application with requirement and issues order of payment.		5 Minutes	J. Martin/ Receiving Clerk
2.Pays at Municipal Treasurer's Office the corresponding fees	2. Issue Official Receipt		5 minutes	Collector Municipal Treasurer's Office
3.Receives Official Receipt	3.Verifies document's availability from the database, print and sign	Certified True Copy (CTC) of Birth Certificate- PHP 130.00/copy	10 minutes – If document is in the database	J. Martin/ G. Daguio
4. Receive document/s	4. Release of document/s			J. Martin/ Releasing Clerk
<b>TOTAL:</b>		<b>PHP 130.00</b>	<b>20 Minutes</b>	

\*Request for issuance of Birth Certificate is qualified for multi-stage processing.



## 16. Request for Issuance of Certified True Copy of Marriage Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) copy of the Certificate of Marriage registered in Banaue, Ifugao.

<b>Office:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Banaue Constituents, Non-Banaue Residents (who married in Banaue, Ifugao)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form for Marriage Certificate		Municipal Civil Registry Office		
Government-issued /Valid identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Authorization Letter, if applicable (original)		Client/Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-out application form and ID	1.1 Receives application with requirement and issues order of payment.		5 Minutes	J. Martin/ Receiving Clerk
2.Pays at Municipal Treasurer's Office the corresponding fees	2.1 Issue Official Receipt		5 minutes	Collector Municipal Treasurer's Office
3.Receives Official Receipt	3.1 Verifies document's availability from the database	Certified True Copy (CTC) of Marriage Certificate- PHP 130.00/copy	10 minutes – If document is in the database	J. Martin/ G. Daguio
4. Receive document/s	4.1 Release of document/s			J. Martin/ Releasing Clerk
<b>TOTAL:</b>		PHP 130.00	20 Minutes	

\*Request for issuance of Marriage Certificate is qualified for multi-stage processing.



## 16. Request for Issuance of Certified True Copy of Death Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) copy of the Certificates of Death registered in Banaue, Ifugao.

<b>Office:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Nearest Kin of Banaue Constituents, Non-Banaue Residents (who died in Banaue, Ifugao)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form for Death Certificate		Municipal Civil Registry Office		
Government-issued /Valid identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Authorization Letter, if applicable (original)		Client/Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-out application form and ID	1.1 Receives application with requirements and issues order of payment.	None	5 Minutes	J. Martin/ Receiving Clerk
2. Pays at Municipal Treasurer's Office the corresponding fees	2.1 Issue Official Receipt	Certified True Copy (CTC) of Death Certificate- PHP 130.00/copy	5 minutes	Collector Municipal Treasurer's Office
3. Receives Official Receipt	3.1 Verifies document's availability from the database		10 minutes – If document is in the database	J. Martin/ G. Daguio
4. Receive document/s	4.1 Release of document/s		J. Martin/ Releasing Clerk	
<b>TOTAL:</b>		<b>PHP 130.00</b>	<b>20 Minutes</b>	

\*Request for issuance of Death Certificate is qualified for multi-stage processing.



## 17. BATCH REQUEST QUERY SYSTEM (BREQS) OUTLET

This is a system which will enable the Banaue-LGU to provide an off-line method of encoding requests from clients for Birth, Marriage, Death and Certificate of No Marriage/ Advisory on Marriage Documents and submission to an on-line PSA Serbilis Outlet at Bayombong, Nueva Vizcaya.

<b>Office:</b>		Municipal Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Owner himself or duly authorized representative; His/her spouse, direct descendants, guardian or institution legally in-charge of him/her; In case of a person's death, the nearest kin.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplish Application Form for Birth/Marriage/Death Certificate/CENOMAR		Municipal Civil Registry Office		
Government-issued /Valid identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Authorization Letter, if applicable (original)		Client/Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-out application form and ID	1.1 Receives application with requirements and issues order of payment.		5 Minutes	J. Martin/ Receiving Clerk
2.Pays at Municipal Treasurer's Office the service fee	2.1 Issue Official Receipt	PHP150.00/ copy	5 minutes	Collector Municipal Treasurer's Office
3.Receives Official Receipt	3.1 Batch all request every 2 weeks and secure copies at PSA, Bayombong	PHP 155.00/copy PHP 210/copy for CENOMAR	Every 2 weeks depending on the volume of transaction	J. Martin and LGU-Liaison Officer
4. Receive document/s	4.1 Release of document/s			J. Martin/ Releasing Clerk
<b>TOTAL:</b>		<b>PHP 305.00/360.00</b>		

\*Request for issuance of Certificate thru BREQS is qualified for multi-stage processing.



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Accomplish our Service Experience Survey (SES) Form available at the Public Assistance and Complaints Desk (PACD) and put it at its designated drop box.</p> <p>Clients can also direct their feedback to the office via the following:</p> <ul style="list-style-type: none"> <li>● Mobile Number:</li> <li>● E-mail Address:</li> </ul>
How feedbacks are processed	<p>Once the feedback is received, it will be evaluated by the grievance committee and endorsed to the concerned person for appropriate action.</p> <p>The concerned person would address the complaint and provides feedback.</p> <p>The answer of the concerned person is then relayed to the client.</p>
How to file a complaint	<p>Files duly accomplished Client Complaint/ Feedback Form with Public Assistance and Complaints Desk (PACD)</p> <p>Reports with the PACD the details of his/her complaint</p> <p>Clients can also direct their feedback to the office via the following:</p> <ul style="list-style-type: none"> <li>● Mobile Number:</li> <li>● E-mail Address:</li> </ul>
How complaints are processed	<p>The Public Assistance and Complaints Desk (PACD) Officer reports to the grievance committee to evaluate the complaint (<b>no. of days</b>), then interviews the client and provides information on the complaint procedure.</p> <p>The complaint is then endorsed to the concerned person for appropriate action.</p> <p>The concerned person would address the complaint and provides feedback.</p> <p>The Public Assistance and Complaints Desk (PACD) Officer mails/emails the report on action taken to the client.</p>
Contact Information of Municipal Civil Registrar (MCR)	Municipal Civil Registrar: 0917-188-7370



Office	Address	Contact Information
Municipal Civil Registrar	Municipal Hall, 2 <sup>nd</sup> Floor Banaue, Ifugao	0917-188-7370
Anti-Red Tape Authority	G/F HPGV Bldg., 395 Sen. Gil Puyat Avenue, Makati City	8478-5091 8478-5093 8478-5099



# **MUNICIPAL ASSESOR'S OFFICE**





## **I. Mandate:**

As prescribed under Section 472(b) of RA 7160, the Assessor's Office shall perform the duties provided for under Book II (Local Taxation & Fiscal Matters) of this Code (RA 7160), to wit:

- Ensure that all laws and policies governing appraisal and assessment of real properties for taxation purposes are properly executed;
- Initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in the valuation and assessment of real properties for taxation purposes;
- Establish a systematic method of real property assessment;
- Install and maintain a real property identification and accounting system;
- Prepare, install and maintain a system of tax mapping, showing graphically all property subject to assessment and gather all data concerning the same;
- Conduct frequent physical surveys to verify and determine whether all real properties within the cities are properly listed in the assessment rolls;
- Exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties within the jurisdiction of the City;
- Prepare a schedule of the fair market value for the different classes of real properties, in accordance with Title Two under Book II of the Code (RA 7160);
- Issue, upon request of any interested party, other records relative to its assessment, upon payment of a charge or fee to the Municipal Treasurer;
- Submit every semester a report of all assessment, as well as cancellations and modifications of assessment to the municipal Mayor and the Sangguniang Bayan; and
- Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

## **II. Vision:**

An efficient and effective real property tax administration through tax mapping and computerization geared towards self-reliance and responsive local government unit.



### **III. Mission:**

The Assessor's Office is committed to pursue its tax mapping program and upgrade assessment services by updating assessment procedures and establish a system of records thereby rendering reliable service for the equitable distribution of tax among real property owners in the municipality.

### **IV. Service Pledge:**

**R** - Reliability in workforce and assessment records.

**P** - Perseverance and passion to duty

**T** - Teamwork promoting collaboration, commitment, motivation, accountability  
for actions and dependability for reliable results

**S** - Service excellence



## **LIST OF SERVICES**

### **Simple Transactions**

1.0 . Issuance of Tax Declarations

1.1 Annotation

1.2 Processing of transfer and new discoveries of real properties

1.3 Appraisal/Assessment of Real Property Units including Machineries  
for Taxation

1.4 Revision of Unrevised Tax Declaration

1.5 Proessing of Requests

2.0. Issuance of Certified True Copy of Records to property owners

3.0 Issuance of Property Holding Certification

### **Feedback Submission and Processing Office Directory**



## 1. ISSUANCE OF NEW TAX DECLARATIONS

Tax Declaration is a document that reflects the value of real property (Land, Building/Improvement or Machinery) for purposes of Real Property Tax, assessed against the owner/taxable person or entity, as authorized under the Local Government Code (RA 7160) and subsequent Ordinances.

<b>Office or Division:</b>	<b>Assessment</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G-Government to Government, G2C-Government to Citizens
<b>Who may avail:</b>	Claimants/Declarants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<input type="checkbox"/> Survey plan prepared by a duly licensed Geodetic Engineer duly approved by Lands Management Bureau (LMB) of DENR for titled properties.	Geodetic Engineer/Tax Mapper (if available)
<input type="checkbox"/> Certification from Community Environmental and Natural Resources Office (CENRO) stating among others, that the land is within the alienable and disposable area;	CENR Officer, Lamut, Ifugao
<input type="checkbox"/> An Affidavit and/or Sworn Statement declaring that the Market Value of Real Property filed by the owner/administrator; Affidavit that the applicant is in long, continuous and notorious possession of the property;	Disinterested persons (at least two, 2)



<input type="checkbox"/> A certification from the barangay captain that the declarant is the present possessor and occupant of land and the certification of the adjoining owners duly sworn to by the barangay captain and/or municipal mayor.	Barangay Hall
<input type="checkbox"/> An ocular inspection/investigation report	Assessor or his authorized representative
<input type="checkbox"/> Official Receipts of back taxes	Municipal Treasury



<input type="checkbox"/> NCIP Certification <ul style="list-style-type: none"> <li>● Requirements:           <ul style="list-style-type: none"> <li>a. Request from applicant</li> <li>b. Certification from the Municipal Assessor that the subject land has no tax declaration</li> <li>c. DENR Certification</li> <li>d. Testimonies of two (2) disinterested person</li> <li>e. Barangay certification that subject land is free from conflict</li> <li>f. Sketch plan duly confirmed by adjacent owners and conformed by property owner.</li> <li>g. Pictures of improvement</li> <li>h. Filled-up genealogy form.</li> </ul> </li> </ul>		NCIP Community Service Center - Banaue Ilogue, Barangay Tam-an		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete requirements:	1.1. Receives and checks completeness of requirements submitted. Survey plan must be signed by adjacent boundary owners.	None.	5 minutes	Bonifacia M. Piog/ <i>Local Assessment Operations Officer 2</i> , Elice Marie Binuyaco/ <i>Assessment Clerk 3</i>



2. Proceed for the payment back taxes.	2.1. Issues official receipt of Real Property tax (RPT)		5 minutes	<i>Municipal Treasury</i>
3. Present OR at the Municipal Assessor's Office	<p>.1. Receives receipt and input/prepares the Field Appraisal and Assessment Sheet/s and tax declarations on CARPAO and print;</p> <p>3.2. Sign Field Appraisal and Assessment Sheet and Tax Declaration;</p> <p>3.3. Endorse signed FAAS/TDs to the Municipal Assessor for signing and approval</p> <p>3.4. Municipal Assessor reviews the evaluation/assessment report forwarded if complete;</p>		30 minutes	<p>Elice Marie D. Binuyaco - <i>Assessment Clerk III</i> / Bonifacia M. Piog-Local <i>Assessment Operations Officer 2</i>;</p>



	3.5. Signing of the FAAS/TDs and prepares endorsement to Provincial Assessor's Office.			
4. Wait for the transmittal of the Provincial Assessor's Office to the Municipal Assessor's Office of the approved Tax Declaration.	4.1 Notifies the claimant/owner upon receipt of approved documents thru cellphone.		7 days	
5. Receives the owner's copy of the tax declaration sheet and Notice of Assessment	5.1 Release of owner's copy.		5 minutes.	Elice Marie D. Binuyaco - Assessment Clerk III / Bonifacia M. Piog-Local Assessment Operations Officer 2;
	<b>TOTAL</b>		<b>7 days &amp; 45 minutes</b>	





## 1.1. ANNOTATION (REAL ESTATE MORTGAGE AND BAIL BOND)

The Municipal Government thru the Municipal Assessor's Office provides Annotation (Real Estate Mortgage and Bail bond) service.

<b>Office or Division:</b>		<b>Assessment</b>		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Real Estate Mortgage (REM and/or court order with attached Tax declaration sheet (TDs))</li> </ul>		Owner/Authorized Representative.		
<ul style="list-style-type: none"> <li>Official Receipt of corresponding fee</li> </ul>		Municipal Treasury		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present notarized Real Estate Mortgage (REM and court order with attached Tax declaration sheet (TDs))	1.1. Validate/check record of Tax Declaration Sheet	None.	5 minutes	Bonifacia M. Piog/LA0011, Elice Marie Binuyaco/ Assessment Clerk 11
2. Pay annotation fee	2.1. Issue official receipt	P 150.00	5 minutes	Municipal Treasury focal person.
3. Present Official Receipt and Tax clearance.	3.1. Annotate file of tax declaration sheet		10 minutes	Bonifacia M. Piog/LA0011, Elice Marie Binuyaco/ Assessment Clerk 11
	<b>TOTAL</b>	<b>Php 150</b>	<b>20 minutes</b>	



## 1.2. TRANSFER OF OWNERSHIP OF REAL PROPERTY

<b>Office or Division:</b>		<b>Assessment</b>		
<b>Classification:</b>		<b>COMPLEX</b>		
<b>Type of Transaction</b>		<b>Transfer of Ownership (Lot)</b>		
<b>Who may avail:</b>		Real property owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Survey Plan prepared by a GE conformed by adjacent owners and owner		To be submitted by the applicant.		
2. Revised tax declaration sheet		Assessor's Office		
3. Official Receipt of 10 years back taxes if with increase in area		Municipal Treasury		
4. Tax clearance		Municipal Treasury		
5. Certification with or without Improvement		Municipal Assessor's Office		
6. Deed of Sale/Donation		Notary Public		
7. Official Receipt – Transfer fee		Municipal Treasury		
8. Certificate Authorizing Certification CAR		BIR - Lagawe		
9. Transfer tax receipt		Provincial Treasury		
10. FAASs/TDS		Municipal Assessor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present revised tax declaration sheet and transfer document	1.1. Accepts requests and informs customers to pay the corresponding fee at the Treasury.	None.	5 minutes	Bonifacia M. Piog/LAOO11, Elice MarieBinuyaco/ Assessment Clerk 111
	1.2. Check files of tax declaration sheets, validate documents and encode data on Field Appraisal Assessment Sheets.		60 minutes	



2. Proceed to the Treasury Office and pay RPT due and transfer fee	2.1. Issues official receipt.	None.	5 minutes	Elma Sanchez/LTOO1 1, Merlyn Abluyen/RCC11, Carmi Chulipa/RCC11, Ms. Huyam/RCC 11
3. Proceed to the Municipal Assessor's Office and present OR	3.1. Sign the field appraisal sheet and endorse to the Provincial Assessor	None.	5 minutes.	
4. Proceed to BIR Office to pay documentary stamp tax and capital gain's tax			1 day	BIR office staff
5. Proceed to the Provincial Treasury and pay transfer tax	4.1. Issues official receipt.		1 day	Provincial Treasury staff
6. Present complete requirements for registration at the Registry of Deeds in Lamut, Ifugao			1 day	
7. Proceed to the Municipal Assessor's Office and present Transfer documents with complete attachments	7.1. Review as to completeness documents		15 minutes	Bonifacia M. Piog/LAOO 11, Elice Marie Benoyaco/Assesment Clerk 111



	7.2.Prepare Field Appraisal and Assessment Sheets/Tax declarations			Bonifacia M. Piog/LA00 11, Elice Marie Benoyaco/Assesment Clerk 111
	7.3.signs and approve Field Appraisal and Assessment Sheets/Tax declarations			Municipal Assessor Dana J. Bunnol-Wagtang, Bonifacia M, Piog/LA00 11
	7.4. Endorsement and transmittal of application to the Provincial Assessor			Municipal Assessor Dana J. Bunnol-Wagtang,
8. Wait for the result	Issue Owner's copy/ies		7 days	Provincial Assessor/Staff
	<b>TOTAL</b>		<b>10 days, 1 hour &amp; 25 minutes</b>	



### 1.3. APPRAISAL/ASSESSMENT OF UNDECLARED REAL PROPERTY UNITS INCLUDING MACHINERIES FOR TAXATION PURPOSES

<b>Office or Division:</b>	Assessment
<b>Type of Transaction</b>	SIMPLE - Appraisal of newly discovered real properties located within the Municipality
<b>Who may avail:</b>	All Real property owners within and declarants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<input type="checkbox"/> Survey plan prepared by a duly licensed Geodetic Engineer duly approved by Lands Management Bureau (LMB) of DENR;	Licensed Geodetic Engineer
<input type="checkbox"/> Certification from Community Environmental and Natural Resources Office (CENRO) stating among others, that the land is within the alienable and disposable area;	CENR Officer, Lamut, Ifugao
<input type="checkbox"/> An Affidavit and/or Sworn Statement declaring that the Market Value of Real Property filed by the owner/administrator; Affidavit that the applicant is in long, continuous and notorious possession of the property;	Disinterested persons (at least two, 2)
<input type="checkbox"/> A certification from the barangay captain that the declarant is the present possessor and occupant of land and the certification of the adjoining owners duly sworn to by the barangay captain and/or municipal mayor.	Barangay Captain
<input type="checkbox"/> An ocular inspection/investigation report	Assessor or his authorized representative
<input type="checkbox"/> Official Receipts of back taxes	Municipal Treasury



<input type="checkbox"/> NCIP Certification <ul style="list-style-type: none"> <li>● Requirements:             <ol style="list-style-type: none"> <li>a. Request from applicant</li> <li>b. Certification from the Municipal Assessor that the subject land has no tax declaration</li> <li>c. DENR Certification</li> <li>d. Testimonies of two (2) disinterested person</li> <li>e. Barangay certification that subject land is free from conflict</li> <li>f. Sketch plan duly confirmed by adjacent owners and conformed by property owner.</li> <li>g. Pictures of improvement</li> <li>h. Filled-up genealogy form.</li> </ol> </li> </ul>		NCIP Community Service Center - Banaue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete requirements:	1. Receives and evaluates documents submitted. Survey plan should be signed by adjacent boundary owners.	None.	5 minutes	Bonifacia M. Piog/LA00 11, Elice Marie Binuyaco/ Assessment Clerk 111
2. Preparation of the Field Appraisal and Assessment Sheet/s and tax declarations on CARPAO and printing.			50 minutes	Bonifacia M. Piog/LA00 11, Elice Marie Binuyaco/Assesment Clerk 111
3. Proceed to the Mun. Treasury Office and pay back taxes.	Issue official receipt of Real Property tax (RPT)		5 minutes	Municipal Treasury staff: Elma Sanchez, Merlyn Abluyen, Carmi Chulipa



4. Present OR at the Municipal Assessor's Office	Sign Field Appraisal and Assessment Sheet and Tax Declaration; Endorse the application to the Provincial Office.		10 minutes	Bonifacia M. Piog/LA00 11, Mun. Assessor Engr. Dana J. Bunnol-Wagtang,
7. Receive the owner's copy of the tax declaration sheet and Notice of Assessment			7 days.	Bonifacia M. Piog/LA00 11, Mun. Assessor Engr. Dana J. Bunnol-Wagtang,
	<b>TOTAL</b>		<b>7 days, 1hr &amp; 10 minutes</b>	



## 1.4. REVISION OF UNREVISED TAX DECLARATION

<b>Office or Division:</b>		Assessor's Office		
<b>Type of Transaction</b>		SIMPLE - Revision of unrevised tax declaration		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present unrevised tax declaration/s together with survey plan conformed by adjacent boundary owners.	1.1 Verification of records and evaluation of data on submitted documents.	None.	10 minutes	Bonifacia M. Piog/ LAOO11, Elice Marie Binuyaco/ Assessment Clerk 111, Dana J. Bunnol, Mun. Assessor
	<input checked="" type="checkbox"/> If increase in area is within the allowable percentage increase, proceed to the encoding of data on Field Assessment and Appraisal Sheet (FAAS)			
	<input type="checkbox"/> If area exceeds the allowable increase, apply for new tax declaration			





3. Pay current and previous tax (if any increase in area)	3.1 Issue official receipt of Real Property		5 minutes	Municipal Treasury staff: Elma Sanchez/LTOO1 1, Merlyn Abluyen/RCC11, Carmelita Chulipa/RCC11, Ms. Huyam/RCC 11
4. Proceed to the Municipal Assessor's Office and show official receipt	4.1. Sign and endorse Field Appraisal Sheets/ tax declaration sheets to the Provincial Assessor for final approval		10 minutes	Mun. Assessor Engr. Dana J. Bunnol- Wagtang, Bonifacia M. Piog/LA00 11
5. Receive the owner's copy of the tax declaration sheet			3 minutes	Bonifacia M. Piog/LA0011, Elice Marie Binuyaco/ Assessment Clerk 111, Dana J. Bunnol, Mun. Assessor
	<b>TOTAL</b>		<b>28 minutes</b>	



## 1.5. CANCELLATION OF ASSESSMENT (TOTAL DEMOLITION/ CESSATION OR RETIREMENT OF MACHINERY OPERATION)

<b>Office or Division:</b>		Assessor's Office		
<b>Type of Transaction</b>		SIMPLE - G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens		
<b>Who may avail:</b>		Real property owners/tax payers, buyers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-up request form to include name and purpose	1.1 Receipt of document/s supporting request/s and Checks/validates on records.		15 minutes	Bonifacia M. Piog, Elice Marie Binuyaco
	1.2 Prepares Cancellation Report - TD confirmation - Field Inspection (if necessary) - Prepares corresponding Appraiser's Report	None	1 day	Bonifacia M. Piog, Elice Marie Binuyaco
	1.3 Validate/verify property record; Encode FAAS; Print FAAS; generate Notice of Cancellation, Counter-sign on NOA/TD;	None	30 mins.	Bonifacia M. Piog, Elice Marie Binuyaco



	1.4 Approval and endorsement of TD		7 days	
2. Receives new copy of Tax Declaration			5 minutes	
	<b>TOTAL</b>		8 days & 50 minutes	



## 1.6. CORRECTION OF BOUNDARY (GR) OF REAL PROPERTY WITH APPROVED TAX DECLARATION

<b>Office or Division:</b>				
<b>Classification:</b>		<b>COMPLEX</b>		
<b>Type of Transaction</b>		Government to real property owners.		
<b>Who must avail:</b>		Real property owners		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of approved tax declaration sheet		Assessor's Office		
2. Revised survey plan duly confirmed by adjacent boundary owners and conformed by the real property owner or his authorized representative.				
3. Request letter/Intent by Claimant/Declarant				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present final survey plan duly conformed by adjoining boundary owners	1.1 Receipt of document/s supporting request/s and Checks on records		5 minutes	Bonifacia M. Piog, Elice Marie Binuyaco
2. Proceed to Treasury office and pay corresponding fee (If increase in area)	2.1 Issue official receipt		5 minutes	Elma Sanchez, Merlyn Abluyen, Carmelita Chulipa
3.1 Present OR to the Municipal Assessor's Office	3.1 Entry of final data on FAAS and tax declaration sheet then endorse to		7 days	Bonifacia M. Piog, Elice Marie Binuyaco
4.2 Receives owner's of TD.			3 minutes	
	<b>TOTAL</b>		<b>7 days &amp; 13 minutes</b>	



## 2. ISSUANCE OF CERTIFIED TRUE COPY

<b>Office or Division:</b>	Assessment			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction</b>	Issuance of certified true copy of tax declarations and other records			
<b>Who must avail:</b>	All Real property owners/declarants			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present survey plan duly conformed by adjoining boundary owners	1.1 Receipt of document/s supporting request/s and Checks on records		5 minutes	Bonifacia M. Piog, Elice Marie Binuyaco
2. Proceed to Treasury office and pay corresponding fee	2.1 Issue official receipt	P 130.00	5 minutes	Municipal Treasury staff: Elma Sanchez, Merlyn Abluyen, Carmelita Chulipa
3. Return to the Municipal Assessor's Office and show official receipt	3.1 Prepare and issue certified true copy/s of request/s.		5 minutes	Mun. Assessor Engr. Dana J. Bunnol-Wagtang, Bonifacia M. Piog, Elice Marie Binuyaco
4. Release of requested document			3 minutes	Mun. Assessor Engr. Dana J. Bunnol-Wagtang, Bonifacia M. Piog, Elice Marie Binuyaco
	<b>TOTAL</b>	<b>Php 130</b>	<b>18 minutes</b>	



## 2.1. ISSUANCE OF PROPERTY COMPUTER PRINT-OUT

<b>Office or Division:</b>	Records			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction</b>	Government to citizen (G2C)			
<b>Who must avail:</b>	Real property owners/tax payers, buyers			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-up request form to include name and purpose	1.1 Receipt of document/s supporting request/s and Checks on records		4 minutes	Bonifacia M. Piog, Elice Marie Binuyaco
2. Proceed to Treasury office and pay corresponding fee	2.1 Issue official receipt	Php 100.00	5 minutes	Elma Sanchez, Merlyn Abluyen, Carmi Chulipa
3. Return to the Municipal Assessor's Office and present OR	3.1 Prepares and issues the certification		3 minutes	Mun. Assessor Engr. Dana J. Bunnol-Wagtang, Bonifacia M. Piog, Elice Marie Binuyaco
4. Receives print out	4.1 Releases computer print-out with the Official Receipt	None	3 minutes	Mun. Assessor Engr. Dana J. Bunnol-Wagtang, Bonifacia M. Piog, Elice Marie Binuyaco
	<b>TOTAL</b>	<b>Php 100.00</b>	<b>15 minutes</b>	



### 3. ISSUANCE OF PROPERTY HOLDING CERTIFICATION

<b>Office or Division:</b>	Assessment			
<b>Classification:</b>	SIMPLE - Issuance of Property Holding Certification (With Property/No Property) & Certification of Improvement (No Improvement/With Improvement)			
<b>Type of Transaction</b>	Government to citizen			
<b>Who must avail:</b>	All Real property owners/declarants			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-up request form to include the ff: <ul style="list-style-type: none"> <li>• name and purpose</li> <li>• Authorization/special power of attorney</li> <li>• Photocopy of valid I.D</li> </ul>	1.1 Receipt of document/s supporting request/s and Checks on records		5 minutes	Bonifacia M. Piog, Elice Marie Binuyaco
2. Proceed to Treasury office and pay fee	2.1 Issue official receipt	P 130.00	5 minutes	Municipal Treasury staff: Elma Sanchez, Merlyn Abluyen, Carmi Chulipa
3. Return to the Municipal Assessor's Office and show official receipt	3.1 Prepares and issues the certification		5 minutes	Mun. Assessor Engr. Dana J. Bunnol-Wagtang, Bonifacia M. Piog, Elice Marie Binuyaco
	3.2 Release of requested document		3 minutes	Mun. Assessor Engr. Dana J. Bunnol-Wagtang, Bonifacia M. Piog, Elice Marie Binuyaco
	<b>TOTAL</b>	<b>Php 130</b>	<b>18 Minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Accomplish the Service Experience Survey and drop it at the designated drop box in front of the Assessor's Office.</p> <p>For more information or other concerns, client/customer may contact 09177029510 or email at <a href="mailto:assessorsoffice.banaue@gmail.com">assessorsoffice.banaue@gmail.com</a></p>
<p>How feedbacks are processed</p>	<p>Every quarter, the Municipal Assessment Clerk opens the drop box and compiles and records all feedback submitted. Results are tabulated and discussed during Management Reviews. Official communications are transmitted to the office for information and appropriate action if necessary.</p>
<p>How to file a complaint</p>	<p>Office complaints can be filed directly using the Complaint/Feedback Form provided by the Office.</p>
<p>How complaints are processed</p>	<p>Complaint/Feedback Form** are gathered and actions are immediately undertaken by the Office of the Municipal Assessor on a real-time basis on the date and time the office received such feedback/s.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>: 1-ARTA (2768) PCC: 8888 CCB: 0908-881-6565</p>





## Office Feedback Forms

### FEEDBACK FORM

1 Outstanding; 2 Excellent; 3 Good; 4 Fair; 5 Needs Improvements



Services	How did you find the services of the Municipal Assessor's Office?				
	1	2	3	4	5
Request for Annotation (Real Estate Mortgage and <u>Bailbond</u> )					
Transfer of Ownership of Real <u>Propert</u>					
Appraisal/Assessment of Undeclared Real Property Units including Machineries for Taxation					
Request for Revision of Unrevised Tax Declaration					
Request for Cancellation of Assessment					
Request for Certified True Copy of Real Property Assessment Documents, Tax Mapping Information and Property Certification					
Request Issuance of Property Computer Print-Out					
Issuance of Property Holding Certification (With Property/No Property) & Certification of Improvement (No Improvement/With Improvement)					

Was this helpful? YES  NO

Comments/Suggestions/Recommendations



**CLIENT COMPLAINT/FEEDBACK FORM**

1 Outstanding; 2 Excellent; 3 Good; 4 Fair; 5 Needs Improvements

Name:	
Address:	
Contact No./Email:	

Complaint/s:	Remarks
1.	
2.	
3.	

Was this helpful? YES  NO

Comments/Suggestions/Recommendations

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Signature/date: \_\_\_\_\_



# **MUNICIPAL ENGINEERING OFFICE (MEO)**



## **I. Mandate**

- Initiate, review and recommend changes in the policies and objective, plans and programs, techniques, procedure and practices in the infrastructure development.
- Advices Municipal Mayor, as the case maybe, on infrastructure and other engineering services/matters.
- Administer, coordinate, supervise and control the construction, maintenance, improvements and repair of municipal roads, bridges and other engineering works.
- Provide engineering services, including investigation and survey, engineering design, feasibility studies and proper management.

## **II. Vision**

To provide infrastructure development that is blended to the natural terrain, socially and environmentally acceptable.

## **III. Mission**

The Engineering Department employs qualified and highly competent personnel to work at par with the advance nation by adopting the state of the art and latest technology at hand.



## 1. PROVISION OF PROGRAMMING OF PROPOSED PROJECTS FOR BIDDING (PROJECTS UNDER CALAMITY FUND AND 20% D.F)

The Municipal Government through the Municipal Engineering Office provides programming of proposed projects for bidding under the calamity fund and the 20% development fund

<b>Office or Division:</b>		Municipal Engineering Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Set schedule for validation of the project.	None	5 minutes	
	Conduct physical site validation.	None	1-3 days (depending on the location of the project site)	
	Prepare detailed estimates, structural designs, plans, and program of work.	None	1-10 days (depending on the scope of the project)	
	Review the program of availability of fund.	None	20 minutes	
	Prepare Certification of Availability of Fund	None	30 minutes	
	Bring certification of Availability of	None	60 minutes (subject to the	



	Fund (CAF) to signatories for signing.		availability of signatories)	
	Consolidate and package proposed projects for bidding	None	3 hours (depending on the number of projects to be packaged.)	



## 2. PROVISIONS FOR UNDERTAKING GOVERNMENT PROJECTS (PROJECTS UNDER CALAMITY FUND AND 20% D.F)

The Municipal Government through the Municipal Engineering Office provides services when undertaking government projects.

<b>Office or Division:</b>		Municipal Engineering Office		
<b>Classification:</b>		G2C		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accompany TWG and BAC for qualification	Bid Evaluation	None	2 Hours	Engineer assigned in the TWG
2. Construction Proper	2.1. Conduct Project Monitoring 2.1. Conduct Pre-Final inspection.	None	Entire duration of the project	Engineer Assigned
3. Submit Request for Final Inspection	Inspect completed project.	None	15 minutes	Engineer Assigned
4. Accompany inspectorate team for final inspection	Inspect completed project.	None	1-3 days (depending on project location)	Engineer Assigned
5. Submit documentary photos	Receive documentary photos	None	30 minutes	Engineer Assigned
	Prepare Inspection Reports, Certificate of Completion and Acceptance, SWA, and Vouchers.		2 days (depending on the number of packages)	Engineer Assigned/ Clerk



	Bring Documents for signing to signatories.	None	1 day (subject to the availability of signatories)	Clerk
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### 3. GRANTING OF A BUILDING PERMIT

The Municipal Government through the Municipal Engineering Office provides Building Permit Services.

<b>Office or Division:</b>		Municipal Engineering Office		
<b>Classification:</b>		G2C		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Building Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Tax Declaration</li> <li>• Zoning Clearance</li> <li>• Fire/Safety Clearance</li> <li>• Environmental Clearance Certificate (ECC)</li> <li>• Architectural, Structural Plans and Details</li> <li>• Design Calculations</li> <li>• Cost Estimates</li> <li>• Photocopy of PRC, PTR and TIN of signing Professionals</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Municipal Engineering Office and Secure checklist and application form.	1.1 Issue application form	None	5 minutes	Clerk
2. Bring 5 copies of the checklist requirements	1.2 Review Documents and give recommendations	None	4 days	Municipal Engineer
3. Pay Building Permit Fees	1.3 Compute building permit fees	Depends on computation	1 day	Treasury Personnel
4. Receive Building Permit	1.4 Issue Building Permit	None	1 hour	Municipal Engineer



## **MUNICIPAL TREASURY OFFICE (MTO)**



## **I. Mandate:**

The office of the Municipal Treasurer is mandated to collect taxes, fees and charges and other revenues and to take custody and exercise proper management of LGU's funds and properties.

## **II. Vision:**

The Municipal Treasurer's office, a frontline in the entire Local Government unit, shall uphold its mandate to the highest degree of efficiency, the utilization of government monies, to uplift the socio-economic growth for the Municipality of Banaue.

## **III. Mission:**

To ensure efficient and effective collection of taxes in accordance with existing laws, rules and ordinances. And to maximize revenue collection which has the greatest potential in achieving local fiscal self-sufficiency.

## **IV. Service Pledge:**

- Collection of Local Revenues
- Membership to the following: Local School Board, Local Finance Committee, Appraisal Committee, Business Permit and Licensing inspectorate team, Board of Canvassers, Local price Coordinating council
- Financial and Technical adviser of LCE, Sanguniang Bayan in the disposition of local government funds.
- Technical assistance and advisory to Barangay Treasurers
- Certify as to availability of funds
- Check and Cash Disbursement
- Update RPTAR's and send out Notice of delinquencies and tax bills
- Certify Real property Tax delinquencies
- Examine the books of accounts and pertinent records of businessmen
- Registration and branding of large cattle
- Issuance of RPT Certifications
- Custodian of Ballot Boxes and Elections Paraphernalia

## **V. FLAGSHIP PROGRAMS:**

Local Revenue Generations & Revenue Mobilization programs

Massive tax campaign programs

Financial Accountability and discipline programs

**“PLEASE PAY YOUR TAXES PROMPTLY”**



## LIST OF SERVICES

### **Office of the Municipal Treasury**

#### **External Services**

Collection of Real Property Tax

Issuance of Tax Clearance

Collection of Transfer fee

Collection of Community Tax Certificate Fee-Individual

Collection of Community Tax Certificate-corporation

Collection of Business Taxes, Regulatory fees and Charges

Payment or disbursement of approved voucher

Registration and Transfer of Large cattle



# **Office of the Municipal Treasury**

## **Frontline services**



## 1. Collection of Real Property Tax

Real Property Taxes are imposed on properties such as lands, buildings, machinery and equipment owned by individual and juridical persons except those which are exempted as provided by law.

<b>Office or Division:</b>		Office of the Municipal Treasury		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Owners of land, buildings and machinery and equipment situated within the territorial limits of the municipality		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest official receipt of tax payment		From the owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	none	5 minutes	ELMA Sanchez Merlyn Abluyen Carmelita Chulipa Cela Huyam
2.Pay real property tax based on assessment	Compute Taxes Due	1% Basic; 1% SEF on assess value plus 2% penalty /mo. of delinquencies	20 minutes (Depending on the number of properties involved)	ELMA Sanchez Merlyn Abluyen Carmelita Chulipa Cela Huyam
3.Claim Official Receipt as evidence of payment	Issue Official Receipt		5 minutes	ELMA Sanchez Merlyn Abluyen Carmelita Chulipa Cela Huyam
<b>Total</b>			<b>30 inutes</b>	



## 2. Issuance of Tax Clearance

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

<b>Office or Division:</b>		Office of the Municipal Treasury		
<b>Classification:</b>		simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2B-Government to Business Entity		
<b>Who may avail:</b>		All persons, natural or juridical owning real property including improvements therein located within the Municipality of Banaue.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of latest payment of real property tax.		Owners copy of Taxpayers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to the Treasury Office and present letter request or ask for tax clearance	Validate in the Real Property Tax Roll	none	5 minutes	Carmelita Chulipa Merlyn Abluyen Cela Huyam
2.Pay Tax Clearance Fee	1.Issue Official Receipt 2. Prepare and Issue Tax Clearance	100.00 per tax clearance and 30 Constructive Doc. Stamp	10 minutes	
3 Receive the Tax clearance		none		
<b>Total</b>			<b>15 minutes</b>	



### 3. Collection of Transfer Fee

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.

<b>Office or Division:</b>		Office of the Municipal Treasury		
<b>Classification:</b>		simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2B-Government to Business Entity		
<b>Who may avail:</b>		Individuals/ corporations transferring ownership of Real Properties located within the territorial jurisdiction of the Municipality of Banaue		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two copies of the Real Property Tax Declaration.		Municipal Assessor's Office		
Tax Clearance		Office of the Municipal Treasury		
One set documentary stamp.		BIR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to the Treasury Office and present the required documents	1.Review Documents presented		10 minutes	
2.Pay Transfer fee based on assessment	2. collect Transfer fee	Based on market value Below Php 10,000.0 0 Php250.0 0 10,000- 100,000. 00- Php450.0 0 101,000. 00 to 500,000.	3 minutes	Carmelita Chulipa Merlyn Abluyen; Cela Huyam





		00 -Php 600.00 501,000 and above Php1,200 .00		
3.Recieved Official Receipt				
<b>Total</b>			<b>13 minutes</b>	



#### 4. Collection of Community Tax Certificate- individual

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

<b>Office or Division:</b>		Office of the Municipal Treasury		
<b>Classification:</b>		simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2B-Government to Business Entity		
<b>Who may avail:</b>		All persons eighteen (18) years old and over.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Appearance				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.State personal intention to secure Community Tax Certificate	Prepare community tax certificate and compute tax due	Basic Community Tax P5.00 plus additional community tax of one peso (P1.00) for every P1.000.00 pesos from Gross receipts, gross income, or income from real property	10 minutes	Carmelita Chulipa; Merlyn Abluyen; Cela Huyam
2. Affix signature and thumb mark at the space provided in the CEDULA.		Gross receipts or earnings derived from the exercise of profession (P1 for		Carmelita Chulipa Merlyn Abluyen Cela Huyam



		every P1,000) Income from RPT (P1 for every P1000).		
3. Pay community tax and claim Community Tax Certificate	Issue the Community Tax Certificate upon payment of the taxpayer.		4 minutes	Carmelita Chulipa Merlyn Abluyen; Cela Huyam
<b>Total</b>			<b>14 minutes</b>	



## 5. Collection of Community Tax Certificate- Corporation

Every corporation no matter how created or organized, whether domestic or resident foreign engaged in or doing business in the Municipality shall pay an Annual Community Tax of five hundred pesos (500.00) and an annual additional Tax of two (2.00) for every five thousand pesos of Gross receipts or earnings derived from business in the municipality or property owned in the municipality.

<b>Office or Division:</b>		Office of the Municipal Treasury		
<b>Classification:</b>		simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2B-Government to Business Entity		
<b>Who may avail:</b>		Business Owners and Individual Taxpayers.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification Card of the Business Owner or his/her authorized representative		1. To be provided by Business owner/corporation		
2. Annual Gross Receipts duly certified by their Accountant		2. To be provided by the Business owner/corporation		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.State personal intention to secure Community Tax Certificate	1.1 Prepare community tax certificate and compute tax due based on the presented certified Annual Gross Receipt	Basic P500.00 plus additional P2.00 for every P5,000.00 of gross receipt/gross income derived from business and or income from real property.	10 minutes	Elma Sanchez Merlyn Abluyen, Carmelita Chulipa, Cela Huyam
2. Affix signature and thumb mark	1.2 Issue Community			Elma Sanchez Merlyn Abluyen,



at the space provided in the CTC-corporation of the business owner or authorized representative	Tax Certificate			Carmelita Chulipa, Cela Huyam
3. Pay community tax and claim Community Tax Certificate-corporation based on the computation given by the RCO	3.1 Issue the Community Tax Certificate upon payment of the taxpayer.		4 minutes	Elma Sanchez Merlyn Abluyen, Carmelita Chulipa, Cela Huyam
<b>Total</b>			<b>14 minutes</b>	



## 6. Collection of Business Tax Fees and charges

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 January 1 – 20 every year. Renewals paid after the deadline shall be charged twenty-five 25 % surcharge plus 2% percent interest per month for business tax.

<b>Office or Division:</b>		Office of the Municipal Treasury		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2B-Government to Business Entity		
<b>Who may avail:</b>		All business enterprises operating within the municipality of Banaue whether single, proprietorship, corporation/partnership, tricycle operators.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished application form for Business Permit/license (NEW/RENEWAL)		Business Permits and Licensing Office		
2. Community Tax Certificate		Municipal Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved application form or charge slip for payment	1.1 Assessment of business taxes, fees and charges.  1.2 Verify prior year tax delinquencies and determine previous gross receipt for the previous year.  1.3. Verify the individual taxpayer card and assess the type of business and corresponding fees.  1.4. compute	Rates applies based on the approved Revenue Code of Banaue 2020	15 minutes	Elma Sanchez Merlyn Abluyen, Carmelita Chulipa,



	tax, fees and charges			
2.Payment of business tax, or other fees and charges and claim official receipt as evidence of payment	2.1.Issue Official Receipt	Based on assessed business taxes, fees and charges.	5 minutes	
<b>Total</b>			<b>20 minutes</b>	



## 7. Payment or disbursement of checks/cash

<b>Office or Division:</b>		Office of the Municipal Treasury		
<b>Classification:</b>		simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2B-Government to Business Entity		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Appearance, valid identification Cards, authorization letter if not the claimant of the check/cash				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to the Treasury Office to claim payment Issue official receipt/ RER/A.R.	Release/deliver payment either cash or checks Receive Official Receipt and attached to voucher	None	10 minutes	Merlyn Abluyen Carmelita Chulipa, Elma Sanchez
2.Sign in the check register book				
<b>Total</b>			<b>10 minutes</b>	





## 8. Registration and Transfer of large cattle

The owner of the large cattle is required to register in the office of the Municipal Treasurer for which a certificate of ownership shall be issued to the owner. "Large cattle" includes a two-year old horse, mule, ass, carabao, cow or other domesticated member of the bovine family.

<b>Office or Division:</b>		Office of the Municipal Treasury		
<b>Classification:</b>		complex		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Owner of any Bovine animals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance		Owner of the branded animal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written request to the Municipal Treasurer for approval or verbal communication	1. The municipal Treasurer or his/her representative approves and set the schedule of visit to the owner	None	5 minutes	Merlyn Abluyen Carmelita Chulipa, Elma Sanchez Cela Huyam
2. On the scheduled date, fill up the form given by the Revenue Collection Clerk	2. For registration and transfer: The Revenue Collection Clerk will input the information on the registry of books the following: Name and residence of the owner, purchase price of the animal in cases of sale or transfer and class, color, sex, brands and other identification	None	20 minutes	Merlyn Abluyen Carmelita Chulipa, Elma Sanchez Cela Huyam



	marks of the cattle. For transfer: a reference number to the original certificate of ownership with the name of the municipality issued to it.			
3. Owner will pay the amount for each certificate of ownership	The Revenue Collector Clerk issues receipt for each Certificate of ownership and Certificate of transfer	P 150.00 per certificate of ownership and per Certificate of Transfer	5 minutes	Merlyn Abluyen Carmelita Chulipa, Elma Sanchez Cela Huyam
4. The owner receives the certificate of ownership/certificate of Transfer				
<b>Total</b>			<b>30 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Please let us know if we have served you by any of the following:</p> <ul style="list-style-type: none"> <li>• Send us your feedback through our email <a href="mailto:mtobanaue@gmail.com">mtobanaue@gmail.com</a>.</li> <li>• Talk to our OFFICER OF THE DAY.</li> </ul>
How feedbacks are processed	Feedbacks requiring answers will be relayed to the head of office or to the concerned person for appropriate action.
How to file complaint	<p>If you are not satisfied with our service, we encourage you to come to our office to talk to the officer of the day or the right person in the office to talk to. Your verbal complaints shall be immediately attended to.</p> <ol style="list-style-type: none"> <li>1. Proceed to the office of the Municipal Treasury and voice out your complaint.</li> <li>2. Our office will address the concerned officer for appropriate action.</li> <li>3. Inform the complainant for the action taken</li> <li>4. You may also file complaint via email <a href="mailto:mtobanaue@gmail.com">mtobanaue@gmail.com</a> Contact no.: 09268952100</li> </ol>
Contact Information of CCB,PCC, ARTA	



## **MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)**

### **I. Mandate:**

To address poverty-related concerns and committed to the care, protection and rehabilitation of individuals, families, groups and communities.

### **II. Vision:**

A society where the poor, vulnerable and disadvantaged families and communities are empowered for an improved quality of life.

### **III. Mission:**



To develop and implement programs, projects and activities that will effectively and efficiently transform the needy, vulnerable and disadvantaged sectors of the community into empowered God-loving and self-reliant individuals

#### **IV. Service Pledge:**

WE, the Employees of the MSWDO of the Municipality of BANAUE, IFUGAO, pledge and commit to deliver quality public services as promised in this “ BANAUE MSWDO CITIZEN’S CHARTER”. We will:

- Serve with utmost sincerity, courtesy and respect, with enthusiasm and compassion;
- Act on request with accuracy and speed;
- Quickly respond to customer’s feedbacks; and
- Elevate client’s satisfaction.

SO HELP US GOD.

### **LIST OF SERVICES**

- I. Issuance of Social Case Study Report
  - A. DSWD-SWAD, PLGU and other NGOs
- II. Release of Assistance to Individual in Crisis Situation (AICS) from Local Funds
  - A. Emergency assistance
  - B. Emergency shelter assistance
- III. Issuance of Certificate of Indigency/Eligibility
- IV. Issuance of PWD (Persons with Disability) ID
- V. Issuance of Senior Citizen ID
- VI. Issuance of Purchase and Medicine Booklet for Senior Citizen



VII. Issuance of Cash Assistance to Senior Citizens who reached 90 Years old and Above

VIII. Mortuary Assistance for OSCA Members

IX. Issuance of Solo-Parent ID

X. Assistance to Women and Children



# MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

## FRONTLINE SERVICE

### 1. ISSUANCE OF SOCIAL CASE STUDY REPORT

Social Case Study Report (SCSR) is a document that describes the present situation of a needy individual. It is done by a registered social worker through a conduct of interview and data gathering. It justifies the current condition of a client or patient to be eligible for an assistance from sponsoring agencies that extends financial/hospitalization/medical intervention.

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Any needy individuals, a bonafide resident of Banaue, who applies for financial/hospitalization/medical assistance from agencies such as DSWD-SWAD, PSWDO and other NGOs.			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Medical Certificate	Medical Doctor or Health Physician			
Updated Hospital Bill or latest doctor's Prescription with amount indicate	Medical Doctor or Health Physician			
Barangay Certificate (Certificate of Indigency and or Certificate of Residency)	Barangay where the client is residing/ Barangay Hall			
Valid Identification Card	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>APPEAR</b> in person and <b>REQUEST</b> for case Study	<b>INTERVIEW</b> and <b>ASSESS</b> client for Preparing the case Study	None	1-3 Hrs	MSWDO/ MSWD STAFF
<b>PRESENT</b> the required documents	<b>REVIEW</b> documents presented	None	3 minutes	MSWDO/ MSWD STAFF
<b>CLAIM</b> Social Case Study	<b>RELEASE</b> the Case study report	None	1 minute	MSWDO/ MSWD STAFF

## 1. RELEASE OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) FROM LOCAL FUNDS

Assistance to Individual in Crisis Situation or AICS is a form of assistance funded by the local government unit of Banaue that addresses the immediate and emergency need of a person. Emergency in nature includes purchase of medicine, augment hospital bill, and educational assistance.

### 1.1. EMERGENCY ASSISTANCE





<b>Office or Division:</b>		Office of the Municipal Social Welfare and Development		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		Indigent person or family with financial problem		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Certificate		Medical Doctor or Health Physician		
Updated Hospital Bill or latest doctor's Prescription with amount indicate		Medical Doctor or Health Physician		
Barangay Certificate (Certificate of Indigency and or Certificate of Residency)		Barangay where the client is residing/ Barangay Hall		
Valid Identification Card		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>APPEAR</b> in person and <b>REQUEST</b> for case Study	<b>INTERVIEW</b> and <b>ASSESS</b> client.	None	1-Hr	MSWDO/ MSWD STAFF
<b>PRESENT</b> the required documents	<b>REVIEW</b> documents presented. <b>PREPARES</b> AICS document and attaches ALL requirements	None	3 minutes	MSWDO/ MSWD STAFF
<b>SIGN</b> the AICS documents as requestor	<b>SUBMITS</b> AICS disbursement voucher to the following offices: a. Municipal Budget Office b. Municipal Accountant c. Municipal treasurer – certification if fund is available	None	20 minutes	MSWDO/ MSWD STAFF



	d. Municipal Mayor – approval of payment			
Receives the Cash assistance/ Check at the Municipal Treasury Office				
<b>Total:</b>		<b>None</b>	<b>1 Hr &amp; 23 minutes</b>	

## 1.2. EMERGENCY SHELTER ASSISTANCE (ESA)

This type of assistance under the AICS or Assistance to Individual in Crisis Situation program of the LGU responds to the emergency need of a person whose shelter or house has been totally or partially damaged due to calamity or man-made disaster

<b>Office or Division:</b>	Office of the Municipal Social Welfare and
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	Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Individuals and families whose shelter or house has been totally or partially damaged due to calamity or man-made disaster			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Barangay Certification	Barangay Local Government Unit/ Barangay Hall			
Picture of Damaged Property	Client			
Valid Identification Card	Client			
Certification from MDRRM	MDRRMO			
Certification from Bureau of Fire Protection ( if Fire Victim)	Bureau of Fire Protection			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>APPEAR</b> in person and <b>REQUEST</b> for case Study	<b>INTERVIEW</b> and <b>ASSESS</b> client.	None	1-Hr	MSWDO/ MSWD STAFF
<b>PRESENT</b> the required documents	<b>REVIEW</b> documents presented. <b>PREPARES</b> ESA document and attaches ALL requirements	None	3 minutes	MSWDO/ MSWD STAFF
<b>SIGN</b> the ESA documents as requestor	<b>SUBMITS</b> ESA disbursement voucher to the following offices: a. Municipal Budget Office b. Municipal Accountant c. Municipal treasurer d. Municipal Mayor – approval of	None	20 minutes	MSWDO/ MSWD STAFF



	payment			
Receives the Cash assistance/ Check at the Municipal Treasury Office				
	<b>Total:</b>	<b>None</b>	<b>1 Hr &amp; 23 minutes</b>	

## 2. ISSUANCE OF CERTIFICATE OF INDIGENCY/ELIGIBILITY

Certificate of Indigency/Eligibility is a form issued to a person that attests his/her income is below poverty threshold and could not pay a certain required fee or is applying for assistance in a sponsoring agency.



Certificate of Indigency is issued to indigent residents of Banaue, Ifugao who wants to avail assistance such as educational, medical, financial, burial and free legal assistance to Public Attorney's Office (PAO).

<b>Office or Division:</b>		Office of the Municipal Social Welfare and Development		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		Indigent person or family whose income is below poverty threshold		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certificate of Indigency		Barangay where the client is residing/ Barangay Hall		
Certificate of No Property		Municipal Assessor's Office		
Valid Identification Card		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>APPEAR</b> in person and <b>REQUEST</b> for Certificate	<b>INTERVIEW</b> and <b>ASSESS</b> client requesting for Certificate	None	3 minutes	MSWDO/ MSWD STAFF
<b>PRESENT</b> the required documents	<b>REVIEW</b> documents presented	None	3 minutes	
<b>CLAIM</b> Certificate of Indigency	<b>RELEASE</b> the Certificate of Indigency	None	1 minute	
<b>Total:</b>		<b>None</b>	<b>7 minutes</b>	

### 3. ISSUANCE OF PERSON WITH DISABILITY IDENTIFICATION CARD (PWD ID and PURCHASE BOOKLET)

PWD ID and Purchase Booklet is issued to all Persons with Disability who wants to avail of the benefits and privileges under RA No. 9442 such as free medical/ dental diagnostic & laboratories in all government facilities, 20% discounts in purchase of



medicines, in hotels, restaurants, recreation centers, theaters, cinema houses and concert halls, and in fare for domestic air, sea travel and public and transportation.

<b>Office or Division:</b>		Office of the Municipal Social Welfare and Development		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		<b>Any Banaue resident with a permanent disability</b> can apply for a PWD ID. Republic Act 10754 defines persons with disability as those with “long-term physical, mental, intellectual, or sensory impairments” that interfere with their interactions in society.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification (Certificate of Residence)		Barangay where the client is residing/ Barangay Hall		
Medical Certificate and or Certificate of Disability		Medical Doctor/ Physician		
Valid Identification Card		Client		
Picture of Client (2 pcs 1x1)		Photo Studio/ ID Store		
Duly Accomplished PWD Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>APPEAR</b> in person and <b>REQUEST</b> for PWD ID and Purchase Booklet	<b>INTERVIEW</b> and <b>ASSESS</b> client requesting for PWD ID and Purchase Booklet	None	5 minutes	MSWDO/ MSWD STAFF/ PDAO
<b>PRESENT</b> the required documents	<b>REVIEW</b> documents presented  <b>PREPARES</b> the PWD ID  <b>SUBMIT</b> PWD ID to the Mayor’s Office for signing	None	30 minutes	MSWDO/ MSWD STAFF/ PDAO
<b>CLAIM SIGNED</b> PWD Id and Purchase Booklet	<b>RELEASE ID</b> and Booklet	None	5 minutes	MSWDO/ MSWD STAFF/ PDAO



	and Orient the benefits and Privileges of the PWD			
<b>Total:</b>		<b>None</b>	<b>40 minutes</b>	

#### **4. ISSUANCE OF SENIOR CITIZEN IDENTIFICATION CARD**

Senior Citizen ID is issued to citizen ages 60 years old and up who wants to avail of the benefits and privileges under RA No. 9994 such as free medical/ dental diagnostic & laboratories in all government facilities, 20% discounts in purchase of



medicines, in hotels, restaurants, recreation centers, theaters, cinema houses and concert halls, and in fare for domestic air, sea travel and public and transportation.

<b>Office or Division:</b>		Office of the Municipal Social Welfare and Development		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		Any Banaue resident who is sixty (60) years old or above per Article 5.1 Rule III, definition of terms.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification (Certificate of Residence)		Barangay where the client is residing/ Barangay Hall		
Birth Certificate		Municipal Civil Registrar		
Valid Identification Card		Client		
Picture of Client (2 pcs 1x1)		Photo Studio/ ID Store		
Duly Accomplished OSCA Application Form		OSCA Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>APPEAR</b> in person and <b>REQUEST</b> for Senior Citizens ID/ OSCA ID	<b>INTERVIEW</b> and <b>ASSESS</b> client requesting for Senior Citizens ID/OSCA ID	None	5 minutes	MSWDO/ MSWD STAFF/ OSCA
<b>PRESENT</b> the required documents	<b>REVIEW</b> documents presented  <b>PREPARES</b> the OSCA ID  <b>RECORDS</b> in the logbook  <b>SUBMITS</b> OSCA ID at the Mayor's Office for Signing	None	30 minutes	MSWDO/ MSWD STAFF/ OSCA
<b>CLAIM SIGNED</b> Senior Citizens ID/OSCA ID	<b>RELEASE ID</b>	None	5 minutes	MSWDO/ MSWD STAFF/ OSCA
<b>Total:</b>		<b>None</b>	<b>40 minutes</b>	





## 5. REPLACEMENT OF LOST SENIOR CITIZEN IDENTIFICATION CARD

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		Any Banaue resident who is sixty (60) years old or above per Article 5.1 Rule III, definition of terms.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Affidavit of Loss		Notary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>APPEAR</b> in person and <b>REQUEST</b> for replacement of Senior Citizens ID/ OSCA ID	<b>INTERVIEW</b> and <b>ASSESS</b> client requesting for replacement of Senior Citizens ID/OSCA ID	None	5 minutes	MSWDO/ MSWD STAFF/ OSCA
<b>PRESENT</b> the required documents	<b>REVIEW</b> documents presented  <b>PREPARES</b> the OSCA ID  <b>RECORDS</b> in the logbook  <b>SUBMITS</b> OSCA ID at the Mayor's Office for Signing	None	30 minutes	MSWDO/ MSWD STAFF/ OSCA
<b>CLAIM SIGNED</b> Senior Citizens ID/OSCA ID	<b>RELEASE ID</b>	None	5 minutes	MSWDO/ MSWD STAFF/ OSCA
<b>Total:</b>		<b>None</b>	<b>40 minutes</b>	

## 6. ISSUANCE OF OSCA BOOKLET (PURCHASE AND MEDICAL)

Per Article 7 Rule IV, Privileges for the Senior Citizens, an elderly is entitled to a 20% discount and VAT exemption on goods and services. The Office of the Senior Citizens Affairs issues this booklet to the member to avail of the benefits.



<b>Office or Division:</b>		Office of the Municipal Social Welfare and Development		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		Any Banaue resident who is sixty (60) years old or above per Article 5.1 Rule III, definition of terms.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens ID/ OSCA ID		Client		
Picture of Client (1 pc 1x1 for Medicine Booklet and 1 pc Passport Size ID for Purchase Booklet)		Photo Studio/ ID Store		
Duly Accomplished OSCA Application Form		OSCA Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>PRESENT</b> OSCA ID card and submits requirements	<b>PREPARES</b> the booklet  <b>RECORDS AND RELEASES</b> the booklet	Php 50.00	20 minutes	OSCA
<b>RECEIVE</b> the booklet and sign the logbook				
<b>Total:</b>		<b>50 Php</b>	<b>20 minutes</b>	

## 7. ISSUANCE OF CASH ASSISTANCE TO SENIOR CITIZENS WHO REACHED 90 YEARS OLD AND ABOVE

Per Ordinance no. 006, series of 2021, all senior citizens who reached 90 years old and above shall receive Ten Thousand Pesos (Php 10,000.00) cash assistance ONE TIME during their birthday.

<b>Office or Division:</b>	Office of the Municipal Social Welfare and
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	Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Any Banaue resident who reached ninety ( Ordinance no. 006			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Senior Citizens ID/ OSCA ID	Client			
PSA Birth Certificate	LCR and PSA			
Birth Certificate of the Eldest Child	LCR			
MSWDO Certification	MSWDO			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>SUBMIT</b> ALL requirements	Conducts interview Prepares documents and attaches requirements	None	20 minutes	MSWDO STAFF
<b>SIGN</b> the documents as requestor	<b>FORWARDS</b> the documents to the Budget Office, Accounting Office and Treasury Office  <b>NOTIFY</b> the recipient on the date of release of the mortuary assistance	None	20 minutes	MSWDO STAFF
Receives the cash and or check and signs the voucher				
	<b>Total:</b>	<b>None</b>	<b>40 minutes</b>	



## **8. GRANT OF MORTUARY ASSISTANCE FOR OSCA MEMBERS**

Mortuary assistance is granted to the immediate family of the deceased senior citizens member of Banaue, Ifugao funded by the LGU through the Office of the Senior Citizens Affairs.

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development
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<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		Immediate family of the deceased OSCA member		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of Death Certificate (2 pcs)		Local Civil Registrar		
Duly Accomplished OSCA Authorization Form		OSCA Office		
OSCA ID of the Deceased Senior Citizen				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>SUBMIT</b> ALL requirements and surrender the OSCA ID	Conducts interview  Prepares documents and attaches requirements	None	20 minutes	OSCA
<b>SIGN</b> the documents as requestor	<b>FORWARDS</b> the documents to the Budget Office, Accounting Office and Treasury Office  <b>NOTIFY</b> the recipient on the date of release of the mortuary assistance	None	20 minutes	OSCA
Receives the cash and or check and signs the voucher				
<b>Total:</b>		<b>None</b>	<b>40 minutes</b>	

## 9. ISSUANCE OF SOLO PARENT IDENTIFICATION CARD (SOLO PARENT ID)

Solo Parent Identification as mandated by RA 8972 can be availed by solo parents who have been qualified as such by the MSWD shall likewise be entitled to avail of any benefits/services provided in the law. Solo parent shall be issued upon approval by any local government unit as recommended by the Social Worker of the Municipality.



<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Client
<b>Who may avail:</b>	<p>Any bonafide citizen of Banaue, Ifugao who falls to any of the Following categories:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A woman who gave birth as a result of rape and other crimes against chastity. Provided, that the mother keeps and raises the child;</li> <li><input type="checkbox"/> Parent left solo due to death of spouse;</li> <li><input type="checkbox"/> Parent left solo while the spouse is detained or serving a sentence for a criminal conviction for at least one (1) year;</li> <li><input type="checkbox"/> Parent left solo due to spouse physical/mental incapacity as certified by a public medical practitioner;</li> <li><input type="checkbox"/> Parent left solo due to legal separation wherein he/she entrusted with custody of the child/children;</li> <li><input type="checkbox"/> Parent left solo due to annulment of marriage as he/she is entrusted with the custody of the child/children;</li> <li><input type="checkbox"/> Parent left solo due to abandonment of spouse at least one (1) year;</li> <li><input type="checkbox"/> Unmarried mother/father who has preferred to keep &amp; rear her/his child/children;</li> <li><input type="checkbox"/> Any other person who solely provides parental care and support to child/children; and</li> <li><input type="checkbox"/> Any family member who assumes the responsibility of head of family.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Barangay Certification	Barangay Hall
Picture of the Client (2 pcs 1x1 ID)	Photo Studio
Photocopy of Birth Certificate of minor children (ages 0-18 years old)	Local Civil Registrar
Photocopy of Partner's Death	Client



Certificate (if partner was deceased)				
Other appropriate document to support the application being a solo parent		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>APPEAR</b> in person and <b>REQUEST</b> for SOLO PARENT ID	<b>INTERVIEW</b> and <b>ASSESS</b> client requesting for <b>SOLO PARENT ID</b>	None	10 minutes	MSWDO/ FOCAL PERSON
<b>PRESENT</b> the required documents	<b>REVIEW</b> documents presented  <b>SUBMITS</b> SOLO ID at the Mayor's Office for Signing	None	10 minutes	MSWDO/ FOCAL PERSON
<b>CLAIM SIGNED</b> SOLO PARENT ID	<b>RELEASE</b> ID and Orient the benefits and Privileges	None	10 minutes	MSWDO/ FOCAL PERSON

## 10. ASSISTANCE TO WOMEN AND CHILDREN IN NEED OF SPECIAL PROTECTION

Local government unit responses to following vulnerable sector in accordance to domestic law

### CHILDREN:





- Child Abuse Act (RA 7610)
- An Act Strengthening Juvenile Justice System in the Philippines (RA 10630)

<b>Office or Division:</b>		Office of the Municipal Social Welfare and Development		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		18 years old below		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>FOR CICL:</b>				
PNP Blotter/ Report		PNP Station		
Minor's Birth Certificate		Client/ Local Civil Registrar		
<b>FOR CHILD ABUSE:</b>				
Barangay Certificate/ Referral		Barangay Hall		
Barangay/Police Blotter/Report		Barangay Hall/ PNP Station		
Medical Certificate		Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Appearance of client / Registration as endorsed by Brgy Officials, PNP-Womens Desk , Concerned Citizen	Interview , assessment of client Evaluate and assess the problem presented			
Provide personal data and information of the problem presented	Coordinate with PNP personnel; Women's Desk and Barangay Officials for appropriate action  Conduct individual/family counseling and home visitation	None	1-2 hours	MSWDO/Focal Person



	Coordinate and refer to other agencies for further intervention			
<b>Total:</b>		<b>None</b>	<b>1-2 Hours</b>	

**WOMEN:**

- Anti-Violence Against Women & their Children Act of 2004 (RA 9262)
- Expanded Anti-Trafficking in Persons Acts of 2012 (RA 10364)
- Women in especially difficult circumstances (**WEDC**)



<b>Office or Division:</b>		Office of the Municipal Social Welfare and Development		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		Any person; woman or child vulnerable to abus who is at risk or has committed offenses		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification/ Referral		Barangay		
Certificates: (Depending on the case)				
Birth Certificate		Local Civil Registrar		
Medical Certificate		Medical Doctor/ Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Appearance of client	Interview, assessment of client Advice/explain to client to present supporting documents	None	20 minutes	MSWDO/Focal Person
Present supporting documents	Review documents presented	None	10 minutes	Focal Person
Client is willing to file a case	Refer/Assists client to PNP-WCPD/PAO	None	15 minutes	Focal Person
Client seeking counseling assistance or Requesting case conference	Provide counseling to victim	None	30-45 minutes	Focal Person
<b>Total:</b>		<b>None</b>	<b>90 minutes</b>	

## 10. REQUEST FOR PRE-MARRIAGE ORIENTATION AND COUNSELING

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development
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<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		Would be Couples		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Marriage Expectation Inventory Form</b>		<b>MSWDO</b>		
<b>Responsible Parenthood &amp; Family Planning Form 1</b>		<b>MSWDO</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out the Pre-Marriage Expectation Inventory Form	Provide the client the Marriage Inventory Expectation form questionnaire and arrange short briefing for answering MIE form	None	20 minutes	MSWDO Staff
Quizzing would-be-couple applicant on Responsible Parenthood & Family Planning Form 1	<ul style="list-style-type: none"> <li>a) Record / profile to RP-FP Form all information gathered to would-be-couple</li> <li>b) Setting apart of would-be-couple belongs to 24 years &amp; below and 18 years old &amp; above</li> </ul>	None	5 minutes	MSWDO Staff
	Conduct Pre-Marriage Orientation Counseling Session (Schedule is every 2 <sup>nd</sup> and 4 <sup>th</sup> Tuesday of the month)	None	4 hours	PMOC Team



CLAIMED Signed Certificate of Compliance and Certificate of Marriage Counseling	RELEASE Signed Certificate of Compliance and Certificate of Marriage Counseling  For contracting parties ages 18-25 years old- duly signed Certification of Compliance and Certificate of Marriage Counseling  For contracting parties ages 26 and above – duly signed Certificate of Compliance;	None	5 minutes	PMOC Team
<b>Total:</b>		<b>None</b>	<b>4 hours and 30 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish our Feedback Form available in the Public Assistance and Complaints Desk at the MSWDO;
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	<p>Send your feedback through e-mail (<a href="mailto:mswdobanaue@yahoo.com">mswdobanaue@yahoo.com</a>) or text us at 09177030084; or</p> <p>Talk to our Public Assistance and Complaints Desk Officer.</p>
How feedbacks are processed	Feedbacks requiring answers will be relayed to the head of office or to the concerned person for appropriate action.
How to file complaint	If you are not satisfied with our service, we encourage the filling of a written complaint with our OFFICER at the Public Assistance and Complaints Desk. Your written/verbal complaints shall immediately be attended to.
Contact Information of CCB,PCC, ARTA	MSWDO: <a href="mailto:mswdobanaue@yahoo.com/">mswdobanaue@yahoo.com/</a> 09177030084; CCB: PCC: ARTA



# MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

## **I. Mandate:**

The Municipal Planning and Development Office exist to plan and formulate economic, social, infrastructure, environmental, administrative and other



development programs for inter-department coordination in order to pursue the vision and mission of the local bureaucracy.

## **II. Vision:**

A dynamic and responsive organization with responsible, committed, pro-active and innovative staff equipped new capabilities to evolve socio-economic, physical, cultural, and environmental development framework and policies and able to work harmoniously with other local government functionaries to support the local government achieve its development goals.

## **III. Mission:**

To provide an effective and efficient mechanism that promote better quality services through the utilization of accurate, well-processed information and technology that will enhance pro-active, responsive, and accountable decision making and local governance.

## **IV. Organizational Outcome:**

1. Formulation of Municipal/Barangay Development Plan and other required plans;
2. Improved periodic monitoring of various accomplishment and projects;
3. Efficient and effective administrative and technical support services to Local Special Bodies and Civil Society Organization (CSO);
4. Guaranteed Efficient administrative support services.

## **LIST OF SERVICES**

1. Issuance of Locational Clearance / Zoning Compliance
2. Provision of technical information / assistance in securing maps, socio-economic data, comprehensive development plan and land use plan





# **Municipal Planning and Development Office**

## **Internal Services**

### **1. ISSUANCE OF LOCATIONAL CLEARANCE / ZONING COMPLIANCE**



All enterprises and private individual/s constructing a new building or applying for expansion/renovation are required to secure a certificate of zoning compliance/locational clearance before applying for a building permit. This should be done before the start of construction to ensure that the building/business is allowed in the chosen location pursuant to the provision of the Zoning Ordinance and the Comprehensive Land Use Plan of the municipality.

<b>Office or Division:</b>	Municipal Planning and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>✓ Land Owners / Organization / Developers proposing the construction of buildings and other structures / Owner's duly designated representative(s).</li> <li>✓ Any interested person.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>A. New Construction Project</b> <ol style="list-style-type: none"> <li>1. Duly Notarized Application Form (3 original copy)</li> <li>2. Latest Tax Declaration/ Title (1 photocopy)</li> <li>3. Site Development Plan (1 original copy)</li> <li>4. Vicinity Map(1 original copy)</li> <li>5. Program of Work with plans and specifications(1 original copy)</li> <li>6. Notarized Affidavit Form (3 original copy)</li> <li>7. Special Power of Attorney if not owned by applicant (1 original copy)</li> </ol>		<ul style="list-style-type: none"> <li>- MPDO</li> <li>- Municipal Assessor's Office</li> <li>- Licensed Architect or Civil Engineer</li> <li>- Licensed Architect or Civil Engineer</li> <li>- Licensed Architect or Civil Engineer</li> <li>- MPDO</li> <li>- Attorney</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook and secure Application for Locational Clearance Form with List of Requirements	1.1 Interview applicant about the details of the proposed project/location  1.2 Provide Locational	None	5 minutes	<i>MPDC / MPDO Staff MPDO</i>



	Clearance form			
2. Submit duly notarized/accomplished Locational Clearance Form with the attached requirements specified	2.1 Evaluate/review the completeness/ validity of the submitted documents	None	15 minutes	<i>MPDC / MPDO Staff MPDO</i>
3. Accompany the designated MPDO Staff inspector to site	3.1 Conduct site inspection and prepares Inspection Report based on actual site condition.	None	Varies, depends on the distance of the site to be inspected and the availability of service vehicle	<i>MPDO Staff MPDO</i>
4. Wait for the Issuance of Order of Payment	4.1 Prepares draft of Locational Clearance and present to the MPDC for the approval 4.2 Upon the approval of the Locational Clearance, MPDC will issue the Order of Payment	None	10 minutes	<i>MPDC / MPDO Staff MPDO</i>
5. Receive Order Payment and proceed to the Municipal Treasury Office for payment of fees	5.1 Issue Official Receipt	Depends upon the schedule of fees provided by the Latest	10 minutes	<i>Municipal Treasurer / MTO Staff MTO</i>



		Revised Municipal Revenue Code		
6. Return to MPDO and present the Official Receipt	6.1 Print the approved Locational Clearance and return to the MPDC for signature and dry seal. The Locational Clearance is now ready for release.	None	10 minutes	MPDC / MPDO Staff MPDO
7. Receive the Locational Clearance thru the designated logbook.	7.1 Records and Issues the Locational Clearance	None	10 minutes	MPDO Staff MPDO
<b>TOTAL</b>		<b>Depends upon the schedule of fees provided by the Latest Revised Municipal Revenue Code</b>	<b>1 HOUR</b>	

**SCHEDULE OF FEES**

<b>1. ZONING/LOCATIONAL CLEARANCE</b>	
<b>A. Single residential structure attached or detached</b>	
1. P100,000 and below	₱240.00
2. Over P100,000 to P200,000	₱480.00
3. Over P200,000	₱600 +(1/10 of 1% in excess of P200,000)
<b>B. Apartments/Townhouses</b>	
1. P500,000 and below	₱1,200.00



2. Over P500,000 to 2 million	₱1,800.00
3. Over 2 million	₱3,000 +(1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
<b>C. Dormitories</b>	
1. P2 million and below	₱3,000.00
2. Over P2 million	₱3,000 +(1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
<b>D. Institutional</b>	
Project cost of which is:	
1. Below P2 Million	₱2,400.00
2. Over P2 Million	₱2,400 +(1/10 of 1% cost in excess of P2.M)
<b>E. Commercial, Industrial and Agro-Industrial Project Cost of which is:</b>	
1. Below P100,000	₱1,200.00
2. Over P100,000 - P500,000	₱1,800.00
3. Over P500,000	₱2,400.00
4. Over P1 Million - P2 Million	₱3,600.00
5. Over P2 Million	₱6,000 + (1/10 of 1% cost in excess of P2.M)
<b>F. Special Uses/Special Projects</b>	
Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below P2 Million	₱6,000 + (1/10 of 1% of cost in excess of P2.M)
2. Over P2 Million	₱6,000 +(1/10 of 1% of cost in excess of P2.M)
<b>G. Alteration/Expansion (affected areas/cost only)</b>	Same as the original application
<b>2. SUBDIVISION AND CONDOMINIUM PROJECTS (Under P.D. 957)</b>	
<b>A. Subdivision Projects</b>	
<b>1. Approval of Subdivision Plans (Including townhouses)</b>	
1. Preliminary Approval and Location Clearance (PALC)/ Preliminary Subdivision Development Plan( PSDP)	
• Processing Fee	₱300/ha. or a fraction thereof
• Inspection Fee*	₱1,250/ha. regardless of density
2. Final Approval and Development Permit	
• Processing Fee	₱2,400/ha. regardless of density
Additional Fee on Floor Area of housing component	₱2.50/sq.m.
• Inspection Fee*	₱1,250/ha. regardless of density
3. Alteration of Plan (affected areas only)	Same as Final approval and development permit



2. Certificate of Registration Processing Fee	
• Processing Fee	₱2,400
3. License to Sell	
• Processing Fee	₱180/saleable lot
Additional Fee on Floor Area of housing component	₱12/sq.m.
• Inspection Fee*	₱1,250/ha. regardless of density
4. Certificate of Completion	
• Certificate Fee	₱180
• Processing Fee	
• Inspection Fee*	₱1,250/ha. regardless of density
5. Extension of Time to Develop	
• Processing Fee	₱420
Additional Fee (unfinished area for development)	₱12 sq.m.
• Inspection Fee*	₱1,250/ha. regardless of density
*Application for CR/LS with DP issued by LGU shall be charge inspection fee	
<b>B. Condominium Project</b>	
<b>1. Approval of Condominium Plans/Final Approval and Development Permit</b>	
1. Preliminary Approval and Locational Clearance	
2. Final Approval/ Development Permit	
• Processing Fee	₱600
a. Land Area	₱6/sq.m.
b. No. of Floors	₱238.30/floor
c. Building Areas	₱19.20/sq.m. of GFA
• Inspection Fee*	₱1,250/ha.
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Conversion (affected areas only)	-do-
<b>2. Certificate of Registration</b>	
• Processing Fee	₱2,400
<b>3. License to Sell</b>	
a. Residential	₱14.40/sq.m. of saleable area
b. Commercial	₱30/sq.m. of saleable areas
• Inspection Fee	₱1,250/ha.
<b>4. Extension of Time to Develop</b>	
• Processing Fee	₱420
Additional Fee (unfinished floor area for development)	₱14.40/sq.m.
• Inspection Fee	₱1,250/ha.
<b>5. Certificate of Completion</b>	
• Certificate Fee	₱180



• Processing Fee	
• Inspection Fee	₱1,250/floor
<b>3. SUBDIVISION AND CONDOMINIUM PROJECTS (under B.P. 220)</b>	
<b>A. Subdivision Projects</b>	
<b>1. Approval of Subdivision Projects</b>	
1. Preliminary Approval and Location Clearance	
• Processing Fee	
a. Socialized Housing	₱75/ha.
b. Economic Housing	₱180/ha.
• Inspection Fee	
a. Socialized Housing	₱1,250/ha.
b. Economic Housing	₱1,250/ha.
2. Final Approval and Development Permit	
• Processing Fee	
a. Socialized Housing	₱500/ha.
b. Economic Housing	₱1,200/ha
• Inspection Fee	
a. Socialized Housing	₱1,250/ha.
b. Economic Housing	₱1,250/ha.
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Building Permit (floor area of housing unit)	₱6/sq.m.
<b>2. Certificate of Registration</b>	
• Processing Fee	
a. Socialized Housing	₱350
b. Economic Housing	₱600
<b>3. License to Sell (per sealable lot)</b>	
• Processing Fee	
a. Socialized Housing	₱20/saleable lot
b. Economic Housing	₱60/saleable lot
Additional fee on floor area of housing component	₱2.50/sq.m.
• Inspection Fee	
a. Socialized Housing	₱1,250/ha.
b. Economic Housing	₱1,250/ha.
<b>4. Extension of Time to Develop</b>	
• Processing Fee	
a. Socialized Housing	₱350
b. Economic Housing	₱420
Additional Fee (unfinished area for development)	₱2.40/sq.m.
• Inspection Fee	



a. Socialized Housing	₱1,250/ha.
b. Economic Housing	₱1,250/ha.
<b>5. Certificate of Completion</b>	
• Certificate Fee	
a. Socialized Housing	₱150
b. Economic Housing	₱180
• Processing Fee	
a. Socialized Housing	
b. Economic Housing	
• Inspection Fee	₱1,250/ha.
<b>6. Occupancy Permit</b>	
• Processing Fee	
a. Socialized Housing	₱5/sq.m.
b. Economic Housing	₱6/sq.m.
• Inspection Fee (saleable area of the housing component)	
a. Socialized Housing	₱1,250/ha.
b. Economic Housing	₱1,250/ha.
<b>B. CONDOMINIUM PROJECTS</b>	
<b>1. Approval of Condominium Plans</b>	
1. Preliminary Approval and Locational Clearance	₱600
2. Final Approval and Development Permit	
• Processing Fee	
a. Total Land Area	₱6/sq.m.
b. No. of Floors	₱120/floor
c. Building Areas	₱4.80/sq.m. of GFA
• Inspection Fee	
• Inspection Fee	₱1,250/ha.
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
<b>2. Certificate of Registration</b>	₱600
<b>3. License to Sell</b>	
a. Residential	₱6/sq.m of saleable area
b. Commercial	₱8.90/sq.m. of saleable area
• Inspection Fee	₱1,250/ha.
<b>4. Extension of Time to Develop</b>	
• Processing Fee	₱2.50/sq.m.
• Inspection Fee (unfinished area for development)	₱1,250/floor
<b>5. Certificate of Completion</b>	
Certificate Fee	₱180
• Processing Fee	
• Inspection Fee	₱1,250/floor
<b>4. INDUSTRIAL/ COMMERCIAL SUBDIVISION</b>	
<b>1. Approval of Industrial/Commercial</b>	





<b>Subdivision</b>	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	₱350/ha.
• Inspection Fee	₱1,500/ha.
2. Final Approval and Development Permit	
• Processing Fee	₱600/ha.
• Inspection Fee*	₱1,250/ha.
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
<b>2. Certificate of Registration</b>	₱2,400
<b>3. License to Sell</b>	
• Processing Fee	₱2.50/sq.m. of land area
• Inspection Fee*	₱1,250/ha.
<b>4. Extension of Time to Develop</b>	
• Processing Fee	₱420
Additional Fee (unfinished area for development)	₱12.00 sq.m.
• Inspection Fee*	₱1,250/ha.
<b>5. Certificate of Completion</b>	
• Certificate Fee	₱180
• Processing Fee	
a. Industrial	₱420
b. Commercial	₱600
• Inspection Fee*	₱1,250/ha.
<b>5. FARMLOT SUBDIVISION</b>	
<b>1. Approval of Farmland Subdivision</b>	
1. Preliminary Approval and Location Clearance	
• Processing Fee	₱240/ha.
• Inspection Fee	₱1,250/ha.
2. Final Approval and Development Permit	
• Processing Fee	₱1,200/ha.
• Inspection Fee*	₱1,250/ha.
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
<b>2. Certificate of Registration</b>	₱2,400
<b>3. License to Sell</b>	
• Processing Fee	₱600/lot
• Inspection Fee*	₱1,250/ha.
<b>4. Extension of Time to Develop</b>	
• Processing Fee	₱420



• Additional Fee on Floor Area of housing component and other development	₱12.00 sq.m.
• Inspection Fee*	₱1,250/ha
<b>6. MEMORIAL PARK/ CEMETERY PROJECT/COLUMBARIUM</b>	
<b>1. Approval of Memorial Park/ Cemetery Project/ Columbarium</b>	
1. Preliminary Approval and Locational Clearance	
a. Memorial Project	₱600/ha.
b. Cemeteries	₱240/ha.
c. Columbarium	₱3,000/ha.
• Inspection Fee	
a. Memorial Project	₱1,250/ha.
b. Cemeteries	₱1,250/ha.
c. Columbarium	₱1,250/ha.
<b>2. Final Approval and Development Permit</b>	
a. Memorial Project	₱2.50/sq.m
b. Cemeteries	₱1.30/sq.m
c. Columbarium	₱6/sq.m
	₱2.50/floor
	₱19.20 sq.m. of GFA
(Projects already inspected for PALC application may not be charged inspection fee)	
a. Memorial Project	₱1,250/ha
b. Cemeteries	₱1,250/ha
c. Columbarium	₱1,250/ha
<b>3. Alteration of Fee</b>	Same as Final Approval and Development Permit
2. Certificate of Registration	₱2,400
3. License to Sell	
• Processing Fee	
a. Memorial Project	₱60 sq.m.
- Apartment Type	₱24/unit
b. Cemeteries	₱24/tomb
c. Columbarium	₱60.00/vault
<b>4. Extension of Time to Develop</b>	
• Processing Fee	₱420
Additional Fee (unfinished area for development)	
a. Memorial Project	₱1,200
b. Cemeteries	₱600/ha.
c. Columbarium	₱4.80/sq.m. of GFA
• Inspection Fee*	
a. Memorial Project	₱1,250/ha.



b. Cemeteries	₱1,250/ha.
c. Columbarium	₱1,250/Floor
<b>5. Certificate of Completion</b>	
• Certificate Fee	₱180
• Processing Fee	
a. Memorial Project	₱1,200
b. Cemeteries	₱600/ha.
c. Columbarium	₱4.80/sq.m. of GFA
• Inspection Fee*	
a. Memorial Project	₱1,250/ha.
b. Cemeteries	₱1,250/ha.
c. Columbarium	₱1,250/floor
<b>7. OTHER TRANSACTIONS/ CERTIFICATES</b>	
<b>A. Application Request for:</b>	
1. Advertisement Approval	₱600
2. Cancellation/ Reduction of Performance Bond	₱2,400
3. Lifting of Suspended License to Sell	₱2,400
4. Exemption from Cease and/Desist Order	₱180
5. Clearance to Mortgage	₱1,200
6. Lifting of Cease and Desist Order	₱2,400
7. Change of Name/ Ownership/ Amendments of CRLS	₱1,200
8. Voluntary Cancellation of CRLS	₱1,200
9. Revalidation of Renewal of Permit (Condominium)	₱50% of current processing fee
<b>B. Other Certification</b>	
1. Zoning Certifications	₱600/ha.
2. Certification of Town Plan/ Zoning Ordinance Approval	₱180
3. Certification of New Rights/Sales	₱180
4. Certification of Registration (Form)	₱180
5. License to Sell (form)	₱180
6. Certificate of Creditable Withholding Tax maximum of 5 lots per certificate)	₱180/lot or unit
7. Other to include:	
a. Availability of records/public request	₱240
b. Certificate of no record on file	₱240
c. Certificate of with or without CRLS	₱240
d. Certificate true copy of documents (report size)	
• Document of five (5) pages or less	₱36.00
• Every additional page	₱3.70
e. Photo copy of documents	₱2.50
f. Others not listed above	₱180
<b>8. REGISTRATION OF</b>	



<b>DEALER/BROKER/SALESMAN</b>	
1. Dealers/Brokers	₱600
2. Salesman/Agent	₱240
<b>9. HOMEOWNERS ASSOCIATION</b>	
1. Registration of HOA	
Examination/Registration	Regular HOAS CMP HOAS
• Articles of Incorporation	₱783.30 ₱650
• By-Laws	₱783.30 ₱650
2. Stamping of Books	₱41.70/book
3. Amendments	
• Articles of Incorporation	₱600
• By-Laws	₱600
4. Dissolution of Homeowners Association	₱600
5. Certification of new set Officers	₱420
6. Other Certification	₱180
• Inspection Fee	₱1,250/ha
7. Research Fee	₱41.70/docket
<b>10. LEGAL FEES (CMP Project)</b>	
1. Filing Fee	₱1,200
2. Additional Fee for claims (for refund, damages, attorney's fee, etc.)	
1. Not more than ₱20,000	₱144.20
2. More than ₱20,000 but less than ₱80,000	₱480
3. ₱80,000 or ,more or less ₱100,000	₱720
4. ₱100,000 or more but less than ₱150,000	₱1,200
5. For each ₱1,000 in excess of ₱150,000	₱6.00
3. Motion for reconsideration	₱500
4. Petition of Review	₱2,400
5. Prayer for Cease and Desist Order	₱1,000
6. Pauper-litigants are exempt from payment of legal fees	
1. Those who gross income is not more than ₱6,000 per month and residing within M.M.	
2. Those who gross income is not more than ₱4,000 per month and residing within M.M	
3. Those who do not own real property	
7. Government Agencies and its instrumentalities are exempt from paying Legal Fees	
8. Local Government and government owned or controlled corporation with or without independent charters are not exempted	



paying legal fees.	
<b>11.UPLC LEGAL RESEARCH FEE</b>	
Computation of Legal Research Fee for the University of the Philippines Law Center	
(UPLR) remains at One Percent (1%) of every fee charged but shall in No Case Be Lower than ₱12.00	Covered by MEMORANDUM CIRCULAR NO. 18 series of 2013 (October 2,2013)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>B. Locational Clearance for Business Permit</b>				
1. Application for Locational Clearance Form (1 original copy) 2. Photo of Business Location/ Merchandise (1 copy)		- MPDO  - From the owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook and secure Application for Locational Clearance Form with List of Requirement	1.1 Interview applicant about the profile and information of the Business 1.2 Provide Locational Clearance form	None	5 minutes	MPDC / MPDO Staff MPDO
2. Submit duly accomplished Locational Clearance Form with the attached requirement specified	2.1 Evaluate/ review the completeness of the submitted documents	None	15 minutes	MPDC / MPDO Staff MPDO
3. Wait for the Issuance of Order of Payment	3.1 Prepare draft of Locational Clearance and present to the MPDC for	None	10 minutes	MPDC / MPDO Staff MPDO



	<p>the approval</p> <p>3.2 Upon the approval of the Locational Clearance, MPDC will issue the Order of Payment</p>			
<p>4. Receive Order of Payment and proceed to the Municipal Treasury Office for payment of fees</p>	<p>4.1 Issue Official Receipt</p>	<p>Depends upon the schedule of fees provided by the Latest Revised Municipal Revenue Code</p>	<p>10 minutes</p>	<p><i>Municipal Treasurer / MTO Staff</i> MTO</p>
<p>5. Return to MPDO and present the Official Receipt</p>	<p>5.1 Print the approved Locational Clearance and return to the MPDC for signature and dry seal. The Locational Clearance is now ready for release.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>MPDC / MPDO Staff</i> MPDO</p>
<p>6. Receive the Locational Clearance thru the designated logbook.</p>	<p>6.1 Records and Issues the Locational Clearance</p>	<p>None</p>	<p>10 minutes</p>	<p><i>MPDO Staff,</i> MPDO</p>



TOTAL	Depends upon the schedule of fees provided by the Latest Revised Municipal Revenue Code	1 Hour	
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## **2. PROVISION OF TECHNICAL INFORMATION / ASSISTANCE IN SECURING MAPS, SOCIO-ECONOMIC DATA, COMPREHENSIVE DEVELOPMENT PLAN AND LAND USE PLAN**

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.

<b>Office or Division:</b>	Municipal Planning and Development Office
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Any interested person			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification Card 2. Research Letter (1 original copy)		- From the owner - From the owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook and submit research letter to the Mayor's Office for approval	1.1 Receive research letter and present to LCE for approval	None	10 minutes	LCE / Mayor's Office Staff Mayor's Office
2. Submit to the MPDO the research letter approved by the LCE and wait for the Issuance of Order of Payment	2.1 Receive approved research letter 2.2 Interview client/s on the specific data/information needed and MPDC will issue the Order of Payment	None	10 minutes	MPDC / MPDO Staff MPDO
3. Receive Order of Payment and proceed to the Municipal Treasury Office for payment of fees	3.1 Issue Official receipt	Depends upon the schedule of fees provided by the Latest Revised Municipal Revenue Code	10 minutes	Municipal Treasurer / MTO Staff MTO
4. Return to MPDO and present the Official Receipt	4.1 Prepare/process data/information needed	None	10 minutes (depending on the volume of data needed)	MPDC / MPDO Staff MPDO





5. Receive document/s thru the designated logbook	5.1 Record and issue document/s	None	5 minutes	MPDO Staff MPDO
<b>TOTAL</b>		<b>Depends upon the schedule of fees provided by the Latest Revised Municipal Revenue Code</b>	<b>45 minutes</b>	



# MUNICIPAL BUDGET OFFICE

## I. Mandate

As prescribed under Section 333, 344 and 475 (b) of RA 7160 or the Local Government Code of 1991, the Municipal Budget Office shall:

- ❖ Prepare forms, orders and circulars embodying instructions on budgetary and appropriation matters for signature of the Mayor;
- ❖ Review and Consolidate the budget proposals of different departments and offices of the city;
- ❖ Assist the Mayor in the preparation of the budget and during budget hearings;



- ❖ Study and evaluate budgetary implications of proposed legislation and submit comments and recommendations thereon;
- ❖ Submit periodic budgetary reports to the Department of Budget and Management and other concerned agencies;
- ❖ Coordinate with the Treasurer's Office, Accounting Department, and the Planning and Development Office for the purpose of budgeting;
- ❖ Assist the Sangguniang Bayan in reviewing proposed budgets during budget deliberation;
- ❖ Coordinate with the Planning and Development Office in the formulation of the city development plan;
- ❖ Review barangay budgets;
- ❖ Certify as to the existence of appropriations.

## **II. Vision**

The Budget Office envisioned itself as a mechanism for a well-crafted financial plan operationalizing the development plans of the municipality

## **III. Mission**

The Budget Office shall endeavor to provide effective budgetary management support services to the different programs of the Municipal Government in its delivery of basic services.

### **Service Pledge**

We, the employees of the Municipal Budget Office, do HEREBY PLEDGE to:

**B**e responsive to the needs of our clients and serve them with

**U**tmost respect at all times

**D**evelop mechanisms to continuously improve our services

**G**uarantee to provide fair and equal prompt and quality service to our clients

**E**ncourage feedbacks in order to improve our services

**T**ake measures to safeguard government funds at all times

### **List of Services**

External Services:

Assistance in the preparation of Barangay/SK Budgets

Technical Review of Barangay/SK Budgets

Internal Services:

Certify as to the availability of appropriation

Preparation of the Municipal Budget



## 1. CERTIFICATION AS TO THE AVAILABILITY OF APPROPRIATION

The Obligation Request is one of the supporting documents in the payment of expenditures of the municipal government. This document certifies that a certain expenditure has available appropriation.

<b>Office or Division:</b>	Budget Office
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Different Offices/End-user		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Duly signed Obligation Request (ObR) with payee's name and other documents required by the accounting office		Office concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Obligation Request with other required documents	1.1 Check if ObR duly signed, receive and assign number	None	5 minutes	Cheryl Tundagui, Administrative Assistant II
	1.2 Review, Evaluate, and Sign the Obligation Request	None	5 minutes	Cheryl Tundagui, Administrative Assistant II/Zeny M. Belingon, Municipal Budget Officer
2. Receive the approved ObR	2.1 Return/Transmit the approved ObR to persons concerned	None	5 minutes	Cheryl Tundagui, Administrative Assistant II

## 2. REVIEW OF ANNUAL/SUPPLEMENTAL BARANGAY/SK BUDGETS

The budget office is tasked to assist the Sangguniang Bayan in the review of barangay budgets as to compliance to the provisions of the Local Government Code, budget rules and other administrative issuances.

<b>Office or Division:</b>	Budget Office
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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Different Barangay Officials/ SB office			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Barangay Budgets with attached documents requirements				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Barangay/SK Annual/ Supplemental Budget with other documents required	1.1 Receives and stamping of date received	None	5 minutes	Cheryl Tundagui, Administrative Assistant II
	1.2 Review, Evaluate, Prepare, and Sign the Transmittal Letter	None	45 days	Cheryl Tundagui, Administrative Assistant II/Zeny M. Belingon, Municipal Budget Officer
2. Receive the budget with the transmittal letter	Forward to the Sangguniang Bayan for proper review and approval	None	5 minutes	Cheryl Tundagui, Administrative Assistant II
		<b>None</b>	<b>45 days &amp; 8 minutes0</b>	

### 3. PREPARATION OF THE MUNICIPALITY'S ANNUAL BUDGET

Upon receipt of the statement of income and expenditures from the treasurer, the budget proposals of the heads of department and offices and the estimates of income and budgetary ceilings from the local finance committee, the Local Chief Executive shall prepare the executive budget for the ensuing year in accordance with the provisions of the Local Government Code.



<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Different LGU Units/Offices			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Budget proposals with Prescribed Budget Preparation Forms		Office Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prepare the Budget Call and submit for Approval of the LCE	None	5 days	Zeny M. Belingon
1. Receive the budget call and prepare budget proposals	Distributes of the Budget Call to the different offices	None	1 day	Cheryl Tundagui, Administrative Assistant II
2. Submit budget proposals with the necessary documents	2.1 Check attached documents if complete and receives the documents	None	5 minutes	Cheryl Tundagui, Administrative Assistant II
	2.2 Review, Evaluate, Analyze, and Consolidate budget proposals	None	25 days	Zeny M. Belingon, Municipal Budget Officer/ Local Finance Committee
3. Attend Preliminary Budget Hearing	3.1 Conduct Preliminary Budget Hearing	None	2 days	Zeny M. Belingon, Municipal Budget Officer/ Local Finance Committee/Local Chief Executive



	3.2 Finalize the proposed budget based on the findings and recommendations during the budget hearings, Prepare the other documents required (budget message, transmittal, etc.)	None	30 days	Zeny M. Belingon, Municipal Budget Officer/ Cheryl Tundagui, Administrative Assistant II
	3.3 Submit the proposed budget to the Municipal Mayor for approval	None	1 day	Zeny M. Belingon
4. Receive proposed annual budget	Forward to the Sangguniang Bayan for deliberation	None	1 day	Cheryl Tundagui
		<b>None</b>	<b>64 days &amp; 5 minutes (June 16-October 16 of each year)</b>	





# MUNICIPAL ACCOUNTING OFFICE

**I. Mandate:**

Ensure the proper disposition of government funds.

**II. Vision:**

To provide reliable and timely information through an effective accounting system and ensuring financial security in achieving an effective and efficient delivery of public service

**III. Mission:**

To continuously strive to provide information and deliver accounting services with professionalism, efficiency and excellence to all clients



## **LIST OF SERVICES**

Disbursement of Salaries, Travel Expenses, Purchases, Claim for Repairs, and Payment of Infra Projects

Preparation of Payroll



## 1. Disbursement

Disbursement on Purchases of Goods, Services and Civil Works. Note: If requirements are complete, this transaction can normally be completed in one hour.

<b>Office or Division:</b>	Municipal Accounting Office
<b>Classification:</b>	Simple/Complex
<b>Type of Transaction:</b>	G2G, G2C
<b>Who may avail:</b>	Individuals who request for payments
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>MANDATORY MINIMUM SUPPORTING DOCUMENTS FOR COMMON TRANSACTIONS:</b>	



### **SALARIES**

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

### **TRAVEL EXPENSES**

- a. Communication from inviting agency
- b. Duly approved Travel Order
- c. Approved itinerary of Travel and Certificate of Travel Completed/ Appendix A and B
- d. Certificate of Appearance
- e. Tickets
- f. Receipts, if entitled to travel representation allowance

### **PURCHASES**

- a. Approved Purchase Request
- b. Approved Purchase Order
- c. Canvass for 3 different suppliers
- d. Abstract of Bids
- e. Inspection and Acceptance Report
- f. Property Acknowledgement Report
- g. Attendance in the case of meals and accommodation expenses (i.e. trainings, meetings) and jitney hires
- h. Narrative Report/ Minutes of meeting for trainings, seminars and meetings
- i. Receipts if Reimbursement
- j. Additional Requirement for:
  1. For Emergency Purchase- at least three (3) price quotations from bonafide dealers and certificate of emergency purchase.
  2. 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.

- k. Waste Material Report if applicable

#### **CLAIM FOR REPAIRS**

- a. Pre and post Inspection Report duly accomplished
- b. Approved Purchase Request
- c. Canvass of 3 different suppliers
- d. Abstract of Bids
- e. Approved Purchase Order
- f. Waste Material Report

#### **PAYMENT OF INFRA PROJECTS**

- a. Certificate for Availability of Appropriation of Funds
- b. Program of Work
- c. Contract Agreement duly notarized
- d. Notice to Proceed
- e. Statement of Work Accomplishment
- f. Inspection Report
- g. Certificate of Turnover and Acceptance
- h. Tax Clearance Certificate
- i. Additional Requirement for:
  - 1. 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.
  - 2. For Negotiated Contracts Infra- Authority to enter into negotiated contract and contract documents, performance bond and contractor's accreditation.
- j. Three (3) pieces pictures of project –before, during and after

**\*NOTES:**



<p>1. All supporting documents should be properly accomplished, signed and approved before attaching to the disbursement voucher all in two (2) copies with original documents.</p> <p>2. Requesting office to prepare all supporting documents with Disbursement Voucher (DV) and Obligation Request (ObR).</p> <p>3. Pre-audit in accordance with COA Circular on Documentary Requirements for Common Government Transactions before payment.</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the head of the office for the ObR approval	1.1 Certify as to the proprieties of transaction	None	5 minutes	Head of Requesting Office
2. Proceed to Budget Office	2.1 Certify as to the availability of allotment/appropriation	None	10 minutes	Zeny Belington Lydia Batton Cheryl Tundagui
3. Proceed to Accounting Office	<p>3.1. Review documents as to completeness in accordance with Government Accounting and Auditing Standards</p> <p>3.2. Check mathematical computation and check for necessary taxes if any</p> <p>3.3. Return voucher to client if: -it lacks</p>	None	Within 1 day from receipt depending on the nature and bulk of transaction and completeness of supporting documents submitted and with the compliance of the returned voucher	Cherry Marie Pallyay Julianida Akilit Gretchen Buhle



	<p>supporting documents or requirements, or -if computation is erroneous</p> <p>3.4. Final review of voucher</p> <p>3.5. Mun. Accountant certify as to completeness of the documents</p> <p>3.6. Register voucher to logbook and forwards to Treasury Office</p> <p>3.7. Prepare Check Advices for issued checks from treasury office</p>		<p>15 minutes</p> <p>5 minutes</p> <p>10-20 minutes</p> <p>10-20 minutes</p>	
4. Proceed to Treasury Office	<p>4.1. Mun. Treasurer sign voucher as to availability of funds</p> <p>4.2. Preparation of Check</p> <p>4.3. Mun. Treasurer sign check and forward to Mayor's Office for voucher approval and signing of check</p> <p>4.4. Retrieved voucher from Mayor's office be forwarded to Accounting</p>	None	<p>10 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	Martha Ballangi Elma Sanchez Merlyn Abluyen



	Office for check advice preparation  4.5. Issue check to client upon retrieval of voucher and check from Accounting Office		5 minutes	
5. Proceed to Mayor's Office	5.1. Mun. Mayor approve voucher for payment to client and sign check	None	15 minutes	Municipal Mayor John Raymund Wesley A. Dulawan
<b>Total:</b>		<b>None</b>	<b>2 Days and 5 minutes</b>	

\*Issuance of Check depends on the availability of the Check signatories.

## 2. Preparation of Payroll

<b>Office or Division:</b>		Municipal Accounting Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G, G2C		
<b>Who may avail:</b>		Employees (Jos, Permannet and Contractual)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit DTR				





to HR				
	Preparation/ Encoding of salaries and deductions	None	20 mins/dep't	Julianida Akilit
	Preparation of Obligation Request	None	30 minutes	Zeny Belingon Lydia Batton Cheryl Tundagui
	Encoding of individual salaries to Landbank payroll system	None	2 hours	Julianida Akilit
	Preparation of Authority to Debit accounts to individual ATM of employees		10 minutes	
	Accomplish all needed signatures from signatories and submit to Landbank, Lagawe		20 minutes	
	Credit salaries to individual ATM account of employees	None	Depending on the office	LandBank personnel
<b>Total:</b>		<b>None</b>		



# MUNICIPAL HEALTH OFFICE

## 1. PROVISION OF PATIENT CONSULTATION SERVICES

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

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Client



<b>Who may avail:</b>		Individuals who are in need of medical consultation		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Slip		Barangay Health Station/Municipal Health Services Office		
Laboratory Results as referred by the Physician		Municipal Health Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Goes first to respective Barangay Health Center, Secures referral slip 1.1.Proceeds to OPD registration area and give information to health worker	1.1.Receives the patient 1.2.For follow-up of old patients, retrieves individual treatment record form from file 1.3.For new patients, fills up new individual treatment record 1.4. Attach referral slip from Barangay	None	5 minutes	<i>Midwife/Nurse</i>
2.Proceeds to interview and physical examination	2.1.Interviews and assesses patient, takes vital signs 2.2.Conducts physical examination according to health problem	None	5 minutes	<i>Midwife/Nurse</i>
3.Consults with Municipal Health Officer	3.1.Reviews history/vital signs 3.2.Does physical examination initial assessment 3.3. Requests for laboratory examinations	None	10 - 15 minutes	<i>Municipal Health Officer</i>
4.Presents all laboratory/other results to MHO	4.1.Evaluates final assessment with laboratory results 4.2.Prescribes medication 4.3.Health education			
5.Secures	4.1.Provides		10 minutes	<i>Midwife/Nurse</i>



medication as prescribed by the MHO	medicines and advises the patient 4.2.Gives health education 4.3.Demonstrates and instructs patient on medications 4.4.Advises patient			
5.Repeats instructions If understood	5.1.Gives instructions to patient for follow-up or referral for further work-up		5 minutes	Midwife/Nurse
			40 minutes	

## 2. NATIONAL IMMUNIZATION PROGRAM (NIP)

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

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		1. 0-12 months old babies (BCG, Pentavalent, OPV, Rotavirus, AMV) 2. 12 – 15 months old babies (MMR)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ECCD card (Early Childhood Care and Development)		Barangay Health Station /Municipal Health Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds with child to respective Barangay Health Centers and presents the Early Childhood Care and Development (ECCD) Card	1.1. Reviews ECC Card 1.2. Identifies vaccine needed by the infant and gives/injects vaccine 1.3. Gives post vaccination instructions	None	3 minutes  3 minutes  5 minutes	<i>Midwife/Nurse</i>
2. Retrieves ECCD Card from Health Worker	2. Returns ECCD card after recording the service	None	3 minutes	<i>Midwife/Nurse</i>
			14 minutes	

### 3. INTEGRATED MANAGEMENT OF CHILDHOOD ILLNESSES (IMCI)

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Client
<b>Who may avail:</b>	0-5 years old children with signs and symptoms of pneumonia, diarrhea, ear infection, dengue, anemia, malnutrition and malaria.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ECCD card (Early Childhood Care and Development)		Barangay Health Station /Municipal Health Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds with child to respective Barangay Health Centers and present the Early Childhood Care and Development (ECCD) card to the Health Worker	1.1.Assesses and records the following: weight, temperature, respiratory rate 1.2.Classifies using IMCI standards 1.3.Treats/manages as classified 1.4.Refers if needed	None	8 minutes	Midwife/Nurse
2. Goes to the Municipal Health Office /Hospital if referred by the Health Worker	2.1. Accomplishes and gives referral to patient	None		Midwife/Nurse
3.Goes back to referring facility	3.1.Reviews return referral slip/ 3.2.Repeats instructions	None	10 minutes	Midwife/Nurse
			18 minutes	

#### 4. CONTROL OF DIARRHEAL DISEASES

The Municipal Government provides through the Municipal Health Services Office 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).

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Client



<b>Who may avail:</b>		0-5 years old children with diarrhea		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ECCD card (Early Childhood Care and Development)		Barangay Health Station /Municipal Health Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds with child to respective Barangay Health Centers and present the Early Childhood Care and Development (ECCD) card to the Health Worker	1.1.Assesses and record the following: weight, temperature, respiratory rate	None	5 minutes	<i>Midwife/Nurse</i>
	1.2.Classifies using Integrated Management of Childhood Illnesses (IMCI) standards		1 minute	
	1.3.Treats/manages as classified		3 minutes	
	1.4.Refers if needed 1.5.Records on PIDS form if classified as acute bloody diarrhea		5 minutes	
2. Goes to the Municipal Health Office /Hospital if referred by the Health Worker	Accomplishes and gives referral to patient	None		<i>Midwife/Nurse</i>
3.Goes back to referring facility	3.1.Reviews return referral slip/ 3.2.Repeats instructions	none	10 minutes	<i>Midwife/Nurse</i>
			24 minutes	

## 5. PRE-NATAL SERVICE

To achieve Low Mortality and Morbidity rates and fully carry out the implementation of a comprehensive MATERNAL CARE PROGRAM for pregnant women specifically to the indigenous/marginalized clients in LGU-Banaue.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Client



<b>Who may avail:</b>		All pregnant women (First pregnancy and succeeding pregnancies)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Maternal and Child Book (MCB)		Barangay Health Station /Municipal Health Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.For new pregnant mothers, registers for pre-natal check up to secure a Maternal and Child Book (MCB)  Permits Physical Examination	1.1.Assesses and records vital signs, position of baby, counts the heartbeat of baby. 1.2.Immunizes with tetanus toxoid as per schedule 1.3.Refers for routine and STI screening laboratory examination 1.4.Dispenses micronutrient supplement 1.5.Gives prescription as needed 1.6.Conducts health education 1.7.Issues filled-up MCB	None	25 minutes  5 minutes  5 minutes  5 minutes  10 minutes	<i>Midwife/Nurse</i>
2. For follow-up pre-natal visits, presents MCB to Health worker	Assesses and records vital signs, palpation, auscultation and other findings Pre-natal advices	None	20 minutes  10 minutes	<i>Midwife/Nurse</i>
			85 minutes	

## **6. MATERNAL AND CHILD PACKAGE (MCP) FOR MATERNAL LYING-IN CLINIC**

To achieve Low Mortality and Morbidity rates, the Municipal Health Services Office of Banaue implements the comprehensive maternal care program for pregnant and lactating women. Clients are advised to submit themselves to monthly pre-natal check-up. They should also submit themselves to post-natal care at least two to three times for six weeks upon delivery.





<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		All expectant mothers in labor with no known risk factors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Maternal and Child Book (MCB), Phil health MDR form or 4Ps ID		Barangay Health Station /Municipal Health Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present Maternal and Child Book (MCB) to health worker	1.1.Assesses and records vital signs, assesses position of baby, counts the heartbeat of baby, internal examination and other findings (check vaginal discharges and opening of cervix)	P 1,000.00 (First Delivery)	25 minutes	<i>Midwife/Nurse/ Municipal Health Officer</i>
	1.2.Monitors stages of labor	P 750.00 (Succeeding Deliveries)	70 minutes	
	1.3.Monitors progress of labor	No charge for all Phil health members and dependents	90 minutes	
	1.4.Catches the baby when he/she comes out		30 minutes	
	1.5.Delayed cord clamping		2 minutes	
	1.6.Administer s Oxytocin 10 IU IM		1 hour	
	1.7.Suturing of episiotomy/laceration		1 hour	
	1.8.Newborn care			
	1. Thorough drying			



	of newborn 2. Cord care initiated 3. Skin-to-skin contact with mother 4. Promotes warmth 5. Initiates breastfeeding 6. Injects vitamin K 1 mg IM 7. Applies Terramycin ointment on both eyes 8. Takes body measurements 9. Administers anti-Hepa B vaccine birth dose  1.9. Monitors vital signs		Every 15 minutes for 4 hours	
For Post-Partum Care (Clinic Setting): Mothers who delivered to be visited within 7 days and examination to be conducted within 35 minutes.				
Present MCB to Health Worker	1. Assesses and records vital signs 2. Checks	None	5 minutes	Midwife/Nurse



	for any sign of vaginal bleeding		8 minutes	
	3.Cord Care Health Education		12 minutes	
			10 hours	

## 7. PROVISION OF FAMILY PLANNING PROGRAM SERVICES

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



<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Married couple who decide and desire to practice birth spacing according to their informed choice		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to Rural Health Unit/Barangay Health Station and give information to health worker	1.Receives the customer and gets initial information	None	5 minutes	<i>Midwife/Nurse</i>
2.Interviews and physical examination	2.Conducts physical examination and provides information on method chosen	None	20 minutes	<i>Midwife/Nurse</i>
3.Accepts contraceptive method -Signs the Dispense to User Record -Repeats instructions if understood	3.1.Provides contraceptive method 3.2.Demonstrates and instructs customer 3.3.Accomplishes Client Form A (white form) 3.4.Fill-up Target Client List (TCL) and service record	DMPA (Injectable): User's fee: P 75.00/ Injection  Other Methods: None	5 minutes	<i>Midwife/Nurse</i>
4.Advises on follow-up check-up every Thursday or other scheduled agreed upon with health worker	4.Conducts follow-up check up	None	5 minutes	<i>Midwife/Nurse</i>
			35 minutes	



## 8. IMPLEMENTATION OF NATIONAL TUBERCULOSIS PROGRAM

The Municipal Health Services Office offers treatment for Pulmonary Tuberculosis (TB) for both children and adults to promote health in general by decreasing the number of TB patient in Banaue through DOTS.

<b>Office or Division:</b>	Municipal Health Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Client
<b>Who may avail:</b>	Tuberculosis Symptomatic Patients/Tuberculosis Patients (adults and



<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Sputum Specimen Collection		Barangay Health Stations/Municipal Health Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Rural Health Unit and gives information and answer questions asked by health worker	1.1.Interviews client 1.2.Takes vital signs 1.3.Physical examination	None	5 minutes  5 minutes	<i>Midwife/Nurse</i>
2.Submits for laboratory examination (Sputum examination)	2.1.Instructs client on proper sputum 2.2.Collects sputum specimen 3.3.Submit specimen to GENE XPERT for detection of Rifampicin-resistance	None	5 minutes	<i>Midwife/Nurse</i>
3.Comes back for the laboratory result at agreed time	3.1.Instructs the patient to come back at agreed time	None	5 minutes	<i>Midwife/Nurse</i>
4.Consultation with doctor or trained nurse for appropriate counseling	4.Assesses and determines appropriate treatment regimen	None	10 minutes	<i>Municipal Health Officer/Midwife /Nurse</i>
5.Gets medication	5.Issues medication as prescribed with proper instructions 5.2.Registers client in TB register (for diagnosed TB clients)		25 minutes	<i>Midwife/Nurse</i>
6.Returns back later as scheduled for re-supply and follow-up sputum	6.Gives schedule of re-supply and follow-up sputum examination		5 minutes	<i>Midwife/Nurse</i>



examination				
			1 hour	

## 9. CLINICAL LABORATORY SERVICES

### 9.1. BLOOD CHEMISTRY DETERMINATION

The Municipal Government through the Municipal Health Services Office provides Blood Chemistry Determination service. This will determine the level of fat (cholesterol, triglyceride & etc.), sugar and uric acid in the blood. **SCHEDULE OF AVAILABILITY OF SERVICE:** Tuesday and Thursday only, 7:45-8:30 A.M.

<b>Office or Division:</b>	Municipal Health Services Office
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<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients with request order from physician		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Fasting from food and drink from 12 midnight until blood collection				
Serum Sample		Municipal Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the client and ask information		5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	Total Cholesterol -P 130.00 Fasting Blood Sugar -P 130.00  Triglyceride -P 150.00  Blood Uric Acid -P 130.00  Others : as allowed by Revenue Code Note: Fees may vary depending on revision of charges	5 minutes	<i>Treasury Office personnel</i>





3.Makes sure that the 6-8 fasting period was met.	3.Records the request Prepare the patient for the blood collection/venipuncture then process specimen		6 hours	<i>Medical Technologist</i>
4.Returns at the laboratory clinic at agreed time Gets Official result	4.Issues Official result to the patient after the test is completed		5 minutes	<i>Medical Technologist</i>
			6 hours & 15 minutes	

### **a. BLOOD TYPING**

The Municipal Government through the Municipal Health Services Office 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 (-)). **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40 A.M., 1:00 P.M. – 4:40P.M.



<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Blood sample		Municipal Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 35.00	3 minutes	<i>Treasury Office personnel</i>
3.Prepare the finger where the blood sample is to be collected	3.Records the request Prepare the patient for finger prick		15 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result Signs logbook for receiving result form	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			25 minutes	

## **b. COMPLETE BLOOD COUNT**

The Municipal Government through the Municipal Health Services Office 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. **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40 A.M., 1:00 P.M. – 4:40 P.M.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Blood sample		Municipal Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	none	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 50.00	5 minutes	<i>Treasury Office personnel</i>
3.Prepare the finger where the blood sample is to be collected	3.Records the request Prepares the patient for finger prick		30 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			42 minutes	

### **c. DENGUE BLOT/DOT/QUICK STEP**

The Municipal Government through the Municipal Health Services Office provides Dengue Blot Service. This laboratory test determines if a person is sick with dengue. **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40 A.M., 1:00 P.M. – 4:40 P.M.



<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Blood sample		Municipal Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 150.00	5 minutes	<i>Treasury Office personnel</i>
3.Prepare the finger where the blood sample is to be collected	3.Records the request Prepares the patient for the blood collection/venipuncture		35 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			<b>47 minutes</b>	

#### **d. GRAM STAIN**

The Municipal Government through the Municipal Health Services Office 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). **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40 A.M., 1:00 P.M. – 4:40 P.M.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Blood sample		Municipal Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 150.00	5 minutes	<i>Treasury Office personnel</i>
3.Submits specimen if already available. If not, prepare self for specimen collection	3.Records the request Receives/collects the specimen then process it		45 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			57 minutes	

### e. HEPATITIS B SURFACE ANTIGEN TEST



The Municipal Government through the Municipal Health Services Office provides Hepatitis B Surface Antigen Test service. This laboratory test determines the presence of Hepatitis B virus in the blood of individuals. **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40A.M., 1:00 P.M. – 4:40 P.M.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Blood sample		Municipal Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 150.00	5 minutes	<i>Treasury Office personnel</i>
3.Prepare the arm where the blood sample is to be collected	3.Records the request Prepare the patient for the blood collection/venipuncture		30 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			42 minutes	

## f. MALARIAL SMEAR



The Municipal Government through the Municipal Health Services Office provides Malarial Smear service. This laboratory test determines the presence of malaria parasite in the blood of individuals. **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40 A.M., 1:00 P.M. – 4:40 P.M.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Blood sample		Municipal Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 50.00	5 minutes	<i>Treasury Office personnel</i>
3.Prepare finger where the blood sample is to be collected	3.Records the request Prepare the patient for finger prick		45 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			57 minutes	



### g. PLATELET COUNT

The Municipal Government through the Municipal Health Services Office provides Platelet Count Service. This laboratory test counts the platelet (clotting factor) in the blood to determine the bleeding tendency of a patient. **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40 A.M., 1:00 P.M. – 4:40 P.M.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Blood sample				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	none	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 80.00	5 minutes	<i>Treasury Office personnel</i>
3.Prepare finger where the blood sample is to be collected	3.Records the request Prepare the patient for finger prick		45 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			57 minutes	





## h. PREGNANCY TEST

The Municipal Government through the Municipal Health Services Office 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.

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

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
5ml urine Sample				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and asks information	None	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 100.00	5 minutes	<i>Treasury Office personnel</i>
3.Collects the urine specimen about 5 ml and submit at the Clinical Laboratory together with the request form	3.1.Records the request 3.2.Receives specimen then process it		10 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			22 minutes	



## I. ROUTINE FECALYSIS

The Municipal Government through the Municipal Health Services Office provides Routine Fecalalysis service. This laboratory test determines the presence of intestinal parasite by examining the feces (stool). **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40 A.M., 1:00 P.M. – 4:40 P.M.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Thumb size stool specimen				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 30.00	5 minutes	<i>Treasury Office personnel</i>
3.Collects the thumb size stool specimen which is not contaminated with urine and water	3.1.Records the request 3.2.Receives specimen then process it		15 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			27 minutes	



## j. ROUTINE URINALYSIS

The Municipal Government through the Municipal Health Services Office provides Routine Urinalysis service. This laboratory test detects the presence of infection in the urinary tract or possible presence of kidney stones. **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 5:00 P.M.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
10 ml urine specimen				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 30.00	5 minutes	<i>Treasury Office personnel</i>
3.Collects the midstream urine specimen about 10 ml and submit at the Clinical Laboratory together with the request form	3.Records the request Receive specimen then process it		15 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			27 minutes	



## K. SPUTUM ACID FAST BACILLI

The Municipal Government through the Municipal Health Services Office provides Sputum Acid Fast Bacilli service. This laboratory test determines the presence of bacteria in the sputum of patients with pulmonary tuberculosis. **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40 A.M., 1:00 P.M. – 4:40 P.M.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Sputum Specimen				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Submits sputum specimen	2.Records the request Receive specimen then process it		6 hours	<i>Medical Technologist</i>
3.Waits for result at the waiting area  Gets Official Result	3.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			6 hours & 7 minutes	



### k. TYPHI DOT

The Municipal Government through the Municipal Health Services Office provides Typhi Dot service. This laboratory test determines the presence of typhoid fever in patients. **SCHEDULE OF AVAILABILITY OF SERVICE:** Monday – Friday, 8:00 A.M. – 11:40 A.M., 1:00 P.M. – 4:40 P.M.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		Patients as requested by the health worker		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Barangay health Station/Municipal Health Services Office		
Blood sample				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Pays the required fee at the Treasury Office for non-Phil health sponsored members	2.Issues Official Receipt	P 285.00	5 minutes	<i>Treasury Office personnel</i>
3.Prepare the arm where the blood sample is to be collected	3.Records the request Prepare the patient for the blood collection/venipuncture		35 minutes	<i>Medical Technologist</i>
4.Waits for result at the waiting area  Gets Official Result	4.Issues Official result to the patient after the test is completed		2 minutes	<i>Medical Technologist</i>
			47 minutes	



## 10. ISSUANCE OF HEALTH CERTIFICATES AND SANITARY PERMITS

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

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B-Government to Business		
<b>Who may avail:</b>		All food establishments and food handlers in the Municipality of Banaue		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Assessment Form		Municipal Health Services Office		
Stool Examination Result		Municipal Laboratory		
Hepatitis B Surface Antigen Test		Municipal Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.Receives the patient and ask information	None	5 minutes	<i>Medical Technologist</i>
2.Proceeds to Treasury Office and Pay required fee	2.Receives payment and give official receipt	P 180.00	5 minutes	<i>Treasury Office personnel</i>
3.Proceeds to the clinical laboratory for examination of blood and stool	3.Examines blood and stool		45 minutes	<i>Medical Technologist</i>
4.Secures Health Certificate	4.Prepare, signs and issues Health Certificate		5 minutes	<i>Rural Sanitation Inspector</i>
			1 hour	



## 11. PROVISION OF MEDICO-LEGAL EXAMINATION SERVICES

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

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

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		1. Clients referred due to VAWC 2. Clients referred for medico-legal examination		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medico-Legal Referral Form		Municipal Health Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Rural Health Unit and requests for medico-legal examination	1.1.Accepts Client 1.2.Ensures privacy during examination and interview	None	5 minutes	<i>Midwife/ Nurse</i>
2.Submit self for Interview and physical examination	2.1.Interviews and assesses the client in counseling room 2.2.Takes vital signs 2.3.Conducts complete physical examination	None	20 minutes	<i>Midwife/ Nurse</i>
3.Proceeds to Physician's examination and further interview	3.1.Accompanies client to Doctor 3.2.Examination of client 3.3.Collects specimen for laboratory as needed		5 minutes	<i>Midwife/ Medical Technologist</i>
			30 minutes	
			30 minutes	
	3.4.Prescribes /Dispenses medication as needed 3.5.Fill-up		20 minutes	<i>Municipal Health Officer</i>



	<p>Medico-Legal report</p> <p>3.6.Issues Medico-Legal report upon request by PNP</p> <p>3.7.Refers to PNP and MSWD for VAWC case</p>			
4.Repeats instructions If understood	4.Gives instructions to patient for follow-up or referral for further work-up		5 minutes	<i>Midwife/Nurse</i>
5.Clients advised to return follow-up checkup if needed	5.Gives schedule or return visit		5 minutes	Midwife/ Nurse
			2 hours	





## 12. PROVISION OF SEXUALLY/REPRODUCTIVE TRACT TRANSMITTED (STI) INFECTIONS / HIV – AIDS PREVENTION AND MANAGEMENT SERVICES

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

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

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual Client Form (ICF)		Municipal Health Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Rural Health Unit and request for STI/HIV-AIDS services	1.1.Accepts Client 1.2.Prepare counseling room for interview 1.3.Reviews MCB / ICF for follow-up patients 1.4.Takes vital signs	None	5 minutes	<i>Trained Nurse</i>
2.Proceeds to Physician's/ trained Nurse for examination and further interview	2.1.Ensures privacy during counseling and interview 2.2.Interviews and assesses the client in counseling room 2.3.Conducts complete physical examination	None	20 minutes	<i>Trained Nurse/ Municipal Health Officer</i>
3.Submits specimen as needed for STI/HIV-AIDS screening/testing	3.Collects specimen for laboratory as needed		5 minutes  30 minutes  30 minutes	<i>Trained Nurse/ Medical Technology</i>
4.Client	4.Thorough		15 minutes	<i>Trained Nurse/</i>



counseling session	counseling done especially on behavioral change and partner notification Completes ICF data entries			<i>Municipal Health Officer</i>
5.Repeats instructions by health worker  Referral as needed for further examination to appropriate facility	5.1.Dispenses medicines as needed 5.2.Advices follow-up sessions 5.3.Encodes ICF on STI Database		10 minutes  5 minutes	<i>Trained Nurse/ Municipal Health Officer</i>
			2 hours	



### 13. PROVISION OF AMBULANCE SERVICES

Priority for Ambulance Use is given to emergency cases. **SCHEDULE OF AVAILABILITY OF SERVICE: 24/7**

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		1. Emergency cases 2. Walk-in clients requesting for ambulance use 3. RHU MCP-Lying In admissions/OPD patients requiring immediate referral		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Ambulance Form duly signed by proper personnel		Municipal Mayor's Office		
Official receipt (Ambulance Fee)		Municipal Treasury Office		
Request form may be waived for emergency case				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Mayor's Office for filling-up of Request for Ambulance Use Form	1.Accepts Client Processes request	None	5 minutes	<i>Mayor's Office Personnel</i>
2.Proceeds Municipal Health Office for approval of request from authorized personnel (MHO/PHN) Client arranges with Ambulance Driver on Time of departure	2.1.Approves of request 2.2.Refers to Treasury Office for payment of appropriate fees 2.3.Notifies Ambulance Driver of request	please refer to Ambulance Fees approved as per Municipal Ordinance No. 85 - 2013	10 minutes	<i>Municipal Health Officer/ Nurse</i>
3.For Cases beyond office hours clients shall contact Ambulance Driver	3.1.Ambulance Driver proceeds to hospital facility at requested time of departure 3.2.Advises clients for payment of fees/gasoline 3.3.Treasury Office issues		Time varies depending on location of facility	<i>Ambulance Driver</i>



	Official receipt during office hours			
4. Emergency Cases	4.1. Ambulance refers emergency cases as soon as possible 4.2. Payment of fees may be waived		Time varies depending on location of facility	<i>Ambulance Driver/ MH Office Personnel</i>
5. Patients admitted at MCP Lying In and OPD patients needing immediate referral are advised of hospital care	5.1. Alerts Ambulance Driver of referral 5.2. Prepares Referral form if time permits MHO Personnel accompanies client		Time varies depending on location of facility	<i>MHO/ MHO Personnel</i>



## 14. EMERGING AND REEMERGING INFECTIOUS DISEASE

### 14.1. VACCINATION OF COVID-19 VACCINE

All eligible individual 5 and above are advised to be fully vaccinated. The vaccines offer life-saving protection against a COVID-19 disease.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client, G2G-Government to Government		
<b>Who may avail:</b>		All eligible individuals from ages 12 and above		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Vaccination Questionnaire		Municipal Health Services Office		
Present one(1) government-issued valid ID		GSIS, Pag-ibig, SSS, LTO, DFA, PhilHealth, Post Office, Barangay Hall, DSWD, LGU's, COMELEC, BIR, NBI, PRC, Company		
COVID-19 Vaccine		DOH		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Municipal Gymnasium/ Barangay Health Station for filling-up of Vaccination Questionnaire	1.Provides Vaccination Questionnaire	None	10 minutes	<i>Nurse/Midwife</i>
2.Submits the accomplished Vaccination Questionnaire (signed consent)	2.1. Receives and reviews the Vaccination Questionnaire 2.2. Assesses the client 2.3.Does vital signs	None	5 minutes	<i>Nurse/Midwife</i>
3.Consultation with the Medical Officer for further evaluation	3.1.Evaluates the client if eligible for vaccination 3.2.Advises client for vaccination	None	5 minutes	<i>Municipal Health Officer</i>
4.Submits self for vaccination	4.1.Vaccinates the eligible client	None	5 minutes	<i>Nurse Vaccinator</i>
5.Submits self for	5.1.Monitors	None	30 minutes	<i>Nurse/Midwife</i>



monitoring	vaccinated eligible client			
6.Receives Vaccination Card	6.1.Issues Vaccination card and advise client when to return for the Second Dose if applicable 6.2. Gives post vaccination instructions	None	5 minutes	<i>Nurse/Midwife</i>
			1 hour	



## 14.2. TRIAGE CONSULTATION

All individual who manifested any signs and symptoms of COVID-19 disease infection.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple to Complex		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		All individuals with signs and symptoms of COVID-19 disease infection		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to Triage Area/ registration area and give information to health worker	1.1.Receives the patient 1.2.For follow-up of old patients, retrieve individual treatment record form file 1.3.For new patients, fill up new individual treatment record	None	5 minutes	<i>Midwife/Nurse</i>
2.Proceeds to interview and physical examination	2.1.Interviews and assesses patient, take vital signs 2.2.Conducts physical examination according to health problem	None	5 minutes	<i>Midwife/Nurse</i>
3.Consults with MHO	3.1.Patient consultation, further interview and physical examination		10 minutes	<i>Municipal Health Officer</i>
4. Submits self for Antigen Testing 4.1. Submits self for Swab testing	4.1. Advises patient to proceed to Laboratory for collection of specimen 4.2.If with reactive antigen test result, advise patient for strict 14days quarantine at the facility/home		35 minutes	<i>Medical Technologists</i>



4.Presents all laboratory/other results to MHO	4.1.Evaluates final assessment with laboratory results 4.2.Prescribes medication 4.3.Health education			<i>Municipal Health Officer</i>
5.Secures medication as prescribed by the MHO	4.1.Provides medicines and advises the patient 4.2. Demonstrates and instructs patient on medications 4.3.Gives health education 4.4.Advise patient		10 minutes	<i>Midwife/ Nurse</i>
5.Repeats instructions If understood	5.1.Gives instructions to patient for follow-up or referral for further work-up		5 minutes	<i>Midwife/Nurse</i>
			1 hour & 10 minutes	





### 14.3. COVID-19 RT-PCR

The nose swab PCR test for COVID-19 is an accurate and reliable test for diagnosing COVID-19. A positive test means you likely have COVID-19. A negative test means you probably did not have COVID-19 at the time of the test.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		All individuals with/without signs and symptoms of COVID-19 disease infection		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request		Municipal Health Services Office		
Any Valid Identification Card		GSIS, Pag-ibig, SSS, LTO, DFA, PhilHealth, Post Office, Barangay Hall, DSWD, LGU's, COMELEC, BIR, NBI, PRC, Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.1.Receives the laboratory request from the client and logs it in the swab log book.	None	3 minutes  5 minutes	<i>Medical Technologist</i>
2.Provides a valid Identification Card	2.1.Fills in the Client Investigation Form (CIF) of the patient/client			
2.1. Submits self for specimen collection  2.2.After the swab procedure, he/she goes on home isolation until swab results is issued	2.1.Labels the Viral/Universal Transport Media with the name, age, Disease Reporting Unit, and date of collection with the corresponding number written on the swab log book 2.2.Instructs the patient/client to proceed to the swab area for swabbing 2.3.After		5 minutes	<i>Medical Technologist</i>



	swabbing, informs the client of the waiting time for the result 2.4. Advise for home quarantine until the result is issued			
	3. Stores the swab sample at refrigerator temperature		2 minutes	<i>Medical Technologist</i>
	4. Transports swab samples with proper storage and labelling for reading at the BGH, Baguio		3-5 days	<i>Provincial Health Office</i>
	4. Informs the patient/client of the RT-PCR result once available thru text and/or provide a hard copy as needed		5 minutes	<i>Medical Technologist</i>
			<b>3-5 days &amp; 20minutes</b>	



## 14.4. RAPID ANTIGEN TEST (RDT) PROCEDURE

Antigen tests are immunoassays that detect the presence of a specific viral antigen, which implies current viral infection. Antigen tests are currently authorized to be performed on nasopharyngeal or nasal swab specimens placed directly into the assay's extraction buffer or reagent.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		All individuals with signs and symptoms of COVID-19 disease		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request		Municipal Health Services Office		
Any Valid Identification Card		GSIS, Pag-ibig, SSS, LTO, DFA, PhilHealth, Post Office, Barangay Hall, DSWD, LGU's, COMELEC, BIR, NBI, PRC, Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Clinical Laboratory and present Laboratory request form	1.1.Receives the laboratory request from the client and logs it in the RDT log book.	None	3 minutes	<i>Medical Technologist</i>
2.Proceeds to Treasury Office and Pay required fee	2.Receives payment and give official receipt	P 600.00	5 minutes	<i>Treasury Office personnel</i>
2.1. Submits self for specimen collection	2.1.Labels the tube with the necessary data		2 minutes	<i>Medical Technologist</i>
2.2.After the swab procedure, he/she goes on home isolation until swab results is issued	2.2.Instructs the patient/client to proceed to the swab area for swabbing 2.3.After swabbing, informs the client of the waiting time for the result		5 minutes	
	3.Runs the test according to standard		20 minutes	<i>Medical Technologist</i>



	procedure. If result is positive, proceed to procedure for RT-PCR.			
	4. Logs result in the RDT log book after the test		2 minutes	<i>Medical Technologist</i>
	5. Informs the patient/client of the result of the antigen test and/or provide a hard copy as needed		3 minutes	<i>Medical Technologist</i>
			<b>40 minutes</b>	



## 14.5. ISOLATION FACILITY

All individuals who manifested any/no signs and symptoms of COVID-19 disease infection and with positive result of COVID-19 RT-PCR (Reverse Transcription Polymerase Chain Reaction) Test are being isolated for 14 days at the Municipal Quarantine facility in order to control spread of COVID-19 infection.

<b>Office or Division:</b>		Municipal Health Services Office		
<b>Classification:</b>		Simple to Complex		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may avail:</b>		All individuals with/without signs and symptoms of COVID-19 disease infection and with a positive RT-PCR test result, Rapid antigen Test Reactive and incoming OFWs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
RT-PCR positive result		Municipal Health Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to registration area and give information to health worker	1.1.Receives the patient	None	3 minutes	<i>Health Worker on duty</i>
2.Proceeds to interview and physical examination	2.1.Interviews and assesses patient, takes vital signs 2.2.Conducts physical examination according to health problem	None	5 minutes	<i>Health Worker on duty</i>
3.Consults with Doctor	3.1.Patient consultation, further interview and physical examination		10 minutes	<i>Municipal Health Officer</i>
4.Secures medication as prescribed by the MHO	4.1.Provides medicines and advise the patient 4.2. Demonstrates and instructs patient on medications 4.3.Gives health education 4.4.Advises		10 minutes	<i>Health Worker on duty</i>



	patient			
5. Proceeds to room assignment	<p>5.1. Advises patient for DOs and DON'Ts of the facility</p> <p>5.2. Regularly Monitors patients' condition and refers patient to MHO for any health conditions</p> <p>5.3. Refers patient to higher facility if needs further evaluation and management</p>		<p>7 days for fully vaccinated or 10 days for not vaccinated</p> <p>2 minutes</p>	<i>Health Worker on duty/ MHO</i>
6. Completes 7-10 days quarantine	6.1. Advises patient		2 minutes	
			<b>7/10 days &amp; 42 minutes</b>	



# MUNICIPAL GENERAL SERVICES OFFICE



## **I. Mandate:**

- a.** Take custody of and be accountable for all properties, real or personal , and supplies owned by the Local Government Unit and those granted to it in the form of donation, reparation, assistance and counterpart of joint projects.
- b.** Maintain and supervise janitorial, security, landscaping and other related services in all local government public buildings and other real property, whether owned or leased by the LGU.
- c.** Formulate measures for the consideration of the Sanggunian and provide technical assistance and support to the Mayor, as the case may be, in carrying out measures to ensure the delivery of basic services and provision of adequate facilities and which require general services expertise and technical support services.
- d.** Develop plans and strategies and upon approval thereof by the mayor as the case may be, implement the same, particularly those which have to do with the general services supportive of the welfare of the inhabitants which the mayor is empowered to implement and which the Sanggunian is empowered to provide for under the code.

## **II. Vision:**

An efficient and responsive arm of the Local Government in systematically managing its resources with transparency and accountability.

## **III. Mission:**

To deliver an excellent service management to the municipality's property, supply and records; to serve with integrity as a public servant; and to be accountable in the performance of our functions.

## **IV. Service Pledge:**

The Municipality of Banaue hereby declares its strong commitment to provide effective, efficient, timely and cost efficient delivery of services to its constituents especially projects under the Municipal thrusts and programs of the Local Chief Executive.





## LIST OF SERVICES

- A. Provision of equipment to different MLGU offices, line agencies, individuals and other organizations (Monoblock chairs, tables, sound systems, tents, etc.).
- B. Repair and maintenance of LGU Buildings.



# **Municipal General Services Office**

## **General Services**



**1. Provision of equipment to different MLGU offices, line agencies, individuals and other organizations (Monoblock chairs, tables, sound systems, tents, etc.).**

<b>Office or Division:</b>		Municipal General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G / G2C		
<b>Who may avail:</b>		MLGU Offices, Line agencies, Individuals and other organizations.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and submit request letter to the	1.1 Receive, Record & verify the schedule of event.	None	5 minutes	<i>Administrative Assistant II Municipal General Services Office</i>
	1.2 Verify the availability of the item/s or equipment & schedule of event.	None		
	1.4 Prepare property request form.	None		
	1.5 Approve and sign Property Request Form	None	2 minutes	<i>Jonas P. Bustamante Municipal General Services Officer</i>
	1.6 Receive approved Property Request Form.	None	2 minutes	<i>Administrative Aide IV OKDOC Enforcer Team Leader Municipal General Services Office</i>
2. Receives approved Request Form.	2.1 Deliver items/ equipment	None	5-10 minutes	<i>Administrative Aide IV OKDOC</i>



	requested.			<i>Enforcer Team Leader Administrative Aide I Municipal General Services Office</i>
	2.2. Retrieval of equipment	None	5-10 minutes	<i>Administrative Aide IV OKDOC Enforcer Team Leader Administrative Aide I Municipal General Services Office</i>



## 2. Repair and maintenance of LGU buildings.

<b>Office or Division:</b>		Municipal General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G / G2C		
<b>Who may avail:</b>		MLGU Offices, Line agencies, Individuals and other organizations.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request letter submitted to GSO.	1.1 Receive and record request letter	None	5 minutes	<i>Admin. / MGSO</i>
	1.2 Set schedule.	None	5 minutes	<i>Admin. / MGSO</i>
			<b>10 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form and drop it at the designated drop box of the MLGU
<b>How feedbacks are processed</b>	MGSO read complaints if there are then comply and records all feedbacks submitted. Feedbacks requiring answers will be forwarded to concern individual/staff or office for answering within 3 to 5 days upon receipt. The answer will then be relayed to the concerned individual or office.
<b>How to file a complaint</b>	
<b>How complaints are processed</b>	The office will read the complaints of the individual or office and evaluate.
<b>Contact Information</b>	Cellphone No. 09171887389 Email Address: gsobanaueifugao@gmail.com



# LOCAL LEGISLATION



**OFFICE OF THE MUNICIPAL VICE MAYOR  
AND MEMBERS OF THE SANGGUNIANG  
BAYAN**





**I. Mandate**

Provide local legislation that enhances the delivery of basic government services for the people.

**II. Vision**

To ensure that local legislation provides equal opportunities for all inhabitants to avail of the basic government programs and services provided by the National and LGU.

**III. Mission**

To establish an office that caters to the general welfare of the people that is responsive of their needs at all time.



# **OFFICE OF THE SECRETARY TO THE SANGGUNIANG BAYAN**



## **I. Mandate**

Provide technical support services to the Sanggunian Bayan in their legislative functions during sessions and in the passage of resolutions and ordinances.

## **II. Vision**

Act as custodian of all documents and proceedings of the Sanggunian Bayan, safeguarding all official documents and records of the Sangguniang Bayan Office.

## **III. Mission**

To establish an office that caters to the general welfare of the people and responsive of their needs at all time.



## 1. Accreditation of Non-Governmental Organizations (NGO's) and People's Organization (PO's)

<b>Office or Division:</b>		Sangguniang Bayan		
<b>Classification:</b>		Simple/Complex		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		NGO's and PO's		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Letter of application</li> <li>• Duly accomplishment Application Form</li> <li>• Board Resolution signifying intention for accreditation</li> <li>• Certificate of Registration (SEC, DOLE, CDA, etc.)</li> <li>• Annual Accomplishment Report</li> <li>• Financial Statement</li> <li>• Profile indicating the purposes and objectives of the organization</li> <li>• Copy of the minutes of the meeting</li> <li>• Police Clearance</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for Accreditation of Organizations	1.1 Explain to the client the requirements and give application form.	None	1-10 minutes	Amy
2. Submit complete requirements for accreditation.	1.1 Received and checked submitted requirements	None	2 minutes	Amy
	1.2 Include in the calendar and order of business.	None	2 minutes	Veron



	1.3 Forward to the Committee Concern.	None		Committee on Social Services - Jane
	1.4 Include in the order of business to the next regular session	None		Committee on Social Services
	1.5 Recommend for Approval	None		Committee on Social Services
	1.6 Approved	None		SB Members
	1.7 Prepare Resolution for Accreditation	None		Juvy
	1.8 Signed			Municipal Mayor
3. Received approved resolution	Forward the approved resolutions to the accredited organization.			Juvy



## 2. Issuance of Photocopy/True Copy of Sangguniang Bayan Documents

<b>Office or Division:</b>		Sangguniang Bayan		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C/G2G		
<b>Who may avail:</b>		Banaue residents requesting for documents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Sangguniang Bayan Documents (Written request requirements: Name, Address, Number of Copies)	1.1 Search for the requested documents		1-10 minutes	SB Staff
2. Pay the corresponding fee at the Municipal Treasury Office.				Treasury Personnel
3. Receive document.	1.2 Check the OR and Release the Requested Document/s.		1-2 minutes	Veron



### 3. Barangay Ordinances and Resolutions

<b>Office or Division:</b>	Sanguniang Bayan			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C/G2G			
<b>Who may avail:</b>	Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Copy of Barangay Ordinances or Resolutions</li> <li>• Supporting Documents (if any)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the approval of ordinances and resolutions	1.1 Receive, validate and endorse to the SB secretariat for calendar of business		1-5 minutes	Veron
	1.2 Upon instruction of Committee Chair, record the same for inclusion in the agenda.		1-5 minutes	Jane
	1.3 For review and deliberation of SB Members		3 sessions	Vice Mayor and SB Members
	1.4 If the resolution/ ordinance is approved. 1.5 Prepare the documents to be signed by			Juvy



	<p>the signatories (If disapproved or lack of requirements, notify or return the measure to the Punong Barangay/ other concern agencies.)</p>			
	<p>1.6 Forward to the LCE for approval and signing</p>			<p>Maybelle</p>
<p>2. Issuance of ordinance or resolution</p>	<p>1.7 Forward the documents to the concerned person &amp; agency.</p>			<p>Juvy</p>





#### 4. Issuance of Certification and Endorsement

<b>Office or Division:</b>		Sangguniang Bayan		
<b>Classification:</b>		G2C/G2G		
<b>Type of Transaction:</b>		Simple		
<b>Who may avail:</b>		Any person		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
•				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for certification and endorsement.	1.1 Listen to the inquiry & refer to the concerned person		1-3 minutes	Maybelle
	1.2 Check requirements for the request.		1-5 minutes	SB staff
	1.3 Prepare the certificate of Endorsement			
	1.4 Endorse to the Vice Mayor for signing and approval		1-5 minutes	
2. Received the Certification or Endorsement	Release of certification or endorsement			



## 5. TRICYCLE FRANCHISE RENEWAL APPLICATION (MTOPI)

<b>Office or Division:</b>		Sangguniang Bayan		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Tricycle owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Barangay Clearance</li> <li>• Certificate of registration-for hire (TC)</li> <li>• Latest/updated receipt (LTO) registration</li> <li>• Cancellation of previous franchise (if needed)</li> <li>• Member of the Tricycle Organization</li> </ul> <p><b>Qualifications:</b></p> <ol style="list-style-type: none"> <li>1. Filipino citizen</li> <li>2. Resident of Banaue for at least one (1) year</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Tricycle Franchise Application	Give and explain the list of requirements	None	1-5 minutes	Shirley
2 Pay applicable fees and charges at the Municipal Treasury Office	2.1 Evaluate and validate requirements.			Treasury Staff
	2.2 Input application and unit information.	None	1-5 minutes	Shirley
	2.3 Print application & MTOPI.	None	1-10 minutes	Shirley
	2.4 Sign	None	1-3 minutes	
3. Receive the documents	Release of franchise documents.	None	1-2 minutes	Shirley



## 6. COMPLAINTS/FEEDBACKS

<b>Office or Division:</b>		Sangguniang Bayan		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Any body		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Written Complaint</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward a written Complaint, suggest or give feedback	1.1 Listen to the inquiry	None	1-5 minutes	Jane
	1.2 refer to the committee concern for appropriate action.	None	1-3 minutes	Jane