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LOCAL GOVERNMENT UNIT OF URBIZTONDO

CITIZEN'S CHARTER

2022 (1st Edition)

II. First Page



LOCAL GOVERNMENT UNIT OF URBIZTONDO

CITIZEN'S CHARTER

2022 (1st Edition)

III. Agency Profile

I. Mandate:

The Local Government Unit of Urbiztondo, Pangasinan shall serve primarily as a general-purpose government for the coordination and delivery of basic, regular and direct services for the inhabitants through effective governance as mandated by the Local Government of Code of 1991.



II. Vision:

“Makabago, Malaya at Organisadong Bayan ng Urbiztondo”

III. Mission:

“Gampanan ang isang makabago at progresibong pamayanan, itaas ang antas ng ekonomiya at pagnenegosyo, at isang agro-industriyal na naaangkop sa lahat; ligtas na bayan na may magigiliw na mamamayan, at isang gobyerno at mga kawani ng pamahalaan na tapat, at may pananagutan at higit sa lahat tumutugon sa mga pangangailangan ng kanyang nasasakupan at makamit ang ikalawang antas ng klasipikasyon sa taong 2025”

IV. Service Pledge:

We, the Officials and Employees of the Municipality of Urbiztondo, Pangasinan, do hereby swear and pledge to deliver excellent public service, maintain integrity, honesty, and responsibility, take appropriate measures to promote transparency in each office, eliminate occasions for red tape and expedite business and non-business transactions in the agency.

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VI. Service Specification

1. Issuance of Business Permits (For New Businesses)

Any individual who shall establish, operate or conduct any business, trade, or activity shall first obtain a Mayor's Permit and pay corresponding business tax to the Business One Stop Shop (BOSS)

Office or Division:	Business One Stop Shop (BOSS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Individuals who want to establish New Businesses in the vicinity of the Municipality of Urbiztondo



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate (Cedula)		Business One Stop Shop (BOSS)		
2. DTI Registration for Single Proprietor (2 photocopies)		Department of Trade and Industry		
3. SEC Registration for Corporation (2 photocopies)		Securities and Exchange Commission		
4. Barangay Clearance (2 Photocopy)		Barangay Hall		
5. Occupancy Permit		Engineering Office		
6. Zoning Clearance		Municipal Planning and Development Office		
7. Contract of Lease (if renting) 1 photocopy		Client		
8. Sanitary Clearance (Health Certificate for Food Handlers) (2 Photocopy)		Municipal Health Office		
9. Fire Safety Inspector's Clearance (2 Photocopy)		Bureau of Fire Protection		
10. Market Supervisor's Clearance for Business within the Public Market (1 photocopy)		Public Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and File the duly accomplished Unified Application Form issued by Business	1. Receive the required documents and check for completeness	None	3 minutes	<i>BPLO Designate</i> Business One Stop Shop
Permit Licensing Officer (BPLO) for assessment				



<p>2. Process the required documents for:</p> <p>a. Sanitation Inspection b. Fire Safety Inspection c. Sanitary Clearance d. Building Inspection</p>	<p>2. Return the Unified Application Form with complete requirements to the Applicant</p> <p>2.1 Assess and compute the corresponding amount to be paid and issue an Order of Payment</p>	<p>None</p>	<p>5 minutes</p>	<p><i>BPLO Designate</i> Business One Stop Shop</p> <p><i>Sanitation Inspector</i> Municipal Health Office</p> <p><i>Fire Marshal</i> Bureau of Fire Protection</p> <p><i>Municipal Health Officer</i> Municipal Health Office</p> <p><i>Municipal Engineer</i> Office of the Municipal Engineer</p>
<p>3. Pay the corresponding amount based on the issued Order of Payment to the BOSS and secure the Official Receipt</p>	<p>3. Accept payment and Issue an Official Receipt</p> <p>3.1 Process the Business Permit</p>	<p>Depending on the Initial Business Capitalization</p>	<p>10 minutes</p>	<p><i>BPLO Designate</i> Business One Stop Shop</p> <p><i>Rev. Collection Clerk III,</i> <i>Administrative Aide III</i> Municipal Treasurer's Office</p>
<p>4. Present the Official Receipt together with the required documents and Claim the Business Permit, Business Plate, and Sticker</p>	<p>4. Issue the Business Permit, Business Plate, and Sticker</p>	<p>None</p>	<p>3 minutes</p>	<p><i>BPLO Designate</i> Business One Stop Shop</p>
<p style="text-align: right;">TOTAL:</p>		<p>Depending on Initial Business Capitalization</p>	<p>21 minutes</p>	

2. Issuance of Business Permits (For Renewal)

All individuals who already established or operating any business, trade, or activity shall first renew his/her Mayor's Permit and pay the corresponding business tax to the BOSS.



Office or Division:	Business One Stop Shop (BOSS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Individuals with Old Businesses within the vicinity of Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate (Cedula)		Municipal Treasurer's Office (MTO)		
2. Sanitary Clearance (Health Certificate for Food Handlers) (2 Photocopy)		Municipal Health Office		
3. Barangay Clearance (2 Photocopy)		Barangay Hall		
4. Fire Safety Inspector's Clearance (2 Photocopy)		Bureau of Fire Protection		
5. Market Supervisor's Clearance for Business within the Public Market (1 photocopy)		Public Market Office		
6. Occupancy Permit		Engineering Office		
7. Zoning Clearance		Municipal Planning and Development Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Old Business Permit and submit the duly accomplished Unified Application Form issued by BPLO for assessment	1. Receive the Old Business Permit with the required documents and check for completeness	None	3 minutes	<i>BPLO Designate</i> Business One Stop Shop



<p>2. Process the required documents for:</p> <p>a. Sanitation Inspection b. Sanitary Clearance c. Fire Safety Inspection d. Building Inspection</p>	<p>2. Return the Unified Application Form with complete requirements to the Applicant</p> <p>2.1 Assess and compute the corresponding amount to be paid and issue an Order of Payment</p>	<p>None</p>	<p>5 minutes</p>	<p><i>BPLO Designate</i> Business One Stop Shop</p> <p><i>Sanitation Inspector</i> Municipal Health Office</p> <p><i>Fire Marshal</i> Bureau of Fire Protection</p> <p><i>Municipal Health Officer</i> Municipal Health Office</p> <p><i>Municipal Engineer</i> Office of the Municipal Engineer</p>
<p>2. Pay the corresponding amount based on the issued Order of Payment to the BOSS</p>	<p>2. Accept payment and Issue an Official Receipt</p> <p>2.1 Process the Permit</p>	<p>Depend on Gross Sales</p>	<p>10 minutes</p>	<p><i>BPLO Designate</i> Business One Stop Shop</p> <p><i>Rev. Collection Clerk III</i> <i>Administrative Aide III</i> Municipal Treasurer's Office</p>
<p>3. Claim the Business Permit, Business Plate, and Sticker</p>	<p>3. Issue the Business Permit, Business Plate, and Sticker</p>	<p>None</p>	<p>3 minutes</p>	<p><i>BPLO Designate</i> Business One Stop Shop</p>
TOTAL:		<p>Depend on Gross Sales</p>	<p>21 minutes</p>	

3. Issuance of Business Permits (For Big Businesses)

Any individual who shall establish or operate big businesses or corporations shall first obtain a Mayor's Permit and pay the corresponding Business Tax to the BOSS.

Office or Division:	Business One Stop Shop (BOSS)
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Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Individuals with Big Businesses/Corporations within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate (Cedula)		Municipal Treasurer's Office		
2. DTI Registration for single Proprietor (1 photocopy)		Negosyo Center, Department of Trade and Industry		
3. SEC Registration for Corporation (1) photocopy		Securities and Exchange Commission		
4. Occupancy permit		Engineering Office		
5. Zoning Clearance		Municipal Planning and Development Office		
6. Contract of Lease (if renting) 1 photocopy		Business Owner		
7. Barangay Clearance for Business Permit purposes (1 photocopy) except those already issued an occupancy permit		Barangay where the business is located		
8. Fire Safety Inspector's Clearance (2 Photocopy)		Bureau of Fire Protection		
9. Business Capitalization (Stated in the Unified Business Application Form for business)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and File the duly accomplished Unified Application Form issued by BPLO for assessment	1. Receive the required documents and check for completeness	None	3 minutes	<i>BPLO</i> Designate Business One Stop Shop



<p>2. Process the required documents for:</p> <p>a. Sanitation Inspection b. Fire Safety Inspection c. Building Inspection d. Zoning Clearance</p>	<p>2. Return the Unified Application Form with complete requirements to the Applicant</p> <p>2.1 Assess and compute the corresponding amount to be paid and issue an Order of Payment</p>	<p>None</p>	<p>20 days</p>	<p><i>BPLO Designate</i> Business One Stop Shop</p> <p><i>Sanitation Inspector</i> Municipal Health Office</p> <p><i>Fire Marshal</i> Bureau of Fire Protection</p> <p><i>Municipal Engineer</i> Office of the Municipal Engineer</p> <p><i>Municipal Planning and Development Coordinator</i> MPDC</p>
<p>3. Submit the documents with complete requirements to the BOSS and pay the corresponding amount based on the issued Order of Payment</p>	<p>3. Accept payment and Issue an Official Receipt</p> <p>3.1 Process the Business Permit</p>	<p>Depend on Initial Business Capitalization or Gross Sales/Receipts</p>	<p>10 minutes</p>	<p><i>BPLO Designate</i> BOSS</p> <p><i>Rev. Collection Clerk III,</i> <i>Administrative Aide III</i> Municipal Treasurer's Office</p>
<p>4. Claim the Business Permit, Business Plate, and Sticker</p>	<p>4. Issue the Business Permit, Business Plate, and Sticker</p>	<p>None</p>	<p>3 minutes</p>	<p><i>BPLO Designate</i> BOSS</p>
<p>TOTAL:</p>		<p>Depend on Gross Sales/Receipts</p>	<p>20 days & 16 minutes</p>	

4. Issuance of Checks

All Disbursement Vouchers above Five Thousand (Php 5,000) must be paid on a check basis.

Office or Division:	Municipal Treasurer's Office (MTO)
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Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Individuals with Official Business Transactions with the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher with Check		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Mayor's Office and Accounting Office and present the Check Disbursement Voucher for signature by the Mayor and secure the Accountant's Advice	1. Affix signature on the check 1.1 Prepare Accountant's advice	None	5 minutes	<i>Local Chief Executive</i> Mayor's Office <i>Municipal Accountant</i> Accounting Office
2. Proceed to MTO and show the approved and signed Check Disbursement Voucher	2. Record the nature of the transaction in the Log Book: a. Full name of claimant b. Date issued c. Check No. d. Amount of Check	None	5 minutes	<i>Rev. Collection Clerk II</i> Municipal Treasurer's Office
3. Receive the check and sign in to the Client Logbook	3. Affix signature and release the check	None	2 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
TOTAL:		None	12 minutes	

5. Issuance of Community Tax Certificate (Cedula)

A Community Tax Certificate (Cedula) is a document issued to every person or corporation in lieu of a residence tax which is levied annually by the municipality.

Office or Division:	Municipal Treasurer's Office (MTO)
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Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Clients above 18 years old or below if necessary			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card if available		Client		
2. Old CTC if available		Client		
3. Barangay Clearance if no available ID		Respective Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client should present his/her Identification Card (ID) if available, if none then provide Personal Information (Windows 1, 2 & 3)	1. Interview the client and fill up the information indicated in the CTC.	None	2 minutes	<i>Administrative Aide I Administrative Aide III Rev. Collection Clerk II Municipal Treasurer's Office</i>
2. Pay the required fees of the CTC and affix signature and right thumb mark on the CTC Form	2. Compute the Tax Due 2.1 Accept the payment and sign the CTC on behalf of the Municipal Treasurer	A. Basic CT PHP 5 B. Add'l. CT not to exceed PHP 5,000 1. Earnings from business PHP1 for every PHP 1,000	2 minutes	<i>Administrative Aide I Administrative Aide III Rev. Collection Clerk II Municipal Treasurer's Office</i>



		2. Salaries PHP 1 for every PHP1,000 3. Income for Real Property PHP 1 for every PHP 1,000		
3.1 Claim the original copy of the CTC	3. Issue the original copy of the CTC	None	1 minute	<i>Administrative Aide I Administrative Aide III Rev. Collection Clerk II Municipal Treasurer's Office</i>
TOTAL:		Basic PHP 5 Earnings PHP 1 for every PHP 1,000	5 minutes	

6. Payment of Certificate of Birth, Marriage, and Death

The Certificate of Birth, Marriage, and Death are issued to individuals/residents needing these documents for legal or legitimate purposes.

Office or Division:	Municipal Treasurer's Office (MTO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Residents of Urbiztondo 18 years old and above
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Certification from the Local Civil Registrar	Local Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client should proceed to the Municipal Civil Registrar's Office (MCR) and request for the needed document and secure an Order of Payment	1. Verify the requested document	None	5 minutes	<i>Administrative Aide I</i> Municipal Civil Registrar
2. Proceed to MTO and pay the required fees (Windows 1,2 & 3)	2. Accept the payment and issue an Official Receipt	Birth Certificate fee - PHP 50 Verification fee PHP 20 Documentary Stamp - PHP 30 Marriage Certificate fee - PHP 50 Verification fee - PHP 20	2 minutes	<i>Administrative Aide I</i> <i>Administrative Aide III</i> <i>Rev. Collection Clerk II</i> Municipal Treasurer's Office



		Documentary Stamp - PHP 30 Death Certificate fee - PHP 70 Documentary Stamp - PHP 30		
3. Go back to MCR Office and claim the (Birth, Marriage and Death) Certificate	3. Process the requested document	None	5 minutes	<i>Municipal Civil Registry Staff Municipal Civil Registrar's Office</i>
4. Wait for the release of requested document	4. Release the requested document	None	2 minutes	<i>Municipal Civil Registrar Municipal Civil Registrar's Office</i>
TOTAL:		PHP 100/certificate	14 minutes	

7. Payment for Police Clearance Fee

Police clearance is an official document issued by the PNP to individuals who have no criminal record.

Office or Division:	Municipal Treasurer's Office (MTO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Individuals residing in the Municipality of Urbiztondo of legal age
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Cedula	Municipal Treasurer's Office
2. Barangay Clearance	Respective Barangay



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure CTC and Official Receipt from the Municipal Treasurer's Office and pay the required fees (Windows 1,2 & 3)	1. Accept the payment & Issue Official Receipt	Local: Purposes - PHP 150 Doc Stamp PHP 30 Abroad: PHP 200 Doc Stamp PHP 30	3 minutes	Rev. Collection Clerk II Administrative Aide III Administrative Aide I Municipal Treasurer's Office
2. Proceed to Police Station and present the required documents	2. Check the documents presented 2.1 Process the request	None	10 minutes	<i>PNP Personnel</i> Philippine National Police
3. Claim the Police Clearance Certificate	3. Issue the Police Clearance	None	1 minute	<i>PNP Personnel</i> Philippine National Police
TOTAL:		Local Police Clearance fee – PHP 180 For Abroad – PHP 230	14 minutes	



8. Payment of Professional Tax

Professional Tax is a tax collected from a Professional Individual residing in the Municipality of Urbiztondo in the practice of his/her profession.

Office or Division:	Municipal Treasurer's Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	PRC License/Professional individuals who are residents of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PRC License		Client		
2. ROLL number for BAR Passer		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the PRC license to the Municipal Treasurer's Office (Windows 1, 2 & 3)	1. Check the PRC License	None	1 minute	Rev. Collection Clerk II Administrative Aide III Administrative Aide I Municipal Treasurer's Office
2. Pay the required fees and secure an Official Receipt	2. Accept the payment and issue an Official Receipt	PHP 300	1 minute	Rev. Collection Clerk II Administrative Aide III Administrative Aide I Municipal Treasurer's Office
TOTAL:		PHP 300	2 minutes	

9. Issuance of Motorized Tricycle Operator's Permit (MTOPT)

All motorized tricycles operating in the Municipality of Urbiztondo, Pangasinan must apply for a permit to operate, which has to be renewed annually (January). Failure to renew would mean cancellation of the permit.

Office or Division:	Municipal Treasurer's Office (MTO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens



Who may avail:	Individuals 18 years old and above who want to avail Permit to operate a Motorcycle within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Motorcycle unit		Owner of the Motorcycle		
Official Receipt (O.R.) and Certificate of Registration (CR) (1 photocopy) If installment a certification from the Company where he purchased the Motorcycle		Land Transportation Office (LTO) Respective Company		
Deed of Sale of motorcycle if the applicant is not the owner (1 photocopy)		Applicant		
Barangay Clearance if the applicant's address in the O.R. is not in Urbiztondo to show proof of residency		Barangay where the applicant resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client Logbook in the Municipal Treasurer's Office, state the purpose and submit the required documents	1. Give the Logbook to the Client 1.1 Receive the required documents and check for completeness 1.2 Issue the Order of Payment	None	3 minutes	<i>Administrative Aide I</i> <i>Administrative Aide III</i> <i>Rev. Collection Clerk II</i> Municipal Treasurer's Office
2. Proceed to Sangguniang Bayan and show the Motorcycle unit for inspection	2. Inspect the Motorcycle Unit	None	5 minutes	<i>Administrative Assistant VI</i> Office of the Sangguniang Bayan



3. Pay the required fees and secure the Official Receipt (Windows 1, 2 & 3)	3. Accept the payment and issue an Official Receipt	Mayor's Permit fee - PHP 200 Filling fee - PHP 75 Sticker fee - PHP 50	3 minutes	<i>Administrative Aide I</i> <i>Administrative Aide III</i> <i>Rev. Collection Clerk II</i> Municipal Treasurer's Office
3. Wait for the release of MTOP Permit	3. Issue the Mayor's Permit and Sticker	None	2 minutes	<i>Administrative Aide I</i> <i>Administrative Aide III</i> <i>Rev. Collection Clerk II</i> Municipal Treasurer's Office
TOTAL:		PHP 325	13 minutes	



10. Payment of Real Property Tax

All Individuals as assessed by the Municipal Assessor who own Land or Property, Equipment & Machinery in the vicinity of the Municipality of Urbiztondo are obliged to pay the Real Property Tax. The tax is based on the Real Property Tax Order of Payment (RPTOP) issued by the Municipal Assessor.

Office or Division:	Municipal Treasurer's Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Real Property Owners in the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous RPT Official Receipt		Municipal Treasurer's Office		
2. RPTOP		Municipal Assessor Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client should proceed to Municipal Assessor's Office to secure RPTOP and present it to Municipal Treasurer's Office (Windows 4,5 and 6)	1. Verify and assess the Land Area or Property and issue RPTOP	None	5 minutes	<i>Public Service Foremen Administrative Aide III Local Assessment Operation Officer Municipal Assessor Municipal Assessor's Office</i>
2. Proceed to Municipal Treasurer's Office and present RPTOP (Windows 4,5 & 6)	2. Compute the Real Property Tax due based on the RPTOP	AV x 2 (Basic & SEF) Less: 20 % Discount if updated AV x 2 x No. of years x 2 % penalty in every month if delinquent	5 minutes	<i>Rev. Collection Clerk III Administrative Aide VI Administrative Aide IV Administrative Aide III Administrative Aide I Municipal Treasurer's Office</i>



3. Pay the tax due based on the RPTOP issued and secure the Official Receipt	3. Accept the payment and issue an Official Receipt	Depends on the assessment of the Land Area/Property	2 minutes	<i>Rev. Collection Clerk III Administrative Aide VI Administrative Aide IV Administrative Aide III Administrative Aide I Municipal Treasurer's Office</i>
TOTAL:		Depends on the assessment of the Land Area/Property	12 minutes	



11. Payment of Certification and Transfer of Ownership on Large Cattle

All Individuals who own a Large Cattle in the Municipality of Urbiztondo must secure a Certificate of Ownership and Transfer of Ownership to determine the legitimacy/legality of the Ownership.

Office or Division:	Municipal Treasurer's Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Individuals who own a Large Cattles within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Respective Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client should proceed to the Municipal Treasurer's Office and inform the age of the Cattle to the Treasury Staff and secure an Order of Payment	1. Interview the Client regarding the age of the Cattle 1.1 Issue the Order of Payment 1.2 Process the document	None	5 minutes	<i>Administrative Aide I</i> Municipal Treasurer's Office
2. Pay the required fees (Window 1)	2 Accept the payment and issue an Official Receipt	Cert. of Ownership - PHP 60 Doc. Stamp - PHP 30 Transfer of Ownership - PHP 80 Doc. Stamp - PHP 30	2 minutes	<i>Administrative Aide I</i> Municipal Treasurer's Office
3. Claim the Certificate of Ownership	3. Release the Certificate of Ownership	None	1 minute	<i>Administrative Aide I</i> Municipal Treasurer's Office



TOTAL:	Ownership - PHP 90 Transfer - PHP 110	8 minutes	
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12. Payment of Fine/Penalty for Traffic Violation

No. 6, 1-05. Individuals who violate traffic rules are obliged to pay the penalty imposed by the Sangguniang Bayan under SB Ordinance.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Violators on Traffic Rules of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citation Ticket issued by Police Officer		Urbiztondo Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Traffic Violation Citation Ticket to the Treasurer's Office	1. Receive the Traffic Violation Citation Ticket	None	1 minute	<i>Rev. Collection Clerk II Administrative Aide III Administrative Aide I Municipal Treasurer's Office</i>
2. Pay the corresponding amount based on the violation	2. Accept the payment & issue Official Receipt	Driving w/o License - PHP 500 Driving Minor Age - PHP 500 Overloading - PHP 500 Anti-Muffler - PHP 500 No Registration of vehicle - PHP 100	2 minutes	<i>Rev. Collection Clerk II Administrative Aide III Administrative Aide I Municipal Treasurer's Office</i>



3. Receive the Official Receipt then proceed to the Local Police Station	3. Release the vehicle impounded	None	5 minutes	<i>Police Officer Local Police Station</i>
Total:		Every traffic violation – PHP 500 No registration – P 100	8 minutes	



13. Payment for Rent of Venue and Permit for Tarpaulin/Banner and Motorcade/Parade

These permits are issued to clients who want to rent a venue or a motorcade/parade or for the posting of tarpaulins/ Banner to a particular place owned by the Municipality of Urbiztondo.

Office or Division:	Municipal Treasurer's Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Clients who want to conduct activities within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Streamer Permit, Motorcade/Parade Permit, Rent of Venue		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook and state the request or purpose	1. Give the Logbook to the Client	None	2 minutes	<i>Rev. Collection Clerk II Administrative Aide III Municipal Treasurer's Office</i>
2. Submit the request letter to MTO (Window 3)	2. Receive the request letter 2.1 Issue Order of Payment	None	2 minutes	<i>Rev. Collection Clerk II Administrative Aide III Municipal Treasurer's Office</i>
3. Pay the required fees and secure an Official Receipt (Window 3)	3. Accept the payment and issue an Official Receipt	Motorcade Permit - PHP 300 Streamer Tarpaulin - PHP150/ piece	2 minutes	<i>Rev. Collection Clerk II Administrative Aide III Municipal Treasurer's Office</i>



3. Proceed to Mayor's Office and claim the Mayor's Permit	3. Process the requested permit 3.1 Issue the Mayor's Permit signed by the LCE	None	5 minutes	<i>Administrative Aide /</i> Office of the Municipal Mayor
TOTAL:		Motorcade - PHP 300 Streamer - PHP 150	11 minutes	



II. Office of the Municipal Assessor External Services

- A. Paggawad ng karapatang mailipat ang pagmamay-ari, pagtatalaga at pagpapahayag ng isang bagong ari-arian.
- B. Paggawad ng sertepikadong tunay na kopya ng tax declaration, katibayan ng improvement at non- improvement ng property holdings at iba pang kaugnay ng mga katibayan.



1. Paggawad ng karapatang mailipat ang pagmamay-ari, pagtatalaga at paghahayag ng isang bagong ari-arian.

Matutulungan ng Assessor's Office ang mamamayan na nagnanais na magkaroon ng legal na proseso at kasulatan sa paglilipat, pagtatalaga at paghahayag ng isang bagong ari-arian sa kanyang pangalan.

Office or Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Individuals/Residents within the vicinity of the Municipality of Urbiztondo
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Nai-update na buwis ng lupa	Office of the Municipal Assessor
Kopya ng Titulo (kung ang pag-aari ay Natituloan) (Certified True Photocopy)	Registry of Deeds, Lingayen, Pangasinan
Kopya ng CAR (Certificate Authorizing Registration)	Bureau of Internal Revenue, Calasiao, Pangasinan
Kopya ng Deed of Conveyance Mga halimbawa: a. Deed of sale, extra-judicial partition b. Deed of donation, deed of Self-adjudication, or c. Deed of quitclaim duly Registered	A lawyer who notarized the document
Residence Certificate of Owner or Authorized Representative	Client
Sale tax or transfer tax	Provincial Treasurer's Office, Lingayen
Letter of request for re-assessment	Client

CLEINT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipakita ang tax declaration kasama ng mga sumusuportang dokumento	1. Kukumpirmahin ang tax declaration gamit ang real property tax assessment sa computer	None	7 minuto	<i>Administrative Aide III</i> Municipal Assessor's Office
2. Magpakita ng ebidensiya na ito ay iyong pagmamay-ari	2. Sisiyasatin at susuriin kung ang mga dokumentong ipinakita ay kumpleto at may bias	None	7 minuto	<i>Administrative Aide III</i> Municipal Assessor's Office
3. Tutungo sa Treasurer's Office para sa pagbayad ng land tax at iba pang bayarin	3. Ihahanda ang tax declration at pakikisuyuan ang kliyente na kung maaari maghintay	Certification fee – PHP 50 Documentary stamp - PHP 30	3 minuto	<i>Administrative Aide III</i> Municipal Assessor's Office
4. kukunin ang resibo	4. Kukunin ang bayad at bibigyan ng resibo	None	5 minuto	<i>Rev. Collection Clerk III</i> <i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>Administrative Aide III</i> <i>Administrative Aide I</i> Municipal Treasurer's Office
5. Lalagdaan ang tax declaration at humiling ng wastong dokumentasyon	5. Tatanggapin at ibibigay ito sa municipal assessor para sa pagsangayon	None	3 minuto	<i>Administrative Aide III</i> Municipal Assessor's Office



6. Matatanggap ang pangatlong kopya ng hiniling na tax declaration	6.Ibibigay ang pangatlong kopya ng tax declaration	None	3 minuto	<i>Municipal Assessor</i> Municipal Assessor's Office
TOTAL:		PHP 80	28 minuto	



2. Paggawad ng sertipikadong tunay na kopya ng tax declaration, katibayan ng Improvement at non-improvement ng property holdings at iba pang kaugnay na mga katibayan.

Ang Assessor's Office ay handing maggawad ng tunay na kopya ng tax declaration at katibayan ng improvement at non-improvement ng property holdings at iba pang mga katibayan na may kaugnayan dito.

Office or Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Individuals/Residents within the vicinity of the Municipality of Urbiztondo
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Nai-update na buwis ng lupa	Office of the Municipal Assessor
Kopya ng Titulo (kung ang pag-aari ay Natituloan)	Client
Kopya ng CAR (Certificate Authorizing Registration)	Client
Kopya ng Deed of Conveyance Mga halimbawa: a. Deed of sale, Extra judicial partition b. Deed of donation, Deed of Self-adjudication, or c. Deed of quitclaim duly registered	Client
Residence Certificate of Owner or Authorized Representative	Client
Sale tax or Transfer tax	Client
Letter of request for re-assessment	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipakita ng tax declaration kasama ng mga sumusuportang dokumento	1. Kukumpirmahin ang tax declaration gamit ang rpa's sa computer 1.1 Ihahanda ang tax declaration at ang iba pang mga dokumento na hiniling ng kliyente na kung maaari ay maghintay	None	8 minuto	<i>Administrative III</i> Municipal Assessor's Office
2. Tutungo sa Treasurer's Office para sa pagbabayad ng land tax at iba pang bayarin	2. Matatanggap ang opisyal na resibo at isama dito ang naihandang tax declaration.	Certification fee - PHP 50 Documentary Stamp - PHP 30	7 minuto	<i>Rev. Collection Clerk III</i> <i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>Administrative Aide III</i> <i>Administrative Aide I</i> Municipal Treasurer's Office
3. Matatanggap ang hiniling na tax declaration o sertipikasyon na napirmahan ng Municipal Assessor	3. Ibibigay ang kopya ng tax declaration na hiniling ng kliyente	None	5 minuto	<i>LAOO I</i> Municipal Assessor's Office <i>Municipal Assessor</i> Municipal Assessor's Office



4. Ipakita ang xerox copy ng titulo	4. Pagbabalang-kas ng vicinity map	None	8 minuto	<i>Public Service Foreman Municipal Assessor's Office</i>
4.1 Ipakita ang naihandang vicinity plan para sa pagiging tumpak ng plano	4.1 Suriin at kukumpirmahin			
4.2 Matatanggap ang naihandang vicinity map na nilagdaan ng Municipal Assessor	4.2 Ibibigay ang hiniling na vicinity map ng kliente			<i>Municipal Assessor Municipal Assessor's Office</i>
TOTAL:		PHP 80	28 minutes	



III. Office of the Municipal Civil Registrar

External Services

- A. Issuance of Certified Copy of (Birth, Marriage and Death) Certificates
- B. Registration of (*Birth and Marriage*) Certificates
- C. Registration of Death Certificates
- D. Application for Delayed Registration of (Birth, Marriage and Death)
- E. Application for Marriage License
- F. Change of First Name, Nickname, Correction of Gender and for Correction of Clerical/Typographical Error
- G. Application for Legitimation of Birth of the Natural Child
- H. Registration of Affidavit of Acknowledgement to use Surname of the Father (R.A. 9255)

1. Issuance of Certified Copies of (Birth, Marriage, and Death) Certificates

Civil Registry documents such as birth, marriage, and death certificates can be availed of by securing a Certified transcription from the Local Civil Registry Office.

Office or Division:	Office of the Municipal Civil Registrar (MCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Client/Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (Cedula)		Municipal Treasurer's Office		
Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request a certified copy of (Birth, Marriage, and Death) Certificate	1. Manual verification of the requested documents in the Registry Book and Computer Database	None	2 minutes	<i>Asst. Registration Officer Administrative Aide I Municipal Civil Registrar's Office</i>
2. Wait for the verification of the requested document and secure the Order of Payment	2. Process the requested document and issue an Order of Payment	None	8 minutes	<i>Asst. Registration Officer Administrative Aide I Administrative Aide I Municipal Civil Registrar's Office</i>
3. Pay the required fees at the Municipal Treasurer's Office and secure Official Receipt (Windows 1, 2 & 3)	3. Accept the payment and issue an Official Receipt	Birth Certificate fee - PHP 50 Marriage Certificate fee - PHP 50 Death Certificate fee - PHP 50 Verification fee - PHP 20 Documentary Stamp - PHP 30	2 minutes	<i>Rev. Collection Clerk II Administrative Aide III Administrative Aide I Municipal Treasurer's Office</i>
4. Return to MCR Office, claim the requested document then sign in the Client Logbook upon release of the document	4. Release the requested document duly signed by MCR Officer with Official Seal.	None	1 minute	<i>Municipal Civil Registrar Municipal Civil Registrar's Office</i>



TOTAL:	PHP100/certification	13 minutes	
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2. Registration of Birth and Marriage Certificates

Republic Act 3753 mandates the establishment of a civil register in the Philippines, where acts, events legal instruments, and court decrees concerning the civil status of persons should be recorded. The birth of a child must be registered within thirty (30) days from birth at the Office of the Municipal Civil Registrar where the birth occurred. The Certificate of Marriage of a civil or church wedding must be submitted within fifteen (15) days after the solemnization of marriage.

Office or Division:	Office of the Municipal Civil Registrar (MCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Client/Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth (Form 102) 4 copies		Municipal Civil Registrar's Office		
Certificate of Marriage (Form 97) 4 copies		Municipal Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit 4 copies of Form 102 for Registration of Birth and/or Form 97 for Registration of Marriage Certificate</p>	<p>1. Receive and review the documents presented 1.1 Registration of Birth for Certificate of Live Birth (COLB) Form 102 And/or Registration of Marriage Certificate Form 97 1.2 Process the documents 1.3 Forward to MCR for signature 1.4 Record and apply Registry Number and Dry Seal</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Asst. Registration Officer Administrative Aide I Municipal Civil Registrar's Office</i></p> <p><i>Municipal Civil Registrar Municipal Civil Registrar's Office</i></p>
<p>2. Get the Original Copy of the Certificate of Live Birth and/or Certificate of Marriage duly signed by the Municipal Civil Registrar</p>	<p>2. Release the Certificate of Live Birth and/or Certificate of Marriage</p>	<p>None</p>	<p>1 minute</p>	<p><i>Municipal Civil Registrar Municipal Civil Registrar's Office</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>11 minutes</p>	



3. Registration of Death Certificates

The registration of a Death Certificate (DC) with the Local Civil Registry Office within the period of thirty (30) days is mandatory.

Office or Division:	Office of the Municipal Civil Registrar (MCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Bereaved Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Death (Form 103) 4 copies		Bereaved Family		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 4 copies of the Death Certificate to the MCR Office duly signed by the Municipal Health Officer and Embalmer	1. Receive the document, interview the Client and process	None	5 minutes	<i>Asst. Registration Officer Administrative Aide I Municipal Registrar's Office</i>
2. Receive the printed 4 copies of the Death Certificate reviewed by MCR Staff and secure the Order of Payment	2. Encode and prepare the Certificate of Death using the Philcris application on the computer and print 2.1 Give it to the Client and issue an Order of Payment	None	10 minutes	<i>Asst. Registration Officer Administrative Aide I Municipal Registrar's Office</i>



3. Pay the required fees at the Treasury Office (Windows, 2 & 3) and secure an Official Receipt	3. Accept the payment and issue an Official Receipt	Burial fee – PHP 50 Cemetery fee – PHP 50 Death fee – PHP 50 Medical fee – PHP 50 Permit to Exhume - PHP 50	2 minutes	<i>Rev. Collection Clerk II</i> <i>Administrative Aide II</i> <i>Administrative Aide I</i> Municipal Treasurer's Office
4. Go back to MRC Office and claim the Death Certificate	4. Apply registry number for registration	None	2 minutes	<i>Asst. Registration Officer</i> <i>Administrative Aide I</i> Municipal Registrar's Office
5. Receive the original copy of the Death Certificate	5. Release the duly signed Death Certificate	None	1 minute	<i>Municipal Civil Registrar</i> Municipal Registrar's Office
TOTAL:		PHP 250	20 minutes	

4. Application for Delayed Registration of (Birth, Marriage, and Death)

Delayed registration of Birth, Marriage, and Death must be filed at the Local Civil Registry Office following the lapse of the prescribed period of 30 Calendar Days from birth, marriage ,and death.

Office or Division:	Office of the Municipal Civil Registrar (MCR)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All individuals concerned
CHECKLIST OF REQUIREMENTS	
PSA Negative Result	Philippine Statistics Authority (PSA)
CEDULA	Municipal Treasurer's Office MTO
Marriage Contract	Applicant



Baptismal Certificate		Applicant		
Affidavit of two disinterested persons (If the registrant is not the informant)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish all the required documents and submit them to MCR Office	1. Receive the required documents 1.1 Interview the Client and tell the Client to return after ten (10) Calendar days 1.2 Start processing the request	None	5 minutes	<i>Asst. Registration Officer Administrative Aide I Municipal Civil Registrar's Office</i>
2. Waiting for 10 days and returning to the MCR Office securing the Order of Payment	2. Issue the Order of Payment	None	10 Calendar days	<i>Asst. Registration Officer Municipal Civil Registrar's Office</i>
3. Pay the required fees to the Treasury Office (Windows, 2 & 3) and secure an Official Receipt	3. Accept the payment and issue an Official Receipt	Miscellaneous fee –PHP 500 Endorsement fee - PHP 100	2 minutes	<i>Rev. Collection Clerk II Administrative Aide II Administrative Aide I Municipal Treasurer's Office</i>



4. Proceed to MCR Office and claim the delayed Registered document & Endorsement letter Note: Submit to Philippine Statistics Authority Office, Calasiao, Pangasinan for Endorsement and request for Security Paper	4. Release the requested document with the Official Seal	None	1 minute	<i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office
TOTAL:		PHP 600.00	10 Calendar Days and 8 minutes	



5. Application for Marriage License

Prior to marriage, each of the contracting parties must file a separate sworn application for a Marriage License with the Municipal Civil Registrar of the place where either of the contracting parties resides. Marriage Licenses are valid in any part of the Philippines for a period of 120 Calendar Days since issued. They are deemed automatically can be canceled if the contracting parties have not yet gotten married within the period.

Office or Division:	Office of the Municipal Civil Registrar (MCR)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Client/Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth		Philippine Statistics Authority/Municipal Civil Registrar		
CENOMAR		Philippine Statistics Authority		
CEDULA		Municipal Treasurer's Office (MTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to MCR Staff and get a Marriage Application Form, fill-up properly, submit, and secure the Order of Payment	1. Receive the required documents and check for completeness 1.1 Issue the Order of Payment	None	3 minutes	<i>Asst. Registration Officer Administrative Aide I Municipal Civil Registrar's Office</i>
2. Pay the required fees at the Treasury Office (Windows 1, 2 & 3) and secure an Official Receipt	2. Accept the payment and issue an Official Receipt	Marriage Application fee -PHP 300 Miscellaneous fee -PHP 200 License fee - PHP 48	2 minutes	<i>Rev. Collection Clerk II Administrative Aide II Administrative Aide I Municipal Treasurer's Office</i>



3. Proceed to MRC Office and submit the filled-up Marriage Application with the required documents	3. Receive the required documents, and application and check for completeness then tell the applicants to proceed to MSWD Office counseling and seminar at the Municipal Health Office 3.1 File and Post in the Bulletin Board the Notice of Application for Marriage	None	15 minutes	<i>Asst. Registration Officer Administrative Aide I Municipal Civil Registrar's Office</i> <i>Municipal Social Welfare and Development Officer MSWDO Municipal Health Officer Office of the Municipal Health Officer</i> <i>Municipal Civil Registrar Municipal Civil Registrar's Office</i>
4. Return after 10 days and claim the Marriage License	4. Release the duly signed Marriage License with the registry number	None	1 minute	<i>Municipal Civil Registrar Municipal Civil Registrar's Office</i>
TOTAL:		Php 548.00	21 minutes	

6. Change of First Name, Nickname, Correction of Gender, and for Clerical/Typographical Error

Republic Act 9048 authorizes the Municipal Civil Registrar or the Consul General to correct a Clerical/Typographical Error in an entry and/or change of First Name or Nickname and Correction of Gender in the Civil Register without the need for a judicial order. An Administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil documents. It is aimed at, according to petitioners, an expeditious and cheaper way of correcting errors found in their records.

Office or Division:	Office of the Municipal Civil Registrar (MCR)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All concerned individuals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Certificate of Live Birth		Philippine Statistics Authority (PSA)		
Baptismal Certificate		Parish Priest concerned		
NBI Clearance		National Bureau of Investigation		
Voter's ID		COMELEC		
Police Clearance		Philippine National Police (PNP)		
Driver's License if applicable		Land Transportation Office (LTO)		
Marriage Contract		Philippine Statistics Authority		
School Record (Form 137/Diploma)		DepEd		
Medical Certification		Municipal Health Office		
Cedula		Municipal Treasurer's Office		
Affidavit of Publication Editor		Media		
Newspapers where the petition was published		Any Publishing Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish all the required documents and submit them to MCR Office	1. Receive the required documents and check for completeness	None	2 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office
2. Secure the Petition Form and fill-up it out properly and submit to MCR Office with the required documents	2. Give the Petition Form to the Client 2.1 Receive the required documents, check for completeness, and verify the error of the documents to be corrected	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office



<p>3. Inform the MRC Officer for the name to be changed on his/her birth certificate and the name he/she is using or the clerical error/s to be corrected and secure the Order of Payment</p>	<p>3. Process and examine the documents presented 3.1 Issue the Order of Payment</p>	<p>None</p>	<p>8 minutes</p>	<p><i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office</p>
<p>4. Pay the required fees at the Treasury Office and secure the Official Receipt (Windows, 2 & 3)</p>	<p>4. Accept the payment and issue an Official Receipt.</p>	<p>Correction of Clerical Error fee – PHP 1,330 Change of First Name fee – PHP 3,330</p>	<p>2 minutes</p>	<p><i>Rev. Collection Clerk II</i> <i>Administrative Aide II</i> <i>Administrative Aide I</i> Municipal Treasurer's Office</p>
<p>5. Return to MCR Officer to submit proof of payment Note: For a petition for change of First Name/Correction of Gender and the day & month of birth then for publication</p>	<p>5. Receive and secure the Original Official Receipt and have it xeroxed to be retained at the office 5.1 Tell the Client to look for Publishing Company</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office</p>



6. Client should look for a Publishing provider for the Petition "Change of First Name" and publish it in the Local Newspaper of General Circulation once for two consecutive Weeks	6. Wait for the Notice of Publication	None	15 Calendar Days	<i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office
7. Return to the Mun. Civil Registrar's Office after two (2) weeks to submit the Proof of Publication	7. Ask the Client and receive the Proof of Publication	None	3 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office
8. After three (3) months from submission of the Proof of Publication then claim the affirmed petition with the Certificate of Finality to be submitted to Philippine Statistics Authority (PSA) for request of Security Paper (SECPA)	8. Process the Certificate of Finality and thereafter tell the Client concerned to submit the Latter to Philippine Statistics Authority for the issuance of Security Paper (SECPA)	None	66 days	<i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office
TOTAL:		Php 4,660	66 days, 15 Calendar Days & 22 minutes	

7. Application for Legitimation of Birth of the Natural Child

Legitimation is a remedy by which those who were born out of wedlock to be considered legitimate. Only children conceived and born outside of wedlock of parents who, at the time of conception of the former were not disqualified by any impediment to marry each other, may be legitimated. Legitimation of children by subsequent marriage of parents shall be recorded in the Civil Registry Office where the birth was recorded R.A. 9255.

Office or Division:	Office of the Municipal Civil Registrar (MCR)
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Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Client/Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth		Philippine Statistics Authority		
CENOMAR		Philippine Statistics Authority		
Marriage Contract		Philippine Statistics Authority		
Affidavit of Legitimation		Attorney's Office		
Affidavit of Paternity if child is not acknowledged		Attorney's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish all the required documents and submit to MCR Office and secure the Order of Payment	1. Receive the required documents, check for completeness and authenticity 1.1 Issue the Order of Payment	None	3 minutes	<i>Asst. Registration Officer Administrative Aide I Municipal Civil Registrar's Office</i>
2. Pay the required fees at the Treasury Office and secure the Official Receipt (Windows 1, 2 & 3)	2. Accept the payment and issue an Official Receipt	Legitimation Fee – PHP 300	2 minutes	<i>Rev. Collection Clerk II Administrative Aide II Administrative Aide I Municipal Treasurer's Office</i>
3. Wait for the release of Annotated Registry Birth Certificate & Endorsement Letter addressed to PSA	3. Process the Birth Certificate for legitimation with the registry number and annotation	None	30 minutes	<i>Municipal Civil Registrar Municipal Civil Registrar's Office</i>



4. Receive the documents and submit them to Philippine Statistics Authority (PSA) for the request of SECPA	4. Release the documents and tell the Client to submit them to Philippine Statistics Authority (PSA) for the issuance of SECPA	None	1 minute	<i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office
TOTAL:		PHP 300	36 minutes	



8. Registration of Affidavit of Acknowledgement to use the Surname of the Father (R.A.9255)

R.A. 9255 an Act allowing illegitimate children to use the surname of their father, amending for the purpose of Article 16 of execution under 209 otherwise known as the Family Code of the Philippines.

Office or Division:	Office of the Municipal Civil Registrar (MCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Client/Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth		Philippine Statistics Authority (PSA)		
Affidavit to use the Surname of Father		Client/Requesting Party		
Affidavit of Acknowledgement		Attorney's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the required documents to the MRC Office and secure Order of Payment	1. Receive the required documents and check for completeness 1.1 Issue the Order of Payment	None	2 minutes	<i>Asst. Registration Officer Administrative Aide I Municipal Civil Registrar's Office</i>
2. Pay the required fees at the Treasury Office and secure the Official Receipt (Window1, 2 & 3)	2. Accept the payment and issue an Official Receipt.	Acknowledgment fee - PHP 300	5 minutes	<i>Rev. Collection Clerk II Administrative Aide II Administrative Aide I Municipal Treasurer's Office</i>
3. Receive the Birth Certificate with annotation, registry number and the Endorsement Letter addressed to PSA and submit it	3. Process the documents with the proper remarks/ annotation and release	None	30 minutes	<i>Municipal Civil Registrar Municipal Civil Registrar's Office</i>
TOTAL:		PHP 300	37 minutes	

IV. Office of the Municipal Mayor

External Services



A. Issuance of Mayor's Clearance B. Request for Certification, Recommendation and Endorsement Letter



1. Issuance of Mayor's Clearance

The Mayor's Office Clearance is issued to individuals with no pending cases filed with the Office of the Mayor.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All Individuals within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residence Certificate (Cedula)		Municipal Treasurer's Office		
Official Receipt		Municipal Treasurer's Office		
Police Clearance		Local Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook at the information desk in the Mayor's Office	1. Give the Logbook to the client	None	1 minute	<i>Administrative Aide I Mayor's Office</i>
2. Submit all the required documents	2. Receive the required documents and check for completeness 2.1 Start processing the request	None	2 minutes	<i>Administrative Aide I Mayor's Office</i>
3. Pay the required fees at the Treasury Office and secure Official Receipt (Windows 1, 2 and 3)	3. Accept the payment and Issue an Official Receipt	Clearance fee – PHP 100 Documentary stamp – PHP 30	2 minutes	<i>Rev. Collection Clerk II Administrative Aide III Municipal Treasurer's Office</i>



<p>4. Return to the Mayor's Office for processing of Clearance 4.1 Receive the Mayor's Clearance</p>	<p>4. Check the Official Receipt 4.1 Process the Mayor's Clearance Form and seek the signature of the Mayor, dry sealing shall be made on the document 4.2 Issue the Certificate or Clearance to the client and retain a file copy</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide I Mayor's Office</i></p>
TOTAL:		<p>Php 130.00</p>	<p>10 minutes</p>	



2. Request for Certification, Recommendation, and Endorsement Letter

Certification is issued upon the Client to affirm the validity of the information. Job recommendation is issued for seekers. An endorsement Letter from the Mayor is issued the to client to support his/her request to the concerned agencies.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Residents within the vicinity of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transcript of Records		Requesting Party		
Any Valid I.D.		BIR, Post Office, SSS, GSIS		
CEDULA		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook at Information Desk in the Mayor's Office	1. Give the Logbook to the client	None	1 minute	<i>Administrative Aide I</i> Mayor's Office
2. Submit all the required documents	2. Receive and review the required documents 2.1 Start processing the request	None	10 minutes	<i>Municipal Administrator</i> Mayor's Office
3. Wait for the release of the requested document	3. Release the requested document	None	1 minute	<i>Municipal Administrator</i> Mayor's Office
TOTAL:		None	12 minutes	



V. Office of the Sangguniang Bayan External Services

- A. Assisting walk-in individuals seeking various needs
- B. Issuance of Certification (Posting of documents as per Court Order; Certification of No Pending Case)
- C. Issuance of copies of Ordinances, Resolutions, and other SB documents
- D. Issuance of Motorized Tricycle Operator's Permit (MTO)
- E. Accreditation of Civil Society Organization (CSO)

1. Assisting walk-in individuals seeking various needs

The person who has an appointment with the Sangguniang Bayan members and seeking assistance.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Individuals seeking various needs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		The requesting party		
Solicitation letter		The requesting party		
Invitation letter		The requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. a. For any person who has an appointment with the SB members</p> <p>b. For seeking assistance or presenting a letter request, solicitation, invitation, etc.</p> <ul style="list-style-type: none"> ○ Inquire whether a particular Sangguniang Bayan Member is present and sign in the client Logbook ○ Provide contact number 	<p>1. The assigned information officer of the day will answer the inquiry and assist the client with their needs</p>	None	3 minutes	<p><i>SB Staff</i> Office of the Sangguniang Bayan</p>
	<p>1.1 If the Sb member is present, assist directly to said SB member</p>	None	3 minutes	<p><i>Vice Mayor's Personnel/Staff</i> Sangguniang Bayan</p>
	<p>1.2 If the SB member is not present, SB Staff will forward the client's contact number to the SB member concern</p>	None	2 minutes	<p><i>Vice Mayor's Personnel/Staff</i> Sangguniang Bayan</p>
<ul style="list-style-type: none"> ○ Wait for the notification of the SB Staff 	<p>1.3 Notify the client to claim the request</p>	None	2 minutes	<p><i>SB Staff</i> Office of the Sangguniang Bayan</p>
<p>2. Claim the request, sign in the client logbook and sign the receiving copy</p>	<p>2. Release to the client the requested item</p>	None	2 minutes	<p><i>SB Staff</i> Office of the Sangguniang Bayan</p>
TOTAL:		None	12 minutes	



2. Issuance of Certification (Posting of documents as per Court Order; Certification of No Pending Case)

Requesting certifications for various purposes.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Sangguniang Bayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be posted		From any agency or party requiring a document to be posted		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the Sangguniang Bayan a copy of documents for posting and request for the certification	1. The Secretariat receives and review the documents for posting as required by law	None	3 minutes	<i>SB Staff</i> <i>MGADH-1</i> Office of the Sangguniang Bayan
2. Receive the certification of posting	2. Issue the Certificate of Posting to the client with the SB seal	None	2 minutes	<i>SB Staff</i> Office of the Sangguniang Bayan
3. Request and receive a Certificate of Appearance	3. Provide and issue the Certificate of Appearance if requested	None	2 minutes	<i>VM's Personnel/Staff</i> Office of the Sangguniang Bayan
TOTAL:		None	7 minutes	

3. Issuance of copies of Ordinances, Resolutions, and other SB documents

Copies of Ordinances and Resolutions are issued to requesting party with the Office of the Sangguniang Bayan.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Municipal and Barangay Officials



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		From any agency or person requesting copy of SB documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of the ordinance, resolution and other Sangguniang Bayan documents	1. The Secretariat will verify the availability of the requested documents and if available instruct the client to proceed to the Municipal Treasurer's Office for payment of necessary fees 1.1 If the requesting party is a government office there is no need for payment of fees	None	2 minutes	<i>SB Secretary</i> <i>MGADH-1</i> Office of the Sangguniang Bayan
2. Proceed to Municipal Treasurer's Office and present the list of documents requested and pay the required fees	2. Receive and review documents presented 2.1 Accept the payment and issue an Official Receipt	PHP 50/page; free if the requesting party is a government agency	5 minutes	<i>Municipal Treasurer</i> Office of the Municipal Treasurer
3. Present the receipt of payment to the SB Office and receive the requested documents	3. Reproduce and release the requested documents	None	5 minutes	<i>SB Staff</i> Office of the Sangguniang Bayan
TOTAL:		PHP 50/page	12 minutes	

4. Issuance of Motorized Tricycle Operator's Permit (MTOPT)

All motorized tricycles operating in the Municipality of Urbiztondo, Pangasinan must apply for a valid permit and has to be renewed annually (January). Failure to renew would mean cancellation of the permit.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Simple



Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of the municipality who is in possession of a unit with valid registration papers from the Land Transportation Office (LTO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OR/CR of Tricycle		From LTO		
Community Tax Certificate		Municipal Treasurer's Office		
Copy of Previous MTOP (if for renewal)		Applicants		
Deed of Sale of Motorcycle (if the client is the new owner)		Owner of the Motorcycle		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Sangguniang Bayan Secretariat Office and submit the following requirements: <ul style="list-style-type: none"> a. Official receipt and Certificate of Registration of the Motorcycle b. Community Tax Certificate; c. Copy of the previous MTOP (if for renewal); d. Deed of Sale of motorcycle (if the client is the new owner) 	1. Provide the client with a short briefing and its requirements	None	2 minutes	SB Staff Office of the Sangguniang Bayan



2. Present the tricycle for inspection whether it is roadworthy	2. Inspect the tricycle whether compliant with the checklist: a. Headlight; b. Tail light; c. Signal light; d. Brakes; e. Horn; f. Side mirror; g. Reflector	None	5 minutes	<i>Administrative Asst. VI</i> <i>Administrative Asst. V</i> Office of the Sangguniang Bayan
3. If the tricycle passed the inspection based on the checklist, proceed to Municipal Treasurer's Office and present the checklist and pay the required fees	3. Receive and review the requirements/documents 3.1 Accept the payment and issue an Official Receipt	PHP 406.25	5 minutes	<i>Rev. Collection Clerk II</i> <i>Administrative Aide III</i> Office of the Municipal Treasurer
4. Present the Official Receipt and checklist to Sangguniang Bayan Office	4. Formulates the permits (Permit to Operate and Condition to Operate) for signature by the Mayor and the Vice Mayor then give the copy to the client to bring the permit in the Mayor's Office for the letter's signature	None	10 minutes	<i>Administrative Asst. VI</i> Office of the Sangguniang Bayan
5. Proceed to the Mayor's Office for approval and signature of the permit (Permit to Operate)	5. Receives the documents presented by the tricycle owner and release the permit (Permit to Operate)	None	2 minutes	<i>Administrative Aide</i> Office of the Municipal Mayor
TOTAL:		PHP 406.25	24 minutes	



5. Accreditation of Civil Society Organization (CSO)

Application for accreditation of CSOs within the municipality.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Civil Society Organization (CSO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished form		From the Civil Society Organization Concern		
Board resolution signifying intention for accreditation		Civil Society Organization		
Certificate of Registration (SEC, DOLE, etc.)		SEC, DOLE, etc.		
List of current officers and members		Civil Society Organization		
Annual accomplishment report		Civil Society Organization		
Financial Statement		Civil Society Organization		
Profile indicating the purpose and objective of the organization		Civil Society Organization		
Copy of the minutes of the meeting of the organization		Civil Society Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for accreditation of the organization	1. Explain to the client the requirements and provide an application form	None	5 minutes	<i>SB Secretary</i> Office of the Sangguniang Bayan
2. Submit the application and requirements	2. Receives the application and check requirements for completeness	None	5 minutes	<i>SB Secretary</i> Office of the Sangguniang Bayan



3. Attend the scheduled Committee Hearing	3. Upon instruction of the Committee chair on cooperative include in the calendar of business 3.1 Instruct the Secretariat to notify and invite the CSO to attend the said hearing for deliberation of the application 3.2 On the next regular session after the said committee hearing, the committee chair on cooperative shall move for the approval/accreditation of the CSO	None	The duration depends upon the schedule of the session, committee hearing and its approval	<i>Sangguniang Bayan</i> Office of the Sangguniang Bayan
4. Wait for the release of the requested document	4. Prepares the Resolution for Accreditation and Certificate of Accreditation	None	5 minutes	<i>SB Secretary</i> Office of the Sangguniang Bayan
5. Receive a copy of the accreditation papers	5. Issues/releases the copy of Resolution for Accreditation and Certificate of Accreditation	None	2 minutes	<i>SB Secretary</i> Office of the Sangguniang Bayan
TOTAL:		None	17 minutes	

VI. Office of the Municipal Health Officer External Services

- A. Konsultasyon sa Doktor at pangangalaga sa pasyente
- B. TB microscopy / TB-DOTS Services
- C. Family Planning Services
- D. Pagbabakuna
- E. Pangangalaga sa buntis at sa kaniyang nasa sinapupunan
- F. Serbisyo sa mga pasyenteng manganganak at



nanganak na G. Pagagawad ng sertipikong medical H.Mga sambahayang may mapagkukunan ng tubig, mga bago at gawang gripo at water refilling stations I. Food establishments Agro-industrial establishments (Rice mill, Piggery, Poultry) Public places (Beauty parlor, Barber shops, Resorts, Funeral parlors at Videoke bar) J. Pag-isyu ng Transfer Permit K. Aksyon patungkol sa sanitary complaints L. Fogging/misting M. Larviciding

1. Konsultasyon sa Doctor at Pangangalaga sa Pasyente

Trabaho ng Office on Health Services na pangalagaan ang pasyente mula sa oras ng pagdulog niya sa aming tanggapan hanggang sa pagkonsulta sa aming mga Doctor. Hangad ng Doctor ang kaligtasan at paglunas sa sakit ng pasyente.

Office or division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Indigent residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lalapit ang kliyente sa empelyadong mag-aasikaso sa kaniyang hinaing	1. Hahanapin ang mga nakaraang medical records tungkol sa kliyente	None	2 minuto	<i>Job Order</i> Municipal Health Office
2. Tutungo sa opisina ng Doctor para sa konsultasyon	2. Titingnan ang kalagayan at ang sakit ng kliyente 2.1 Magrereseta ng kaukulang gamot	None	5 minuto	<i>Municipal Health Officer</i> Municipal Health Office



3. Tutungo sa Nurse Station	3. Magdidispensa ng gamot	None	2 minuto	<i>Nurse on Duty or NDP- in-Charge</i> Municipal Health Office
TOTAL:		None	9 minuto	

2. TB Microscopy / TB-DOTS Services

Ang pamamaraan ng paggamot ay gagawin sa pasyente batay sa resulta ng laboratory kung ito ay hihilingin ng Doctor para sa diyagnostikong layunin

Office or division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of transaction:	G2C - Government-to-Citizens			
Who may avail:	Indigent residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Municipal Health Officer		
Microscopy result		Municipal Health Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pupunta sa microscopist	1. Kokolektahin at sisiyasatin ang specimen	None	5 minuto	<i>Med. Tech. Assistant -Job Order</i> Municipal Health Office
2. Babalik sa Municipal Health Officer para sa diagnosis at pangagamot	2. Ipapaliwanag ang naging resulta sa pagsusuri sa microscope at uumpisahan ang gamutan base sa resulta	None	5 minuto	<i>Municipal Health Officer</i> Municipal Health Officer
3. Pagpapatala sa TB DOTS registry	3. Ipatala ang kliyente sa TB-DOTS registry	None	2 minuto	<i>Medical Technologist</i> Municipal Health Officer
TOTAL:		None	12 minuto	



3. Family Planning Services

Pagtulong sa mga mag-asawa na magplano ng kanilang pamilya at pagbibigay ng kinakailangang impormasyon sa family planning services na siyang kinakailangan.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtutungo sa midwife para sa unang proseso	1. Susuriin ang kliyente upang matiyak kung ito ay kwalipikado para sa family planning	None	3 minuto	Midwife II/III Municipal Health Office
2. Magpaparehistro at kukuha ng family planning client assessment record	2. Irerehistro ang kliyente at ipapaliwanag ang mga advantage at mga disadvantages ng mga epekto ng mga methods ng family planning	None	5 minuto	Midwife II/III Municipal Health Office
3. Makakakuha ng serbisyong may kinalaman sa family planning	3. Ibibigay at ipapaliwanag sa kliyente ang mga family planning method	None	3 minuto	Midwife II/III Municipal Health Office
4. Hintayin ang pasya kung kailan babalik para sa susunod na pag konsulta	4. Sasabihin kung kailan ang susunod na pagdalaw ng kliyente	None	2 minuto	Midwife II/III Municipal Health Office
TOTAL:		None	13 minuto	



4. Pagbabakuna

Kailangan ng bata ang bakuna upang maiwasan ang ilang sakit na maaari niyang makuha habang siya ay lumalaki. Ang Rural Health Unit ay handing bakunahan ang mga batang kuwalipikado para sa serbisyong ito.

Office of Division	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Immunization Record		Municipal Health Office		
Mother and Child Booklet		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tumungo sa midwife na nakatalaga para sa serbisyo	1. Irehistro ang bata sa TCL (target client list) 1.1 Punan ang “Early Childhood Development Card”	None	5 minuto	<i>Midwife II/III</i> Municipal Health Office
2. Hintayin hanggang sa ang pangalan ng bata ay tawagin	2. Ilalapat na sa bata ang bakuna 2.1 Ipagbibigay alam ang kondisyon ng mga kalusugan ng bata	None	10 minuto	<i>Midwife II/III</i> Municipal Health Office
3. Matatanggap ang pinunang “Early Childhood Development Card”	3. Ibabalik sa kliyente/magulang ang “Early Childhood Development Card”	None	5 minuto	<i>Midwife II/III</i> Municipal Health Office
TOTAL:		None	20 minuto	

5. Pangangalaga sa buntis at sa kaniyang nasa sinapupunan

Kailangan ang laging pagkonsulta sa doctor habang ang isang ina ay nagdadalang-tao. Mahalaga na nasusuri ng doctor ang kalagayan ng ina at ng kaniyang anak na nasa kaniyang sinapupunan para sa mas ligtas na pagbubuntis



Office of Division:	Office of Health Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tumungo sa midwife na nakatalaga para sa serbisyo	1. Tatanggapin ang pasyente 1.1 Kukunin ang kaniyang personal na imporasyon 1.2 Titingnan ang mga nakaraang mga pagsusuri sa pasyente 1.3 Kukunin ang vital signs	None	5 minuto	<i>Midwife II/III</i> Municipal Health Office
2. Tumungo sa kwarto kung saan siya susuriin	2. Pag-aaralan ang tiyan ng pasyente sa pamamagitan ng “ <i>Leopold’s Maneuver</i> ” 2.1 Pakikinggan ang tibok ng puso ng fetus sa pamamagitan ng “Doppler”	None	7 minuto	<i>Midwife II/III</i> Municipal Health Office



3. Pumunta sa lugar ng tanggapan at pakinggan ang payong pagkalusugan	3. Ipaalam sa pasyente ang naging resulta ng pagsusuri 3.1 Ibibigay ang multivitamins 3.2 Papayuhan ang pasyente tungkol sa tamang nutrisyon at mga maaaring maging panganib habang siya ay nagbubuntis	None	10 minuto	<i>Midwife II/III</i> Municipal Health Office
4. Hintayin ang pasya kung kailan babalik para sa susunod na pagkonsulta	4. Sasabihan kung kailan ang susunod na pag rerepaso	None	1 minuto	<i>Midwife II/III</i> Municipal Health Office
TOTAL:		None	23 minuto	



6. Serbisyo sa mga pasyenteng manganganak at nanganak na

Ang Rural Health Unit ay nagbibigay ng agarang serbisyo sa mga kliyenteng malapit ng manganak at nanganak. Lagi naming sinisiguradong magiging ligtas ang panganganak ng isang ina at magiging maayos ang pagkakuwal sa bata. Tinitiyak na ang bata ay hindi dinapuan ng anumang komplikasyon.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patients chart		Municipal Health Office		
Partograph		Municipal Health Office		
Newborn screening kit		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ang pasyente ay dadalhin sa labor room	1. Oobserbahan 1.1 Babantayan ang vital signs 1.2 Babantayan ang fetal heart tone 1.3 Babantayan ang progreso ng labor	None	15 minuto	Midwife II/III Municipal Health Office
2. Daldalhin ang pasiyente sa delivery room	2. Post-partum care 2.2 Essential newborn care	None	1 oras	Midwife II/III Municipal Health Office
3. Dadalhin ang pasyente sa recovery room	3. Oobserbahan 3.1 Babantayan ang vital signs 3.2 Ituturo ang tamang breast feeding 3.3 Hihimukin gumamit ng family planning	None	24 oras	Midwife II/III Municipal Health Office



4. Isasagawa ang newborn screening sa sanggol sa ika 24 hour of life	4. Gagawin ang newborn screening sa sanggol	None	5 minuto	<i>Midwife II/III</i> Municipal Health Office
TOTAL:		None	24 oras, 1 oras at 20 minuto	



7. Paggawad sa sertipikong medical

Ang isang kliyente ay bibigyan ng sertipikong medical na maingat na sinuri ng doctor sa sertipikong medico legal na gagamitin ng kliyente sa ibat-ibang dahilan.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results (Chest X-Ray, CBC and Urinalysis)		Municipal Health Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Magparehistro sa lugar ng tanggapan Municipal Health Office	1. Kapanayamin ang pasyente 1.1 Kukunin ang personal na impormasyon, 1.2 Titignan ang mga nakaraang pagsusuri sa kliyente at vital signs 1.3 Ipaliwanag ang mga kailangan nitong bayaran	None	3 minuto	<i>Administrative Aide I</i> Municipal Health Office
2. Lapitan ang empleyadong nakatalaga sa Business One Stop Shop (BOSS) at magbayad	2. Tanggapin and bayad at ibigay ang opisyal na resibo	Sertipikong Medikal – PHP 50 Documentary Stamp - PHP 30	2 minuto	<i>BPLO Designate</i> Rev. Collection Clerk II Administrative Aide III Business One Stop Shop



<p>3. Tumungo sa Municipal Health Officer para sa pagkonsulta at pisikal na pagsusuri</p> <p>3.1 Matatanggap na ang hiniling na sertipiko medical</p>	<p>3. Gagawin ang pisikal na pagsusuri</p> <p>3.1 Ibibigay sa kliyente ang Sertipiko medical</p>	<p>None</p>	<p>5 minuto</p>	<p><i>Municipal Health Officer</i> Municipal Health Office</p>
TOTAL:		<p>PHP 80.00</p>	<p>10 minuto</p>	



8. Mga sambahayang may mapagkukunan ng tubig, mga bago at gawang gripo at water refilling stations

Upang maging ligtas sa kontamasyon ang mga tubig na galling sa mga bagong gawa na refilling stations kailangang mapasuri o mapa-test ang mga tubig sa accredited water testing laboratory.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Laboratory Results (Chest X-ray, CBC and Urinalysis)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request para sa water examination 1.1 Secure Order of Payment at magbayad ng karampatang halaga	1. Mangolekta ng water sample ang Sanitaion Inspector kasama ang accredited na DOH Laboratory 1.1 Tanggapin and bayad at magbigay ng Official Receipt	Bacteriological fee – PHP 360 Physical/ Chemical fee - PHP 1,800	15 minuto Kada buwan	<i>Sanitation Inspector</i> Municipal Health Office Pangasinan Safe Water Laboratory Testing DOH
2. Hintayin ang resulta 3. Pagtanggap ng Certificate of Portability	2. Magdala ng water sample sa laboratory para sa Bacteriological, Physical at Chemical Analysis	None	7 araw 5 minuto	<i>Sanitation Inspector</i> Municipal Health Office
4. Pag ayos ng gripo	4. Kung ito ay positive (+) idis-infect ang pagkukunan ng tubig	None	1 oras	<i>Sanitation Inspector</i> Municipal Health Office



5. Paglagay ng chlorine sa pinagkukunang tubig	5. Resampling pagkatapos ng 1 linggong pag disinfect	None	10 minuto	<i>Sanitation Inspector</i> Municipal Health Office
TOTAL:		PHP 2,160.00	Kada buwan 7 Araw 1 oras at 30 minuto	



9. Food establishments, Water refilling stations, Agro-industrial establishments (Rice mill, Piggery, Poultry) Public places (Beauty parlors, Barbershops, Resorts, Funeral parlors at Videoke bars)

Upang legal ang pag-ooperate ng lahat ng may negosyo sa ating bayan, kailangan kumuha sila ng Sanitary Permit at Health Certificate para sa kanilang tauhan.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Laboratory Results (Chest X-ray, CBC and Urinalysis)		Municipal Health Office		
Cedula		BUSINESS ONE STOP SHOP (BOSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pag apply para sa Sanitary Permit/Health Certificate	1. Magbibigay ng listahan ng mga kinakailangang requirements	None	5 minuto	<i>Sanitation Inspector</i> Municipal Health Office
2. Mag pasa ng mga kinakailangang Requirements	2. Tanggapin ang mga ipinasang requirements 2.1 Magisyu ng ang mga dapat na bayarin	None	7 minuto	<i>Sanitation Inspector</i> Municipal Health Office
3. Magtungo at lapitan ang emplyadong nakatalaga sa BOSS at magbayad ng mga dapat na bayarin	3. Tanggapin ang bayad at magisyu ng opisyal na resibo	Sanitary Permit fee – PHP 80 Documentary Stamp – PHP 30 Health Permit fee – PHP 80 Documentary Stamp – PHP 30	3 minuto	<i>BPLO Designate</i> Rev. Collection Clerk II Administrative Aide III Business One Stop Shop



4. Hihintayin ang mga dokumento	4. Paghahanda ng Health Certificate or Sanitary Permits 4.1 Mag apruba at Mag pirma	None	7 minuto	<i>Sanitation Inspector</i> Municipal Health Office
5. Kukunin ang Sanitary Permit at Health Certificate	5. Mag isyu ng Sanitary Permit at Health Certificate	None	5 minuto	<i>Sanitation Inspector</i> Municipal Health Office
TOTAL:		Sanitary Permit fee – PHP 110 Health Permit fee – PHP 110	27 minuto	



10. Pag-isyu ng Transfer Permit

Eto ay pinapayagan para lamang sa mga HINDI bababa sa LIMANG (5) taon pagkatapos ng libing ng bangkay

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Permit (Issued by Cemetery Caretaker)		Cemetery Caretaker's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mag aaply sa sementeryo para buksan ang libingan at ilipat ang labi ng yumao	1. Makipagpanayam sa kleyente ipalaalam ang mga pangunahing dokumento para sa pagbukas at paglipt sa labi ng yumao	None	5 minuto	<i>Cemetery Caretaker Office of the Mayor</i>
2. Magbayad ng karampatang bayarin sa Treasury Office (Window 1, 2 and 3)	2. Tanggapin ang bayad at magbigay ng Official Receipt	PHP 100	2 minuto	<i>Rev. Collection Clerk II Administrative Aide III Administrative Aide I Municipal Treasurer's Office</i>
3. Bumalik sa Sanitary Inspector ipakita ang resibo at humingi ng permit	3. Pag bibigay ng permit para buksan ang libingan at ilipat ang bangkay	None	10 minuto	<i>Sanitation Inspector Municipal Health Office</i>
4. Bumalik sa sementeryo at ipakita ang permit para sa pagbukas at paglipt ng labi ng yumao	4. Tinanggap ang permit parasa pagbukas at palipat ng labi ng yumao	None	2 minuto	<i>Cemetery Caretaker Office of the Mayor</i>
TOTAL:		PHP 100	19 minuto	

11. Aksyon patungkol sa sanitary complaints

Kinakilangang makipag-ugnayan ang complainant sa Rural Sanitary Inspector na siyang responsible para sa agarang inspeksyon.



Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Complaint			Complainant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mag papasa ng reklamo at paglalagda sa Punong Barangay para sa inspeksyon ng reklamo	1. Pagsubaybay 1.1 Inspeksyon	None	2 oras	<i>Sanitation Inspector</i> Municipal Health Office
2. Sumunod sa rekomendasyon	2. Mag iisyu ng Sanitary Findings at Rekomendasyon kung mayroong paglabag	None	15 minuto	<i>Sanitation Inspector</i> Municipal Health Office
TOTAL:		None	2 oras at 15 minuto	

12. Fogging/Misting

Pagbibigay ng schedule para sa fogging /misting operation.

Office or Division:	Office of the Municipal Health Officer			
Classification	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Masterlist			Provincial Epidemiology Surveillance Unit (PESU)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kahilingan para sa fogging/misting	1 Operasyon ng fogging or misting	None	1 oras	<i>Municipal Mayor</i> Office of the Municipal Mayor <i>Municipal Health Officer</i> Rural Health Unit <i>Sanitation Inspector</i> Rural Health Unit <i>Administrative Aide I</i> Office of the Municipal Mayor
TOTAL:		None	1 oras	

13. Larviciding

Pagbibigay ng schedule para sa larviciding operation.

Office or Division:	Office of the Municipal Health Office			
Classification	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kahilingan para sa	1. Paglarvicide ng lugar	None	1 oras	<i>Sanitation Inspector</i>



Larviciding				Municipal Health Office <i>Administrative Aide I</i> Office of the Municipal Mayor
TOTAL:		None	1 oras	

VII. Office of the Municipal Disaster Risk Reduction and Management Officer External Services

A. Provision of Technical Assistance for Trainings on LDRRM Activities

B. Rescue Operation C. Request for Decontamination/Disinfection
Activity D. Provision of Transportation Services



1. Provision of Technical Assistance for training on LDRRM Activities



Increase the level of awareness and enhance the capacity of the community to the threats and impact of all hazards.

Office or Division:	Local Disaster Risk Reduction and Management Office (LDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All individuals within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Office/Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the LDRRM Office	1. Receive and schedule the training	None	5 minutes	<i>LDRRMO III</i> <i>LDRRM Asst.</i>
TOTAL:		None	5 minutes	MDRRMO



2. Rescue Operation

Well-established response operation, for all residents of Urbiztondo, if there is an incident or danger/needing emergency services within the area of responsibility, the LDRRM Office is open at any time for the rescue operation.

Office or Division:	Local Disaster Risk Reduction and Management Office (LDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All individuals within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call at the LDRRM Office Hotline Mobile Nos. 0905 335 7431/0915 395 2551	1. Receive the call, verify and immediately dispatch the rescuers	None	5 minutes	<i>LDRRMO III</i> <i>LDRRM Asst.</i> <i>Administrative Aide I</i> MDRRMO
TOTAL:		None	5 minutes	

3. Request for Decontamination/Disinfection Activity

To prevent the spread of the Covid-19 virus and other infectious diseases, all government and other private facilities must be disinfected.

Office or Division:	Local Disaster Risk Reduction and Management Office (LDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All individuals within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Requesting Office/Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit a letter of request / Call at LDRRM Office Hotline Mobile Nos. 0905 335 7431/0915 395 2551	1. Receive the letter/call, verify and inform the Local Chief Executive of the schedule for decontamination/ disinfection	None	5 minutes	<i>LDRRMO III</i> <i>LDRRM Asst.</i> <i>Administrative Aide I</i> MDRRMO
TOTAL:		None	5 minutes	

4. Provision of Transportation Services.

Provides free transportation services. These services may include transportation service to Returning Overseas Filipino (ROF) after the completion of safety protocol, rescue/response activities, and other work-related activities of the employees.

Office or Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Overseas Filipino Workers within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Client/Requesting Office/Agency		
Identification Card/Proof of Residency		Client/Barangay Hall		
Certification of Returning Overseas Filipino (ROF)		Bureau of Quarantine (BOQ)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request and the required documents to the LDRRM Office or Call Hotline Mobile Nos. 0905 335 7431/0915 395 2551	1. Receive the letter of request and the required documents 1.1 Verify and schedule the availability of the Rescue Vehicle	None	5 minutes	<i>LDRRMO III</i> <i>LDRRM</i> <i>Asst.</i> <i>Administrative Aide I</i> MDRRMO
TOTAL:		None	5 minutes	



VIII. Office of the Municipal Social Welfare and Development External Services

A. Issuance of Identification Cards (IDs) and Purchase Booklets for Medicines and Groceries for Senior Citizens and Persons with Disabilities (PWD) B. Issuance of Solo Parent Identification Card (ID) C. Replacement of Lost Senior Citizen ID, PWD ID, and Solo Parent ID D. Cancellation of Senior Citizen ID E. Assistance for the Application on Social Pension Program for Indigent, Sick, and Disabled Senior Citizens F. Pre-Marriage Counselling G. Issuance of Certificate of Indigency for Hospital, Court, and Agency Concerned H. Assistance to the Victims of Child Abuse I. Providing Assistance to Client under R.A. 9262 J. Issuance of Social Case Study Report K. Children Welfare Program a) Day Care and Supplemental Feeding Assistance b) Assistance to Children in Conflict with the Law

1. Issuance of Identification Cards (IDs) and Purchase Booklets for Medicines and Groceries to Senior Citizens and Persons with Disabilities (PWD)

The issuance of Identification Cards (IDs) to Senior Citizens and Persons with Disabilities including the Purchase of Booklets for Medicines and Groceries to avail of the benefits and privileges granted by Law under RA No. 9257 as amended RA No. 9994 and PWD RA No. 9442.

Office or Division:	Municipal Social Welfare & Development Office (MSWDO)/ Office of the Senior Citizen's Affair (OSCA)
Classification :	Simple
Type of Transaction :	G2C - Government to Citizens



Who may avail	Individuals resident within the vicinity of the Municipality of Urbiztondo, age 60 years old and above/Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		Philippine Statistics Authority (PSA)		
Any valid ID with a date of birth		Client		
Medical Certificate		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook at MSWDO and get an application form for Senior Citizen ID/PWD ID Card and Booklets	1. Give the Logbook and application form to the client 1.1 Record the name and address of the client	None	1 minute	<i>Administrative Aide I Job Order MSWDO</i>
2. Submit the duly accomplished application and required documents	2. Receive the documents and application for Senior Citizen ID/PWD ID and process	None	3 minutes	<i>Administrative Aide I Job Order MSWDO</i>
3. Wait for the processing	3. Make/type the Senior Citizen ID/PWD ID Card and Purchase Booklets	None	5 minutes	<i>Administrative Aide I Job Order MSWDO</i>
4. Waiting for the ID Card and Purchase Booklets	4. Signing of Senior Citizen ID/PWD ID Card and Purchase Booklets with control numbers	None	3 minutes	<i>OSCA Head Senior Citizen's Office Municipal Mayor Mayor's Office MSWDO MSWD Office</i>
5. Receive the Senior Citizen ID/PWD ID Card and Booklets	5. Release the Senior Citizen ID /PWD ID Card and Booklets	None	1 minute	<i>Administrative Aide I MSWD Office</i>
TOTAL:		None	13 minutes	





2. Issuance of Solo Parent Identification Card (ID)

MSWD Office issues Identification Cards (ID) to Solo Parents to avail of the Benefits and Privileges granted by Law under Republic Act No. 8972 avail of the following services of various agencies such as: Health Services – DOH, Educational Services -CHED/TESDA, Housing- NHA and Parental Leave -Employer, DOLE & CSC. Solo parent whose income is above the poverty threshold shall enjoy such limited benefits as flexible work schedule, parental leave and others to be determined by the DSWD.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizens			
Who may avail	Parent left alone due to death of spouse, unwed mother, legal separation, spouse detainee, and spouse annulment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Municipal Civil Registrar /Philippine Statistics Authority (PSA)		
Birth Certificate of the minor children		Municipal Civil Registrar /Philippine Statistics Authority (PSA)		
Certificate of Court Decision		Court		
Certification from Barangay		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the client Logbook at MSWDO and secure the application form and fill-up properly	1. Give the Logbook to the client 1.1 Record the name and address	None	3 minutes	<i>Administrative Aide I</i> MSWDO
2. Submit 1 photocopy of the required documents together with the filled-up application	2. Receive the application required documents and check for completeness then process	None	5 minutes	<i>Administrative Aide I</i> MSWDO



3. Wait for the approval of MSWDO/LCE	3. Print the Solo Parent ID, affix the signature and release	None	3 minutes	MSWDO MSWD Office <i>Municipal Mayor</i> Office of the Municipal Mayor
4. Receive the Solo Parent ID	4. Release the Solo Parent ID	None	1 minute	<i>Administrative Aide I</i> MSWDO
TOTAL:		None	12 minutes	



3. Replacement of Lost Senior Citizen ID, PWD ID, and Solo Parent ID Cards

Senior Citizen ID, PWD ID, and Solo Parent ID Cards if lost should be reported immediately to the Local Police Station for Police blotter, secure a copy and submit to MSWDO Office for replacement.

Office or Division:	Municipal Social Welfare & Development Office (MSWDO)/ Office of the Senior Citizen's Affair (OSCA)			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizens			
Who may avail	Individuals resident within the vicinity of Municipality of Urbiztondo, age 60 years old and above/Person with Disability (PWD) and Solo Parent ID			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Blotter/Barangay Blotter		Barangay Hall/Local Police Station		
Filled-up Application Form		MSWDO		
Birth Certificate or any valid ID with date of birth		PSA/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook at MSWDO and get an application form for the replacement of the lost ID	1. Give the Logbook and application form to the client 1.1 Record the name and address	None	3 minutes	<i>Administrative Aide I</i> <i>Job Order</i> MSWDO
2. Proceed to the Local Police Station to secure Police Blotter	2. Get the statements of the person requesting Police Blotter	None	5 minutes	PNP Personnel Local Police Station
3. Return to MSWDO, submit the required documents, and wait for the release	3. Receive the required documents, check for completeness and make and print a New ID for replacement of the lost Senior Citizen ID, PWD ID, and Solo Parent ID	None	5 minutes	<i>Administrative Aide I</i> MSWDO



4. Receive the New ID as replacement of the lost Senior Citizen ID, PWD ID and Solo Parent ID	4. Release the New ID affix signature and with control numbers	None	3 minutes	<i>OSCA Head</i> Office of the Senior Citizen's Affair <i>Municipal Mayor</i> Office of the Municipal Mayor
TOTAL:		None	16 minutes	



4. Cancellation of Senior Citizen ID

All Senior Citizens who want to transfer to any town need to surrender their Senior Citizen ID and may secure a Certificate of Cancellation of Senior Citizen ID from the MSWD Office to present to the other town of his/her new residence.

Office or Division:	Municipal Social Welfare and Development Office/ Office of Senior Citizen's Affair (OSCA)			
Classification :	Simple			
Type of Transaction :	Government to Citizens (G2C)			
Who may avail	Individuals resident within the vicinity of the municipality with age of 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizen ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook at MSWDO and request for the cancellation of the Senior Citizen ID	1. Give the Logbook to the client 1.1 Record the name and address and process the request	None	3 minutes	<i>Administrative Aide I</i> MSWDO
2. Present Senior Citizen ID to the MSWD Staff for cancellation	2. Receive and Check the Senior Citizen ID and process	None	2 minutes	<i>Administrative Aide I</i> MSWDO
3. Wait for the release of the Certificate of Cancellation of Senior Citizen ID	3. Print, approve, affix signature and release the Certificate of Cancellation of the canceled Senior Citizen ID	None	3 minutes	<i>MSWDO</i> MSWD Office
TOTAL:		None	8 minutes	

5. Assistance for the Application of Social Pension Program for Indigent, Sick, and Disabled Senior Citizens

Republic Act No. 9994 or the "Expanded Senior Citizens Act of 2010" provides additional benefits and privileges and maximizes participation in nation-building, institutionalizes social protection by providing a monthly stipend to indigent senior citizens and supports the family to provide care to the sick and disabled senior citizens.



Office or Division:	Municipal Social Welfare & Development Officer (MSWDO)/ Office of the Senior Citizen's Affairs (OSCA)			
Classification :	Complex			
Type of Transaction :	G2C - Government to Citizens			
Who may avail	60 years old and above Senior Citizen not receiving any pension from GSIS, SSS, Veterans who are sick and frailty.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Photocopy of Senior Citizen ID		Requesting Client		
Application Form for Social Pension		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook at MSWDO and secure the application form	1. Give the Logbook and application form to the Client 1.1 Record the name and address	None	3 minutes	<i>Administrative Aide I</i> MSWDO
2. Submit the required documents for processing	2. Receive the required documents, review and process	None	2 minutes	<i>Administrative Aide I</i> MSWDO
3. Wait for the approval of the requested document	3. Senior Citizen's application for Social Pension forwarded to the DSWD Regional Office for approval	None	15 days	<i>MSWDO</i> MSWD Office
TOTAL:		None	15 days & 5 minutes	

6. Pre-Marriage Counselling

Pre-marriage counseling is a type of therapy that helps couples prepare for marriage. Pre-marriage counseling can help ensure that you and your partner have a strong, healthy relationship; giving you a better chance for a stable and satisfying marriage.



Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizens			
Who may avail	Couple applying for Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of the couple applicant		Applicant		
Filled-up form of the applicant from the MCR		Municipal Civil Registrar (LCR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook at MSWDO provide the contact number and wait for the Call/SMS	1. Give the Logbook to the applicant 1.1 Instruct the couple to return to the MSWDO, if the Officer is not present 1.2 Schedule the date of counseling 1.3 Notify/Call/SMS the Couple Applicant	None	10 minutes	<i>Administrative Aide I</i> MSWDO MSWD Office
2. Couple appearance on the scheduled date, cooperate and participate in the activity	2. Conduct pre-marriage of counseling for the qualified couple 2.1 Prepare the certificate	None	1 day	<i>Administrative Aide I</i> MSWDO MSWD Office
3. Wait for the release of the Pre-Marriage Compliance Certificate	3. Affix signature and release the Pre-Marriage Compliance Certificate	None	1 minute	<i>Administrative Aide I</i> MSWDO MSWD Office
TOTAL:		None	1 Day and 11 minutes	

7. Issuance of Certificate of Indigency for Hospital, Court, and Agency Concerned

Issuance of Certificate of Indigency to qualified beneficiaries who belong to indigent families in the community.

Office or Division:	Municipal Social Welfare & Development Office (MSWDO)
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Classification :	Simple			
Type of Transaction :	G2C - Government to Citizens			
Who may avail:	Client in need of requirement for indigency within the vicinity of the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook at MSWD Office	1. Give the Logbook to the Client 1.1 Record the name and address	None	3 minutes	<i>Social Welfare Assistant</i> MSWD Office
2. Present Barangay Certificate of Indigency to the MSWD Staff	2. Receive the Barangay Certificate and interview the client	None	10 minutes	<i>Social Welfare Assistant</i> MSWD Office
3. Wait for the assessment and validation	3. Conduct home visitation for assessment & validation 3.1 Encode and Prepare the Certificate of Indigency	None	1 day	<i>Social Welfare Assistant</i> MSWD Office
4. Receive the requested Certificate of Indigency	4. Affix signature and release the Certificate of Indigency	None	1 minute	<i>MSWDO</i> MSWD Office
TOTAL:		None	1 Day and 14 minutes	

8. Assistance to the Victims of Child Abuse

Republic Act 7610 Special Protection for Children Against Abuse, Exploitation, and Discrimination Act.

Office or Division:	Municipal Social Welfare & Development Office (MSWDO)
Classification :	Complex
Type of Transaction :	G2C - Government to Citizens
Who may avail	Children below 18 years old



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate of the Child		Local Civil Registrar		
Medical Certificate		Accredited Hospital		
Police Blotter/Barangay Blotter		Local Police Station/Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook at MSWDO	1. Give the Logbook to the Parent/Guardian 1.1 Record the name and address in the separate Logbook for RA 7610	None	5 minutes	<i>Administrative Aide / MSWD Office</i>
2. Parent/Guardian should present the necessary documents if available	2. Facilitate interview with the child victim and the child's parent/guardian about the incident	None	1 day	<i>MSWDO MSWD Office</i>



3. Cooperate and support the case during case management	3. Assist the victim's family with any necessary documents for filing a case 3.1 Provide financial assistance to the victim if in need 3.2 Draft and prepare Social Case Study Report 3.3 Close Monitoring of the Case	None	15 days	<i>Administrative Aide I</i> MSWDO MSWD Office
TOTAL:		None	16 Days and 5 minutes	



9. Providing Assistance to Clients under R.A. 9262

R.A. 9262- Anti Violence Against Women and their Children Act of 2004 – An Act defining Violence Against Women and their Children, providing protective measures for victims, prescribing penalties therefore, and for other purposes.

Office or Division:	Municipal Social Welfare & Development Office (MSWDO)			
Classification :	Complex			
Type of Transaction :	G2C- Government to Citizens			
Who may avail	Women 18 to 59 years old of age victims of battering			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Barangay Hall		
Barangay/Local Police Blotter		Barangay Hall/Local Police Station		
Medico Legal		Region1 Medical Center (RIMC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook at DSWD Office	1. Give the Logbook to the client	None	3 minutes	<i>Administrative Aide / Job Order MSWDO</i>
2. Report the incident and provide the necessary data/information needed and submit the required documents	2. Receive the required documents, 2.1 Interview and record the statements/information of the client on actual incidents 2.2 Provide medical assistance to the client if in need 2.3 Accompany the client at the hospital medico-legal legal and secure result	None	2 hours	<i>Administrative Aide / Job Order MSWDO</i>
3. Client women and children victims of VAWC provide medico-legal immediately	3. Receive the medico-legal of the victim	None	1 day	<i>Administrative Aide / Job Order MSWDO</i>



4. Cooperate all throughout during assessment process	4. Assess the victim all throughout the process	None	5 days	<i>Administrative Aide / Job Order MSWDO</i>
5. Wait for referral of the MSWDO for temporary shelter and protective custody	5. If the victim's life is in threat or in danger, a referral is made to Accredited Facility or Women's Center that temporarily shelter and protective custody	None	10 minutes	<i>Administrative Aide / Job Order MSWDO</i>
6. Appearance and cooperation of the family victim especially the children during the group work	6. Conduct group work with the family victim especially the children	None	2 days	<i>MSWDO MSWD Office</i>
7. Client will undergo counseling/debriefing	7. Provide counseling to the children and parents/guardian 7.1 Provision of basic needs if necessary	None	20 minutes	<i>MSWDO MSWD Office</i>
8. Wait for the referral of the MSWDO	8. Referral to Psychological, Psychiatric, and Legal Institutions	None	5 minutes	<i>MSWDO MSWD Office</i>
TOTAL:		None	8 Days 2 Hours and 38 minutes	

10. Issuance of Social Case Study Report

Social Case Study Report is issued to clients who need the documents for financial assistance, medical assistance, referrals, etc. Provide and submit necessary requirements.

Office or Division:	Municipal Social Welfare & Development Office (MSWDO)
Classification :	Simple
Type of Transaction :	G2C - Government to Citizens
Who may avail	Client in need of Social Case Study Report required by different agency concern



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency		Barangay Hall		
Medical Certificate/Medical Abstract		Municipal Health Office/Hospital		
Hospital bill/Statement of Account		Municipal Health Office/Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in front of the DSWDO and request for a Social Case Study Report	1. Give the Logbook to the client	None	2 minutes	<i>Administrative Aide I Job Order MSWDO</i>
2. Provide the information to MSWD Staff	2. Interview and record the information	None	30 minutes	<i>Administrative Aide I Job Order MSWDO</i>
3. Submit the necessary documents needed for the Social Case Study Report	3. Receive, Check the documents, and identify client eligibility to be able to formulate a Social Case Study Report	None	5 minutes	<i>Administrative Aide I Job Order MSWDO</i>
4. Wait for the announcement of MSWD Staff for Home Visitation	4. Conduct Home Visitation to come up with the assessment and start processing	None	1 day	<i>Administrative Aide I Job Order MSWDO</i>
5. Wait for the processing of the requested document	5. Draft and Prepare Social Case Study Report then affix signature	None	1 hour	<i>MSWDO MSWD Office</i>
6. Receive the Social Case Study Report	6. Release the Social Case Study Report	None	1 minute	<i>Administrative Aide I Job Order MSWDO</i>



	TOTAL:	None	1 Day 1 Hour and 38 minutes
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11. Children Welfare Program

A. Day Care Service and Supplemental Feeding Assistance -

To provide supplemental parental care for children to working mothers during the day with supplementary nutritional feeding established in every Barangay for the total development and protection of the children.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification :	Highly Technical			
Type of Transaction :	G2C - Government to Citizens			
Who may avail	Children 3-4 years old (preschooler)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		Local Civil Registrar/Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Day Care Center at the respective Barangay and present the birth certificate to enroll the child	1. Receive the Birth Certificate and enroll the child and upon admission of the child instruct the parents to undergo orientation	None	30 minutes	<i>Child Development Worker (CDW)</i> Barangay Day Care Center
2. Parents will undergo Orientation on Child Care and Parent Effectiveness Service (PES)	2. Conduct Orientation on Child Care and Parent Effectiveness Services (PES) to all parents of the children	None	2 days	<i>Child Development Worker (CDW)</i> Barangay Day Care Center
3. Children undergo weighing and measurement of height for supplemental feeding for 120 days	3. Conduct weighing, and measurement of the height of the children for supplemental feeding within 120 days	None	5 days	<i>Child Development Worker (CDW)</i> Barangay Day Care Center
4. Teachers will receive the foodstuff supplies from the MSWD Office	4. Give the foodstuff supplies to the Day Care Workers or Teachers	None	120 days	<i>DSWD Staff</i> MSWDO MSWD Office



5. Children will eat the prepared foods during recess time	5. Parents and Teachers will prepare the food for the children	None	1 hour	Parents Child Development Worker (CDW) Barangay Day Care Center
6. Accompany the child going to Day Center and stay outside while waiting for the class dismissal (3-4 hours of classes)	6. Day Care Teachers/Workers accommodate and teach the children	None	220 days (3-4 hours of classes a day)	Child Development Worker (CDW) Barangay Day Care Center
TOTAL:		None	347 Days 5 Hours & 30 minutes	



B. Assistance to Children in Conflict with the Law (CICL)

The Republic Act No. 9344 or Children in Conflict with the Law “Youth Offender”. It provides a diversion program for CICL above 15 but below 18 years old accused of a crime by 12 years imprisonment. In cases where diversion is not available to the CICL who is eventually convicted. The sentence is automatically suspended and the CICL undergoes rehabilitation until his/her case is closed and terminated.

of

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification :	Highly Technical			
Type of Transaction :	G2C - Government to Children			
Who may avail	Children in Conflict with the Law (CICL) above 15 but below 18 years of age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate of the Child		Municipal Civil Registrar/Philippine Statistics Authority (PSA)		
Initial Assessment Report		MSWD Office		
Police Report		Local Police Station		
Medical Report		Municipal Health Office/Attendant Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CICL Client Logbook at MSWD Office	1. Give the CICL Logbook to the client 1.1 Record the name and address in the separate CICL Logbook	None	3 Minutes	<i>Administrative Aide I</i> <i>Social Welfare Assistant</i> <i>MSWDO</i> MSWD Office
2. Submit the required documents to MSWDO	2. Receive the required documents and interview client of the intake sheet	None	15 Minutes	<i>Administrative Aide I</i> <i>Social Welfare Assistant</i> <i>MSWDO</i> MSWD Office



3. Answer properly all questions raised with regard to the case	3. Conduct Initial Assessment on Discernment 3.1 Draft/prepare Social Case Study Report 3.2 Conduct Home visitation for assessment and verification of rehabilitation	None	7 days	<i>Social Welfare Assistant</i> <i>MSWDO</i> <i>MSWD Office</i>
4. Cooperate with all the preparation activities during the court preceding and rehabilitation	4. Prepares the necessary documents petition for rehabilitation	None	3 days	<i>MSWDO</i> <i>MSWD Office</i>
5. Child is in the Rehabilitation Center	5. Close monitoring of the case until the case is closed and terminated	None	2-3 years or more	<i>MSWDO</i> <i>MSWD Office</i>
6. Child will report to the DSWD Office	6. Aftercare for CICL	None	132 days	<i>MSWDO</i> <i>MSWD Office</i>
TOTAL:		None	3 Years 142 Days and 18 minutes	

IX. Office of the Municipal Engineer External Services

A. Issuance of Building Permit

B. Issuance of Occupancy Permit C. Issuance of Electrical Permit





1. Issuance of Building Permit

Building permit refers to a document issued by the Building Official/Office of the Municipal Engineer to an owner/applicant to proceed with the construction, installations, addition, alteration, renovation, conversion, repair, moving, demolition, or other work activity of a specific project/ building/structure or portion thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines (NBCP) and its Implementing Rules and Regulations (IRR).

Office or Division:	Office of the Municipal Engineer (MEO)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	Clients applying for Building Permits	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished Unified Application Form (Electrical, Civil/Structural, Architectural, Mechanical, Electronics, Sanitary/Plumbing, etc.)		Office of the Municipal Engineer (Building Official)
In case the applicant is the Registered Owner a. Certified True Copy of Transfer Certificate of Title (TCT) b. Tax Declaration c. Current Real Property Tax Receipt		Municipal Assessor's Office
In case the applicant is not a Registered Owner a. Duly Notarized copy of the Contract of Lease b. Duly Notarized copy of the Deed of Absolute Sale c. Duly Notarized copy of the Contract of the Lease		Client



<p>Five (5) sets of Plans and Specifications prepared, signed, and sealed</p> <ul style="list-style-type: none"> a) By a duly licensed Architect, in case of Architectural plans. b) By a duly licensed Civil Engineer and Structural Engineer, in the case of Civil plan and Structural plans. c) By a duly licensed Sanitary Engineer or Master Plumber, in case of Plumbing and Sanitary installation plans. d) By a duly licensed Professional Electrical Engineer, in case of Electrical plans. e) By a duly licensed Professional Mechanical Engineer, in case of Mechanical plans. f) By a duly licensed Electronic Engineer, in case of Electronics plans. 	<p>Client</p>
<p>Five (5) copies of the Bill of Quantities and Materials duly signed and sealed by Civil Engineer or Architect</p>	<p>Client</p>
<p>Five (5) copies of Technical Specifications duly signed and sealed by Civil Engineer or Architect</p>	<p>Client</p>
<p>Structural/Seismic Analysis for buildings/structures two (2) storey above, including telecom towers and warehouses prepared, signed, and sealed by Structural Engineer</p>	<p>Client</p>
<p>Boring test/Soil Analysis for buildings/structures four (4) storey and above prepared, signed, and sealed by Geo-Technical Engineer</p>	<p>Client</p>
<p>Copies of valid licenses of all involved professionals [e.g., PRC Identification Card and Professional Tax Receipt (PTR)]</p>	<p>Client</p>
<p>Fire Safety and Evaluation Clearances (FSEC)</p>	<p>Bureau of Fire Protection (BFP)</p>



Local/National Clearances (if necessary)	Concerned Government Agencies
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application forms at MEO fill-up properly and submit them with all the required documents (e.g. Building Permit, Electrical Permit, Civil/Structural, Architectural Electronics, Sanitary or Plumbing, etc.)	1. Receive the required documents and check for completeness and process 1.1 Compute Building Permit fee and issue Order of Payment 1.2 Endorsement letter to BFP for issuance of FSEC	None To be determined by MEO (PD 1096 & its IRR)	1 day 30 minutes 1 day	<i>Municipal Engineer</i> Office of the Municipal Engineer
2. Pay the required fees at Treasury Office (Windows 1, 2 and 3)	2. Accept the payment and issue an Official Receipt	As computed by the MEO	10 minutes	<i>Rev. Collection Clerk II</i> <i>Administrative Aide III</i> <i>Administrative Aide I</i> Municipal Treasurer's Office
3. Proceed to BFP get forms fill-up and submit the required documents for FSEC and pay the required fees	3. Receive the required documents and check for completeness and issue an Official Receipt	To be determined by BFP	20 minutes	<i>Fire Marshall</i> BFP
4. Return to MEO and submit the FSEC with Official Receipt and wait for the release of Building Permit	4. Receive and check the required documents and issue the Building Permit Certificate	None	40 minutes	Municipal Engineer Office of the Municipal Engineer



TOTAL:	To be determined by MEO & BFP	2 Days, 1 Hour and 40 minutes	
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2. Issuance of Occupancy Permit

Occupancy permit refers to a document issued by the Building Official/Municipal Engineer certifying that the building/structure was completed and can be used in accordance with the approved use.

Office or Division:	Office of the Municipal Engineer (MEO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Clients applying for Occupancy Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of approved Building Permit		Municipal Engineering Office (MEO)		
Application for Certificate Occupancy		Municipal Engineering Office		
Certificate of Completion		Municipal Engineering Office		
Fire Safety Inspection Certificate (FSIC)		Bureau of Fire Protection (BFP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form at MEO fill-up properly and submit it for certificate of occupancy and certificate of completion duly signed and sealed by involved professionals	1. Receive the required documents and check for completeness	None	1 day	<i>Municipal Engineer</i> Municipal Engineering Office



2. Show the site for inspection and secure endorsement letter	2. Inspection of the site 2.1 Issue endorsement letter to Client for issuance of FSIC by the BFP	None	1 day	<i>Municipal Engineer</i> Municipal Engineering Office
3. Proceed to BFP and submit the endorsement letter requesting for FSIC and secure Order of Payment and pay the required fees	3. Receive the endorsement letter and process the FSIC and issue an Order of Payment 3.1 Accept the payment and issue an Official Receipt	To be determined by BFP	20 minutes	<i>Fire Marshall Bureau of Fire Protection</i>
4. Return to MEO and submit the Fire Safety Inspection Certificate (FSIC) and wait for the release of the Occupancy Permit	4. Receive the FSIC and issue the Certificate of Occupancy Permit	None	30 minutes	<i>Municipal Engineer</i> Municipal Engineering Office
TOTAL:		To be determined by BFP	2 days and 50 minutes	



3. Issuance of Electrical Permit to Indigenous Dwellings

Electrical Permit refers to a document issued by the Building Official to an owner/applicant for electrical works in connection to the wiring and installation of panel board, switches, convenient outlets, receptacles and utilization equipment of a specific project or building supported by documents such as plans and specifications, load computations/analysis duly signed by a Professional Electrical Engineer.

Office or Division:	Office of the Municipal Engineer (MEO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Clients applying for Electrical Permit to Indigenous Dwellings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electrical Permit to Indigenous Dwellings		Office of the Municipal Engineer		
Xerox copy of Tax Declaration		Municipal Assessor's Office		
Tax Clearance		Municipal Treasurer's Office		
Picture of Building		Applicant		
Fire Clearance from BFP		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to MEO for issuance of Electrical Permit and secure Order of Payment	1. Receive the required documents and check for completeness 1.1 Compute and issue Order of Payment	None	30 minutes	<i>Municipal Engineer</i> Office of the Municipal Engineer



<p>2. Present the Order of Payment and Pay the required fees at the Treasury Office (Windows 1, 2 and 3)</p>	<p>2. Accept the payment and issue an Official Receipt</p>	<p>Electrical Permit fee – PHP 200 Inspection fee - PHP 150 Tax Clearance - PHP 100 Doc. Stamp - PHP 30 PEE fee Signed/Sealed - PHP 350</p>	<p>5 minutes</p>	<p><i>Administrative Aide I Administrative Aide III Rev. Collection Clerk II Municipal Treasurer's Office</i></p>
<p>3. Return to MEO, submit all the required documents with Official Receipt, provide a contact number and wait for the notification of site inspection</p>	<p>3. Receive all the required documents with the Official Receipt 3.1 Set a schedule for site inspection and notify the client</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Municipal Engineer Municipal Engineering Office</i></p>
<p>4. Accompany the MEO during a site inspection</p>	<p>4. Conduct site inspection</p>	<p>None</p>	<p>1 day</p>	<p><i>Municipal Engineer Municipal Engineering Office</i></p>
<p>5. Proceed to BFP and get the application form fill-up and submit for issuance of Fire Clearance</p>	<p>5. Receive the application, check and process 5.1 Issue Fire Clearance</p>	<p>To be determined by BFP</p>	<p>20 minutes</p>	<p><i>Fire Marshall BFP</i></p>



6. Return to MEO submit one (1) copy of Fire Clearance and wait for the release of the Electrical Permit	6. Receive the Fire Clearance, check and issue the Electrical Permit	None	20 minutes	<i>Municipal Engineer</i> Municipal Engineering Office
- TOTAL:		Electrical Permit fee - PHP 480 PEE fee - PHP 350 To be determined by BFP	1 Day, 1 hour and 18 minutes	

X. Office of the Municipal Planning and Development Coordinator



External Services

- A. Granting of Individual Information for Students/Businessmen and Workers
- B. Provision of Assistance to Different Barangays of the Municipality of Urbiztondo
- C. Provision of Assistance to National Government Agencies
- D. Issuance of Locational Clearance



1. Granting of Individual Information to Students/Businessmen and Workers

Provision of Technical Information such as Ecological Profile, Comprehensive Land Use Plan (CLUP), Review of Barangay Annual/Supplemental Investment Program, Comprehensive Development Plan (CDP), Accomplishment Reports, Municipal Maps, and other vital documents to researchers, businessmen, and others.

Office of Division:	Office of the Municipal Planning and Development Coordinator (MPDC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Individuals who will work within the vicinity of the Municipality of Urbiztondo and other Towns			
Checklist of Requirements		Where to Secure		
Request Letter		Requesting Party		
Valid Identification Card (ID)		Company ID/School ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request form or letter request from the company to MPDC	1. Technical assistance rendered to students, businessmen and other public clients 1.1 Prepare the necessary requested documents	None	1 hour/ depending on a load of needed information	<i>MPDC</i> <i>Administrative Aide III</i> <i>Administrative Aide III</i> <i>Administrative Aide I</i> Office of the Municipal Planning and Development Coordinator
2. Wait for the release of the requested documents	2. Release the requested documents	None	2 minutes	<i>MPDC</i> <i>Administrative Aide III</i> Office of the Municipal Planning and Development Coordinator
TOTAL:		None	1 Hour & 2 minutes	

2. Provision of Assistance to different Barangays of the Municipality of Urbiztondo



Provision of Technical Assistance in the Preparation of the Annual Investment Program and Supplemental Investment Program of various Barangays.

Office of Division:	Office of the Municipal Planning and Development Coordinator (MPDC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Annual Investment Program		Barangays of Municipality of Urbiztondo		
Barangay Supplemental Annual Investment Program		Barangays of Municipality of Urbiztondo		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Barangay Annual Investment Program and Barangay Supplemental Annual Investment Program	1. Receive the Barangay Annual Investment Program and Barangay Supplemental Annual Investment Program	None	10 minutes	<i>MPDC</i> <i>Administrative Aide III</i> <i>Administrative Aide III</i> <i>Administrative Aide I</i> Office of the Municipal Planning and Development Coordinator
2. Wait for the release of the reviewed documents	2. Review Barangay Annual Investment Program and Barangay Supplemental Annual Investment Program 2.1 Release/return to recipients	None	1 day/ Depending on the documents needed	<i>MPDC</i> Office of the Municipal Planning and Development Coordinator
TOTAL:		None	1 Day and 10 minutes	

3. Provision of Assistance to National Government Agencies

Provision of Technical Information to different National Agencies such as the Commission on Audit (COA) Quarterly Report, Documents needed at DILG, PNP, DepEd, and other National Agencies.

Office of Division:	Office of the Municipal Planning and Development Coordinator (MPDC)
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Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All National Agencies, COA, DILG, PNP and DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letters from different National Agencies		National Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter from COA Personnel	1. Receive the request letter 1.1 Prepare the quarterly reports and submit	None	Last week of every quarter For verification	<i>MPDC</i> <i>Administrative Aide III</i> <i>Administrative Aide I</i> Office of the Municipal Planning and Development Coordinator
2. Request From DILG	2. Prepare and submit the needed documents	None	Depending on the load needed information	<i>MPDC</i> <i>Administrative Aide III</i> <i>Administrative Aide I</i> Office of the Municipal Planning and Development Coordinator
3. Request from PNP/BFP/ DepEd etc.	3. Prepare and submit the needed documents	None	Depending on the load needed information	<i>MPDC</i> <i>Administrative Aide III</i> <i>Administrative Aide I</i> Office of the Municipal Planning and Development Coordinator
4. Wait for the release of the requested documents	4. Release the documents requested	None	1 minute	<i>MPDC</i> Office of the Municipal Planning and Development Coordinator



TOTAL:	None	Last week of every quarter & 1 minute	
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4. Issuance of Locational Clearance

Assist the client in securing Locational Clearance and also review, evaluate, assess, and issue Locational Clearance.

Office of Division:	Office of the Municipal Planning and Development Coordinator (MPDC)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen/G2B - Government to Business			
Who may avail:	Business Owners and Residents of the Municipality of Urbiztondo			
Checklist of Requirements		Where to Secure		
Complete Documents for Application of Locational Clearance such as: <ol style="list-style-type: none"> a. Photocopy of TCT/ Tax Declaration b. Lot Plan duly signed and sealed by Registered and Licensed Geodetic Engineer. c. Building Permit Plans duly signed and sealed by Registered and Licensed Professionals who are Authorized and allowed to Sign and Seal the Documents. d. Bill of Materials/ Bill of Quantities 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Planning and Development Coordinator and ask for the List of Requirements for securing Locational Clearance	1. Provide the List of Requirements for the application of Locational Clearance	None	1 day	<i>Administrative Aide I</i> Office of the Municipal Planning and Development Coordinator



2. Submit the complete duly accomplished required documents to MPDC Office for the Locational Clearance application.	2. Receive the required documents then review, evaluate and assess the Locational Clearance application requirements for compliance based on Zoning Ordinance 2.1 Compute the payment 2.2 Issue Order of Payment	Depending on the type of project	3 days	<i>Planning Officer III</i> Office of the Municipal Planning and Development Coordinator
3. Pay the required fees at Treasury Office (Windows 1, 2 and 3)	3. Accept the payment and issue an Official Receipt	Depending on the type of project	2 minutes	<i>Rev. Collection Clerk II</i> <i>Administrative Aide III</i> <i>Administrative Aide I</i> Municipal Treasurer's Office
4. Return to MPDC Office and present the Official Receipt for issuance of the Locational Clearance	4. Receive, process, and sign the Locational Clearance 4.1 Issue Locational Clearance to the Client	None	3 days	<i>Planning Officer III</i> Office of the Municipal Planning and Development Coordinator
TOTAL:		None	7 days and 2 minutes	

XI. Office of the Municipal Budget Officer

Internal Services



A. Issuance of
Obligation Request B. Review of Barangay Annual/Supplemental Budgets



1. Issuance of Obligation Request

An Obligation Request is issued to certify that there is an available appropriation for a certain disbursement.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Government employees within the Municipality of Urbiztondo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Obligation Request Form		Office of the Municipal Budget Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request Form to the Municipal Budget Officer	1. Receive and review the Obligation Form (whether there is the existence of available appropriations) based on the Appropriation Ordinance/Approved Annual Budget of the Municipality	None	4 Minutes	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer
2. Wait for the approval of the Obligation Request	2. Approve and affix signature (if the appropriation is available)	None	1 Minute	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer
TOTAL:		None	5 minutes	

2. Review of Barangay Annual/Supplemental Budgets

Provision of Technical Assistance in the Preparation of the Annual/Supplemental Budget of various Barangays pursuant to Section 331 (b) of RA 7160 Local Budget Circular (the LBC) of Department and Management (DBM).

Office or Division:	Office of the Municipal Budget Officer
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Barangay Officials



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Annual/Supplemental Barangay Budget Forms and Plans		Sangguniang Barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. a. Submit approved Annual Budget duly signed by Barangay Councils b. Submit approved Supplemental Budget duly signed by Barangay Councils	1. a. Review the Proposed Barangay Annual Budgets b. Review the Barangay Supplemental Budgets ● Provide Technical assistance prior to the submission of Annual or Supplemental Budgets to the Sangguniang Bayan	None	20 Minutes 10 minutes	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer



1. Preparation/Receipt of Voucher

The Disbursement Voucher is a form used to pay an obligation to employees/individuals/agencies/creditors for goods purchased or services rendered. Government Accounting Manual for Local Government Units.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client & G2G - Government to Government			
Who may avail:	Various Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Allotment and Obligation form		Office of the Municipal Budget Officer		
Purchase Order/Purchase Request and other BAC Documents		Bids and Awards Committee Office		
Disbursement Vouchers		Office of the Municipal Accountant		
Other pertinent documents as enumerated in COA Circular 2012-001 based on the type of transaction being processed		Various Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit voucher and pertinent supporting documents	1. Receive disbursement voucher and other documents from claimant/payee for all funds	None	5 minutes	<i>Administrative Aide I (General Fund)</i> <i>Admin. Assistant III (SEF, Trust Fund and Water Services)</i> Office of the Municipal Accountant
2. Receive the voucher if incomplete and rectify the deficiency then re-submit	2. Check the supporting documents attached thereto and return the same if the voucher has lacking documents	None	2 minutes	<i>Administrative Aide I (General Fund)</i> <i>Admin. Assistant III (SEF, Trust Fund and Water Services)</i>



				Office of the Municipal Accountant
3. Wait for the release of the disbursement voucher	3. Reviews and sign the disbursement voucher	None	2 minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
4. Wait for the release of the disbursement voucher	4. Assign voucher number, log, and retains a copy for accounting use and reference	None	2 minutes	<i>Administrative Aide I (General Fund)</i> <i>Admin. Assistant III (SEF, Trust Fund and Water Services)</i> Office of the Municipal Accountant
5. Receives signed disbursement voucher and sign in the logbook	5. Return the signed voucher to the client, give the logbook and instruct her/him to go to the treasurer's office	None	2 minutes	<i>Administrative Aide I (General Fund)</i> <i>Admin. Assistant III (SEF, Trust Fund and Water Services)</i> Office of the Municipal Accountant
TOTAL:		None	13 minutes	

2. Issuance of Accountant's Advice

Accountant's Advice of Local Check Disbursements is prescribed to prevent the doubtful validity of the transactions paid and the breakdown in the control system for disbursements and to ensure that checks encashed by government depository banks are for legitimate local government expenditures. Commission on Audit Circular No. 96-007, dated May 15, 1996.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2C - Government to Client & G2G - Government to Government
Who may avail:	Individuals holding a voucher with a check



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved disbursement voucher		Office of the Municipal Accountant Office of the Municipal Treasurer Office of the Mayor		
Duly signed check		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved disbursement voucher with the corresponding signed check and request the accountant's advice	1. Receive the approved disbursement voucher with the corresponding signed check and prepare the accountant's advice	None	3 minutes	<i>Administrative Aide I</i> <i>Administrative Aide III</i> Office of the Municipal Accountant
2. Wait for the release of the Accountant's Advice	2. Signs accountant's advice	None	2 minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant



3. Receives approved disbursement voucher, signed the check and the corresponding accountant's advice then sign in the logbook	3. Release the approved disbursement voucher, signed the check and the corresponding accountant's advice, and require the client to sign in the logbook and then file the duplicate for reference	None	1 minute	<i>Administrative Aide I Administrative Aide III Office of the Municipal Accountant</i>
TOTAL:		None	6 minutes	



3. Government Remittance (GSIS, BIR, Pag-ibig, PhilHealth and Banks)

It is mandatory for agencies to remit directly to agencies concerned, their employees' and employer's contributions and loan amortizations, within the first 10 days of the calendar month following the month to which the contribution apply or the date which was stated in the contract. R.A No. 8291 The Government Service Insurance System Act of 1997, R.A. No. 8424 The Tax Reform Act of 1997, R.A. No. 7875 National Health Insurance Act of 1995, R.A. No. 11199 The Social Security Act of 2018, R.A. No. 9679 Home Development Fund Law of 2009 and Land Bank of the Philippines Electronic Salary Loan Agreement.

Office or Division:	Office of the Municipal Accountant			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client & G2G - Government to Government			
Who may avail:	Various Government Agencies concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing statements		Various government agencies and financial institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit monthly billing	1. Receive billing and make necessary deductions in the preparation of payroll	None	2 hours	<i>Administrative Aide III</i> <i>Administrative Aide I</i> <i>Job Order</i> Office of the Municipal Accountant
2. None	2. Prepare remittance based on the amount from billing and payroll	None	1 hour	<i>Administrative Aide III</i> <i>Administrative Aide I</i> <i>Job Order</i> <i>Municipal Accountant</i> Office of the Municipal Accountant



3. None	3. Encode and finalize remittance and prepare corresponding disbursement voucher and forward the same to the treasury department for check preparation	None	5 minutes	<i>Administrative Aide III Administrative Aide I Job Order Office of the Municipal Accountant</i>
TOTAL:		None	3 Hours and 5 minutes	



4. Receipts of Barangay Transactions

Barangay financial transaction documents consisting of the Report of Collection and Deposits (RCDs) with duplicate copies of the official receipts (ORs) and deposit slips, bank statements, original copies of DVs with their supporting documents (SDs), duplicate copies of checks and PBCs shall be submitted to the Municipal Accountant within 10 days after the end of the month for recording in the barangay books of accounts and financial reporting. Commission on Audit Circular No. 2019-001 dated January 30, 2019.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client & G2G - Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid Vouchers and Payrolls		Barangay Treasurers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit paid vouchers, payrolls, and other documents on or before the 10 th day of the month	1. Verify and count the accounts submitted from the barangay treasurer	None	5 minutes	<i>Administrative Aide I</i> Office of the Municipal Accountant
2. Get the received copy from the receiving officer	2. Mark the copy of the barangay treasurer as received	None	2 minutes	<i>Administrative Aide I</i> <i>Municipal Accountant</i> Office of the Municipal Accountant
TOTAL:		None	7 minutes	

XII. Office of the Chief Administrative Officer External Services

- A. Employment with the Municipal Government of Urbiztondo
- B. Preparation and Issuance of Appointments to Newly Hired and Promoted Employees

Internal Services



- A. Processing of Documents for Membership to GSIS, Phil Health, and Pag-ibig
- B. Assistance to all Government Officials and Employees in the Application for Retirement Claims in GSIS, Pag-ibig, and Terminal Leave Benefits (TLB)
- D. Processing of Application for Leave of Absence
- E. Issuance of Service Records, Certificate of Employment, Leave Credits, and a copy of other Personnel Records

1. Employment with the Municipal Government of Urbiztondo (Recruitment Selection and Placement)

Employment with the Municipal Government of Urbiztondo is open to all qualified individuals provided that a vacant position exists. Based on the Revised Agency Merit Selection Plan (MSP) incorporating the applicable provisions of the Omnibus Rules on Appointment and Other Human Resource Action (ORA-OHRA) pursuant to CSC MC no. 24, s. 2017 and CSC MC No. 14, s. 2018. Applicant must possess the minimum requirements of the position applied for. Vacant positions are published on the CSC Website, and Agency Website and posted in three conspicuous places in the municipality within fifteen calendar days. The Human Resource Merit Promotion and Selection Board (HRMPSB) Committee is composed of:

Chairperson: - Local Chief Executive or his/her authorized representative and

Chairperson: - Municipal Vice Mayor or his/her authorized representative if the vacant position is in the Office of Sangguniang Bayan

Members: - Two representatives each coming from the 1st level position and 2nd level position

Department Head where the vacancy exists and the Chief Administrative Officer as the Ex-Officio member.

Office or Division:	Office of the Chief Administrative Officer/HR Office	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	All qualified individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Letter		Applicant
Personal Data Sheet with recent passport-size picture		Applicant
Photocopy of certificate of eligibility/rating /license		Applicant
Performance Rating (if applicable)		Applicant
Photocopy of Transcript of Records and Diploma		Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may inquire in the Chief Administrative Office/Human Resource Management Office	1. Publish the vacancy to CSC Website, Urbiztondo Website and posted in three (3) conspicuous places	None	15 days posting	Chief Administrative Officer Administrative Assistant IV Chief Administrative Office
2. Send/submit their application letter/resume and credentials to the Chief Administrative Office via email: kedelynp@yahoo.com and or in hand	2. Receive and review applications	None	5 minutes	Chief Administrative Officer Administrative Assistant IV Chief Administrative Office

<p>3. Wait for the information/notification from the Human Resources/Chief Admin. Officer for the schedule of examination & interview</p>	<p>3. HR/Chief Admin. Office inform/notify the applicants thru email/SMS 3.1 Prepare applicants' profiles based on the submitted credentials and endorse them to the HRMPSB. 3.2 The HRMPSB members evaluate and maintain fairness and impartiality in the assessment of candidates for appointment. 3.3 After careful review and evaluation made by the HRMPSB of the applicants' credentials 3.4 Then facilitate Personnel Selection Board (PSB) meeting 3.5 Prepare schedule of assessment and assessment materials 3.6 Administer written examination and skills test and evaluate results if</p>	<p>None</p>	<p>20 days or depende kung hanggang kalian matapos ang recruitment process</p>	<p><i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office</p>
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	<p>qualified then inform applicants</p> <p>3.7 Conduct behavioral event interview, all applicants were interviewed and screened by the HRMPSB and passed through the deep selection</p> <p>3.8 HRMPSB Secretariat will consolidate the assessment and prepare a comparative assessment and conduct a background investigation and submit to HRMPSB the initial assessment report</p> <p>3.9 Convene HRMPSB and prepare deliberation results</p> <p>3.10 Submit results to the appointing authority. Select BEST candidate/s</p> <p>3.11 Inform/Notify candidates who are qualified for the position to be filled-up</p> <p>3.12 Prepare appointment and other related documents</p>			
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<p>4. Wait for the information letter thru email/SMS/Call from the HR Office and submit some additional requirements for preparation of the appointment</p>	<p>4. Inform the candidate if he/she passed the examination and interview thru email/SMS 4.1 Receive the additional requirements, check for completeness then start the processing of the appointment</p>	<p>None</p>	<p>1 day</p>	<p><i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office</p>
<p>TOTAL:</p>		<p>None</p>	<p>Depends on the recruitment processing time</p>	



2. Preparation and Issuance of Appointments to Newly Hired and Promoted Employees

An appointment is issued to all qualified applicants. A permanent appointment is issued to a person who meets all the qualification requirements of the position to which he/she is being appointed including the appropriate eligibility. Temporary issued to a person who meets education, experience, and training requirements for the position except for the appropriate eligibility.

Office or Division:	Office of the Chief Administrative Officer			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G) and Government to Client (G2C)			
Who may avail:	Newly Hired and Promoted Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CS Form 212, Revised 2017)		Applicant		
NBI Clearance		National Bureau of Investigation		
Medical Certificate		Municipal Health Office		
Transcript of Record and Diploma		School where he/she graduated		
Certificate of Training		Applicant		
Original Marriage Contract for Married woman and Birth Certificate 1 copy		Philippine Statistic Authority (PSA)		
Original copy of the authenticated certificate of eligibility/rating/license		Professional Regulation Commission (PRC)/ Civil Service Commission (CSC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished PDS in triplicate copies and the required supporting documents at the Office of the Chief Administrative Officer/HR Office	1. Receive the duly accomplished PDS together with the required documents 2.1 Review PDS, ensure that the form is completely and properly answered and check for completeness	None	3 minutes	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office



2. Wait for the processing of the appointment	2. Prepare and process the appointment then facilitate the signing of the following: 2.1 Appointment Form 2.2 Position Description Form 2.3 Certificate of availability of fund 2.4 Oath of Office 2.5 Assumption of Duty	None	2 hours/ (it may vary depending on the availability of the signatories)	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office <i>Department Head</i> <i>Concerned</i> <i>Municipal Accountant</i> <i>Municipal Mayor/</i> <i>Municipal Vice Mayor</i>
3. Sign the Appointment, Position Description form and Oath of Office and receive the personal copy of the appointment	3. Furnish a copy of the appointment to the proposed appointee before submission to CSC	None	2 minutes	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office
4. Wait for the validation/attestation of the appointment by the Civil Service Commission Field Office (CSCFO)	4. Submit the appointment to the CSC Field Office for validation/attestation within 30 Calendar days	None	Depends on the processing time of the CSC Field Office	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office
5. Wait for the release of the appointment	5. Get the appointment once validated by the CSC Field Office	None	1 day	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office
TOTAL:		None	Depends on the processing time	

3. Processing of documents for membership to the Government Service Insurance System (GSIS) thru WebMSP Philhealth, Pag-ibig thru the websites.

Membership of all regular employees including elective Local Officials to GSIS, Pag-ibig, and Philhealth is mandatory. This Office provides assistance to all employees in applying for their membership.



Office or Division:	Office of the Chief Administrative Officer/HR Office			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Elective Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) valid Ids		Municipal Employee/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Officials/Employees should go to the Admin/HR Office to be interviewed about their membership in these various agencies (Pag- ibig, Philhealth, and GSIS)	1. Interview the official/employee and register thru the websites of (Pag-ibig, Philhealth. and GSIS) 1.1 Agency Authorized Officer (AAO) will enroll them electronically and secure BP Number	None	7 minutes	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office
2. Go to the nearest GSIS Branch to take a picture for UMID purposes	2. Inform the employee to apply for UMID in GSIS upon issuance of BP Number	None	3 minutes	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office



3. Wait for the release of Identification Card (ID) to be delivered by the National Agencies concerned	3. AAO is waiting for the delivery of UMID/IDs from the National Agencies concerned and release the same	None	Depends on the National Agencies concerned	Chief Administrative Officer Administrative Assistant IV Chief Administrative Office
4. Receive the UMID from GSIS, ID from Pag-ibig and Philhealth	4. Release the UMID/ID to the Officials and Employees	None	2 minutes	Chief Administrative Officer Administrative Assistant IV Chief Administrative Office
TOTAL:		None	Depends on the National Agencies concerned	



4. Assistance to all Government Officials and Employees in the Application for Retirement Claims in GSIS/Pag-ibig and Terminal Leave Benefits (TLB).

Membership of all regular employees including Elective Local Officials to GSIS, Pag-ibig, and Philhealth is mandatory, The Chief Administrative Office/HR provides assistance to retiring employees for their membership and retirement claims to GSIS, Philhealth, Pag-ibig, and others. The retiree submits his/her own application; he/she may do so.

Office or Division:	Office of the Chief Administrative Officer			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2C - Government to Client			
Who may avail:	All retiring Regular Employees and Elective Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Official/Employee		
Service Record		Office of the Chief Administrative Officer		
Certificate of Leave Credits		Office of the Chief Administrative Officer		
Property and Money Accountability Clearance		Office of the Municipal Treasurer & Municipal Accountant		
SALN		Official/Employee		
No Pending Case		Office of the Municipal Mayor		
Ombudsman Clearance		Office of the Ombudsman		
CSC Clearance		Office of the Chief Administrative Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retiree Official/ Employee gets retirement clearance forms at HR Office and accomplish it in triplicate copies and submit to concerned Agencies	1. Assist the employee to fill-up the forms	None	3 minutes	Chief Administrative Officer Administrative Assistant IV Chief Administrative Office



2. Get the Terminal Leave Benefits (TLB) and wait for the processing	2. Prepare the computation of TLB - Terminal Leave Benefits Sal. – Highest monthly salary received Days – No. of accumulated vacation and sick leave credits CF – Constant factor is X .0481927 2.1 Prepare and process the TLB voucher with complete requirements	None	3 minutes	Chief Administrative Officer Administrative Assistant IV Chief Administrative Office
3. Proceed to Treasury Office for the release of payment	3. Prepare the check, affix signature and release the check to the retiree	None	2 minutes	Municipal Treasurer Municipal Treasurer's Office
TOTAL:		None	2 hours and 8 minutes	

5. Filing and Processing of Application for Leave of Absence

Any official and employee of this municipality who will file a leave of absence (Civil Service Form No. 6, Revised 2020) from the office shall secure the approval of the Municipal Mayor. The application for leave form shall be submitted to the Office of the Chief Administrative officer five (5) days before the day of absence for Vacation leave and before or upon return to the office for Sick leave.

Office or Division:	Office of the Chief Administrative Officer	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Regular Employees including Elective Officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved Leave		Concerned employee



Approved Authority to Travel		Municipal Mayor/Chief Admin. Officer		
Clearance from Money & Property accountability (for Abroad purposes)		Municipal Treasurer and Municipal Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admin. Office/HR Office, get an application form for leave of absence (CS Form No. 6, Revised 2020)	1. Issue leave forms to the employee concerned 1.1 Five (5) days before the actual date of leave	None	1 minute	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office
2. Fill up the form in duplicate copies and have it approved by your immediate supervisor and the Local Chief executive and submit to the Chief Admin. Office	2. Receive the duly accomplished leave application form and fill in their leave balances for certification of the availability of leave credits 2.1 Return to employee	None	3 minutes	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office
3. Have your application form approved and furnished a copy of the approved leave of absence to the Chief Admin. Office	3. Receive the approved leave of absence and record it in the leave ledger and file it for ready reference	None	2 minutes	<i>Chief Administrative Officer</i> <i>Administrative Assistant IV</i> Chief Administrative Office
TOTAL:		None	6 minutes	



6. Issuance of Service Records, Certificate of Employment, Leave Credits, and a copy of other Personnel Records

All Personnel records like. 201 Files, Service Records, Leave Credits, Step Increments (Notice of Salary Increase (NOSI)/ Notice of Salary Adjustment (NOSA), and other Personnel records shall be maintained in this office for ready reference. HR/Chief Administrative Office provides copies of Certificate of Employment, Loan applications, Retirement, and Terminal Leave Benefits, and other purposes to all employees.

Office or Division:	Office of the Chief Administrative Officer/HR Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Regular Employees including Elective Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Chief Administrative Officer or staff about your request	1. Verify and prepare the requested document	None	5 minutes	Chief Administrative Officer Administrative Assistant IV Chief Administrative Office
2. Wait for the release of the requested documents	2. Affix signature and release the requested documents	None	1 minute	Chief Administrative Officer Chief Administrative Office
TOTAL:		None	6 minutes	

XIII. Office of the Municipal Agriculturist External Service

- A. Dissemination of Information for (Rice, Corn, Livestock, High Value Crop Development Program, Fishery, Organic Agriculture, and Organizational Development)
- B. Technical Assistance for (Rice, Corn, Livestock, High-Value Crop Development Program, Fishery, Organic Agriculture and Organizational Development)
- C. Technical Assistance on Animal Health Protection (Deworming,



- Consultation and Treatment) D. Provision of Technical Assistance on Anti-Rabies Mass Vaccination E. Provision of Technical Assistance for the availment of Farm Pieces of machinery under the Farm Mechanization Program F. Issuance of Certification to Registered Farmers Beneficiaries G. Provision of Technical Assistance on Soil Sampling for Soil Analysis and Soil Fertility Evaluation H. Provision of Technical Assistance to Farmers for Crop/Livestock Insurance (Rice, Corn, Livestock, and High-Value Crop Development Program)
- I. Provision of Technical Assistance for Rice Crop Management J. Distribution of Seeds (Corn, Certified/Hybrid Palay and Vegetables) K. Distribution of Fertilizers L. Distribution of Fingerlings



1. Information Dissemination on Rice, Corn, Livestock, High-Value Crop Development Programs, Fishery, Organic Agriculture, and Organizational Development

Promotion of Banner programs in Rice, Corn, High-Value Crop Development Programs, Fishery, Livestock, Organic Agriculture & Organizational Development.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Group of farmers, Women, Youth, Students, and NGO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Farmers Association & Farmers Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook and submit a request letter at the Municipal Agriculture Office for the r promotion of banner programs in Rice, Corn High-Value Crop Development Program, Fishery, Livestock, Organic Agriculture, and Organizational development	1. Receive the request letter and assist the Farmers with their request 1.2 Instruct the Farmers to return to Agriculture Office for Seminar, Symposium, Training of Farmer's Class, Meeting, Open Forum, and Public hearing	None	3 minutes	<i>Agri. Technologist</i> <i>Agri. Technician</i> <i>Administrative Aide IV</i> <i>Job Order</i> Office of the Municipal Agriculturist
2. Return to the Agriculture Office to follow up and confirm the schedule of the programs	2. Provide the date scheduled to Clients/Farmers for the	None	2 minutes	<i>Municipal Agriculturist</i> Office of the Municipal Agriculturist



and activities	programs and activities			
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3. Provide venue and disseminate the Banner Program to his/her companions/groups	3. Conduct Seminar, Symposium, Training of Farmer's Class, Meeting, Open forum and Public hearing for the promotion of Banner Programs on Rice, Corn, High Value Crop Development Program, Fishery, Livestock, Organic Agriculture and Organizational Development then evaluation	None	1 day	<i>Municipal Agriculturist Agri. Technologist Agri. Technician Administrative Aide IV Job Order Office of the Municipal Agriculturist</i>
4. Fill-up the Feedback form and drop in the suggestion box	4. Provide the Client of Client's Satisfaction Feedback Form	None	2 minutes	<i>Agri. Technologist Agri. Technician Administrative Aide IV Job Order Office of the Municipal Agriculturist</i>
TOTAL:		None	1 Day and 7 minutes	



2. Technical Assistance on Rice, Corn, Livestock, High-Value Crop Development Program, Fishery, Organic Agriculture, and Organizational Development

Provision of Technical Assistance on the Banner Programs Rice, Corn, High-Value Crop Development Program, Fishery, Livestock, Organic Agriculture, and Organizational Development.

Office or Division: Office of the Municipal Agriculturist

Classification: Simple

Type of Transaction: G2C - Government to Citizens

Who may avail: Group of Farmers, Women, and Youth

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request letter			Farmers Association and Farmer's Cooperative		
Resolution			Farmers Association and Farmer's Cooperative		
			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS	AGENCY ACTIONS				
1. Sign in the Client Logbook and submit a request letter for Banner Programs in Rice, Corn High-Value crop Development Program, Fishery, Livestock, Organic Agriculture, and Organizational Development	1. Receive the request letter 1.1 Ask the Clients/Farmers for his/her Registry System for Basic Sectors in Agriculture (RSBSA) Stub 1.2 Instruct the Client on the schedule of the activity	None	3 minutes	<i>Agri. Technologist</i>	<i>Agri. Technician</i> <i>Administrative Aide IV</i> <i>Job Order</i> Office of the Municipal Agriculturist
2. Return to Agriculture Office to follow up and activity	2. Provide the date scheduled to Office of the Municipal	None	2 minutes	<i>Municipal Agriculturist</i>	Clients/Farmers Agriculturist
3. Receive the applicable package of technology	3. Provide the applicable package of technology on the field		None	1 hour	<i>Municipal Agriculturist</i> Office of the Municipal Agriculturist



4. Fill up the Feedback form and drop it in the suggestion box	4. Provide the Client of Client's Satisfaction Feedback Form	None	2 minutes	<i>Agri. Technologist</i> <i>Agri. Technician</i> <i>Administrative Aide IV Job Order</i> <i>Office of the Municipal Agriculturist</i>
TOTAL:		None	1 Hour and 7 minutes	



3. Provision of Technical Assistance on Animal Health Protection (Deworming, Consultation, and Treatment)

This Office provides free livestock technical services such as Deworming, Consultation, and Treatment.

Office	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Livestock Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Livestock Owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook at Municipal Agriculture Office and submit the request letter	1. Receive the request letter and set the schedule of deworming, consultation, and treatment 1.1 Set the schedule of treatment or deworming	None	3 minutes	<i>Agri. Technologist</i> <i>Agri. Technician</i> <i>Administrative Aide IV</i> <i>Job Order</i> Office of the Municipal Agriculturist
2. Return to Agriculture Office for follow-up and verify the schedule	2. Interview the Client about the history of illness and other pertinent animal info. 2.1 Provide the date scheduled	None	7 minutes	<i>Agri. Technologist</i> <i>Agri. Technician</i> <i>Administrative Aide IV</i> <i>Job Order</i> <i>Municipal Agriculturist</i> Office of the Municipal Agriculturist
3. Accompany the Municipal Agriculturist and Staff during the conduction of treatment or deworming	3. Perform animal treatment or deworming	None	10 minutes per animal	<i>Municipal Agriculturist</i> <i>Agri. Technologist</i> Office of the Municipal Agriculturist



4. Fill up the Feedback form and drop it in the suggestion box	4. Provide the Client of Client's Satisfaction Feedback Form	None	2 minutes	<i>Agri. Technologist Agri. Technician Administrative Aide IV Job Order Office of the Municipal Agriculturist</i>
TOTAL:		None	22 minutes	



4. Provision of Anti Rabies Vaccine

Conduct Anti-Rabies Vaccination for Dogs and Cats.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Dogs and Cats Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Pet Owner		
Record book		Pet Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook and submit a request letter	1. Receive the request letter for anti-rabies vaccination 1.1 Set the schedule of vaccination	None	3 minutes	Municipal Agriculturist Agri. Technologist Office of the Municipal Agriculturist
2. Follow up and verify the schedule of vaccination	2. Provide the date scheduled for a vaccination	None	2 minutes	Municipal Agriculturist Agri. Technologist Office of the Municipal Agriculturist
3. Provide a venue and assist the Personnel of the Agriculture Office during the vaccination	3. Conduct the anti-rabies vaccination of dogs and cats	None	5 minutes per animal	<i>Agri. Technologist</i> <i>Agri. Technician</i> <i>Administrative Aide IV Job Order</i> Office of the Municipal Agriculturist



4. Fill up the Feedback form and drop it in the suggestion box	4. Provide the Client of Client's Satisfaction Feedback Form	None	2 minutes	<i>Agri. Technologist Agri. Technician Administrative Aide IV Job Order Office of the Municipal Agriculturist</i>
TOTAL:		None	12 minutes	

5. Provision of Technical Assistance for the availment of Farm Machineries under the Farm Mechanization

Program Provision of Technical Assistance to Farmer's Association and Farmer's Cooperative for the availment of Farm Machineries.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Registered Farmers Association/Farmer's Cooperative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Farmers Association/Farmer's Cooperative		
Resolution		Farmers Association/Farmer's Cooperative		
Endorsement letter		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent of Farmers Association/Farmer's cooperative	1. Receive letter of intent	None	2 minutes	<i>Agri. Technologist Office of the Municipal Agriculturist</i>
2. Secure advisement on the requirements and receive the checklist	2. Give the Checklist of requirements	None	3 minutes	<i>Municipal Agriculturist Office of the Municipal Agriculturist</i>



3. Provide requirements in the checklist	3. Evaluate the requirements 3.1 Prepare the endorsement letter for submission to the concerned agencies	None	10 minutes	<i>Municipal Agriculturist</i> Office of the Municipal Agriculturist
4. Fill up the Feedback form and drop it in the suggestion box	4. Provide the Client with Client's Satisfaction Feedback Form	None	2 minutes	<i>Agri. Technologist</i> Office of the Municipal Agriculturist
TOTAL:		None	17 minutes	

6. Issuance of Certification to Registered Farmers and Farmer's Associations

Provision of Certification to registered farmers and associations.

Office	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Farmer Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Municipal Treasurer's Office		
Valid ID		Farmer Clientele		
Registry System for Basic Sectors in Agriculture (RSBSA) Stub		Farmer Clientele		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	P ROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook at Agriculture Office	1. Verification of Farmer's Registry System for Basic Sectors in Agriculture (RSBSA) Stub	None	3 minutes	<i>Assigned Agricultural Technologist</i> Office of the Municipal Agriculturist



2. Proceed to Treasury Office and pay the required fees and secure Official Receipt Windows 1, 2 and 3)	2. Accept the Payment and issue an Official Receipt	Certification fee – PHP 50 Doc Stamp- PHP 30	2 minutes	<i>Rev. Collection Clerk II Administrative Aide III Administrative Office of the Municipal Treasurer</i>
3. Return to Agriculture Office present the Official Receipt and secure the Certification	3. Prepare the Farmer's Certification	None	5 minutes	<i>Assigned Agricultural Technologist Office of the Municipal Agriculturist</i>
4. Receive the Certification	4. Release the duly signed Farmer's Certification	None	2 minutes	<i>Municipal Agriculturist Assigned Agricultural Technologist</i>
				<i>Office of the Municipal Agriculturist</i>
5. Fill up the Feedback form and drop it in the suggestion box	5. Provide the Client with Client's Satisfaction Feedback Form	None	2 minutes	<i>Assigned Agricultural Technologist Office of the Municipal Agriculturist</i>
TOTAL:		PHP 80	14 minutes	



7. Provision of Technical Assistance for Soil Analysis and Soil Fertility Evaluation

Collection of Soil Samples for Soil Analysis and Soil Fertility Evaluation

Office	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Farmers Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Farmer Clientele		
Soil Sampling Collection		Farmer & Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook and submit a letter of request for soil analysis	1. Receive the letter of request and schedule soil sampling	None	3 minutes	<i>Agri. Technologist</i> Office of the Municipal Agriculturist
2. Assist the Personnel in charge to collect a soil sample	2. Collection of the soil samples, mixing, pulverizing, and air drying	None	5 hours	<i>Agri. Technologist</i> Office of the Municipal Agriculturist
3. Submit soil samples to Agriculture Office	3. Receive the soil sample and forward it to the Soil Laboratory (Bureau of Soil Water Management)	None	2 hours	<i>Agri. Technologist</i> Office of the Municipal Agriculturist
4. Wait for the laboratory results from the Municipal Agriculture Office	4. Claim the result of Soil Analysis/Fertility Evaluation from the Laboratory of the Provincial Agriculture/Soil Laboratory (Bureau of Soil Water Management)	None	14 days	<i>Agri. Technologist</i> Office of the Municipal Agriculturist



5. Receive the Soil Analysis/Fertility Evaluation Result and take note of the Fertilizer recommendation	5. Release Soil Analysis/Fertility Evaluation Result and give fertilizer recommendation	None	5 minutes	<i>Agri. Technologist</i> Office of the Municipal Agriculturist
6. Fill-up the Feedback form and drop in the suggestion box	6. Provide the Client with Client's Satisfaction Feedback Form	None	2 minutes	<i>Agri. Technologist</i> Office of the Municipal Agriculturist
TOTAL:		None	14 Days, 7 Hours & 10 minutes	



8. Provision of Technical Assistance to Farmers for Crop and Livestock Insurance (Rice, Corn, Livestock, High-Value Crop Development Program)

Provision of technical assistance on the application of Crop and Livestock Insurance for Rice, Corn, Livestock, and High-Value Crop Development Programs).

Office	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Farmer Clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Farmer Clientele	
Registry System for Basic Sectors in Agriculture (RSBSA) Stub			Farmer Clientele	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the client Logbook and secure the Philippine Crop Insurance Corporation (PCIC) application form	1. Verification of Farmer's Registry System for Basic Sectors in Agriculture (RSBSA) Stub 1.1 Assist the Farmer in fill-up the Philippine Crop Insurance Corporation (PCIC) form	None	5 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
2. Submit the accomplished application form to Municipal Agriculture Office for signature and secure the duly signed application for submission to the Philippine Crop Insurance Corporation (PCIC)	2. Sign and release the accomplished Philippine Crop Insurance Corporation (PCIC)	None	2 minutes	<i>Agricultural Technologist</i> <i>Municipal Agriculturist</i> Office of the Municipal Agriculturist



3. Fill up the Feedback form and drop it in the suggestion box	3. Provide the Client with Client's Satisfaction Feedback Form	None	2 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
TOTAL:		None	9 minutes	



9. Provision of Technical Assistance for Rice Crop Manager (RCM) Application

Provision of technical assistance on fertilizer recommendation for rice, using Rice Crop Manager (RCM)

Office	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Farmer Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Farmer Clientele		
Registry System for Basic Sectors in Agriculture (RSBSA) Stub		Farmer Clientele		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the client logbook	1. Verification of Registry System for Basic Sectors in Agriculture (RSBSA) Stub	None	2 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
2. Provide the required data to input in the Rice Crop Manager (RCM) Application	2. Interview the farmer for the data needed to input in the Rice Crop Manager (RCM) Application	None	10 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
3. Wait for the generated data	3. Generate data given by the farmer through the Rice Crop Manager (RCM) Application	None	3 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
4. Received the fertilizer recommendation generated by the Rice Crop Manager (RCM) Application	4. Provide and discuss the fertilizer recommendation generated by the Rice Crop Manager (RCM) Application to the farmer	None	3 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist



5. Fill up the Feedback form and drop it in the suggestion box	5. Provide the Client with Client's Satisfaction Feedback Form	None	2 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
TOTAL:		None	20 minutes	



10. Distribution of Seeds such as Corn, Certified/Hybrid Palay, and Vegetable Seeds

Provision of Corn, Certified/Hybrid Palay, and Vegetable Seeds to Registry System for Basic Sectors in Agriculture (RSBSA) registered farmers.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Farmer Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registry System for Basic Sectors in Agriculture (RSBSA) Stub		Farmer Clientele		
Pre-Masterlist/Post Masterlist of Farmer		Office of the Municipal Agriculturist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook and pre-masterlist form	1. Ask the Farmer for the Registry System for Basic Sectors in Agriculture (RSBSA) Stub 1.1 Verification of farmer's information	None	3 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
2. Counterpart payment of the Farmer for Corn seeds Genetically Modified Organism (GMO)	2. Collect the payment of equity/subsidized corn seeds	Depending on the price per variety	2 minutes	<i>Collector of Farmer's Association</i>
3. Claim the seeds and sign in the post masterlist	3. Release the seeds to the client	None	2 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist



4. Fill up the Feedback form and drop it in the suggestion box	4. Provide the Client of Client's Satisfaction Feedback Form	None	2 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
TOTAL:		Depending on price per variety	9 minutes	



11. Distribution of Fertilizers

Distribution of Fertilizers for Crop Production to registered Farmers and Associations.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Farmer's Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registry System for Basic Sectors in Agriculture (RSBSA)		Farmer Clientele		
Pre-masterlist		Farmer's Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook and pre-masterlist	1. Verification of Farmer's registration in the Registry System for Basic Sectors (RSBSA)	None	3 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
2. Payment of farmers' equity to the designated collector of the Farmer's Association	2. Collect payment of equity of Fertilizer	Depending on the counterpart scheme	2 minutes	<i>Collector of Farmer's Association</i>
3. Claim the fertilizer and sign in the post-masterlist	3. Release the fertilizer to the Farmers and Associations and provide post-masterlist	None	3 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
4. Fill up the Feedback form and drop in the suggestion box	4. Provide the Client with Client's Satisfaction Feedback Form	None	2 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
TOTAL;		Depending on the counterpart scheme	10 minutes	



12. Distribution of Fingerlings

Provision of Tilapia Fingerlings from the Bureau of Fisheries and Aquatic Resources or Provincial Agriculture Office – Fisheries Division.

Office	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Farmer's Association & Farmer's Cooperative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter			Farmers Association/Farmer's Cooperative	
Pre-masterlist			Office of the Municipal Agriculturist	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook and submit a letter of request to the Farmer's Association/Farmer's Cooperative	1. Receive the request letter, and assist the Farmers with the needed requirements	None	3 minutes	<i>Municipal Agriculturist</i> Office of the Municipal Agriculturist
2. Accompany the Agricultural Technologist for site inspection	2. Conduct an ocular inspection of the site for appropriate recommendation 2.1 Prepare a request letter and validation result then submit it to the Bureau of Fisheries and Aquatic Resources (BFAR) 2.2 Wait for the approval of BFAR and the release of requested fingerlings	None	2 hours	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
3. Receive the requested fingerlings from Agriculture Office and sign in the post-masterlist	3. Release the fingerlings to Farmer's Association/Farmer's Cooperative	None	5 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist



4. Fill up the Feedback form and drop it in the suggestion box	4. Provide the Client with Client's Satisfaction Feedback Form	None	2 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculturist
TOTAL:		None	2 Hours and 10 minutes	

VII. Feedback and Complaints



FEEDBACKS AND COMPLAINTS MECHANISM	
How does one send feedback?	Accomplish the client feedback form and drop it at the suggestion box in front of the Public Relations & Information Desk at the Lobby Municipal Hall. Send your feedback to Email: (ballesterosedna5@gmail.com) Landline: (075) 632-3153 or SMS/Call 09127423585 or talk to our officer of the day.
How is feedback processed?	The Chief Administrative Staff opens the suggestion box every Friday and compiles records, and reviews all client feedback submitted. Feedback requiring answers is forwarded to the Office of the Municipal Mayor and/ or Chief Administrative Officer. The Chief Administrative Officer will call the attention of the Employee and Department Head concerned and talk about feedback. How will it be acted upon? Within three (3) days of the receipt of the feedback, the concerned Office shall prepare a response letter addressing the client's feedback. The answer of the office is then relayed to the concerned client. When no action is taken by the Department Head and the concerned Staff both of them will receive Memorandum Order signed by the Local Chief Executive.
How is a complaint filed?	Clients may file a complaint through the Chief Administrative Office or to the Office of the Municipal Mayor. The client may use the client's feedback form and make sure to provide the following Name of the person being complained about the incident with a write-up and Evidence.
How are complaints processed?	Upon receiving the complaint and upon evaluation and investigation, the Chief Administrative Office will make a report and submit the same to the Head of the Agency for appropriate action. Then the Mayor's Office will issue a memorandum to the Employee being complained of stating that there is a complaint against him/her, After, determining if the employee violates the policies, the Chief Administrative Office will give feedback to the client/complainant.



Contact Information of ARTA, PCC, CCB	info@arta.gov.ph Email: complaints@arta.gov.ph 1-ARTA (2782) Presidential Complaints Center (PCC): 8888 (SMS and call) CCB: (075) 632-3153/ Mobile No. 09127423585
Contact Information	Telefax No.: (075) 632-3153/ Mobile No. 09127423585 Email: municipalityofurbiztondo@gmail.com Website: http://urbiztondo.website/ FB: http://www.facebook.com/municipalityofurbiztondo.pangasinan

VIII. List offices



OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Municipal Mayor	2 nd floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	municipalityofurbiztondo@gmail.com Landline - (075) 632-3153 09127423585 (SMS/CALL)
Office of the Municipal Vice Mayor	Sangguniang Bayan Rizal St. Poblacion Urbiztondo, Pangasinan	Landline (075) 632-1395 09278669697(SMS/CALL)
Office of the Municipal Accountant	2 nd floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	accounting2414@yahoo.com 09321019682 (SMS/CALL)
Office of the Municipal Agriculturist	1 st floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	urbiztondomao@yahoo.com 09277082578 (SMS/CALL)
Office of the Municipal Assessor	1 st floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	morenomerle1@gmail.com 09673004247(SMS/CALL)
Office of the Municipal Budget Officer	2 nd floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	urbiztondombo08@gmail.com 09060938558(SMS/CALL)
Office of the Municipal Civil Registrar	1 st floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	lcr.urbiztondo@gmail.com 09164566193 (SMS/CALL)
Office of the Chief Administrative Officer	2 nd floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	hrlgu_urbiztondo01@yahoo.com 09950804916/09150087908(SMS/CALL)



Office of the Municipal Engineer	2 nd floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	meo_urbiztondo@yahoo.com 09053017902(SMS/CALL)
Office of the Municipal Health Officer	Municipal Health Office Rizal St. Poblacion Urbiztondo, Pangasinan	rhu_urbiztondo@yahoo.com Landline (075) 633-3091 09454060031(SMS/CALL)
Office of the Local Disaster Risks Reduction and Management Officer	Beside Trial Court Rizal St. Poblacion Urbiztondo, Pangasinan	Ldrmo_urbiztondo@yahoo.com 09053357431/09153952551 (SMS/CALL)
Office of the Municipal Planning & Development Coordinator	2 nd floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	mpdc_urbiztondo@yahoo.com 09262723578/0946151490 (SMS/CALL)
Office of the Municipal Social Welfare and Development	Ground Floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	mswdurbiztondo@gmail.com 09158122037/09185314181 (SMS/CALL)
Office of the Municipal Treasurer	1 st floor Municipal Hall Rizal St. Poblacion Urbiztondo, Pangasinan	urbiztondop@yahoo.com Landline – (075) 632-4590 09153415686 (SMS/CALL)