



# MUNICIPAL GOVERNMENT OF SARIA

## CITIZEN'S CHARTER

2020 (1<sup>st</sup> Edition)

The seal of the Municipality of Sariaya is a circular emblem. It features a central shield with a blue field containing a white cross, a red field with a white cross, and a green field with a white cross. The shield is flanked by two yellow stars. The words "MUNICIPALITY OF SARIAYA" are written in a circular path around the top, and "OFFICE OF THE MUNICIPAL SEAL" is written around the bottom. The seal is set against a background of a green field with a palm tree and a blue sky with a sun.

# MISSION:

- Preservation and Enrichment of Culture
- Promotion of Health and Safety
- Enhancement of the right of the people to a balance ecology
- Encouraging and supporting the development of appropriate and self-reliant scientific and ecological capabilities
- Improvement of Public Morals
- Enhancement of economic prosperity and social justice
- Promotion of full employment
- Maintenance of Peace and Order
- Preservation of comfort and convenience

# VISION

“A Diversified Economy with sustainable agriculture, industries and tourism with clean, green, safe and sustainable environment supported by an adequate, functional and well-maintained infrastructure, inhabited by a God centered, law abiding, socially empowered, educated, healthy, disaster resilient, and climate change adapted citizenry, serviced by an efficient bureaucracy and stirred by a strong, honest and firmed leadership.”

## MAYORS OFFICE

### ISSUANCE OF MAYOR'S CLEARANCE AND CERTIFICATE OF GOOD MORAL CHARACTER

<b>ABOUT THE SERVICE:</b>	Individuals may secure a Mayor's Clearance for employment purposes. It is also required in the application for firearms license.		
<b>CLIENT GROUPS:</b>	All individuals		
<b>REQUIREMENTS:</b>	-Photocopy of Police Clearance -Community Tax Certificate -Official receipt from Municipal Treasurer's Office		
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)		
<b>TOTAL TRANSACTION TIME:</b>	22 minutes		
<b>TOTAL FEES/CHARGES:</b>	Mayors Clearance	P 20.00	
	Certificate of Good Moral Character	P 20.00	

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the Service. Submit the documents required.	Receives and records the request.	3 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro
2. Payment of Fees. Proceed to MTO and settle the required fee.	Receives and records the request	5-10 minutes	Visitacion G. Medina Ma. Belen A. Gaa
3. Wait for the preparation of Mayor's Clearance/ Certification of Good Moral Character. Return to the Office of the Mayor and present the OR.	Prepares Clearance/ Certification	3 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro
4. Wait for the Approval of document by the Municipal Mayor or his authorized representative.	Mayor sign the Clearance/Certification.	3 minutes	Marcelo P. Gayeta Municipal Mayor (or authorized signatories)
5. Wait for the release of document.	Releases clear copy of clearance/certification. One copy is retained for filing.	3 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro

## ISSUANCE OF PERMIT TO CONDUCT MOTORCADE, PARADE AND PROCESSION

<b>ABOUT THE SERVICE:</b>	Any group of entity who wants to stage a motorcade, parade or procession around the Poblacion are required to get permit from the Municipal Mayor's Office prior to the scheduled activity. This ensures coordination and smooth flow of traffic during the activity.
<b>CLIENT GROUPS:</b>	All individuals
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>- Letter of Request addressed to the Municipal Mayor, indicating the schedule of motorcade, parade and procession, planned route and purpose of the activity.</li> <li>- For motorcades/parades conducted to promote concerts or other related fund-raising activities, an Official Receipt from the Municipal Treasurer's Office showing that the fees for staging the concert or fund-raising activity have been paid.</li> </ul>
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	21 minutes
<b>TOTAL FEES/CHARGES:</b>	Motorcade/ Recorida P 160.00
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the Service. Submit the documents required.</b>	Receives and records the request.	3 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro
<b>2. Payment of Fees. Proceed to MTO and settle the required fee.</b>	Receives payment and issues Official Receipts.	5-10 minutes	Visitacion G. Medina Ma. Belen A. Gaa
<b>3. Wait for the preparation of Mayor's Permit. Return to the Office of the Mayor and present the OR.</b>	Preparation of clear copy of Mayor's Permit.	3 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro
<b>4. Wait for the Approval of document by the Municipal Mayor or his authorized representative.</b>	Mayor sign the Permit. The document is recorded and released.	3 minutes	Marcelo P. Gayeta Municipal Mayor (or authorized signatories)

## ISSUANCE OF PERMIT TO ADVERTISE AND CONDUCT PROMOTIONAL ACTIVITIES

<b>ABOUT THE SERVICE:</b>	Corporation, groups and other entities who like to promote or advertise their product/s or service/s to the public through the installation/posting of billboards, signage's, streamers, posters and/ or fliers and other similar materials need to secure a permit from the Mayor's Office.		
<b>CLIENT GROUPS:</b>	Corporations, group and other entities wishing to promote or advertise their product/s or service/s.		
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>- Letter to the Municipal Mayor stating the total number and the period/duration of posting.</li> <li>- Contents and text of the streamers, posters and fliers.</li> <li>- Letter-request to the Municipal Mayor, copy furnished the Municipal Engineer's and Municipal Planning and Development Office.</li> <li>- Design, details and specification, and the sketch plan of the site where the billboard will be installed.</li> </ul>		
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)		
<b>TOTAL TRANSACTION TIME:</b>	24 minutes		
<b>TOTAL FEES/CHARGES:</b>	Streamers	P 40.00/yard	
	Posters and Fliers (leaflets)	P 40.00	
	Billboards and signboards	by size computation	
	Promotional Activities	P 420.00	

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the Service.</b> <b>Submit the documents required.</b>	Receives and reviews the request	5 minutes	Visitacion G. Medina Ma. Belen A. Gaa
<b>2. Proceed to MTO and settle the required fee.</b>	Receives payment and issues Official Receipts.	5-10 minutes	Visitacion G. Medina Ma. Belen A. Gaa
<b>3. Wait for the preparation of Mayor's Permit.</b> <b>Return to the Office of the Mayor and present the OR.</b>	Prepares Mayor's Permit.	3 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro
<b>4. Wait for the Approval of document by the Municipal Mayor or his authorized representative.</b>	Mayor sign the Clearance/Certification.	3 minutes	Marcelo P. Gayeta Municipal Mayor (or authorized signatories)

<b>5. Wait for the release of document.</b>	Releases clear copy Mayor's Permit. Note: - One copy is retained for filing. -One is for the PNP.	3 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro
---------------------------------------------	------------------------------------------------------------------------------------------------------------	-----------	-----------------------------------------------------------------------------------------------------------------------------

## ISSUANCE OF PERMIT TO USE SARIAYA SPORTS COMPLEX

<b>ABOUT THE SERVICE:</b>	Corporations, schools, groups and other entities wishing to use Sariaya Sports Complex.		
<b>CLIENT GROUPS:</b>	Corporations, schools, groups and other entities.		
<b>REQUIREMENTS:</b>	- Letter-request to the Municipal Mayor specifying the date, time and purpose. - Client may go directly to the Mayor's Office.		
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)		
<b>TOTAL TRANSACTION TIME:</b>	24 minutes		
<b>TOTAL FEES/CHARGES:</b>	8 AM - 12 NN	P 169.00	
	6 AM - 1 PM	P 546.00	
	1 PM - 5 PM	P 199.00	
	Night (intensive use of light)	P 746	

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the Service. Submit the documents required.</b>	Receives and reviews the request.	5 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro
<b>2. Payment of Fees.</b>	Receives payment and issues Official Receipts.	5-10 minutes	Visitacion G. Medina Ma. Belen A. Gaa
<b>3. Preparation of Mayor's Permit Return to the Office of the Mayor and present the OR.</b>	Prepares Mayor's Permit.	3 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro

## ISSUANCE OF AFFIDAVITS

<b>ABOUT THE SERVICE:</b>	Individual/clients may request late registration (birth/marriage/baptismal certificate), correction, exhumation, tax exemption, guardian, acceptance, and loss & death affidavit.		
<b>CLIENT GROUPS:</b>	Sariayahin/s		
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>- Barangay Certification</li> <li>- COM. TAX CERT/Cedula</li> </ul>		
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)		
<b>TOTAL TRANSACTION TIME:</b>	14 minutes		
<b>TOTAL FEES/CHARGES:</b>	Sworn Statement Fee:		P 20.00
<b>HOW TO AVAIL THE SERVICE:</b>			

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the Service. Submit the documents required.</b>	Receives and reviews the request.	5 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro
<b>2. Payment of Fees. Proceed to MTO and settle the required fee.</b>	Receives payment and issues Official Receipts.	5 minutes	Visitacion G. Medina Ma. Belen A. Gaa
<b>3. Preparation of Affidavit Return to the Office of the Mayor and present the OR.</b>	Prepares the Affidavit.	5 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro
<b>4. Wait for the Approval of document by the Municipal Mayor or his authorized representative.</b>	Mayor sign the Affidavit.	5 minutes	Marcelo P. Gayeta Municipal Mayor (or authorized signatories)
<b>5. Wait for the release of Affidavit.</b>	Records and releases clear copy of affidavit.	3 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro

## ISSUANCE OF SPONSORED PHILHEALTH OF LGU SARIAYA

<b>ABOUT THE SERVICE:</b>	Sponsored/Indigent clients are strictly from Sariaya only. Philhealth insurance whose contributions of members are paid by the Local Government Unit of Sariaya; wherein to this category belongs persons who have no visible means of income or whose income is insufficient for family subsistence.
<b>CLIENT GROUPS:</b>	Sariyahin/s
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"><li>- Valid I.D of the patient if he/she is the member of Phil health</li><li>- Valid I.D of the representative</li><li>- Marriage Contract if married</li><li>- Birth Certificate if not married</li><li>- Birth Certificate if the patient is the dependent</li><li>- Barangay Residency/Voters Certification</li><li>- Member's authorization letter</li><li>-20yrs. Old below, covered by parents</li></ul>
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	5 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the Service. Filled up PMRF form with requirements.	Receives and reviews the request. Give the client endorsement letter to Philhealth.	5 minutes	Maria Vanesa V. Almazan Analiza S. Ramiro

## ADMINISTERING OF WEDDING CEREMONY

<b>ABOUT THE SERVICE:</b>	Under the Local government Code of 1991, the Municipal Mayor is authorized to solemnize marriage.		
<b>CLIENT GROUPS:</b>	Couple/s to be married		
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"><li>- List of Witnesses/Sponsors</li><li>- Marriage License</li><li>- Cedula</li><li>- List of Witnesses/Sponsors</li><li>- Certificate of No Marriage Record (CENOMAR)</li></ul>		
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)		
<b>TOTAL TRANSACTION TIME:</b>	30 minutes		
<b>TOTAL FEES/CHARGES:</b>	Solemnization Fee	P 150.00	



**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the Service. Submit supporting papers to the receiving clerk or employee –in– charge.	Receives and reviews the request.	5 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman
2. The Wedding will be scheduled upon the request of the party and availability of the Mayor.	Solemnizes marriage	25 minutes	Analiza S. Ramiro Marcelo P. Gayeta Municipal Mayor

**ISSUANCE OF MARRIAGE CONTRACT/CERTIFICATE**

<b>CLIENT GROUPS:</b>	Married Couple
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>- List of Witnesses/Sponsors</li> <li>- Marriage License</li> <li>- Cedula</li> <li>- List of Witnesses/Sponsors</li> <li>- Certificate of No Marriage Record (CENOMAR)</li> </ul>
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	15 minutes
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the Service and submit the request slip.	Receives and reviews the request.	15 minutes	Maria Vanesa V. Almazan Richard Brian C. Tolentino Ma. Jessa A. Sualibio Maridel L. De Guzman Analiza S. Ramiro

**PROVISION OF MEDICAL ASSISTANCE**

<b>ABOUT THE SERVICE:</b>	Medical assistance is given to the indigent individuals/families residing in the Municipality of Sariaya. Persons who seek medical assistance are required to submit all the documents needed.
<b>CLIENT GROUPS:</b>	Indigent Families/individual
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>- Certificate of Indigency issued by the Punong Barangay</li> <li>- Medical Certificate/Medical Abstract/ Billing Statement</li> <li>- Social Case Study Report</li> </ul>

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 20 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the Service. Write name and purpose of visit on the Client's logbook.	Receive and checks the documents submitted.	5 minutes	Randy T. Tronila Victorio G. Armamento John Carlo O. Buhat
2. Take an interview. Cooperate and give truthful information for the Social Case Study Report	Conducts interview pertinent to the documents.	10 minutes	Rutchille Biscotcho (SWO II)
3. Submit the necessary documents for validation and assessment of the disbursing officer	Signs and releases the medical assistance	5 minutes	Lanie O. Mendoza

## OPERATION OF 24/7 AN EXTENSION OFFICE OF THE MUNICIPAL MAYOR

**ABOUT THE SERVICE:** 24/7 is an extension office of the municipal mayor rendering service 24 hours 7 days a week. This office receives communication and other inquiries from the common people of the municipality.

**CLIENT GROUPS:** All individuals

**REQUIREMENTS:** None

**SERVICE SCHEDULE:** 24//7

**TOTAL TRANSACTION TIME:** 15 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Receive documents	Receive and checks the documents submitted.	5 minutes	Maria Erlita Principe Marlene Noble Fernando Principe Fernando Taburdan Wilfredo Mendoza
2. Receive phone calls	Receive and document phone calls	3-5 minutes	Maria Erlita Principe Marlene Noble Fernando Principe Fernando Taburdan Wilfredo Mendoza
3. Receive queries, complaints and other issues and concerns	Log all the information given	5 minutes	Maria Erlita Principe Marlene Noble

	by the client for the smooth processing and for the immediate action of the offices/persons involved		Fernando Principe Fernando Taburdan Wilfredo Mendoza
--	------------------------------------------------------------------------------------------------------	--	------------------------------------------------------------

## PROVISION OF BURIAL ASSISTANCE

<b>ABOUT THE SERVICE:</b>	Burial assistance is given to the indigent orphaned family. Any member of the family can apply for the burial assistance provided that they can submit all the necessary documents
<b>CLIENT GROUPS:</b>	Indigent Families/individual
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>- Certificate of Indigency issued by the Punong Barangay</li> <li>- Death Certificate</li> <li>- Social Case Study Report</li> </ul>
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	20 minutes
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the Service. Register on the logbook and submit requirements.</b>	Receive and checks the documents submitted.	5 minutes	Randy T. Tronila Victorio G. Armamento John Carlo O. Buhat
<b>2. Take an Interview Cooperate and give truthful information for the Social Case Study Report</b>	Conducts interview pertinent to the documents.	10 minutes	Rutchille Biscotcho (SWO II)
<b>3. Submit the necessary documents for validation and assessment of the person in charge</b>	Signs and records the documents for processing	5 minutes	Lanie O. Mendoza

# OFFICE OF THE MUNICIPAL ASSESSOR

## ISSUANCE OF OWNER'S COPY OF UPDATED TAX DECLARATION

<b>ABOUT THE SERVICE:</b>	The owners copy of updated tax declaration is secured upon transfer of ownership of real property to (the new owner). This is to update the records of the Office of the Municipal Assessor and to transfer real property taxation to the new owner.
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>-Deed of Conveyance (Sale, Inheritance, donation, etc.)</li> <li>-Real property Tax Payment</li> <li>-Transfer Tax Receipt</li> <li>-Clearance from Bureau of Internal Revenue, Specifically payment of Capital Gains Tax</li> <li>-Photocopy of Title (if titled)</li> <li>-Copy of Approved Subdivision plan (Segregation, Consolidation)</li> </ul>
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	50 minutes
<b>TOTAL FEES/CHARGES:</b>	<ul style="list-style-type: none"> <li>-Transfer tax – (1/2 of 1% of Market Value or Sale whichever is higher)</li> <li>-Transfer fee – (P 10.00 per Tax declaration)</li> <li>-Issuance fee – (P 10.00 to P 100.00 based on Market Value)</li> <li>-Certified true copy of Tax Declaration – P 30.00 (plus Documentary stamp)</li> </ul>

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the Service Fill up the Service Slip and Submit the required documents.	Receives and reviews the documents.	5 minutes	Maria Luisa E. Perez Miguela Castro Joy Alburian
2. Wait for the preparation of the updated Tax Declaration.	A Local Assessment Operations Officer (LAOO) or Assessment Clerks prepares the following: -Field appraisal and Assessment Sheet (FAAS)	5 minutes	Maria Chona d. Vendiola Ryson Montalbo Gregory Russell I. Mendoza
	Property Record form (PRF)	5 minutes	Julie Ann Llorente
	Tax Declaration	10 minutes	Karren De Luna

<b>3. Issuance of Owner's copy</b>  <b>Wait for the Issuance of Updated Tax Declaration</b>  <b>Turn-over the Service Slip containing your comments, if there is any.</b>	Tax Mapper records the transaction in the Tax Mapping Control (TMCR)	5 minutes	Gregory Russel L. Mendoza Aldwin Beltran
	Projects the Map (Segregates Subdivision Plan)	12 minutes	Alvin Rosales Kevin Rabina
	Tax Declaration is numbered and recorded.	3 minutes	Lawrence Maderazon
	Municipal Assessor approves and signs the Tax Declaration	5 minutes	Joy Albunian Paul Erwin T. Sante

### **ASSESSMENT OF NEW BUILDING OR MACHINERY**

**ABOUT THE SERVICE:**

NEW TAX DECLARATION (TD) is prepared for newly constructed buildings and newly installed machineries.

The Municipal Assessor's office conducts field inspection to assess the value of the real property.

The new TD serves as the municipal government's permanent record on real property unit. It is also used for real property tax purposes.

**REQUIREMENTS:**

-Blueprint of the approval building Plan

-Photocopy of Building Permit

-Photocopy of Occupancy Permit/Certificate of Completion

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

3 hours

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Request for the Service</b>  <b>Fill up the service Slip provided</b>	Receives and cursorily reviews the document Officer of the day provides a Service Slip for endorsement to the Tax Mapping Division	3 minutes	Maria Luisa E. Perez  Miguela Castro  Joy Albunian
<b>2. Submit the Service Slip together with the required documents to the Tax Mapping division.</b> <b>Wait for the evaluation of request.</b>	Check the documents.	10 minutes	Gregory Russel L. Mendoza Alvin Rosales Kevin Rabina Lawrence Maderazo

<b>3. Site Inspection</b> <b>Accompany the Tax Mapper during the conduct of inspection to assess the value of the new building or machinery</b>	Tax Mapper inspects the building or machinery. A field Appraisal and Assessment Sheet (FAAS) report will be prepared.	2 hours (May vary depending on the property's, size, location, as well as the means of transportation)	Gregory Russel L. Mendoza  Alvin Rosales  Kevin Rabina  Lawrence Maderazo
<b>4. Wait for the preparation of Tax Declaration</b>	The Tax Mapper computes the floor area (for buildings), and determines market and assessed valuation. The following are, then, prepared: -Field Appraisal and Assessment Sheet (FAAS) -Tax Declaration(TD) -Property Record Form (PRF) -Notice of Assessment	20 minutes	Gregory Russel L. Mendoza  Alvin Rosales  Kevin Rabina  Lawrence Maderazo  Joy Alburnian  Baby Rowielyn Pasumbal  Karren De Luna  Julia Ann Llorente
<b>5. Processing of Tax Declaration</b>	Tax Mapping Division evaluates and signs the TD and FAAS (optional)	5 minutes	Gregory Russell L. Mendoza Julie Ann Llorente Karren De Luna Kevin Rabina Lawrence Maderazo
	Tax Mapper records the transaction in the Tax Mapping Control Roll (TMCR)	5 minutes	
	New TD is numbered	2 minutes	
<b>6. Issuance of TD</b>  <b>Wait for the issuance of the Tax Declaration</b>  <b>Turn over the Service Slip, with comments, if there is many</b>	Municipal Assessor approves and signs the TD	4 minutes	Paul Erwin T. Sante
		3 minutes	Aldwin Beltran  Joy Alburnian

## ISSUANCE OF CERTIFICATION ON TAX DECLARATION, PROPERTY HOLDINGS AND NON-IMPROVEMENT

<b>ABOUT THE SERVICE:</b>	The Tax Declaration (TD) serves as the municipality's permanent record every real property unit (land or building). A certified true copy or certifications of various property holdings or non-Improvements thereon may be requested from the Municipal Assessor's Office.		
<b>REQUIREMENTS:</b>	- Tax Declaration		
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)		
<b>TOTAL TRANSACTION TIME:</b>	35 minutes		
<b>TOTAL FEES/CHARGES:</b>	-Certified true copy of Tax Declaration	P 30.00	(plus Documentary Stamp)
	-Certificate of Aggregate Landholding	P 40.00	(plus Documentary Stamp)
	-Certificate of No Improvement	P 40.00	(plus Documentary Stamp)
	-Certificate of No Aggregate Landholding	P 40.00	(plus Documentary Stamp)
	-Certificate of No Real Property	P 40.00	(plus Documentary Stamp)

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the service. Fill up the Service Slip being provided</b>	Receives and reviews the documents.	3 minutes	Maria Luisa E. Perez Miguela Castro Joy Alburnian
<b>2. Submit the Service Slip. Submit the Service Slip to the OD, and wait for the request to be evaluated</b>	Officer of the day endorses of the Service Slip to the records Management Division	5 minutes	Maria Chona D. Vendiola Ryson Montalbo Karren De Luna Julie Ann Llorente
<b>3. Wait for the preparation of a Certified true Copy of the Document or Certification.</b>	Assessment Clerk verifies types and prepares the certified true copy/certification.  OD checks/verifies the certified true copy or Certification	15 minutes	Maria Chona D. Vendiola Ryson Montalbo Maria Luisa E. Perez Miguela Castro Aldwin Beltran Sabrina Mendoza Baby Rowielyn Pasumbal Karren De Luna Julie Ann Llorente Joy Alburnian
<b>4. Approval of the document</b>	Municipal Assessor signs the document	2 minutes	Paul Erwin T. Sante

<b>5. Issuance of a certified true copy of the document Turn-over the service Slip, with comments if there is any.</b>	A copy of the certification or certified true copy of tax declaration (TD) is released.	5 minutes	Mari Luisa E. Perez  Miguela Castro  Joy Alburnian
------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------	-----------	----------------------------------------------------------------

## CANCELLATION, REVISION OR CORRECTION OF ASSESSEMENT

### ABOUT THE SERVICE:

Clients who like to adjust, correct or delete assessments of their real property may requests for this service. The Municipal Assessor's records are used by the Land Tax Division of the Municipal Treasurer's office to compute the annual tax to be paid by owners of land and building.

### CLIENT GROUPS:

Indigent Families/individual

### REQUIREMENTS:

-Letter of Request for Cancellation, Revision or Correction of Assessment  
-Certificate of Real Property Tax Payment  
-Barangay Certification (for cancellation of building assessment)

### SERVICE SCHEDULE:

Monday-Friday (8:00AM – 5:00PM)

### TOTAL TRANSACTION TIME:

3 hours

### TOTAL FEES/CHARGES:

Issuance fee (P 10.00 to 10.00 based on Market Value)

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the Service</b>  <b>Fill up the Service Slip being provided</b>	Receives and reviews the document. Officer of the day endorses the Service Slip to the Tax Mapping Division/Records division as the case maybe	3 minutes	Maria Luisa E. Perez  Miguela Castro  Joy Alburnian
<b>2. Submit Service Slip together with the required documents to the LAOO/Assessment Clerk/Tax Mapper</b> <b>Wait for the request to be evaluated.</b>	Documents will be evaluated.	5 minutes	Maria Chona D. Vendiola Ryson Montalbo Gregory Russell Mendoza Maria Luisa E. Perez Miguela Castro Aldwin Beltran Joy Alburnian Sabrina Mendoza Baby Rowielyn Pasumbal Karren De Luna Julie Ann Llorente



<b>3. Site inspection (optional)</b>  <b>Accompany the Tax Mapper during the conduct of inspection.</b>	Tax Mapper will determine if there is basis for cancellation, revision or correction of assessment. A field appraisal and Assessment Sheet (FAAS) are prepared afterwards.	2 to 3 hours may vary depending on the properties, size, location as well as the means of transportation.	Gregory Russel Mendoza  Aldwin Beltran  Alvin Rosales  Kevin Rabina  Lawrence Maderazo
<b>4. Wait for the preparation of notice of cancellation or revision</b>	Tax Mapper prepares an inspection report (if site inspection was conducted). LAOO/Assessment Clerk then prepares a Notice of Cancellation, Revision or Correction	20 minutes    10 minutes	Gregory Russell Mendoza Maria Chona D. Vendiola Ryson Montalbo Maria Luisa E. Perez Miguela Castro Julie Ann Llorente Karren De Luna
<b>5. Processing of Notice</b>	Tax Mapper records the transaction in the Tax Mapping Control Roll (TMCR) Municipal Assessor approves and signs the notice.	5 minutes    2 minutes	Gregory Russell Mendoza Julieann Llorente Karren De Luna Paul Erwin T. Sante
<b>6. Issuance of Notice</b>  <b>Turn-over the Service Slip, containing your comments, if any.</b>	The Notice of Cancellation, Revision or Correction is recorded and released.	5 minutes	Maria Luisa E. Perez  Miguela Castro  Joy Albulian

## **VERIFICATION OF HISTORY OF REAL PROPERTY TAX ASSESSMENTS OR TAX DECLARATION**

### **ABOUT THE SERVICE:**

The history of a certain property (e.g. ownerships, improvements, assessments, etc.) may be verified at the Municipal Assessor's office.

### **CLIENT GROUPS:**

Indigent Families/individual

### **REQUIREMENTS:**

- Photocopy of Title
- Related Reference Document

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 20 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the Service Fill up the Service Slip being provided</b>	Receives and reviews the document. Officer of the day endorses the Service Slip to the Records and Management Division (RMD)	3 minutes	Maria Luisa E. Perez  Miguela Castro  Joy Albunian
<b>2. Submit Service Slip to the RMD, and wait for the request to evaluate.</b>	RMD assigns the task to an Assessment Clerk.	5 minutes	Ryson Montalbo Maria Luisa E. Perez Miguela Castro Julie Ann Llorente Karren De Luna Sabrina Mendoza Baby Rowielyn Pasumbal
<b>3. Verification and Research Wait for the result of the verification</b>	Assessment clerks/J.O's verifies and researches the history of the real property	7 minutes (May vary depending on revisions year)	Ryson Montalbo Maria Luisa E. Perez Miguela Castro Julie Ann Llorente Karren De Luna Babyb Rowielyn Pasumbal
<b>4. Presentation of Property History Turn-over Service Slip, with comments, if there is any.</b>	Assessment Clerk presents the history of the real property	5 minutes	

## VERIFICATION OF PROPERTY LOCATION AND VICINITY

**ABOUT THE SERVICE:** This service enables clients to identify real property ownership and location in the Tax Map at the Municipal Assessor's Office.

**CLIENT GROUPS:** Indigent Families/individual

**REQUIREMENTS:** - Photocopy of Title or Tax Declaration

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 20 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Request for the Service. Fill up the service slip being provided.</b>	Receives and reviews the document. Officer of the day endorses the service slip to the records and Management Division (RMD)	3 minutes	Maria Luisa E. Perez Miguela Castro Joy Albunian
<b>2. Submit Service slip with the required documents to the TMD, and wait for the request to be evaluated.</b>	Documents will be evaluated	5 minutes	Alvin Rosales Kevin Rabina Lawrence Maderazo
<b>3. Verification and Research</b>	Tax Mapper/staff verifies and researches the location of the real property in the tax map.	7 minutes	Gregory Russel Mendoza Alvin Rosales Kevin Rabina Lawrence Maderazo
<b>4. Identification of Property Location Turn-over Service Slip, containing your comments, if any.</b>	Tax Mapper presents/explains the vicinity of the property to the client.	5 minutes	Gregory Russel Mendoza

## OFFICE OF THE MUNICIPAL AGRICULTURIST

### PROVISION OF TECHNICAL ASSISTANCE ON CROP PRODUCTION AND BUDGET PREPARATION

<b>ABOUT THE SERVICE:</b>	Agricultural Technologist (ATs) in charge of the agricultural barangays of the municipality can answer client queries regarding: -Farm Plan and Budget Preparation -Integrated Pest Management -Soil Management -Organic Crop Production -Soil Analysis -Nutrient Management
<b>CLIENT GROUPS:</b>	Indigent Families/individual
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	10 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the service.</b>  <b>Approach the Agricultural Technologist (AT) assigned in the barangay and/or approach OMA officer of the day</b>	Receives the request and checks the documents submitted	2 minutes	Agricultural Technologists assigned in the barangay
<b>2. Sign the Client Logbook.</b>  <b>Register on the client logbook; clearly indicate name, contact number and address</b>	Assist the farmer	3 minutes	
<b>3. Wait for the technical assistance.</b>  <b>The AT or the officer of the Day receives the inquiry and provides information and /or technical assistance.</b>	Explains procedures on the services requested	5 minutes	The Agricultural Technologist (AT) assigned in the area

## PROVISION OF TECHNICAL ASSISTANCE ON LIVESTOCK PRODUCTION

<b>ABOUT THE SERVICE:</b>	The Office of the Municipal Agriculturist can answer client queries regarding Livestock Production
<b>CLIENT GROUPS:</b>	Indigent Families/individual
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	10 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the service. Approach the Agricultural Technologist (AT) assigned in Livestock Production. At the municipal hall, approach OMA officer of the day</b>	Receives the request and checks the documents submitted	2 minutes	Gilbert I. Heli
<b>2. Sign the Client Logbook. Register on the client logbook; clearly indicate name, contact number and address</b>	Assist the farmer	3 minutes	
<b>3. Wait for the technical assistance.</b>  The AT or the officer of the Day receives the inquiry and provides information and /or technical assistance.	Explains procedures on the services requested	5 minutes	Gilbert I. Heli

## PROVISION OF TECHNICAL ASSISTANCE ON DEVELOPMENT ON FRESH AND BRACKISH WATER AQUACULTURE

<b>ABOUT THE SERVICE:</b>	The Office of the Municipal Agriculturist can answer client queries regarding fresh and brackish water aquaculture.
<b>CLIENT GROUPS:</b>	Indigent Families/individual
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	10 minutes
<b>TOTAL FEES/CHARGES:</b>	None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Request for the service.</b>  <b>Approach the Agricultural Technologist (AT) assigned in Fishery Development Program. At the municipal hall, approach OMA officer of the day</b>	Receives the request and checks the documents submitted	2 minutes	Sherwin William Rosales Estela Atienza
<b>2. Sign the Client Logbook. Register on the client logbook; clearly indicate name, contact number and address</b>	Assist the farmer	3 minutes	
<b>3. Wait for the technical assistance.</b>  <b>The AT receives the inquiry and provides information and /or technical assistance.</b>	Explains procedures on the services requested	5 minutes	Sherwin William Rosales Estela Atienza

**PROVISION OF CROP AND LIVESTOCK INSURANCE**

**ABOUT THE SERVICE:** The Office of the Municipal Agriculturist assist client regarding Crop (Rice, Corn, Banana, Vegetables, and Coconut) and Livestock Insurance.

**CLIENT GROUPS:** Indigent Families/individual

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 5 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Request for the service.</b> <b>Approach the Agricultural Technologist (AT) assigned in the barangay and/or the officer of the day.</b>	Receives the request and checks the documents submitted	2 minutes	Agricultural Technologist assigned in the barangay

<b>2. Fill-up the PCIC Form.</b>  Clearly indicate the name, contact, number and address. Also, specify the planted crops, area covered and farm location boundaries/adjacent lot owners.	Assist the farmer	3 minutes	Agricultural Technologist assigned in the barangay
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------	-----------	----------------------------------------------------

## REGISTRATION OF RURAL BASED ORGANIZATIONS (FA, RIC & 4H Club)

**ABOUT THE SERVICE:** Agricultural Technologist (ATs) in charge of the Institutional Development Program of OMA can answer client queries regarding registration of Rural Based Organizations (RBO's).

**CLIENT GROUPS:** Indigent Families/individual

**REQUIREMENTS:**

- Copy of Vision and Mission of the organization
- Copy of Constitution and By Laws
- Copy of Attendance and minutes of the meeting during organizational and ratification of CBL.

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 3 days and 5 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the service.</b>  Approach the Agricultural Technologist (AT) assigned in Institutional Development Program and/ or approach OMA officer of the day	Receives the request.	2 minutes	Marissa L. Pestanas Dionisia C. Vejir Amalita C. Amores
<b>2. Submit the document requirement for evaluation.</b>	Check and assessed the completeness and validity of the document.	3 minutes	Marissa L. Pestanas Dionisia C. Vejir Amalita C. Amores
<b>3. Wait for the release of registration.</b>  Return after 3 days	The Agricultural Technologist submits the document to the registering agencies/institutions.	3 days	Marissa L. Pestanas Dionisia C. Vejir Amalita C. Amores

## ISSUANCE OF AGRICULTURAL CERTIFICATION FOR FARMERS APPLYING IN CREDIT INSTITUTIONS

<b>ABOUT THE SERVICE:</b>	The Office of the Municipal Agriculturist facilitate the issuance of certificate needed for the approval of farmer loan application.
<b>CLIENT GROUPS:</b>	Indigent Families/individual
<b>REQUIREMENTS:</b>	- Barangay certification indicating area, crop/s and farm location
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	10 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the service.  Approach the Agricultural Technologist (AT) assigned in the barangay and/ or approach OMA officer of the day	Receives the request.	2 minutes	The Agricultural Technologist assigned in the area
2. Submit the document requirement for evaluation.	Check and assessed the completeness and validity of the document.	3 minutes	The Agricultural Technologist assigned in the area
3. Pay the corresponding fee at the Municipal Treasurer's Office (MTO)		2 minutes	
4. Submit the Official Receipt at the OMA and wait for the release of certificate.	The Agricultural Technologist facilitate encoding and release of the certificate	3 minutes	The Agricultural Technologist assigned in the area

## ISSUANCE OF ANIMAL HEALTH INSPECTION CERTIFICATE (AIC) NEEDED FOR ANIMAL TRANSPORT/SHIPMENT

<b>ABOUT THE SERVICE:</b>	The Office of the Municipal Agriculturist facilitate the issuance of Animal Health Inspection Certificate for the shipment/transport of animals.
<b>CLIENT GROUPS:</b>	Indigent Families/individual
<b>REQUIREMENTS:</b>	-Barangay certification indicating the kind of animal to be transported, health status, quantity of animals, name of transporter and farm source.



- Animal Handler's License
- Transport Carrier
- Disinfection Stub

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 10 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the service.  Approach the Agricultural Technologist (AT) assigned Livestock Development Program and/ or approach OMA officer of the day	Receives the request.	2 minutes	The Agricultural Technologist assigned in Livestock Development Program
2. Submit the document requirement for evaluation.	Check and assessed the completeness and validity of the document.	3 minutes	The Agricultural Technologist assigned in Livestock Development Program
3. Pay the corresponding fee at the Municipal Treasurer's Office (MTO)		2 minutes	
4. Submit the Official Receipt at the OMA and wait for the release of certificate.	The Agricultural Technologist facilitate encoding and release of the certificate	3 minutes	The Agricultural Technologist assigned in Livestock Development Program

### **ISSUANCE OF CERTIFICATE REGARDING NON-PRODUCTIVITY/PRODUCTIVITY OF AGRICULTURAL AREA/CROPS**

**ABOUT THE SERVICE:** The Office of the Municipal Agriculturist facilitate the issuance of Certificate regarding the status of the existing agricultural area/crops.

**CLIENT GROUPS:** Indigent Families/individual

**REQUIREMENTS:**

- Copy of Land Title
- Photo reflecting the current status of the crops planted in the area and the agricultural area itself.

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 20 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Request for the service.</b>  Approach the Agricultural Technologist (AT) assigned in the barangay and/ or approach OMA officer of the day	Receives the request.	2 minutes	The Agricultural Technologist assigned in the area
<b>2. Submit the document requirement for evaluation.</b>	Check and assessed the completeness and validity of the document.	3 minutes	The Agricultural Technologist assigned in the area
<b>3. Ocular inspection of the area.</b>	Evaluate and document the current agricultural status of the inspected site	10 minutes	The Agricultural Technologist assigned in the area
<b>4. Pay the corresponding fee at the Municipal Treasurer's Office (MTO)</b>		2 minutes	
<b>5. Submit the Official Receipt at the OMA and wait for the release of certificate.</b>	The Agricultural Technologist facilitate encoding and release of the certificate	3 minutes	The Agricultural Technologist assigned in the area

## **ISSUANCE OF CERTIFICATE OF REGISTRATION FOR FISHING VESSEL 3 GT OR LESS**

**ABOUT THE SERVICE:**

The Office of the Municipal Agriculturist facilitate the registration and issuance of certificate number for documentation of all fishing vessel weighing 3 Gross Tons (GT) or less.

**CLIENT GROUPS:**

Sariayahin/s

**REQUIREMENTS:**

- Barangay Clearance
- Police clearance
- Proof of ownership of the engine/boat
- 4 copies of 2x2 picture
- Duly accomplished standard registration application (Form A)
- Certified Standard tonnage admeasurements form (Form B)
- Clearance from PNP certifying that the vessel is not involved in any criminal offense

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 2 days and 11 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the service.</b>  <b>Fisherfolk registration</b> <b>Note: Client must be in the list of fisherfolk. A registration form is provided by the Office of the Municipal Agriculturist.</b>	Receives and records the request.	5 minutes	The Fishery Technologist assigned in the area
<b>2. Submit the requirements for evaluation.</b>	Check and assessed the completeness and validity of the document.	3 minutes	The Fishery Technologist assigned in the area
<b>3. Pay the corresponding fee at the Municipal Treasurer's Office (MTO) according to the Gross tonnage of boat</b>	Receives Payment and issue Official Receipt	3 minutes	Municipal Treasurer's Office
<b>4. Wait for the issuance of CN</b>  <b>Return after 2 days.</b>	The OMA issues certificate of number/FV registration signed by the Local Chief Executive with the initial of MA	2 days	The Local Chief Executive and the Municipal Agriculturist

### **REGISTRATION OF FARMER AT THE REGISRTY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA)**

**ABOUT THE SERVICE:** The Office of the Municipal Agriculturist facilitate the registration of farmer at the Registry System for Basic Sectors in Agriculture (RSBSA).

**CLIENT GROUPS:** Sariayahin/s

**REQUIREMENTS:**

- One copy of 2x2 picture
- Land Title/Barangay certification or any document certifying the tenurial status of the farmer indicating area, crop/s and farm location.
- Photocopy of Government Issued ID

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 8 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Request for the service.</b>  Approach the Agricultural Technologist (AT) assigned in the barangay and/ or approach OMA officer of the day	Receives the request.	2 minutes	The Agricultural Technologist assigned in the area
<b>2. Submit the document requirement for evaluation.</b>	Check and assessed the completeness and validity of the document.	3 minutes	The Agricultural Technologist assigned in the area
<b>3. Fill-up the RSBSA Form.</b>  Submit the filled up form to the assigned AT for encoding.	Assist the client	3 minutes	The Agricultural Technologist assigned in the area

**PROVISION OF TECHNICAL ASSISTANCE ON SOIL ANALYSIS****ABOUT THE SERVICE:**

The Office of the Municipal Agriculturist provide soil analysis services for farmers to determine the type of agricultural inputs required before planting any crop. Clients may approach the Agricultural Techbnologist assigned in the barangay.

**CLIENT GROUPS:**

Sariayahin/s

**REQUIREMENTS:**

Soil sample

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

7 days and 7 minutes

**TOTAL FEES/CHARGES:**

None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Request for the service.</b>  Bring collected soil samples. If a client has a query concerning the collection of samples, he or she could approach the AT assigned in the barangay	Receives and records the request.	2 minutes	The Agricultural Technologist assigned in the area

<b>2. Submit the collected soil sample for evaluation.</b>	Check and assessed. Label the soil sample indicating client's name, farm location, crops to be planted and the size of the area for planting	5 minutes	The Agricultural Technologist assigned in the area
<b>3. Wait for the result of Soil Analysis.</b>  Return after 7 days	The AT brings the sample to the Office of the Provincial Agriculturist; Samples are analyze; and the results are released.	7 days	The Agricultural Technologist assigned in the area

### VACCINATION OF PETS (DOGS AND CATS)

<b>ABOUT THE SERVICE:</b>	The Office of the Municipal Agriculturist provide veterinary services particularly vaccination of pets. Clients may bring their pets directly to the office for vaccination.
<b>CLIENT GROUPS:</b>	Sariayahin/s
<b>REQUIREMENTS:</b>	- Pets to be vaccinated
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	8 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request for the service.</b>  Approach the assigned animal vaccinator or officer of the day	Accommodates the client	2 minutes	The assigned Animal Vaccinator
<b>2. Fill-up the Animal Vaccination Certificate</b>	Assist the client.	3 minutes	The assigned Animal Vaccinator
<b>3. Wait for pet vaccination.</b>	OMA assigned personnel vaccinates	3 minutes	The assigned Animal Vaccinator

## MDRRMO

### SERVICES FOR TRAINING

**ABOUT THE SERVICE:**

The service aims to equip participants with knowledge and skills in First Aid and Basic Life Support and organize first responders in schools and any establishments where they are working in anticipation of possible occurrence of any emergency or any incident in their workplace and in the locality.

**CLIENT GROUPS:**

All Individuals

**REQUIREMENTS:**

- Request Letter for Training

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

5 minutes

**TOTAL FEES/CHARGES:**

None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Submit the request letter.	Check and verify the request letter for approval	3 minutes	Mr. Romualdo Nonato L. Nantes (Municipal Administrator)
	Request letter will be brought to MDRRM office for scheduling	2 minutes	Mr. Sinforoso M. Martinez Jr. (MGDH 1 – MDRRMO)  Team Leaders: Joseph A. Atienza Aaron C. Albis Rey M. Baliber
	Preparation and performance of requested training		Designated Team

### EMERGENCY RESPONSE SERVICES FOR VEHICULAR, SELF-INCIDENTS AND ALIKE

**ABOUT THE SERVICE:**

A services that aims to protect life due to occurrence or event, natural or human-induced, that requires emergency response. Incident can, for example, include major disasters, emergencies, earthquakes, tropical storms, victim of violence such as physical injuries or trauma, public health and medical emergencies, and other occurrences requiring emergency response.

**CLIENT GROUPS:**

All Individuals

**REQUIREMENTS:**

None

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 7 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Report the Incident through phone or walk-in	Data gathering and assessment of the incident	2 minutes	Joy Carandang Kristina Bernadette F. Atienza Mary Grace R. Añonuevo
	Incident will be reported to LDRRM Officer or Team Leader to decide if to respond / not to respond	1 minute	Joy Carandang Kristina Bernadette F. Atienza Mary Grace R. Añonuevo
	<b>Respond:</b> *with available responder *PPE/PPG complete *Available Resources <b>Not to Respond:</b> *Outside AOR *Limited personnel/ responder *Inadequate equipment *Safety of responder compromise *If cases of shooting & bombing, etc. (Depends on Team Leader)	1 minutes	Mr. Sinforoso M. Martinez Jr. (MGDH 1 – MDRRMO)  <i>Team Leaders:</i>  Joseph A. Atienza Aaron C. Albis Rey M. Baliber
	Planning, preparation of equipments, resources, responders and dispatching of the Team	3 minutes	Mr. Sinforoso M. Martinez Jr. (MGDH 1 – MDRRMO) Shaira M. Landicho Team Alpha Team Bravo Team Charlie

## EMERGENCY RESPONSE SERVICES FOR EMERGENCY MEDICAL RESPONSE

<b>ABOUT THE SERVICE:</b>	A services that aims to protect life due to occurrence or event, natural or human-induced, that requires emergency response. Incident can, for example, include major disasters, emergencies, earthquakes, tropical storms, victim of violence such as physical injuries or trauma, public health and medical emergencies, and other occurrences requiring emergency response.
<b>CLIENT GROUPS:</b>	All Individuals
<b>REQUIREMENTS:</b>	None
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	5 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Report the Incident through phone or walk-in	Data gathering, recording and profiling of the patient	2 minutes	Joy Carandang  Kristina Bernadette F. Atienza  Mary Grace R. Añonuevo
	Incident will be reported to LDRRM Officer or Team Leader	1 minute	Joy Carandang  Kristina Bernadette F. Atienza  Mary Grace R. Añonuevo
	Preparation and Dispatchment of Ambulance and Medical Providers	2 minutes	Nurses: Lamberto G. Delos Santos Vincent Alexander B. Limbo  Drivers

## EMERGENCY RESPONSE SERVICES FOR EMERGENCY FIRST RESPONDER STANDBY

<b>ABOUT THE SERVICE:</b>	A services that aims to protect life due to occurrence or event, natural or human-induced, that requires emergency response. Incident can, for example, include major disasters,
---------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



emergencies, earthquakes, tropical storms, victim of violence such as physical injuries or trauma, public health and medical emergencies, and other occurrences requiring emergency response.

**CLIENT GROUPS:**

All Individuals

**REQUIREMENTS:**

- Request Letter for Emergency First Responder for the Planned Event

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

5 minutes

**TOTAL FEES/CHARGES:**

None

#### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Submit the request letter or through phone call in	Check and verify the request letter for approval	3 minutes	Mr. Romualdo Nonato L. Nantes (Municipal Administrator)
	Request letter will be brought to MDRRM office for planning	2 minutes	Mr. Sinforoso M. Martinez Jr. (MGDH 1 – MDRRMO)  Team Leaders: Joseph A. Atienza Aaron C. Albis Rey M. Baliber
	Dispatching of the Team		Designated Team

### SERVICES FOR MAPPING, WEATHER UPDATES AND WARNING

**ABOUT THE SERVICE:**

A services that aims to provide data such as vulnerabilities, hazards and climate change risks for educational, research and operation purposes. Facilitate and support risk assessments consistent with NDRRMC's standards and guidelines.

**CLIENT GROUPS:**

All Individuals

**REQUIREMENTS:**

-Request Letter for Data Needed

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

21 minutes

**TOTAL FEES/CHARGES:**

None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Submit the request letter</b>	Check and verify the request letter for approval	3 minutes	Mr. Romualdo Nonato L. Nantes (Municipal Administrator)
	Request letter will be brought to MDRRM office for approval	2 minutes	Mr. Sinforoso M. Martinez Jr. Team Leaders: Joseph A. Atienza Aaron C. Albis Rey M. Baliber
	Preparation and gathering of materials; requested data	5-15 minutes	Ernest Gian B. Pineda Omega D. Lacandola
<b>2. Claim the requested data</b>	Issue the requested data	1 minute	Ernest Gian B. Pineda  Omega D. Lacandola

## **SERVICES FOR TRANSFER OF PATIENTS FROM HOME TO HOSPITAL AND VICE-VERSA**

**ABOUT THE SERVICE:**

The primary function of an ambulance is emergency transportation of obstetric care, accident and other emergency health cases from the villages/places of residence to the Sub-Divisional, District, and Tertiary Hospitals or to a nearest private hospital.

**CLIENT GROUPS:**

All Individuals

**REQUIREMENTS:**

None

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

5 minutes

**TOTAL FEES/CHARGES:**

None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Report the case/s through phone or walk-in</b>	Data gathering, recording and profiling of the patient	2 minutes	Joy Carandang Kristina Bernadette F. Atienza Mary Grace R. Añonuevo
	Request for transfer will be reported to LDRRM Officer or Team Leader	1 minute	Joy Carandang Kristina Bernadette F. Atienza Mary Grace R. Añonuevo
	Preparation and Dispatchment of Ambulance	2 minutes	Drivers

## MBO

### OBLIGATION REQUEST (OBR)/PURCHASE REQUEST (PR) PROCESS

**ABOUT THE SERVICE:** The Municipal Budget Office ensures that the governing laws on using local funds are observed.

**CLIENT GROUPS:** All Individuals

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 12 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request and submit the duly accomplished Obligation Request (ObR) Form or Purchase Request (PR)	Receives, records, and encodes the request based on the approved annual budget and base on governing laws RA 7160.	5-10 minutes	Marilyn E. Tolentino France Joyce V. Castillo Natalie Jove A. Flores
2. Wait for the evaluation of documents.	Approved and signs the document	2 minutes	Lilibeth M. de Leon

### REVIEW OF BARANGAY ANNUAL AND SUPPLEMENTAL BUDGET

**ABOUT THE SERVICE:** The Municipal Budget Office ensures that the governing laws on using local funds are observed.

**CLIENT GROUPS:** All Individuals

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 35 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request and submit the Barangay Annual/ supplemental budget copy that has the received stamp of the Sangguniang Bayan.	Review the budget based on Section 2b and Section 354 of RA 7160 and Local Budget Circular (LBC) No. 106 from the Department of Budget and Management (DBM).	20-30 minutes	Lilibeth M. de Leon  Jayson A. Rivera
2. Wait for the result of the review of the Barangay Budget	After a thorough review, the Barangay budget is to be recommended for the Sanggunian Approval.	5 minutes	Sangguniang Bayan  Janine G. Medrano

## BUDGET CERTIFICATION PROCESS

**ABOUT THE SERVICE:** The Municipal Budget Office ensures that the governing laws on using local funds are observed.

**CLIENT GROUPS:** All Individuals

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 12 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request the office for a budget certificate.	Prepares the budget certificate.	5-10 minutes	Marilyn E. Tolentino France Joyce V. Castillo Natalie Jove A. Flores Jayson A. Rivera
2. Wait for the signed budget certificate that has been requested.	Affixes the signature of the concerned Municipal Budget Officer.	2 minutes	Lilibeth M. de Leon

## MPDO

### ISSUANCE OF DATA / MAPS AND STATISTICS

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 20 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Issuance of Data/Maps	Preparation and Sign by Ronnie L.Lindog Enp	20 minutes	Ronnie L Lindog Enp Erwin V. Egamino Mark Anthony J.Benitez Jive Adrian B. Remojo John Felix L Bacay Cristopher D. Galera Petchie Ace U.Tizon Nikki C.Lindog Michelle A.Coronel Bing Marielle G.de Leon

### ISSUANCE OF LOCATIONAL CLEARANCE FOR BUSINESS PERMIT/BUILDING PERMIT

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 1-3 days  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the Locational Clearance	1.Received and Conduct Field Inspections 2.Preparation and Sign by Ronnie L.Lindog Enp	1-3 days	Ronnie L Lindog Enp Erwin V. Egamino Mark Anthony J.Benitez Jive Adrian B. Remojo John Felix L Bacay Cristopher D. Galera Petchie Ace U.Tizon Nikki C.Lindog Michelle A.Coronel Bing Marielle G.de Leon

## ISSUANCE OF ZONING CERTIFICATE

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 15 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Issuance of Zoning Certificate	Preparation and Sign by Ronnie L.Lindog Enp	15 minutes	Ronnie L Lindog Enp

# OFFICE ON HEALTH SERVICES

## MEDICAL CONSULTATION

**ABOUT THE SERVICE:** Curative Services  
**CLIENT GROUPS:** All Individuals  
**REQUIREMENTS:** - Referral Slip and Under Five Child Form  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 45 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Go to RHU (Main Health Center)</b>  <b>Approach the information desk and present the referral slip. (In case of no referral slip the client will be advised to go back to their respective BHS for the issuance of referral form).</b>  <b>The client will be issue their consultation number</b>	-The staff will assess the client using TRIAGE and will issue the consultation number. -The staff will recheck the client's vital signs. -Staff will encode the necessary information using Wireless Access for Health (WAH)	10 minutes	All Health Personnel
<b>2. Proceed to medical officer once number is called</b>	-consults and examine the clients -gives laboratory request as needed, the prescribed appropriate medications and health advises scheduled follow up if needed -issued referral slip in case client warrants referral to higher facility upon assessment	15 minutes	MHO/Medical Officer



<b>3. The client will be referred back to the PHN/RHM/MEDTECH</b>	-Staff will properly instruct and give the drugs as listed in prescription. -The medtech will perform the laboratory examination as requested.	15 minutes	PHN/RHM/MEDTECH
<b>4. The client makes feedback</b>	-provides suggestion box for feedback	5 minutes	Health Personnel

### PROVISION OF MEDICAL/ MEDICO-LEGAL CERTIFICATE

**CLIENT GROUPS:** All Individuals  
**REQUIREMENTS:** - Letter of police requesting for Medico-Legal Certificate  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 55 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Proceed to the RHU, ask for the issuance of medical certificate/ Present the letter of police requesting medico-legal certificate to the health personnel. Supply the necessary information.</b>	The health personnel will: -Assists the client asking for medical certificate -Receives the copy of the letter of request from the police in medico-legal cases. -Takes the vital signs	10 minutes	All Health Personnel
<b>2. Proceed to the office of the MHO/Medical officer to undergo assessment/ medical examination.</b>	-MHO/Medical Officer conduct s interview and physical examination of the client	25 minutes Time varies	MHO/Medical Officer
<b>3. Secure medical certificate/ medico-legal certificate</b>	-The MHO/Medical Officer issues the medical/ medico-legal certificate	10 minutes	MHO/Medical Officer

<b>4. Wait for the Medical Certificate. Sign on the logbook provided.</b>	-The MHO/Medical Officer records and keeps the original copy of medico-legal certificate for filing.	10 minutes	MHO/Medical Officer
---------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------	------------	---------------------

## ISSUANCE OF SANITARY PERMIT AND ENVIRONMENTAL HEALTH SANITATION

<b>ABOUT THE SERVICE:</b>	All enterprises are required to secure Sanitary Permit upon application for Business Permit to ensure that it complies with PD 856 (Sanitation Code of the Philippines) and municipal Ordinances and other relevant health- related ordinances.
<b>CLIENT GROUPS:</b>	Entrepreneurs
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>- Health Certificate (All employee including Owner)</li> <li>- Zoning Clearance (for new Establishment)</li> <li>- Barangay Clearance/ Resolution</li> </ul>
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	20 minutes
<b>TOTAL FEES/CHARGES:</b>	<ul style="list-style-type: none"> <li>- Health Card/ Certificate- P30.00 per employee</li> <li>- Sanitary Inspection Fee:</li> <li>- Sanitary Permit: Based on type of establishment</li> </ul>

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Go to the Environmental Health and Sanitation Services and secure checklist of requirements for Sanitary Permits and Health Certificates	Gives the necessary documents, application form and explains the requirements needed.	5 minutes	Sanitation Inspectors  E.G.A. Gabiola, RN Sanitation Inspector III
	Reviews the documents and set a schedule of inspection on the establishment and determines;	5 minutes	W.A. Desaluna Sanitation Inspector I
	a. Compliance to Sanitary Requirements as basis for the issuance of Sanitary Permit		Gareth Rocas, RN Sanitation Inspector I

	Number of personnel employed as basis for the issuance of Health Certificate		
2. Secure Sanitary Permit and Health Certificate	Prepare and recommend for approval of Sanitary Permit upon compliance to sanitary requirements and prepare Health Certificate upon passing the medical requirements (and undergone Food Safety Orientation for food handlers)	5 minutes	
	Approval of Sanitary Permit and Health Certificate	5 minutes	C. Catarroja, MD MHO A Oabel, MD MO - V

## DENTAL SERVICES

### ABOUT THE SERVICE:

The service is available to pre-school and school age children, pregnant mothers and other adult to prevent and treat dental diseases.

### CLIENT GROUPS:

All Individuals

### REQUIREMENTS:

None

### SERVICE SCHEDULE:

-Monday and Wednesday- Tooth Extraction and Oral examination and Consultation  
Tuesday,  
-Thursday and Friday - Tooth brushing drill, oral examination, flouride application, pit and fissure sealant and temporary filling on Day Care Children and Dental Education and oral prophylaxis on Pregnant Women

### TOTAL TRANSACTION TIME:

Depends upon the procedure

### TOTAL FEES/CHARGES:

None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Request for the Service. Take a customer number and wait</b>	Registers the patient and takes blood pressure. As an initial procedure, blood pressure is taken and recorded.	5 minutes	Rosalia Valdemor
<b>2. Proceed to the dental clinic for consultation.</b>	Physical Assessment, medical and dental history taking	25 minutes	Irma V. Cadiz, DMD
<b>3. Services:</b>			
<b>A. Tooth Extraction</b>	-Tooth extraction -Provision of Prescribed medicines	35 minutes to 1 hour	Irma V. Cadiz, DMD
<b>B. Oral Prophylaxis</b>	Cleaning of the upper and lower teeth and gums	1 hour	
<b>C. Pit and fissure sealant</b>	Sealing of the pit and fissure of the upper and lower posterior sound teeth	20 minutes	
<b>D. Temporary Filling</b>	Filling of the upper and lower temporary teeth	20 minutes	
<b>E. Fluorides Application</b>	Application of fluoride gel/flouride varnish of the temporary teeth	15 minutes	

**PRE-MARITAL COUNSELLING****ABOUT THE SERVICE:**

The revised Pre-Marriage Counseling (PMC) guidelines are in accordance with the Presidential Decree No. 965. Individuals contemplating to marry could receive vital information on health and responsible parenthood from the Municipal Health Office. The PMC contains basic information that deals with married couples and is designed to create awareness and appreciation concerning health, marriage and

family.  
**CLIENT GROUPS:** Aspiring couples  
**REQUIREMENTS:** - Referral from LCR, CeNoMar  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 8 hours  
**TOTAL FEES/CHARGES:** P80.00  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Go to the Municipal Treasurer's Office, pay for PMC fee and secure an Official Receipt	Refer to Municipal Treasurer's office	5 minutes	Staff in the Municipal Treasurer's Office
2. Couples must personally register for PMC; accomplish the Marriage Expectation Inquiry (MEI) form.	Conducts counseling session	6 hours	Reymundo D. Razon, RN (Designate Popcom Officer) Mr. Gerardo Gabiola, SI III Ms. Claire D. Obnial, RSW Ms. Arlene Palabrica Ms. Angelica Maciana M. Jumpalad FPOP of Puericulturte Center Ms. Mar Jane Obnial Ms. Jacqueline L. Abrihan, RN, MSN Ms. Aida M. Parreño, RHM II Ms. Nelia Panganiban(DA) Ms. Amalia Amores (DA)

## IMMUNIZATION SERVICE

**ABOUT THE SERVICE:** Immunization of children with BCG,Hep B, OPV, IPV, Penta, Measles, MMR  
**CLIENT GROUPS:** 0-12 month's children  
**REQUIREMENTS:** - Under Five Children Card  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 25 minutes  
**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Proceed to the Barangay Health Center. Register name of the child and parents in the logbook</b>	Registration of 0-12 months children to immunization client list -Makes a new under five record (2 copies)	2 minutes	Barangay Health Worker
<b>2. For parents of infants without previous immunization- the officer gives the necessary information to the midwife on duty for record</b>	-Makes a new under five record (2 copies)	5 minutes	Barangay Health Worker
<b>3. For parents of infants with previous immunization- present the under-five card/record of immunization to midwife on duty.</b>	-Takes a copy of under five children record	3 minutes	Barangay Health Worker
	-the health personnel will assess and get the vital signs of the infants	5 minutes	Rural Health Midwife
	-the health personnel will conduct mother's class/ health teachings prior to immunization	5 minutes	Rural Health Midwife
<b>4. Submit for immunization</b>	actual immunization	5 minutes	Rural Health Midwife

**MATERNAL CARE SERVICES****ABOUT THE SERVICE:**

Maternal Neonatal Childhealth and Nutrition (MNCHN) and Basic Emergency Obstetrics and Newborn Care (BEMONC)

**CLIENT GROUPS:**

Pregnant women

**REQUIREMENTS:**

- Booklet ni Nanay

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

2 hours and 30 minutes

**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Proceed to the Barangay Health Center. Register name of the child and parents in the logbook</b>	Registration of 0-12 months children to immunization client list -Makes a new under five record (2 copies)	2 minutes	Barangay Health Worker
<b>2. PRE-NATAL</b> <b>a. Atleast 4 antenatal visits</b>	Prenatal Examinations -Assess the pregnancy -Check the disease that may complicate pregnancy -Give the preventive measures -Health education connecting on Family Planning, nutrition, danger signs and signs of labor etc. -Record all findings and treatment given.  2. Determining the LMP, age of gestation (AOG) and expected date of confinement (EDC)  -Request the different screening tests  -Properly fill out the Mother and Child Book  -Discuss and write down with the mother an appropriate birth and emergency plan  -Carry out appropriate preventive measures  -Administer Td -Give iron and folic supplementation -Deworm and follow up	25 minutes	Rural Health Midwife

	-Give antimalarial intermittent preventive treatment in endemic area -Promotion of birth plan -Maintain complete and accurate records  -check for anemia  -check for hypertensive complications of pregnancy  -check for Diabetes Mellitus		
<b>3. Referred / Send to laboratory for screening test</b>	refers high risk cases to MHO	15 minutes	Rural Health Midwife/ Medical Technologist
<b>4. Received referral of High-risk maternal cases</b>	perform the necessary care and services to prevent maternal and newborn deaths	10 minutes	Municipal Health Officer/ Medical Officer
	referred complicated high risk cases using SDN (Standard Delivery Network) to higher facility (QMC)	5 minutes	Municipal Health Officer/ Medical Officer/ Rural Health Midwife
<b>5. Received referral for dental services</b>	refer to dentist for dental examination	5 minutes	Municipal Dentist
<b>6. Referred to birthing home</b>	Step by step EINC (Essential Intrapartum and Newborn Care) Protocol from Antenatal to the time of Perineal Bulging	First 30 seconds to 90 minutes	RHM on duty Nurse on call MHO on call
<b>7. Intrapartum Care</b>	a. Admission to labor when in active phase -companion of choice to provide continuous maternal support -mobility and upright position -allow food and drink -use of WHO partograph to monitor progress of labor -limit IE to 5 or less  b. Monitoring and management of the 2 <sup>nd</sup>	4 hours	RHM on duty Nurse on call MHO on call



	<p>stage of labor (period from full cervical dilatation(10cm) to the birth of the baby</p> <ul style="list-style-type: none"> <li>-wash hands with clean water with soap using 1-2-3-4-5 method</li> <li>-put on gloves just before the delivery</li> <li>-upright position during delivery</li> <li>-perineal support and controlled delivery of the head.</li> </ul> <p>c. Use of prophylactic oxytocin for management of 3<sup>rd</sup> stage of labor.</p> <ul style="list-style-type: none"> <li>-properly timed cord clamping</li> <li>-controlled cord traction with counteraction to the deliver the placenta</li> <li>-Uterine massage.</li> </ul> <p>d. Monitoring and management of the 3<sup>rd</sup> and 4<sup>th</sup> stage of labor, monitor both the mother and the newborn immediately after the delivery of the placenta within 1 hr after delivery</p> <ul style="list-style-type: none"> <li>-call out the sex and the time of birth of the baby</li> <li>-place the baby prone on the mothers' abdomen</li> <li>-thoroughly and systematically dry the baby, assess the baby's breathing and perform resuscitation if needed</li> <li>-place the baby in skin to skin contact with the mother cover with fresh dry linen and put on bonnet on baby's head</li> <li>-do physical exam, measles, eye-care inject Vitamin K, Hepa B, BCG</li> <li>-routinely inspect the birth canal for laceration</li> <li>-inspect the placenta and membranes for completeness</li> <li>-early resumption of feeding (&lt;6 hours after delivery)</li> </ul>		
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

	<ul style="list-style-type: none"> <li>-massage the uterus ensure uterus is well contracted</li> <li>-prophylactic antibiotics for women with 3<sup>rd</sup> and 4<sup>th</sup> degree perineal tear</li> <li>-early postpartum discharge</li> <li>-Monitoring and management of mother and newborn during the postpartum period.</li> <li>-Educate and counsel on Family Planning and provide family planning method if avail</li> </ul>		
<b>8. Postpartum Care Before Discharge</b>	<p>Inform,teach and counsel the woman on important maternal care health message</p> <p>Discharge the woman and her baby</p> <p>-Schedule of follow up visits</p> <p>Assess for emergency signs such as bleeding, pallor, fever,looks very ill</p> <p>Assess breastfeeding, neonatal health and development</p>	1 hour and 15 minutes to 2 hours	Rural Health Midwife
<b>9. Postpartum Care After discharge within 4 to 6 weeks</b>	<p>Identify any abnormality during the postpartum period and refer accordingly.</p> <p>-Complete work-up and give any treatment.</p> <p>-Health education</p> <p>-Encourage breastfeeding Counsel regarding birth spacing</p> <p>-Schedule return visit</p>	After 24 hours	Rural Health Midwife

## PROVISION OF MEDICAL ASSISTANCE TO VICTIMS OF ANIMAL BITES

<b>ABOUT THE SERVICE:</b>	Persons who are bitten by animals may be provided by medical assistance.
<b>CLIENT GROUPS:</b>	Patients who are bitten by dog and cat
<b>REQUIREMENTS:</b>	-None
<b>SERVICE SCHEDULE:</b>	Tuesday and Friday (8:00AM-5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	25 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the Service. The patient will provide the necessary information to the Rural Health Midwife or Public Health Nurse on duty during the initial interview.	Fills up the patient's record Interviews the patient Cleans the wound with betadine	25 minutes	Aleli L. Oabel, MD  Myra C. Beltran, RN

## NUTRITION SERVICE

<b>ABOUT THE SERVICE:</b>	Provision of nutrition
<b>CLIENT GROUPS:</b>	Pregnant and lactating mothers, 0-72 month old children, children and adolescents at risk of malnutrition, malnourished children and adolescents.
<b>REQUIREMENTS:</b>	- Request letter/ Referral letter
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	NA
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Provide food commodities for nutrition and rehabilitation and malnutrition prevention.		5 minutes	Shirley L. Viñas
A. Submit letter of request and addressed to the Municipal Nutrition Action Officer.	Receive the letter request Endorse the client about available commodities that can be provided and approve the request.	5 minutes	

<b>B. Discuss details with MNAO or MNC Coordinator.</b>	Will evaluate the request and inform the client about the available commodities that can be provided and approved request.	30 minutes	Reymund D. razon Maria Arlene C. Palabrica Aurelia P. Amparo, RN
<b>C. Claim the requested commodities and sign the acceptance document.</b>	Provide the available commodities	40 minutes	Shirley L. Viñas
	Have the acceptance documents signed by the client.		
<b>2. Provide pertinent information regarding municipal nutrition situation.</b>	The assigned staff will interview the requesting organization about the details of the request, inquiries/ questionnaires. The receiving officer will forward the letter to the MNAO	10 minutes	Shirley L. Viñas
<b>A. Submit letter of request addressed to the municipal Nutrition Action Officer Officer.</b>	The MNAO/MNC Coordinator will evaluate and answer the questionnaire about nutrition situation of the LGU.	45 minutes	Reymund D. Razon Maria Arlene C. Palabrica Aurelia P. Amparo, RN
	The assigned staff will evaluate give the accomplished questionnaire to the requesting organization.	1 minute	
<b>B. Claim the accomplished questionnaire.</b>			
<b>3. Provide IEC material for proper nutrition.</b> <b>A. Submit letter of request addressed to the MNAO.</b>	Receive the letter-request	3 minutes	Reymund D. Razon Maria Arlene C. Palabrica
<b>B. Wait for the approval of the request.</b>	The assigned staff will endorse the letter to MNAO/MNC Coordinator for evaluation and approval. The approval or disapproval is dependent on the availability of the requested IEC material	5 minutes	Shirley L. Viñas
<b>C. Claim the request IEC Materials</b>	-Provide the available IEC materials. -Have the acceptance documents signed by the client.	15 minutes	Shirley L. Viñas
<b>4. Coordinate and assist</b>	The assigned staff will interview the requesting	10 minutes	Shirley L. Viñas

<b>implementation of nutrition program activities.</b>	organization about the details of the request.		
<b>A. Submit letter of request addressed to the MNAO</b>	The assigned staff will endorse the request to the MNAO.	3 minutes	Shirley L. Viñas
<b>B. Wait for the approval of the request.</b>	The MNAO/MNC Coordinator/Nutrition Program Coordinator will evaluate the request.	30 minutes	Reymundo D. Razon Maria Arlene C. Palabrica Aurelia P. Amparo, RN Shirley L. Viñas
	Upon approval, the assigned staff will inform the requesting organization the status of the request/schedule of the activity.	3 minutes	
<b>C. Collaborate with the Nutrition Services for the conduct of the activity.</b>	Assist Facilitate the activity.	5 to 8 hours	Reymundo D. Razon Maria Arlene C. Palabrica Aurelia P. Amparo, RN
<b>5. Provide technical assistance to the Barangay Nutrition Scholar (BNS</b>		10 minutes	
<b>A. Submit letter of request addressed to the MNAO</b>	The assigned staff will interview the requesting organization about the details of the request.	10 minutes	Shirley L. Viñas
<b>B. Wait for the approval of the request.</b>	The assigned staff will endorse the request to the MNAO	2 minutes	Shirley L. Viñas
	The MNAO/MNC Coordinator/Nutrition Program Coordinator will evaluate the request	30 minutes	Reymundo D. Razon Maria Arlene C. Palabrica Aurelia P. Amparo, RN
	Upon approval, the requesting organization the schedule of the training.	5 minutes	Shirley L. Viñas

## TB DOTS

### ABOUT THE SERVICE:

### CLIENT GROUPS:

### REQUIREMENTS:

TB DOTS (Directly Observed Treatment Shortcourse)

Patients diagnosed with Tuberculosis

- NTP Treatment Card, NTP Identification Card, ITR, DSSM

result, Chest Xray result, Gene Expert Result (if Re – Treatment)

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 1 hour and 52 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. The patient with signs and symptoms of Tuberculosis (Cough and colds for 2 weeks or more, on and off fever, chest and back pain, noticeable weight loss, loss of appetite and easy fatigability must go to the Rural Health Unit/Barangay Health Station.	-The health provider will get the data of the patient using clinical record. -Take the vital signs of the patient like weight and height, blood pressure and temperature.	10 minutes	Nurse/Midwife Barangay Health Worker
	-Ask the client about the history of previous TB treatment:  -If the client had previous TB treatment he/she must undergo Gene Expert examination at Sariaya RHU laboratory.  -If the client has no previous history of TB treatment he/she will undergo Gene-xpert Examination at Sariaya RHU Laboratory.	10 minutes	
	Examination of patient's sputum:  -Provide the client with 1 specimen cup labeled with date and name of the patient. Instruct the patient with proper sputum induction  <i>(On-the-spot) – Ask the patient to collect sputum specimen at the induction area with the supervision of Nurse/Midwife/BHW. Submit the specimen cup at the laboratory with</i>	5 minutes	

	<p><i>completely filled-up NTP Laboratory Request Form.</i></p> <p><b>(Early morning)</b> -Instruct the patient on proper way of collecting sputum specimen early in the morning at home. Submit the specimen cup no. 2 at Sariaya RHU Laboratory.</p> <p><i>Wait the result within 2 days (48 hours)</i></p> <p>a. Explain the result of the examination to the patient:</p>		
<p><b>2. Get the DSSM result at the laboratory/Rural Health Unit and the result of Gene Expert at QUEZON PMDT/STC.</b></p>	<p>-NEGATIVE RESULT – no TB Bacteria seen. Advise the client to undergo Chest X-ray (If the Chest x-ray result is positive, the patient will undergo treatment at TB DOTS.</p> <p>-POSITIVE RESULT – there are TB Bacteria seen in the specimen. (The patient will undergo treatment at TB DOTS)</p> <p>-Explain the result of Gene Expert to the patient:</p> <p>-NEGATIVE RESULT but the Chest X-ray is positive – refer to the doctor (MHO/Medical Officer)</p> <p>-POSITIVE RESULT (MTB Detected, Rifampicin Resistance detected) – the treatment will be under QUEZON PMDT/STC for 9-18 months.</p>	15 minutes	Nurse/Midwife Barangay Health Worker
<p><b>3. NTP Treatment: Go to SARIAYA RHU/TB DOTS</b></p>	Complete all information of the patient using NTP Treatment Record.	5 minutes	
	Take the Vital Signs	5 minutes	

	Facilitate TB Health Class to the patients with their relative accompanied by assigned treatment partner or barangay health worker.	30 minutes	Nurse/Midwife Barangay Health Worker
	-Explain the Contract of TB DOTS treatment to the patient with their signature. -Assist the patient in taking the initial dose of TB medicine and observe for possible reactions		
	Provide the complete treatment pack of the patient for 6 months to the treatment partner/Barangay Health Worker.	2 minutes	
<b>4. Adherence to TB DOTS</b>	-The treatment partner and the relative will ensure that the patient will continue his/her TB medications every day for 6 to 9 months and sign it on the NTP ID Card -If the patient missed to take his/her medicine for 2-3 days, the treatment partner or the Rural Health Midwife will visit and re-assess the patient. -Remind the patient about the schedule of DSSM follow-up.	15 minutes	Nurse/Midwife Barangay Health Worker
<b><i>Submission of sputum specimen while on TB DOTS treatment and follow</i></b>	-The Medtech will examine the sputum specimen of the patient. -Explain the result of DSSM Follow-up.		
<b>5. Go to SARIAYA RHU TB DOTS after 6-9 months treatment with NTP ID CARD and Referral from Barangay Health Station</b>	-The Doctor (Municipal Health Officer/Medical Officer) will provide follow-up consultation to the patient after completion of 6 months treatment. -The Doctor will sign the NTP ID CARD to certify that the patient completed the 6 months treatment and he/she is	15 minutes	Municipal Health Officer/Medical Officer



## FAMILY PLANNING PROGRAM

<b>ABOUT THE SERVICE:</b>	Family Planning are program that enables parents to deliberately and responsibly decide the number and spacing of their children
<b>CLIENT GROUPS:</b>	Women of Reproductive Age (15 to 49 years old)
<b>REQUIREMENTS:</b>	- Referral Slip from Rural Health Midwife
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM) Tuesday - Rural Health Unit (8:00 am to 5:00 pm)
<b>TOTAL TRANSACTION TIME:</b>	35 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

Follow These Steps	Action of the Provider	Transaction Time	Person Responsible
<b>1. Go to Barangay Health Station/ Rural Health Unit. Tell them you want to avail family planning services and other personal details.</b>	The staff will interview the client and gather personal information needed in the client family planning individual record.	5 minutes	Health Personnel Barangay Health Midwife Family Planning Coordinator
<b>2. Go to Family Planning Room</b>	-The Nurse/ Midwife will interview, assess and do physical examination.  -The nurse/midwife will conducts counselling session	15 minutes	Barangay Health Midwife Family Planning Coordinator
<b>3. Giving of Family Planning Method</b>	-The Nurse/Midwife Will tell and listed all the available family methods.  - Explain and return demonstration on how to use family planning.  -Remind client on some important matters regarding the family planning method used and the next follow up schedule at BHS/RHU.	10 minutes	Barangay Health Midwife Family Planning Coordinator

<b>4. Reminders and signature on FP Form/ FP logbook</b>	-The client will sign on FP Form/ FP logbook  -The midwife/nurse will schedule the next follow up to avail FP commodities.	5 minutes	Barangay Health Midwife Family Planning Coordinator
----------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------	-----------	--------------------------------------------------------

## LABORATORY SERVICES

<b>ABOUT THE SERVICE:</b>	CLINICAL MICROSCOPY/PARASITOLOGY TESTS (urinalysis, fecalysis, malaria microscopy)
<b>CLIENT GROUPS:</b>	Patients with symptoms of urinary tract infections, kidney disease and diabetes Patients with certain conditions affecting the digestive tract such as from parasites, and bacteria. Patients with symptoms of malaria
<b>REQUIREMENTS:</b>	- Laboratory Request
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 12:00NN) Monday-Thursday (1:00 - 4:00 pm (malaria))
<b>TOTAL TRANSACTION TIME:</b>	18 minutes for urinalysis 1 day malaria microscopy 12 minutes for fecalysis
<b>TOTAL FEES/CHARGES:</b>	Urinalysis P 25.00 Fecalysis P 20.00 Free for 4Ps/NHTS/LGU members and dependents Malaria microscopy - free service

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. The patient with symptoms will present the laboratory request to the laboratory aide</b>	The service provider will get the personal details/ Philhealth membership details of the patient, give full instruction on proper collection of specimen, collect payment and issue official receipt.	19 minutes	Laboratory Aide
	The service provider will process the submitted specimen. .	7 minutes	Laboratory Aide
	The service provider will examine the specimen.	3 minutes	Medical Technologist
	The service provider will record the laboratory result in the respective log book	2 minutes	Laboratory Aide

	The service provider will release the laboratory result to the patient ensuring that the OR number is recorded and the patient signs on the releasing logbook.	2 minutes	
<b>2. For malaria microscopy</b>	The service provider will make a malarial smear.	TURN AROUND TIME :  ONE DAY	Medical Technologist
	The service provider will stain the malarial smear		Laboratory Aide
	The service provider will examine the malarial smear, parasite counting and release the result the following day		Medical Technologist

## HEMATOLOGY

### ABOUT THE SERVICE:

Hematology Test

### CLIENT GROUPS:

Patients who need evaluation on their overall health and be detected of wide range of disorders including anemia, infection and leukemia. Patients who need to know their blood type.

### REQUIREMENTS:

- Laboratory Request

### SERVICE SCHEDULE:

Monday-Friday (8:00AM – 12:00NN)

### TOTAL TRANSACTION TIME:

12 minutes for CBC, 7 minutes for blood typing

### TOTAL FEES/CHARGES:

Complete blood count P 50.00

Blood typing: php 50.00

Free for 4Ps/NHTS/LGU members and dependents (CBC only)

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. The patient will present the laboratory request to the service provider.</b>	The service provider will get the personal/Philhealth membership details of the patient, collect payment and issue official receipt	8 minutes	Laboratory Aide
	The service provide will perform venipuncture. Perform finger puncture	4 minutes	Medical Technologist
	The service provider will perform sample analysis (start up, background and quality control test done)	2 minutes	Medical Technologist
	Perform blood typing	1 minute	Laboratory Aide

	Recording of laboratory result in the respective log book.	1 minute	
	-Releasing of result ensuring that the OR NUMBER is recorded and the patients signs on the releasing logbook.	1 minute	

## MICROBIOLOGY TESTS

**ABOUT THE SERVICE:** Microbiology Tests

**CLIENT GROUPS:** Patients who need to be tested for the presence and identification of the general type of bacteria and sometimes fungi in a sample taken from the site of suspected infection.

**REQUIREMENTS:** - Laboratory Request

**SERVICE SCHEDULE:** Monday-Thursday (1:00PM – 4:00PM)

**TOTAL TRANSACTION TIME:** 1 day

**TOTAL FEES/CHARGES:** Gram stain Php 100.00, Slit skin smear microscopy: Free

**HOW TO AVAIL THE SERVICE:**

Follow These Steps	Action of the Provider	Transaction Time	Person Responsible
<b>The patient FOR GRAM STAINING will present the laboratory request to the laboratory aide</b>	The service provider will get the personal details of the patient, collect payment and issue official receipt.	TURN AROUND TIME:	Laboratory Aide
	Give full instruction on proper collection of specimen.	ONE DAY	Medical Technologist
<b>The patient for slit skin smear microscopy will present the laboratory request.</b>	For vaginal discharge, a prepared smear by the Nurse Coordinator is submitted to the laboratory.		Laboratory Aide
	Staining of smear Microscopy releasing of result Receiving of laboratory Request.	TURN AROUND TIME:	Medical Technologist Laboratory Aide
<b>Patients for DSSM and Xpert MTB/RIF Assay (pls refer to DOTS PROGRAM)</b>	Perform slit skin smear, staining and microscopy.	TURN AROUND TIME:	Laboratory Aide
	Recording and releasing of result	ONE DAY	Medical Technologist Laboratory Aide

# TOURISM

## ISSUANCE OF CERTIFICATE OF CLEARANCE TO OPERATE

**ABOUT THE SERVICE:**

All “primary tourism enterprises”, refers to travel and tour services; land, sea and air transport services exclusively for tourist use; accommodation establishments including, but not limited to, hotels, resorts, apartelles, tourist inns, motels, pension houses, and home stay operators; tourism estate management services, restaurants, shops and department stores, sports and recreational centers, spas, museums and galleries, theme parks, convention centers and zoos; convention and exhibition organizers; tourism estate management services, are periodically required to secure a Certificate of Clearance to Operate before the start of the operations. The certificate must be renewed from January 1-20 of every year.

**CLIENT GROUPS:**

All Primary Tourism Enterprises.

**REQUIREMENTS:**

New: -Tourist Arrival Form  
 -Barangay Business Clearance  
 -DTI/SEC Registration  
 -BIR Registration  
 -Locational Clearance  
 -Lease Contract (if applicable)  
 -SSS Certificate of Compliance  
 -Community Tax Certificate (CEDULA)  
 Renewal:  
 -Tourist Arrival Form  
 -Barangay Business Clearance  
 -DTI/SEC Registration  
 -BIR Registration  
 -SSS Certificate of Compliance  
 Monday-Friday (8:00AM – 5:00PM)  
 10 minutes  
 None

**SERVICE SCHEDULE:**

**TOTAL TRANSACTION TIME:**

**TOTAL FEES/CHARGES:**

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. <b>Request of Service.</b> Submit the completely filled-out Tourist Arrival Form and all other requirements	Evaluates/Reviews the Completely filled-out Tourist Arrival Form and other documents	5 minutes	Randy Tronila Jeffrey Jumarang Clerk
2. <b>Issuance of Certificate.</b>	Prepares and issues the Certificate of Clearance to Operate	5 minutes	Randy Tronila Jeffrey Jumarang Clerk

## ISSUANCE OF LOCAL TOURISM ACCREDITATION CERTIFICATE

### ABOUT THE SERVICE:

All “primary tourism enterprises”, refers to travel and tour services; land, sea and air transport services exclusively for tourist use; accommodation establishments including, but not limited to, hotels, resorts, apartelles, tourist inns, motels, pension houses, and home stay operators; tourism estate management services, restaurants, shops and department stores, sports and recreational centers, spas, museums and galleries, theme parks, convention centers and zoos; convention and exhibition organizers; tourism estate management services, are periodically required to secure a Local Tourism Accreditation Certificate before the start of the operations. The certificate must be renewed one (1) day to one (1) month after its expiration (every year).

### CLIENT GROUPS:

All Primary Tourism Enterprises.

### REQUIREMENTS:

- Certificate of Clearance to Operate

### SERVICE SCHEDULE:

Monday-Friday (8:00AM – 5:00PM)

### TOTAL TRANSACTION TIME:

8 minutes

### TOTAL FEES/CHARGES:

None

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. <b>Request of Service.</b> Submit the required document/s	Receives the required documents	3 minutes	Randy Tronila Jeffrey Jumarang Clerk
2. <b>Issuance of Certificate.</b>	Prepares and issues the Local Tourism Accreditation Certificate	5 minutes	Randy Tronila Jeffrey Jumarang Clerk

## ISSUANCE OF CERTIFICATE OF NO OBJECTION FOR FORESHORE LEASE

### ABOUT THE SERVICE:

All “primary tourism enterprises”, refers to travel and tour services; land, sea and air transport services exclusively for tourist use; accommodation establishments including, but not limited to, hotels, resorts, apartelles, tourist inns, motels, pension houses, and home stay operators; tourism estate management services, restaurants, shops and department stores, sports and recreational centers, spas, museums and galleries, theme parks, convention centers and zoos; convention and exhibition organizers; tourism estate management services, are required to secure a Certification of No Objection for Foreshore Lease. The certificate must be renewed one (1) day to one (1) month after its expiration (every year).

**CLIENT GROUPS:** All Primary Tourism Enterprises.  
**REQUIREMENTS:** - Endorsement Letter from DENR-CENRO  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 1 day and 8 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. <b>Request of Service.</b> Submit the required Endorsement Letter	Receives the endorsement letter	3 minutes	Randy Tronila Jeffrey Jumarang Clerk
2. <b>Verification.</b>	Conducts ocular inspection on the land applied for	1 day	Randy Tronila Jeffrey Jumarang Clerk
3. <b>Issuance of Certificate</b>	Prepares and issues the Certificate of No Objection for Foreshore Lease	5 minutes	Randy Tronila Jeffrey Jumarang Clerk

## PROVISION OF TECHNICAL ASSISTANCE ON THE APPLICATION FOR DOT ACCREDITATION/AUTHORITY TO OPERATE

**ABOUT THE SERVICE:** As per RA No. 9593 otherwise known as Tourism Act of 2009, all “primary tourism enterprises”, refers to travel and tour services; land, sea and air transport services exclusively for tourist use; accommodation establishments including, but not limited to, hotels, resorts, apartelles, tourist inns, motels, pension houses, and home stay operators; tourism estate management services, restaurants, shops and department stores, sports and recreational centers, spas, museums and galleries, theme parks, convention centers and zoos; convention and exhibition organizers; tourism estate management services, are periodically required to obtain Accreditation Certificate from the Department of Tourism (DOT) as to the quality of their facilities and standard of services.

**CLIENT GROUPS:** All Primary Tourism Enterprises.  
**REQUIREMENTS:**

- Letter of Intent to Operate
- Application Form
- Self-Assessment Form
- Statement of Undertaking
- Data Privacy Consent Form
- Valid Mayor's Permit
- Photo Documentation reflecting the Self-Assessment Form items under the Basic Registration column (see attached)

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 15 minutes

**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. <b>Request of Service.</b> Bring the required documents.	Evaluates/ Reviews the documents	5 minutes	Randy Tronila Jeffrey Jumarang Clerk
2. <b>Provision of Technical Assistance.</b>	Discusses the DOT Accreditation process	10 minutes	Randy Tronila Jeffrey Jumarang Clerk

## PROVISION OF TECHNICAL ASSISTANCE TO RESEARCHERS/STUDENTS

**ABOUT THE SERVICE:** The Sariaya Tourism Office provides data/information/documents to researchers/students needed for researches/studies.  
**CLIENT GROUPS:** Researchers/Students.  
**REQUIREMENTS:** - Letter of request to conduct researches/studies  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 13 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. <b>Request of Service.</b> Submit the letter of request to conduct researches/ studies	Receives and evaluates the letter	3 minutes	Randy Tronila Jeffrey Jumarang Clerk
2. <b>Provision of Technical Assistance.</b>	Provides information/docum ents needed by the researchers/ students	10 minutes	Randy Tronila Jeffrey Jumarang Clerk

## ISSUANCE OF PERMIT TO TOURISTS (LOCAL/FOREIGN) TO VISIT TOURIST DESTINATIONS IN SARIAYA

**ABOUT THE SERVICE:** The Sariaya Tourism Office issues permit to local/foreign tourists to visit tourist destinations in Sariaya.  
**CLIENT GROUPS:** Local/Foreign tourists.  
**REQUIREMENTS:** - Letter of intent to visit tourism destinations in Sariaya  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 8 minutes  
**TOTAL FEES/CHARGES:** None



**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request of Service.</b> Submit the letter of intent	Receives and evaluates the letter	3 minutes	Randy Tronila Jeffrey Jumarang Clerk
<b>2. Issuance of Permit.</b>	Prepares and issues the Permit to visit tourist destinations in Sariaya	5 minutes	Randy Tronila Jeffrey Jumarang Clerk

**ISSUANCE OF CERTIFICATE TO OPERATE TO  
COMPANIES/ASSOCIATION/GROUPS/INSTITUTIONS TO CONDUCT  
ACTIVITIES/PROJECTS (MOVIES/SERIES/DOCUMENTARIES/PAGEANTS)**

**ABOUT THE SERVICE:**

The Sariaya Tourism Office issues Certificate to Operate to Companies/Association/Groups/Institutions to conduct Activities/Projects including but not limited to movies, series, documentaries, pageants, and other tourism related programs.

**CLIENT GROUPS:**

Companies/ Association/Groups/Institutions.

**REQUIREMENTS:**

-Letter of intent to conduct the activity/project/program

-Activity/Project/Program proposal

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

1 day and 8 minutes

**TOTAL FEES/CHARGES:**

None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Request of Service.</b> Submit the required Endorsement Letter	Receives the endorsement letter	3 minutes	Randy Tronila Jeffrey Jumarang Clerk
<b>2. Verification.</b>	Conducts ocular inspection on the land applied for	1 day	Randy Tronila Jeffrey Jumarang Clerk
<b>3. Issuance of Certificate</b>	Prepares and issues the Certificate of No Objection for Foreshore Lease	5 minutes	Randy Tronila Jeffrey Jumarang Clerk

## SWS

### WATER SERVICE CONNECTION

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 1 day, 2 hours and 20 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Inquire at the SWS office and request for the service, submit your Brgy. Clearance	Receive and record the request, issue an application form.	5 minutes	Miguela R. Castro Shiela T. Manalansan Victor S. Magboo Leonito C. Cedeño Mariano A. Bustamante Gerry Ramil V. Quejada Jaime L. Viñas
2. Fill-up the application form.	Assist the client.	15 minutes	
3. Wait for the site inspection.	Conduct an inspection/visit the area of the applicant.	30 minutes	
4. Wait for the approval of your request.	Collect and prepare the documents to process in the Office of the Municipal Mayor	1 hour	Crispulo B. Deduyo Mayor Marcelo P. Gayeta
5. Payment of fees. (Present your approved application to Municipal Treasurer's Office and pay the required fees.)	Receives payment and issue an Official receipt.		Guillerma Maac Ma. Victoria Sevilla Nelson Ayag
6. Return to SWS Office to present the OR and the certification of water connection.	File the approved request	15 minutes	Miguela R. Castro Shiela T. Manalansan
7. Get the list of materials.	Give a list of materials to the client.	15 minutes	Victor S. Magboo Noel D. Pabulayan Eleuterio T. Advincula Isagani C. Riego
8. Look forward for the actual installation of water connection.	Install a new water meter.	1 day	Miguela R. Castro Shiela T. Manalansan Victor S. Magboo Leonito C. Cedeño Mariano A. Bustamante Gerry Ramil V. Quejada Jaime L. Viñas

## TRANSFER OF WATER CONNECTION

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 3 hours  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the service to transfer water connection.	Receives and endorse the request to the immediate supervisor.	15 minutes	Miguela R. Castro Shiela T. Manalansan Victor S. Magboo Leonito C. Cedeño Mariano A. Bustamante Jaime L. Viñas Crispulo B. Deduyo
2. Wait for the result of verification of the request.	Verifies the request, conduct an inspection to the area of where water meter will be transferred.	30 minutes	
3. Wait for the approval of the request.	Evaluate the application of transfer.	15 minutes	
4. Payment of fees. (Proceed to the Office of the Municipal Treasurer, pay for the service and get an Official Receipt	Receives payment and issue an Official Receipt.	1 hour	Guillerma Maac Ma.Victoria Sevilla Nelson Ayag
5. Look forward to transfer the water meter.	Transfer a water meter.	1 hour	Victor S. Magboo Noel D. Pabulayan Eleuterio T. Advincula Gerry V. Ramil Quejada

## RECONNECTION OF WATER METER

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 21 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Request for the reconnection of water meter.	Receives and record the request.	5 minutes	Miguela R. Castro Shiela T. Manalansan

<b>2. Wait for the verification.</b>	Verifies/check the actual site.	30 minutes	Victor S. Magboo Leonito C. Cedeño Mariano A. Bustamante Jaime L. Viñas
<b>3. Check the record of delinquency at the MTO, settle the unpaid dues then pay for the reconnection fee.</b>	Receives payment and issue an Official Receipt.	30 minutes	Guillerma Maac Ma.Victoria Sevilla Nelson Ayag
<b>4. Wait until the record become updated.</b>	Update the status and record the payment.	15 minutes	Miguela R. Castro Shiela T. Manalansan
<b>5. Expect for the reconnection of water meter.</b>	Reconnect the water services.	1 hour	Victor S. Magboo Noel D. Pabulayan Eleuterio T. Advincula Gerry V. Ramil Quejada

### **REPLACEMENT OF DEFECTIVE WATER METER**

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 45 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Bring new water meter to SWS Office to record and register new number.</b>	Record the request and endorse to the immediate supervisor.	15 minutes	Miguela R. Castro Shiela T. Manalansan
<b>2. Expect for the installation of a new water meter.</b>	Replace a new water meter.	30 minutes	Victor S. Magboo Noel D. Pabulayan Eleuterio T. Advincula Gerry V. Ramil Quejada

## PUBLIC MARKET OFFICE

### ISSUANCE OF MARKET CLEARANCE

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 5 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Submits to PMO the Barangay Business Clearance with Official Receipt	-Receives and reviews submitted records;	2 minutes	Market Office <u>Staff</u> Apolonia C. Beltran Gloria D. Duldulao Eleonor A. Carbungco OIC - Market <u>Supervisor</u> Edeltrudes C. Flores
	-Accomplishes Market Clearance;	1 minute	
	-Endorses submitted records and Market Clearance to MTO collecting agent for issuance of Official Receipt for clearance fee; -Releases Market Clearance to Applicant.	1 minute	
2. Provides PMO with photocopy of Official Receipt and Market Clearance;			

### APPLICATION FOR STALL RENTAL

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 31 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Submits to PMO Barangay Business Clearance with Official Receipt, Community Tax	Receives and reviews submitted records	2 minutes	Market Office <u>Staff</u> Apolonia C. Beltran Gloria D. Duldulao Eleonor A. Carbungco
	Checks the list of stalls for vacancy /	2 minutes	

<b>Certificate, and Application for Market Stall Rental.</b>	validity of previous Rental Agreement		OIC - Market Supervisor Edeltrudes C. Flores
	Prepares the Rental Agreement	5 minutes	
	Discusses Terms and Conditions with the Applicant	5 minutes	
	Have the Rental Agreement signed by the Applicant	1 minute	
<b>2. Submits signed Rental Agreement to the Office of the Mayor for signature</b>	Reviews and endorses the Rental Agreement to the Mayor	5 minutes	Executive Assistant
	Signs and releases the Rental Agreement	1 minute	Municipal Mayor
<b>3. Have the Rental Agreement notarized by a Notary Public</b>	Reviews and notarizes the Rental Agreement	Depends on the availability	Notary Public
<b>4. Submits notarized Rental Agreement to the Municipal Treasury Office</b>	Receives and reviews notarized Rental Agreement	5 minutes	Staff-in-Charge
	Computes rental fee for the current month	3 minutes	
	Receives payment and issues Official Receipt	2 minutes	
<b>5. Provides PMO with photocopy of Official Receipt and notarized Rental Agreement</b>			

### APPLICATION FOR TABLE RENTAL

<b>CLIENT GROUPS:</b>	All Individuals
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	29 minutes
<b>TOTAL FEES/CHARGES:</b>	None

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Submits to PMO Barangay Business Clearance with Official Receipt, Community Tax Certificate, and Application for Fish/Chicken/Meat Table Rental.</b>	Receives and reviews submitted records	2 minutes	Market Office <u>Staff</u> Apolonia C. Beltran Gloria D. Duldulao Eleonor A. Carbungco OIC - Market <u>Supervisor</u> Edeltrudes C. Flores Flores
	Checks the list of tables for vacancy / validity of previous Rental Agreement	2 minutes	
	Prepares the Rental Agreement	5 minutes	
	Discusses Terms and Conditions with the Applicant	5 minutes	
	Have the Rental Agreement signed by the Applicant	1 minute	
<b>2. Submits signed Rental Agreement to the Office of the Mayor for signature.</b>	Reviews and endorses the Rental Agreement to the Mayor	5 minutes	Executive Assistant
	Signs and releases the Rental Agreement	1 minute	Municipal Mayor
<b>3. Have the Rental Agreement notarized by a Notary Public</b>	Reviews and notarizes the Rental Agreement	Depends on the availability	Notary Public
<b>4. Submits notarized Rental Agreement to the Municipal Treasury Office.</b>	Receives and reviews notarized Rental Agreement	5 minutes	Staff-in-Charge
	Computes rental fee for the current month	3 minutes	
	Receives payment and issues Official Receipt	2 minutes	
<b>5. Provides PMO with photocopy of Official Receipt and notarized Rental Agreement</b>			

## APPLICATION FOR SALES PROMOTION PERMIT

**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 16 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Submits Letter of Application for Sales Promotion Permit</b>	Receives and reviews submitted application letter for appropriateness of mechanics	10 minutes	Market Office <u>Staff</u> Apolonia C. Beltran Gloria D. Duldulao Eleonor A. Carbungco OIC - Market <u>Supervisor</u> Edeltrudes C. Flores C. Flores
	Checks the schedule of prior approvals	1 minutes	
	Recommends other date/time in case of conflict	2 minutes	
	Endorses to Municipal Treasury Office's (MTO's) collecting agent for computation of appropriate fees	2 minutes	
<b>2. Pays the appropriate fees to the MTO's collecting agent;</b>	MTO's collecting agent receives payment and issues Official receipt	1 minute	Staff-in-Charge
<b>3. Provides PMO with photocopy of Official Receipt and approved Sales Promotion Application</b>			
<b>4. Conducts the activity based on approved mechanics</b>			

## OFFICE OF THE SECRETARY TO THE SANGGUNIAN

**ABOUT THE SERVICE:** To provide the lawmaking activities in the Sangguniang Bayan with adequate and capable staff support.  
**CLIENT GROUPS:** All Individuals  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)



**TOTAL TRANSACTION TIME:** 1 hour and 15 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Issued A Copy Of Resolution And Ordinances</b>		5 – 30 minutes	Meds De Luna Janet Atienza Jin Abanilla Tristan Zoleta
<b>2. Issued Burial, Exhumation And Transfer Permit</b>		5 minutes	Tristan Zoleta Lorna Marcuap
<b>3. Received Invitation, Programs And Other Communication For The Sangguniang Bayan And Sb Secretary</b>		5 minutes	Meds De Luna Luke Quejano Janet Atienza Tristan Zoleta Lorna Marcuap
<b>4. Received Invitation, Programs And Other Communication For The Office Of The Municipal Vice Mayor</b>		5 minutes	Marvin Tagudin
<b>5. Provide Library Assistance To Researchers/Library Clients</b>		5 - 30 minutes	Yolly Palomado

## BPLO

### ISSUANCE OF TRICYCLE FRANCHISE (NEW AND RENEWAL)

<b>ABOUT THE SERVICE:</b>	All tricycle in the Municipality of Sariaya that were used as public utility vehicle are required to have a tricycle franchise. The Sangguniang Bayan of the Municipality of Sariaya has three thousand (3,000) tricycle franchise ready for release. Only the bona-fide residents of Sariaya are allowed to apply for these and are renewable every two (2) years. Failure to renew the said franchise within two (2) consecutive renewals means cancellation of tricycle franchise.		
<b>CLIENT GROUPS:</b>	All tricycle that operate as public conveyance vehicle within the Municipality of Sariaya.		
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>- Endorsement Letter from the Sangguniang Bayan (for new application)</li> <li>-Previous copy of franchise (for renewal)</li> <li>-Official Receipt and Certificate of Registration of Motor Bike issued by LTO</li> <li>-Certification from the motor store (for new application) / Deed of Sale</li> <li>-Barangay and Police Clearance (for the operator and driver)</li> <li>-Community Tax Certificate (CEDULA)</li> <li>Professional Driver's License with Official Receipt</li> </ul>		
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)		
<b>TOTAL TRANSACTION TIME:</b>	25 minutes		
<b>TOTAL FEES/CHARGES:</b>	-Franchise Fee	P430.00	
	-Supervision Fee	P 40.00	
	-Sticker	P 30.00	
	-Calling	P100.00	
	-Change Motor	P100.00	
	-Franchise Plate	P200.00	
<b>PENALTY</b>	25% of the Franchise Fee		
<b>HOW TO AVAIL THE SERVICE:</b>			

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the BPLO for verification and inspection of the proper measurement of the tricycle.	Verification and Inspection	10 minutes	Mr. John Erickson E. Torres Mr. Mark Anthony Perio Mr. Franz Maverick S. Alcaraz
2. Payment of corresponding fees to Municipal Treasurer's Office	Acceptance of payment and issuance of Official Receipt	5 minutes	Myrna C. Manalo Lanie O. Mendoza LTOO III Preciosa Q. Dedace

<b>3. Proceed to the BPLO for the encoding of tricycle franchise documents.</b>	Printing and signature. Issuance of franchise documents to the client.	10 minutes	Marcelo P. Gayeta Municipal Mayor Mr. John Erickson C. Torres Ms. Asherine N. Atienza
---------------------------------------------------------------------------------	------------------------------------------------------------------------	------------	------------------------------------------------------------------------------------------------

## PERMISSION TO CHANGE MOTOR OF TRICYCLE

### ABOUT THE SERVICE:

All tricycle in the Municipality of Sariaya that were used as public utility vehicle are required to have a tricycle franchise. The Sangguniang Bayan of the Municipality of Sariaya has three thousand (3,000) tricycle franchise ready for release. Only the bona-fide residents of Sariaya are allowed to apply for these and are renewable every two (2) years. Failure to renew the said franchise within two (2) consecutive renewals means cancellation of tricycle franchise. Tricycle operator and driver can change their motor.

### CLIENT GROUPS:

All tricycle that operate as public conveyance vehicle within the Municipality of Sariaya.

### REQUIREMENTS:

- Previous copy of franchise (for renewal)
- Official Receipt and Certificate of Registration of Motor Bike issued by LTO
- Certification from the motor store (for new application) / Deed of Sale
- Community Tax Certificate CEDULA (operator)
- Professional Driver's License with Official Receipt
- Affidavit of Change of Motor and Petition for Dropping

### SERVICE SCHEDULE:

Monday-Friday (8:00AM – 5:00PM)

### TOTAL TRANSACTION TIME:

20 minutes

### TOTAL FEES/CHARGES:

- Change Motor P 100.00
- Dropping P 500.00

### HOW TO AVAIL THE SERVICE:

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Submit all the requirements needed for the change motor and inspection of the new motor.</b>	Verification and Inspection	5 minutes	Mr. John Erickson E. Torres Mr. Mark Anthony Perio Mr. Franz Maverick S. Alcaraz
<b>2. Payment of corresponding fees to Municipal Treasurer's Office</b>	Acceptance of payment and issuance of Official Receipt	5 minutes	Myrna C. Manalo Lanie O. Mendoza Preciosa Q. Dedace

3. Proceed to the BPLO for the encoding of tricycle franchise documents.	Printing and signature. Issuance of franchise documents to the client.	10 minutes	Marcelo P. Gayeta Municipal Mayor Mr. John Erickson C. Torres Ms. Asherine N. Atienza
--------------------------------------------------------------------------	------------------------------------------------------------------------	------------	------------------------------------------------------------------------------------------------

## ISSUANCE OF NEW AND RENEWAL BUSINESS PERMIT / MAYOR'S PERMIT

### ABOUT THE SERVICE:

All business establishments must apply for Business Permit at the Municipality and must pay the business tax before the business operation starts. The Business Permit is renewable every January 1 to 20 of every year and if fails to comply with these dates a penalty will be imposed. The business tax for those new applications will be computed based on their capitalization and for the succeeding years will be based on the gross sales. The business tax must be paid for the first twenty (20) days of every quarter.

### CLIENT GROUPS: REQUIREMENTS:

Every applicant/s are required to complete the clearance from each department (building, fire and sanitation).

All Business Establishments

#### - RENEWAL:

- Barangay Business Clearance
- Picture 2x2 (2pcs.)
- SSS Certificate of Compliance

#### VERIFICATIONS:

- Community Tax Certificate (Cedula)
- Receipt from previous year
- Lease Contract (if applicable)
- DTI/SEC/CDA Registration
- National Agency Accreditation (if applicable)

#### NEW APPLICATIONS:

- Barangay Business Clearance
- Picture 2x2 (2pcs.)
- DTI/SEC/CDA Registration
- Lease Contract (if applicable)
- Community Tax Certificate (Cedula)
- National Agency Accreditation
- SSS Certificate of Compliance
- Locational Clearance

### REMINDER:

Renewal Date without penalty - January 1 to 20

### SERVICE SCHEDULE:

Monday-Friday (8:00AM – 5:00PM)

### TOTAL TRANSACTION TIME:

30 minutes

### TOTAL FEES/CHARGES:

-Business Tax – based on the line of business and capitalization (for new application)

**QUARTERLY DEADLINE  
WITHOUT PENALTY**

- Gross Sales from the previous year (for renewal)
- First Quarter – January 20
- Second Quarterly– April 20
- Third Quarter- June 20
- Fourth Quarter- October 20

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Fill up the Business Application Form and submit all the necessary requirements to BPLO	Verification and Inspection	10 minutes	Mr. John Erickson E. Torres Ms. Gina Leah V. Delantar Mr. Dale Carlo A. Rabina Mr. James Ryan B. Jader
2. Proceed to Municipal Treasurer's Office for the Assessment and payment of corresponding Business tax.	Assessment and Payment	5 minutes	Myrna C. Manalo LTOO I Lanie O. Mendoza LTOO III Preciosa Q. Dedace Clerk IV
3. Proceed to BPLO to check the completeness of the documents and other clearances.	Releasing of approved Business Permit	15 minutes	Mr. John Erickson C. Torres Ms. Asherine N. Atienza

**APPLICATION FOR CESSATION OF BUSINESS**

**ABOUT THE SERVICE:**

All business establishments that have closed or stopped operations are recommended to file an application to Business Permits and Licensing Office for the cessation of business

**CLIENT GROUPS:**

All business establishments that have closed or stopped operations

**REQUIREMENTS:**

- Application for the Closure of Business
- Barangay Business Closure
- Previous documents of Business Permit including the Business Plate (must be surrender to BPLO)

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

15 minutes (including deadline period)

**TOTAL FEES/CHARGES:**

- Fees for Closure of business P 100.00
- Change of Ownership and Business Name P 500.00

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Proceed to BPLO and fill up the form for the Closure of the business establishment.</b>	Verification	5 minutes	Ms. Gina Leah V. Delantar Mr. Dale Carlo A. Rabina Mr. James Ryan B. Jader
<b>2. Proceed to Municipal Treasurer's Office for the payment of corresponding fees and "Back Taxes".</b>	Assessment and Payment	5 minutes	Myrna C. Manalo LTOO I Lanie O. Mendoza LTOO III Preciosa Q. Dedace Clerk IV
<b>3. Surrender to BPLO the previous documents that are related to the operation of the business.</b>	Acceptance and verification	5 minutes	Mr. John Erickson C. Torres Ms. Asherine N. Atienza

## **SB OFFICE**

**ABOUT THE SERVICE:** To provide the lawmaking activities in the Sangguniang Bayan with adequate and capable staff support.

**CLIENT GROUPS:** All individuals

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Issued a copy of resolution and ordinances.</b>	5 - 30 minutes	Meds De Luna Janet Atienza Jin Abanilla Tristan Zoleta
<b>2. Issued burial, exhumation and transfer permit</b>	5 minutes	Tristan Zoleta Lorna Marcuap
<b>3. Received invitation, programs and other communication for the sangguniang bayan and sb secretary</b>	5 minutes	Meds De Luna Luke Quejano Janet Atienza Tristan Zoleta Lorna Marcuap
<b>4. Received invitation, programs and other communication for the office of the municipal vice mayor</b>	5 minutes	Marvin Tagudin
<b>5. Provide library assistance to researchers/library clients</b>	5 - 30 minutes	Yolly Palomado

# OFFICE OF THE ACCOUNTING AND INTERNAL AUDIT SERVICES

## PROCESSING OF DISBURSEMENT VOUCHERS

**ABOUT THE SERVICE:**

- . Promotion of health and safety
- . Enhancement of the right of the people to a balanced ecology
- . Encouraging and supportin the development of appropriate and self-reliant scientific and technological capabilities
- .Preservation and enrichment of culture. Improvement of public morals
- . Enhancement of economic prosperity and social justice
- . Promotion of full employment
- . Maintenance of peace and order
- . Preservation of comfort and order

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

2 hours and 10 minutes

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. General Fund	5-10 minutes (simple transaction)	Anna Lovella D. Aguila Marjorie P. Garcia
2. Special Education Fund	20-30 minutes (complex transaction)	
3. Trust Fund		
4. Certification	30-45 minutes (bidding)	Clarinda A. Cerillo
5. Inspection of the purchased supplies and materials	20 – 45 minutes	Hannah D. Maranan Monica Ynah V. De Chavez

## PAYROLL DEDUCTIONS & GENERATION OF PAY SLIP

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

3 days

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Preparation for the Deductions & Amortization of Loans	1 day	Madonna V. Decena
2. Salary Preparations	1 – 2 days	



## ISSUANCE OF ACCOUNTANT'S ADVICE OF LOCAL CHECK DISBURSEMENT

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 1 hour  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Preparation of Check Advice/s	10 – 30 minutes	Monica Ynah V. De Chavez Maricar D. Rebosura
2. Preparation of Check Disbursement Journal		
3. Approval	10 – 30 minutes	Clarinda A. Cerillo

## ISSUANCE OF CERTIFICATE OF TAX WITHHELD

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 30 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Preparation of Tax Withheld of Remittance;	10 – 30 minutes	Maricar D. Rebosura
2. Telephone/Electricity/ Dealers/ Contractors		
3. Issues Certificate of Tax Withheld		

## ISSUANCE OF CERTIFICATE OF REMITTANCE

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 30 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Preparation of Remittances;	15 – 30 minutes	Madonna V. Decena Maricar D. Rebosura
2. GSIS, HDMF, Philhealth, BIR, LBP, UCPB and other financial institutions		

## REGISTRY OF MONTHLY COLLECTION

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 5 days  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. General Fund	3 – 5 days	Elvira L. Rosales
2. Special Education Fund		
3. Trust Fund		

## PREPARATION OF MONTHLY BANK RECONCILIATION

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 2 days  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. General Fund	1 – 2 days	Rhea G. De Chavez
2. Special Education Fund		
3. Trust Fund		

## PREPARATION OF FINANCIAL STATEMENTS

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 40 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. General Fund	10 – 40 minutes	Rhea G. De Chavez Lyca Jane N. Jaen Princess Jean B. Tan Clarinda A. Cerillo
2. Special Education Fund		
3. Trust Fund		

## BARANGAY TRANSACTIONS

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 40 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Assistance to barangay officials & personnel on financial matters. Prepares barangay financial reports	10 – 30 minutes	Catalina B. Banares Mark Denver S. Albufera Mary Rose B. Limbo

## LOCAL CIVIL REGISTRY

### ISSUANCE OF CERTIFIED COPIES OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

**ABOUT THE SERVICE:** To register every citizen and to have a name and legal identity to be known in the community.  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 30 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Write/ fill up the needed information for the requested document/s.	Review/ verification of document/s requested	5 minutes	Roldan B. Luna Edna B. Anog Raquel M. Atienza Maria Luisa V. Atienza Cleofe A. Albindo Janine A. Torres Aizel Joy C. Lingahan Zarah Jane I. De Villa Joshua A. Alpasan Edcel M. Medrano
2. Payment of fees to the municipal treasurer's office. Return and present the official receipt	-Prepare the document/s requested. -Verify and sign of the mcr. -Releasing of the document/s requested	25 minutes	

### REGISTRATION OF BIRTH, MARRIAGE AND DEATH

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 30 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Write/ fill up the needed information for the requested document/s.	-Receive, review and verify documents submitted. -Prepare/ encode birth/ death/ marriage certificate	18 minutes	Roldan B. Luna  Grace D. Aldea  Maria Luisa V. Atienza  Raquel M. Atienza  Ma. Luisa L. Gado  Cleofe A. Albindo
2. Payment of fees to the municipal treasurer's office. Return and present the official receipt	-Review and sign of the person requested the document/s. -Review and sign of the mcr. -Releasing of the document/s requested	12 minutes	

## REGISTRATION OF COURT ORDERS / DECREES AND REQUEST FOR ANNOTATED RECORDS

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 35 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Write/ fill up the needed information for the requested document/s.	-Receive, review and verify documents submitted.	3 minutes	Roldan b. Luna
2. Payment of fees to the municipal treasurer's office. Return and present the official receipt	-Prepare/ encode court order/ decrees. -Review/ verification of document/s prepared. -Review and sign of the mcr. -Releasing of the document/s requested	32 minutes	Nila b. Flores  Yolanda p. Alib

## REGISTRATION OF LEGAL INSTRUMENTS

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 35 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Write/ fill up the needed information for the requested document/s.	-Receive, review and verify documents submitted.	3 minutes	Roldan b. Luna
2. Payment of fees to the municipal treasurer's office. Return and present the official receipt	-Prepare/ encode information on legal instruments -Review/ verification of document/s prepared. -Review and sign of the mcr. -Releasing of the document/s requested	32 minutes	Nila b. Flores  Yolanda p. Alib

## LEGITIMATION

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 35 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Write/ fill up the needed information for the requested document/s.	-Receive, review and verify documents submitted.	3 minutes	Roldan b. Luna
2. Payment of fees to the municipal treasurer's office. Return and present the official receipt	-Prepare/ encode information on legitimation. -Review/ verification of document/s prepared. -Review and sign of the mcr. -Releasing of the document/s requested	32 minutes	Nila b. Flores Yolanda p. Alib

## ENDORSEMENT

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 30 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Write/ fill up the needed information for the requested document/s.	-Receive, review and verify documents submitted.	8 minutes	Roldan b. Luna
2. Payment of fees to the municipal treasurer's office. Return and present the official receipt	- Prepare the document/s requested. -Review and sign of the mcr. -Releasing of the document/s requested	22 minutes	Nila b. Flores Yolanda p. Alib

## DELAYED REGISTRATION OF CIVIL REGISTRY RECORD OF BIRTH, MARRIAGE AND DEATH

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 40 minutes

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Write/ fill up the needed information for the requested document/s.</b>	-Receive, review and verify documents submitted.	3 minutes	Yolanda P. Alib
<b>2. Payment of fees to the municipal treasurer's office. Return and present the official receipt</b>	<ul style="list-style-type: none"> <li>- Prepare/ encode birth/ death/ marriage certificate</li> <li>- Prepare documents for publication and posting.</li> <li>-Review and sign of the person requested the document/s.</li> <li>-Review and sign of the mcr</li> <li>-Releasing of the document/s requested after 10 days of posting</li> </ul>	37 minutes	Maria Luisa V. Atienza  Edna B. Anog  Zarah Jane I. De Villa  Aizel Joy C. Lingahan  Roldan B. Luna

**APPLICATION FOR MARRIAGE LICENSE****SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)**TOTAL TRANSACTION TIME:** 30 minutes**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Write/ fill up the needed information for the requested document/s.</b>	<ul style="list-style-type: none"> <li>-Receive, review and verify documents submitted</li> <li>-Prepare application for marriage license</li> </ul>	13 minutes	Grace D. Aldea  Raquel M. Atienza  Ma. Luisa L. Gado
<b>2. Payment of fees to the municipal treasurer's office. Return and present the official receipt</b>	<ul style="list-style-type: none"> <li>- Review and sign of the applicants to the documents prepared</li> <li>-Interview with the applicants.</li> <li>-Review, sign and release of the documents by the mcr</li> </ul>	17 minutes	Maria Luisa V. Atienza  Zarah Jane I. De Villa  Edcel M. Medrano Roldan B. Luna

## ISSUANCE OF MARRIAGE LICENSE

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 20 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Write/ fill up the needed information for the requested document/s.</b>	-Receive, review and verify documents submitted -Prepare application for marriage license	8 minutes	Roldan B. Luna Grace D. Aldea Edna B. Anog Raquel M .Atienza
<b>2. Payment of fees to the municipal treasurer's office. Return and present the official receipt</b>	- Review and sign of the applicants to the documents prepared -Releasing of the documents requested	12 minutes	Ma. Luisa L. Gado Cleofe A. Albindo Janine A. Torres

## PETITION FOR CHANGE OF FIRST NAME (CFN), GENDER, DATE/ MONTH OF BIRTH AND CORRECTION OF CLERICAL ERROR/S (CCE)

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 1 hour  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Write/ fill up the needed information for the requested document/s.</b>	-Receive, review and verify documents submitted	10 minutes	Roldan B. Luna Nila B. Flores Yolanda P. Alib Grace D. Aldea
<b>2. Payment of fees to the municipal treasurer's office. Return and present the official receipt</b>	- Prepare petition. Review/ verification of document/s prepared. -Review and sign of the person requested the document/s. -Prepare documents for the publication and posting of the petition. -Review/ sign/ approval of the mcr. -Prepare the approved	50 minutes	

	document/s for transmittal/ endorsement to psa manila		
--	----------------------------------------------------------------	--	--

## REGISTRATION OF FOUNDLING / ABANDONED CHILD

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 30 minutes

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Write/ fill up the needed information for the requested document/s.</b>	<ul style="list-style-type: none"> <li>- Receive, review and verify documents submitted.</li> <li>-Prepare the document/s requested</li> <li>-Review/ verification of the document/s prepared.</li> <li>-Review and sign of the mcr.</li> <li>-Releasing of the document/s requested</li> </ul>	30 minutes	<p style="text-align: center;">Roldan B. Luna</p> <p style="text-align: center;">Nila B. Flores</p> <p style="text-align: center;">Yolanda P. Alib</p>



## OFFICE OF THE MUNICIPAL ENGINEER

### MAINTAINING CLEANLINESS OF PUBLIC AREAS AND OTHER BARANGAY

<b>ABOUT THE SERVICE:</b>	The Municipal Engineer's Office is an agency of the local government unit mandated to perform duties related to infrastructure, public works and other engineering matters. The office also administers, coordinates, supervises and controls the maintenance and improvement of cleanliness for Town Proper and other Barangays
<b>CLIENT GROUPS:</b>	Public & Private Entities
<b>REQUIREMENTS:</b>	- Letter request specifying the service needed
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	3 days and 1 hour
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Cleaning of sewers and roads at Barangays.	4 hours	Ronan Montalbo-Driver Ruel Esquejo-Driver Gavino Magbuhos Roberto Barcena Manolito Veleña Antonio Albindo Vicente Montero
2. Hauling of waste materials and trash at Barangays in separate time of different days.	6 hours	Ronan Montalbo-Driver Ruel Esquejo-Driver Gavino Magbuhos Roberto Barcena Manolito Veleña Antonio Albindo Vicente Montero
3. Participation of Local Barangays in clean and green projects.	3 hours	Rodel Bayan
4. Supporting the National advocacy of clean and green environment.	4 hours	Rodel Bayan
5. Clean-up drive operation during occasions such as town fiesta, social gatherings and Town Fiesta.	8 hours	Ronan Montalbo-Driver Ruel Esquejo-Driver Gavino Magbuhos Roberto Barcena Manolito Veleña Antonio Albindo Vicente Montero

### MAINTENANCE OF DRAINAGE SYSTEM AND OTHER INFRASTRUCTURES

<b>ABOUT THE SERVICE:</b>	The Municipal Engineer's Office is an agency of the local
---------------------------	-----------------------------------------------------------

government unit mandated to perform duties related to infrastructure, public works and other engineering matters. The office also administers, coordinates, supervises and controls the construction, maintenance, improvement and repair of roads, bridges and other engineering services of the municipality

**CLIENT GROUPS:** Public & Private Entities  
**REQUIREMENTS:** - Letter request specifying the service needed  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 4 days, 1 hour and 1 minute  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Receives and records request in a logbook then submits it to the Municipal Engineer.	5 minutes	Rodel Bayan Vince Andrew I. Armamento Marlon M. Serrano
2. Evaluates the request and edorses the same to the Maintenance Section.	3 minutes	Vince Andrew I. Armamento Marlon M. Serrano
3. Evaluation & Assessment - Maintenance Engineer evaluates the request.	½ day	Rodel J. Bayan
4. Inspection & Investigation – Maintenance Engineer coordinates with Barangay officials concerned on-site.	½ day	Rodel Bayan
5. Prepares Program of Work. Maintenance Engineer prepares an estimate of materials, labor and equipment required. (Required only for Repair of Roads and Shoulders, Building and Other Facilities).	½ day	Rodel Bayan Marlon Serrano Manolito Quevada
6. Recommending & Approval – Municipal Engineer reviews and evaluates the results of inspection and program of works. Approve the implementation of maintenance work.	3 minutes	Engr. Victor M. Alvino
7. Maintenance Engineer assigns a foreman and maintenance men on site and prepares construction materials equipment.	2 days	Rodel J. Bayan
8. Repairing of damaged roads, maintenance of rivers and excavation of sewerage.	4 hours	Rodel Bayan Medeven Cacao Jr. Vivencio Sanata Dennis Palomado Ronald Villapando Melvin P. Villanueva

## PREPARATION OF PLANS AND PROGRAM OF WORKS

<b>ABOUT THE SERVICE:</b>	Some of the services rendered by the Municipal Engineer's Office, specifically in the Construction Section, are the preparation of Plans and Program of Works as requested by the barangay officials, private citizens, and other office or departments of the municipal government
<b>CLIENT GROUPS:</b>	Public & Private Entities
<b>REQUIREMENTS:</b>	- Letter request specifying the service needed
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	2 weeks (including inspection and preparing of documents)
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Staff receives and record request in a logbook and endorse it to the Municipal Engineer.	5 minutes	Vince Andrew I. Armamento Engr. Marlon Medrano Marlon Serrano
2. Municipal Engineer evaluates the request and endorses it to the Construction Section.	5 minutes	Vince Andrew I. Armamento Engr. Marlon Medrano Marlon Serrano
3. Evaluation & Assessment Construction Engineer discuss project with barangay officials concerned on-site.	½ day	Crispulo B. Deduyo
4. Construction Engineer prepares detailed plans. Engineer prepares the Bill of Materials.	1 week	Engr. Victor M. Alvino
5. Prepares detailed plans. Engineer prepares the Bill of Materials	5 minutes	Engr. Victor M. Alvino
6. Evaluates and signs the plans and program of works. Recommends approval to the mayor.	5 minutes	Engr. Victor M. Alvino
7. Reviews and signs the document.	5 minutes	Mayor Marcelo P. Gayeta

## ISSUANCE OF BUILDING PERMIT

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

**CLIENT GROUPS:** Public & Private Entities  
**REQUIREMENTS:** - Letter request specifying the service needed  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 8 days, 1 hour and 35 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Provides client with permit Application Forms with the list of requirements.	15 minutes	Marlon Serrano
2. Initial Evaluation of documents. Interviews the client and refers to the other LGU offices.	15 minutes	Marlon Serrano
3. Receives and review requirements.	30 minutes	Marlon Serrano
4. Evaluaton and assessment done by: a. Civil Engineer – Line and Grade, Strucural Plans and related documents. b. Architect – Architectural plans and related documents c. Sanitary Engineer / Master Plumber – plumbing/ Sanitary plans and related documents. d. Mechanical Engineer – mechanical plans and related documents. e. Electrical Engineer – electrical plans and related documents.	5 days	Engr. Victor M. Alvizo
5. Accompany the Inspector during Site Inspection. Engineer Evaluates the area/site.	3 days	Engr. Victor M. Alvizo
6. Returns plan & documents for corrections or if incomplete requirements are submitted. Inquire/clarify about lacking documents, if there is any.	5 minutes	Marlon Serrano
7. Re-evaluation of documents submitted and gives order for the payment.	15 minutes	Engr. Victor M. Alvizo
8. Signing of the documents and recorded thereafter and release of the Building Permit.	15 minutes	Engr. Victor M. Alvizo

## ISSUANCE OF ELECTRICAL PERMIT (WIRING PERMIT & CERTIFICATE OF ELECTRICAL INSPECTION)

**CLIENT GROUPS:** Public & Private Entities  
**REQUIREMENTS:** - Letter request specifying the service needed  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 1 day, 1 hour and 25 minutes  
**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Provides client with permit Application Forms with the list of requirements.	15 minutes	Crispulo B. Deduyo Manolito R. Quevada
2. Initial validation of documents including the personal information and exact address of the client.	15 minutes	Crispulo B. Deduyo Manolito R. Quevada
3. Receiving of pertinent documents.	15 minutes	Crispulo B. Deduyo Manolito R. Quevada
4. Assessment and evaluation of pertinent documents.	5 minutes	Crispulo B. Deduyo Manolito R. Quevada
5. Inspection of the area/exact address of the client for the meter base Note: 1. Town Proper 2. Other Barangay	30 minutes  1 day	Crispulo B. Deduyo Manolito R. Quevada
6. Returns plan & documents for corrections or if incomplete requirements are submitted. Inquire/clarify about lacking documents, if there is any.	5 minutes	Crispulo B. Deduyo Manolito R. Quevada
7. Re-evaluation of documents submitted and gives order for the payment.	15 minutes	Crispulo B. Deduyo Manolito R. Quevada Engr. Victor M. Alvizo
8. Signing of the documents and recorded thereafter and release of the Wiring Permit.	15 minutes	Engr. Victor M. Alvizo

## SOLID WASTE MANAGEMENT OFFICE

### PROVISION OF SOLID WASTE MANAGEMENT

**ABOUT THE SERVICE:** Solid Waste Management Office is to provide the citizens of Sariaya, Quezon with cost-effective, environmentally sound and safe solid waste management services. Reduce collection expense by optimizing heavy trash routing and service days

**CLIENT GROUPS:** Household in 43 Barangays

**REQUIREMENTS:** -No Segregation; No Collection  
 -No record of Violation in RA 9003  
**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)  
**TOTAL TRANSACTION TIME:** 2 hours and 5 minutes  
**TOTAL FEES/CHARGES:** None  
**HOW TO AVAIL THE SERVICE:**

### **INFORMATION EDUCATION COMMUNICATION CAMPAIGN (RA9003)**

<b>STEPS INVOLVED</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Promote and give proper knowledge in managing solid waste disposal and how to turn waste into useful product again.</b>	30 mins to 1 hour	Lineta U. Gayeta Ma. Karyzza L. Garcia Karen Joy Valdez

### **INSPECTION AND MONITORING OF BUSINESS AND HOUSEHOLD SECTOR WHO VIOLATE RA 9003**

<b>STEPS INVOLVED</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Inspection and Monitoring Business and Household who violates</b>	30 mins to 1 hour	Dante Rosales Rutchiel Rocero Jennelyn Alvarez Myra Mabulay Jerryyme De Torres Laila Dailo Andy Albunan

### **DAILY WASTE COLLECTION (BIODEGRADABLE AND NON-BIODEGRADABLE)**

<b>STEPS INVOLVED</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1 Monitoring of proper segregation and then collect waste</b>	5 minutes	Justo Landicho Ryan Perez Sherwin Marcaida Renato Tabernilla Lauro Tolentino Larry Liwanag Lyndon Desquitado

## OFFICE OF THE MUNICIPAL TREASURER

### WATERWORKS DIVISION

**ABOUT THE SERVICE:** To attain progress in financial stability and impose good relationship with other agencies specially with our local taxpayer

**CLIENT GROUPS:** All individuals

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**HOW TO AVAIL THE SERVICE:**

SERVICES	TRANSACTION TIME	PERSON RESPONSIBLE
1. Receives and checks the water bill receipts	2 minutes	Marivic Sevilla
2. Receives payment and issue official receipts	2 minutes	
3. Posting of payments Issue certification of payments -for water connection -for water reconnection -for water cut-off	2 minutes	Nelson M. Ayag
4. Issue water receipts for transfer fee - Compute delinquency from ledger card - Posting and sending delinquent letters	1 minute 3 minutes 2 minutes	Guillerma Maac
5. Issue queing number for water bill and Real Property Tax - Receives and record request	1 minute	Angelo Masangcay

### LAND TAX DIVISION

**ABOUT THE SERVICE:** To attain progress in financial stability and impose good relationship with other agencies specially with our local taxpayer

**CLIENT GROUPS:** All individuals

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**HOW TO AVAIL THE SERVICE:**

SERVICES	TRANSACTION TIME	PERSON RESPONSIBLE
1. Compute Real Property Tax - Receives the payment and issue Official receipts - Computes delinquency from ledger card - Receives and record request	5 minutes 5 minutes	Felicita Quejano Emelia Quevada Soledad Inocencio Albert Dela Rama

<b>2. Prepares delinquency letter from ledger card</b> - Prepare and issue Tax Clearance - Computes Real Property Tax - Find ledger card - Receives payment and issue official receipts	2-5 minutes 5 minutes 2-5 minutes 2-5 minutes	Arvin V. Vejerano
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------	-------------------

## BUSINESS TAX DIVISION

**ABOUT THE SERVICE:** To attain progress in financial stability and impose good relationship with other agencies specially with our local taxpayer

**CLIENT GROUPS:** All individuals

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**HOW TO AVAIL THE SERVICE:**

SERVICES	TRANSACTION TIME	PERSON RESPONSIBLE
1. Accept payment on business taxes to other taxes such as cemetery, market rental to vendors and issue corresponding receipt.	2-5 minutes	Lanie Mendoza  Myrna Manalo  Preciosa Dedace
2. Post payment on Business Taxes, Market Rentals to Vendor	1 minute	
3. Prepares certification on business taxes	2 – 5 minutes	
4. Prepares delinquencies on business taxes,market rental to vendors	1 – 3 days	
5. Prepares quarterly report on business taxes, fees and charges to economic enterprise to submit it to PTO and BLGF	1 day	Myrna Manalo
6. Collect share of LGU on extraction fees to the PTO and issue official receipts	1 day	
7. Prepares to submit to BIR the updated masterlist of taxpayers as to type of ownership and masterlist of retired business	1 – 2 days	
8. Prepares abstract of trust collection	30mins/ day	Preciosa Dedace
9. Process and prepare Financial Assistance from AICS and Social Fund	1 – 3 minutes	Lanie O. Mendoza



10. Updates logbook of transaction from AICS and Social Fund	1 – 3 minutes	
11. Prepare report of liquidation from AICS and Social Fund	1 – 2 days	
12. Performs other tasks as directed/requested		
13. Assists in preparation and processing of Financial Assistance from AICS and Social Funds	1 – 3 minutes	Nelgine E. Dialde
14. Performs other tasks as directed/requested		
15. Issues official receipts and collects corresponding payments from gravel and sand fees	2 – 5 minutes	Hermogenes Lagrazon Alfredo Palamiano Jr. Magilas Quevada
16. Assissting on issuances of Cash Ticket	1 minute	Eduardo Parungao Danilo Manalo Alejandro Pactor Eddie Tamayo Agripinino Albuen
17. Performs other tasks as directed/requested		
18. Issue official receipts and accept payment on market rentals	2 – 5 minutes	Julianita de Castro Visitation Medina
19. Assissting on issuances of Cash Ticket		Mary Ann Andaya Lolita Coronado Rosella Rodrigo
20. Issue official receipts and accept payment on: - Certification of no new property/real property/no aggregate landholding/aggregate landholding/no improvement - Certified true copy of tax declaration	1 minute	Mildred Aquino
21. Issue official receipts and accept payment on slaughter fees and issue slaughter permit	2 – 5 minutes	Prudencio Tolentino  Rhoderick Atienza
22. Issue certificate of Transfer of Large Cattle	2 – 5 minutes	
23. Issue certificate of ownership of Large Cattle	2 – 5 minutes	
24. Prepares statement of daily collection and remit it to the cashier	1 – 2 minutes	
25. Assissting on issuing of Cash Ticket	1 – 2 minutes	Edgar Bagui Vivian Dalangin
26. Issue Community Tax Certificate	2 – 4 minutes	Elenita Contreras

<p><b>27. Issues official receipts and collects corresponding payments for:</b></p> <ul style="list-style-type: none"> <li>- Birth/Marriage/Death Certificate</li> <li>- No record of Birth/Marriage/Death Certificate</li> <li>- Application for Marriage</li> <li>- Legitimation fee</li> <li>- Solemnization fee</li> <li>- RA 9255/9048 CFN/9048 CCE</li> <li>- Police/Mayor's Clearance</li> <li>- Traffic Violation fee</li> <li>- Certification of no new property/real property/no aggregate landholding/aggregate landholding/no improvement</li> <li>- Certified true copy of tax declaration</li> <li>- Tax/Treasurer's Clearance</li> <li>- Health/Electrical/Building Permit fees</li> <li>- Sports Complex Rental</li> <li>- Illegal fishing</li> <li>- Zoning &amp; Locational Clearance</li> <li>- Alien Registration</li> <li>- Registration/Accreditation of bidding</li> <li>- Purchase of bidding forms</li> <li>- Transfer tax &amp; fee</li> <li>- Accountable forms</li> <li>- Sworn Statement</li> <li>- Franchise of Tricycle</li> <li>- Payment of violation of Municipal Ordinance</li> </ul>	<p>1 minute</p>	<p>Ma. Belen Gaa</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------	----------------------

## GENERAL SERVICE OFFICE

### MAINTENANCE OF CLEANLINESS AND SANITATION OF VARIOUS LGU OFFICES, MUNICIPAL PARK AND CEMETERIES

**ABOUT THE SERVICE:** The General Services Office is in charge of the maintenance of cleanliness and sanitation of various LGU offices, Municipal Park and cemeteries

**CLIENT GROUPS:** All individuals

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 2 hours

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. There is no need for a request,</b> <b>-Offices</b> <b>-Rest Rooms</b> <b>-Municipal Building</b> <b>Surroundings</b> <b>-Municipal Park</b> <b>-Sports Complex</b> <b>-New Cemetery</b>	Continuous maintenance of janitorial services for eight (8) hours	2 hours (routine)	Nicandro Delos Reyes Wilfredo Oblefias Manuel Lopez Rosalie Dimayuga Delia Cantos Marina Mamuyac Rolando Uvero

## BURIAL SERVICES

**ABOUT THE SERVICE:** One of the function of General Services Office is on burial services like preparation of cemetery, and rents of lot on the municipal cemetery

**CLIENT GROUPS:** All individuals

**REQUIREMENTS:** Burial Permit  
Death Certificate

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 15 minutes

**TOTAL FEES:**

Death Certificate	P 20.00
SB Burial Permit	P 20.00
Lots of Niches	P 3000.00

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. Proceed to the Health and Sanitation Office to secure Health Certificate or bring Death Certificate to the GSO.</b>	Receives and review the documents submitted.	10 minutes	Health and Sanitation Personnel
<b>2. Proceed to the Office of Sangguniang Bayan and secure burial permit.</b>	Prepare Burial Permit for Approval.	5 minutes	SB Office Personnel

<b>3. Bring the documents to the Municipal Cemetery Caretaker for lots available.</b> -Lots for ground burial -Lots for niches	Assists clients to the site and shows available lots.		Rosalie Dimayuga Delia Cantos  Marina Mamuyac Rolando Uvero
--------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------	--	-------------------------------------------------------------------------

## ACQUISITION OF SUPPLIES AND MATERIALS

<b>ABOUT THE SERVICE:</b>	The General Services Office is in charge of the acquisition of supplies, equipments and materials to be used by various LGU offices like office equipments, gas, construction materials and others
<b>CLIENT GROUPS:</b>	All individuals
<b>REQUIREMENTS:</b>	Letter request
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	2 days and 1 hour
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1. Submit the Letter Request.	Prepares purchase request of supplies signed by the department head and approved by Chief Executives.	5 minutes	Jose Conrado A. Flores Elmer A. Bustamante Rhona V. Sambile Irene C. Daelo
2. Wait for the result of canvass.	Canvass supplies equipment, materials etc. Requested by department heads.	Two hours depending on items to be canvasses	Jose Conrado A. Flores Elmer A. Bustamante Junwell Abril Jodel De Ramos Rhona V. Sambile Irene C. Daelo
3. Wait for the processing of request.	Prepares vouchers and supporting papers on every transaction.	10 minutes	Jose Conrado A. Flores Elmer A. Bustamante Rhona V. Sambile Irene C. Daelo Gemma Perez
	Signs supporting papers for the preparation of vouchers.	5 minutes per voucher	Rhona Sambile Irene Daelo Gemma Perez Engracia Jader Jodel De Ramos Junwell Abril
	Inspect delivered supplies and materials	1 hour depending on bulk of supplies to be distributed	Jose Conrado A. Flores Elmer A. Bustamante Rhona Sambile Irene Daelo Jodel De Ramos Junwell Abril

<b>4. Wait for the release of supplies requested.</b>	Distributes requested supplies, equipments and materials to the department concerned	1 hour depending on bulk of supplies for distribution	Jose Conrado A. Flores Elmer A. Bustamante Rhona Sambile Irene Daelo Jodel De Ramos Junwell Abril
-------------------------------------------------------	--------------------------------------------------------------------------------------	-------------------------------------------------------	------------------------------------------------------------------------------------------------------------------

## HUMAN RESOURCE MANAGEMENT OFFICE

### RECRUITMENT AND SELECTION PROCESS (APPOINTMENT PREPARATION)

**ABOUT THE SERVICE:** Opportunity for government employment shall be open to all qualified citizens and positive efforts shall be exerted to attract the best qualified to enter the service

**CLIENT GROUPS:** All individuals

**REQUIREMENTS:** -Application letter  
-personal data sheet (PDS)

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 20 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Submit application letter indicating position applied for and on what particular office the position is included.	15 minutes	Reymundo D. Razon Levelyn O. Manalo Dina C. Regulto
2. Wait for a copy of acknowledgement letter.	5 minutes	Reymundo D. Razon Levelyn O. Manalo Dina C. Regulto

### APPLICATION FOR LEAVE

**ABOUT THE SERVICE:** A right granted to employees not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI of Executive Order No. 292

**CLIENT GROUPS:** All MGO Sariaya Employee/s

**REQUIREMENTS:** None

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 4 minutes

**TOTAL FEES/CHARGES:** None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Secure an application Form	1 minute	Levelyn O. Manalo Dina C. Regulto Laila A. Gonzalbo
2. Fill up the application Form and have it signed by the immediate supervisor / Head of Agency	3 minutes	Levelyn O. Manalo Dina C. Regulto

## ISSUANCE OF SERVICE RECORD/CERTIFICATE OF EMPLOYMENT/CLEARANCES

<b>ABOUT THE SERVICE:</b>	It a certification issued by this office presenting a collection of data and history of a person's employment with the Municipal Government of Sariaya
<b>CLIENT GROUPS:</b>	Retired / Resigned / Separated / Active Employees of MGO Sariaya
<b>REQUIREMENTS:</b>	None
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	6 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Fill up the log book provided for the request.	1 minute	Levelyn O. Manalo Dina C. Regulto Laila A. Gonzalbo
2. Wait for the document requested.	5 minutes	Levelyn O. Manalo Dina C. Regulto

## PROCESSING OF RETIREMENT/SEPARATION / TERMINAL LEAVE BENEFITS

<b>ABOUT THE SERVICE:</b>	Terminal Leave benefits are benefits given to regular employees who has accumulated leave credits for the duration of his/her employment with the Local Government Unit
<b>CLIENT GROUPS:</b>	Retired / Resigned / Separated
<b>REQUIREMENTS:</b>	-Clearance -Approved Leave Application -SALN as of the date of separation -Affidavit of Authority to Deduct obligations to LGU -Resignation with acceptance of LCE (if applicable)
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	15 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Client presents all the requirements for evaluation of the HRMO personnel	10 minutes	Levelyn O. Manalo Dina C. Regulto Laila A. Gonzalbo
2. Wait for the acknowledgement receipt of the documents submitted.	5 minutes	Levelyn O. Manalo Dina C. Regulto

## PUBLIC EMPLOYMENT SERVICES OFFICE RECRUITMENT AND ASSISTANCE SERVICE

<b>ABOUT THE SERVICE:</b>	This is a non-fee charging multi-employment service facility or entity established or accredited pursuant to RA No. 8759 (PESO Act of 1999) carrying out full employment and equality of employment opportunities for all
<b>CLIENT GROUPS:</b>	All Qualified Individual
<b>REQUIREMENTS:</b>	Resume
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	10 minutes
<b>TOTAL FEES/CHARGES:</b>	None
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Submit updated resume to the PESO Manager or to its representative for evaluation.	5 minutes	Reymundo D. Razon
2. Giving of information on the vacancies and other job opportunities.	5 minutes	Dina C. Regulto Jann Mari Rabina Maria Shandel Marquez Rodante Perez Jann Mari Rabina Lester William Espineda

## OVERSEAS FILIPINO WORKERS (OFW) HELPDESK

<b>ABOUT THE SERVICE:</b>	This help desk is established at the local level to attend to the problems and concerns of the OFWs and their families, and to provide information on all aspect of overseas employment
<b>CLIENT GROUPS:</b>	All Qualified OFW / OFW Dependent
<b>REQUIREMENTS:</b>	<b>Livelihood Program for Distressed / Undocument SOW</b> -Proof of SOW Membership -Certificate from OWWA as Distressed OFW -Deportation Documents (for Undocumented OFW) -Passport / Seaman's Book / Travel Document / Airline Ticket / Kopya ng Huling Alis at Huling Dating sa Pilipinas -Business Concept -Passport Size Picture <b>OFW Dependent Educational Assistance Program</b> -Assessment form issued by MSWDO -Evaluation of Grades from the School -Certificate of Enrolment -Certificate of Good Moral Character -Proof of relationship to the member (Copy of Birth Certificate of Applicant and of the Member if related as brother / sister duly certified by LCR/PSA) <b>Death Benefit Program</b> -Proof of SOW Membership



- Registered Death Certificate of the SOW Member
- Passport / Seaman's Book/Travel Document / Airline Ticket / Kopya ng Huling Alis sa Pilipinas
- Passport Size Picture of the Beneficiary

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

20 minutes

**TOTAL FEES/CHARGES:**

None

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	TRANSACTION TIME	PERSON RESPONSIBLE
1. Acceptance and assessment of application for Sariaya Overseas Workers (SOW) membership or financial assistance.	10 minutes	Reymundo D. Razon
2. Preparation of voucher and documentation checking for processing.	10 minutes	Reymundo D. Razon

# MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

## PROVISIONS OF AID TO INDIVIDUALS IN CRISIS SITUATION ( AICS )

**ABOUT THE SERVICE:** The Municipal Social Welfare & Development Office (MSWDO) extends emergency financial assistance and referrals to hospitals, charitable institutions and other agencies to indigent individuals and families. This service covers burial and medical assistance

**CLIENT GROUPS:** Sariayahin/s

**SERVICE SCHEDULE:** Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:** 30 minutes

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1.Client shall submit the appropriate documentary requirements:</b> <b>For Medical Assistance:</b> <b>a.Certificate of Indigency</b> <b>b.Medical Abstract or</b> <b>c.Doctor's Prescription</b>  <b>For Burial Assistance:</b> <b>a.Certificate of Indigency</b> <b>b.Death Certificate</b>	Check the completeness of appropriate requirements.  Interview client and accomplish the AICS form to enable client to avail of the assistance requested.	15 minutes	Ruthchille C. Biscocho  Rassel M. Dimacali
<b>2. Client shall submit her/himself to an interview and provide all the necessary information and cooperation during the interview.</b>	Review attachments and sign for approval the AICS Form	5 minutes	Claire D. Obnial
<b>3. Client will receive/claim assistance</b>	1. Provide assistance:  <i>For burial and medical/financial assistance:</i>  Prepares disbursement voucher and refers client to the Municipal Treasury for the release of financial assistance.	10 minutes	Jovelyn V. Roxas
	<b>a. For referrals:</b>  Prepares the necessary papers and forward to the		Ruthchille C. Biscocho

	individual/ agencies concerned for funding and releases of assistance.		
--	---------------------------------------------------------------------------------------	--	--

## PROVISION OF SOCIAL CASE STUDY REPORT

<b>ABOUT THE SERVICE:</b>	Social case study required charitable institutions, government hospitals and non-government organizations that provide services to indigent clients and patients
<b>CLIENT GROUPS:</b>	Sariayahin/s
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	1 hour and 34 minutes
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1.State the purpose of the visit</b>	Advise client of the needed requirements	2 minutes	Victoria D. Idea
<b>2.Submit to an interview and provide the necessary and pertinent information</b>	Conducts interview and determines if the case requires a home visit for further validation.	20 minutes	Ruthchille C. Biscocho Rassel M. Dimacali
<b>3a. If home visit is not necessary, wait for the preparation of the social case study report.</b>  <b>Secure a copy of the case study for presentation to the agency concerned.</b>	If home visit is not necessary, prepares the Case Study Report. Provides the client a copy.	1 hour	Ruthchille C. Biscocho Rassel M. Dimacali Claire D. Obnial
<b>4a. If home visit is necessary, provide a sketch of the location of your house and take note of the schedule.</b>	Schedules the home visit with the client.	2 minutes	Ruthchille C. Biscocho Rassel M. Dimacali Claire D. Obnial
<b>4b.Extends the necessary assistance during the home visit.</b>	Visits the residence to check client's status and to further determine condition. Advises the client of the schedule of release of the Social Case Study Report.		Ruthchille C. Biscocho Rassel M. Dimacali Claire D. Obnial

<b>5. Proceed to the MSWDO on the schedule date of release to secure social case study report. Sign logbook.</b>	Release case study	10 minutes	Ruthchille C. Biscocho Rassel M. Dimacali Claire D. Obnial
------------------------------------------------------------------------------------------------------------------	--------------------	------------	------------------------------------------------------------------

### PROVISION OF CERTIFICATE OF INDIGENCY

<b>ABOUT THE SERVICE:</b>	A certificate of indigency is required to avail of the services of charitable institutions, government offices and non-government organizations and institution
<b>CLIENT GROUPS:</b>	Sariayahin/s
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	25 minutes
<b>HOW TO AVAIL THE SERVICE:</b>	

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
1.State the purpose of the visit and take note of the details in the service briefing	Briefs clients on the service and its requirement.	5 minutes	Jovelyn V. Roxas
2.Submit to an interview and provide the following requirement: a.Brgy. Certificate of Indigency b.Certification from Municipal Assessor's Office that the party concerned does not own real property.	Conducts interview	10 minutes	Jovelyn V. Roxas
3. Wait while the MSWDO Staff prepares Certificate of Indigency.	Prepares Certificate of Indigency	5 minutes	Jovelyn V. Roxas
	Review and sign the Certificate of Indigency	3 minutes	Claire D. Obnial
4. Secure the Certificate of Indigency and sign the logbook. Submit the same to the agency concerned.	Issue Certificate of Indigency	2 minutes	Claire D. Obnial

### PROVISION OF SOLO PARENT IDENTIFICATION CARD

<b>ABOUT THE SERVICE:</b>	The Municipal Social Welfare and Development Office (MSWDO) is the lead agency in the implementation of R.A. 8972 or The Solo Parent Welfare Act and are tasked to issue the Solo Parent ID. Holders of a Solo Parent ID Card are entitled to programs and services offered by various government agencies
<b>CLIENT GROUPS:</b>	Sariayahin/s
<b>SERVICE SCHEDULE:</b>	Monday-Friday (8:00AM – 5:00PM)
<b>TOTAL TRANSACTION TIME:</b>	57 minutes

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.State the purpose of the visit and take note of the details in the service briefing</b>	Briefs clients on the service and its requirement.	5 minutes	Evelyn C. Atienza Ma. Lina Q. Alcala
<b>2. Submit to an interview and provide a sketch of residence for home visit/ monitoring. Take note of schedule of home visit.</b>	Conducts an interview and schedule home visit with the client	20 minutes	Ruthchille C. Biscocho  Rassel M. Dimacali
<b>3. Extends the necessary assistance during the home visit. Take note of the schedule release of Solo Parent ID</b>	Conducts home visit to assess condition. Advises schedule of release of the Solo Parent ID.	30 minutes	
<b>4. Proceed to the MSWDO on the scheduled date of release and secure the Solo Parent Identification. Sign logbook.</b>	Release Solo Parent ID.	2 minutes	Evelyn C. Atienza Ma. Lina Q. Alcala

**PROVISION OF PWD IDENTIFICATION CARD****ABOUT THE SERVICE:**

The Municipal Social Welfare and Development Office (MSWDO) is the lead agency in the implementation of RA 7277 o MAGNA CARTA FOR DISABLED PERSONS and are tasked to issue the PWS ID. Holders of a PWD ID Card are entitled to programs and services offered by various government and private agencies

**CLIENT GROUPS:**

Sariayahin/s

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

24 minutes

**HOW TO AVAIL THE SERVICE:**

<b>STEPS INVOLVED</b>	<b>ACTION OF THE PROVIDER</b>	<b>TRANSACTION TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.State the purpose of the visit and take note of the details in the service briefing</b>	Briefs clients on the service and its requirement.	5 minutes	Evelyn C. Atienza Ma. Lina Q. Alcala
<b>2.Submit to an interview and provide the following requirement: a.Medical Certificate which states the type of disability.</b>	Request for medical certificate indicating the type of disability. Interview client	15 minutes	Evelyn C. Atienza Ma. Lina Q. Alcala
<b>3. Take note of the scheduled release of PWD ID</b>	Advises schedule of release of the PWD ID.	2 minutes	

<b>4. Proceed to the MSWDO on the scheduled date of release and secure the PWD Identification card. Sign logbook.</b>	Release PWD ID.	2 minutes	Evelyn C. Atienza Ma. Lina Q. Alcala
-----------------------------------------------------------------------------------------------------------------------	-----------------	-----------	-----------------------------------------

### PROVISION OF SENIOR CITIZEN IDENTIFICATION CARD

**ABOUT THE SERVICE:**

The Municipal Social Welfare and Development Office (MSWDO) provides Senior Citizen ID Card as mandated by R.A. 7432, otherwise known as Magna Carta for the Elderly, an act to maximize the contribution of senior citizens to nation building. Holders of a Senior Citizen ID Card are entitled to programs and services offered by various government and private agencies

**CLIENT GROUPS:**

Sariayahin/s

**SERVICE SCHEDULE:**

Monday-Friday (8:00AM – 5:00PM)

**TOTAL TRANSACTION TIME:**

44 minutes

**HOW TO AVAIL THE SERVICE:**

STEPS INVOLVED	ACTION OF THE PROVIDER	TRANSACTION TIME	PERSON RESPONSIBLE
<b>1. State the purpose of the visit and take note of the details in the service briefing.</b>	Briefs clients on the service and its requirement.	5 minutes	Evelyn C. Atienza Ma. Lina Q. Alcala
<b>2. Submit to an interview and provide the following requirement: a. Birth Certificate</b>	Assist client in filing up personal information form	15 minutes	
<b>3. Take note of the scheduled release of Senior Citizen ID</b>	Advises schedule of release of the Senior Citizen ID.	2 minutes	
	-Preparation of Identification Card -Secure signature of OSCA President and Local Chief Executive	20 minutes	
<b>4. Proceed to the MSWDO on the scheduled date of release and secure the Senior Citizen Identification card. Sign logbook.</b>	Release of ID.	2 minutes	