



MUNICIPALITY OF DINALUPIHAN

CITIZEN'S CHARTER
2020 (1st Edition)



I. Mandate:

Deriving its mandate from the Local Government Code of 1991, also known as RA 7160, the mission to follow the people's welfare under Section 16 of the Code, to wit: General Welfare: Every LGU shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers, necessary, appropriate, or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare within their respective territorial jurisdictions. LGU shall ensure and support among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balance ecology, encourage and support the development of appropriate and selfreliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

II. Vision:

Dinalupihan is the model Agropolis in Central Luzon

Characterized by empowered, disciplined and resilient citizenry; competitive economy; sustainable infrastructure and environment; and guided by a leadership committed to good governance.

III. Mission:

Towards becoming a Model Agropolis of Central Luzon in the Province of Bataan; As the keeper of the Vision, the Local Government Unit shall promote and establish a sustainable connection between and among the following land use change management components: hardware (the built-up and un-built environments), software (local constituents/stakeholders; the socio-economic game players), and the orgware (the decision/policy-makers, local government and private sector coalitions) in order to promote the general welfare and common good of all Dinalupiheños.

IV. Service Pledge:

- No application/request to be returned to the client without appropriate action (approval or disapproval of request)
- Action should not be longer than 3 working days for simple transactions, 7 working days for complex transactions and 20 working days for highly technical transactions. 45 working days for application or request for license, clearance, permit or authorization which require the approval of the local Sangguniang Bayan, Sangguniang Panlungsod, or the Sangguniang Panlalawigan which can be extended for another 20 days.
- The *number of signatories* in any document shall be limited to a **maximum of three (3) signatures.**
- Staff must wear official identification card when transacting with the public



- Staff provides prompt, courteous and friendly service
- On telephone queries- calls will be answered within 3 rings; staff will assist the clients by first identifying themselves and second, referring the call to the designated officer; four (4) hours waiting time for a return call
- On walk-in queries- acknowledgment of clients within 1 minute of entry; officers are identified by name or ID cards; clients are served on a first-come-first served basis; clients are informed immediately when designated officer is not yet available within 20 minutes;
- For feedback and complaints, client may proceed to the public assistance and complaint desk (PACD) to file their complaint to the assigned officer of the day.

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BUSINESS PERMIT AND LICENSING OFFICE
External Services



1. ISSUANCE OF BUSINESS PERMIT (NEW)

ALL ENTERPRISE are required to secure Business Permit and pay business tax, fees and other charges before the start of commercial operations.

The permit must be renewed within the first 20 days of January, every year. Penalties are imposed after this period (25% surcharge & 2% interest per month of the computed tax, fees & other charges). Business tax for new enterprise are computed based on capitalization and those for succeeding years (renewal) are computed as a percentage of gross receipt/sales. Payments may be made annually, semi-annually or quarterly.

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Trade Name <ul style="list-style-type: none"> • Single Proprietor • Partnership • Corporation 2. Barangay Clearance for Business Permit 3. Community Tax Certificate (SEDULA) *** Lease Contract (if rented) *** Public Market Clearance (if located in P. Market) *** Others		DTI CDA San Fernando SEC Manila Barangay Barangay or Municipal Treasury Lessor Public Market Office Refer to Chart		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and complete requirements to BPLO, One-Time Assessment and Payment of tax, fees and charges	1. Evaluate the application form and requirement, encode data in eBPLS 2. Assess tax, fees and charges 3. Issue official receipt to client	Refer to Chart	25 mins	Admin Asst V, Admin Aide III, BPLO-OIC
2. Claim business permit and other regulatory permits and clearances	1. Print and Issue business permit & other regulatory permits	None	5 mins	Admin Asst V, Admin Aide III, Clerk I
TOTAL		Refer to Chart	30 mins	



2. ISSUANCE OF BUSINESS PERMIT (RENEWAL)

All business tax and business permit expire every 31st of December and must be renewed every January 2-20 the following year.

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Gross Sales 2. Barangay Clearance for Business Permit 3. Community Tax Certificate (SEDULA) *** Public Market Clearance (if located in P. Market)		Business Owner BPLO Barangay or Municipal Treasury Public Market Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form to BPLO, One-Time Assessment and Payment of tax, fees and charges	1. Evaluate the application form and requirement 2. Assess tax, fees and charges 3. Issue official receipt to client	Refer to Chart	10 mins	Admin Asst V, Admin Aide III, BPLO-OIC
2. Claim business permit and other regulatory permits and clearances	1. Print and Issue business permit & other regulatory permits	None	5 mins	Admin Asst V, Admin Aide III, Clerk I
TOTAL		Refer to Chart	15 mins	

3. ISSUANCE OF NEW BUSINESS PERMIT (ONLINE BUSINESS REGISTRATION)

Online application of business permit for new/renewal is an option to avoid long queues and to comply with RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Office or Division:	Business Permit and Licensing Office (BPLO)
Classification:	Simple



Type of Transaction:		G2B – Government to Business		
Who may avail:		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Same requirements stated in sec. 1 ISSUANCE OF BUSINESS PERMIT (NEW)		-DO-		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up online application form, submit requirements online at bit.ly/DinOnlineBusiness and pay online at lbp-eservices.com/egps/portal/index.jsp	<ol style="list-style-type: none"> Evaluate application and email tax order of payment (TOP) to client together with the online payment link Print official receipt, business permit, regulatory permits / clearances 	None	15 mins	Admin Asst V, Admin Aide III, BPLO-OIC
2. Claim business permit and other regulatory permits and clearances (on-site)	<ol style="list-style-type: none"> Print and Issue business permit & other regulatory permits 	Refer to Chart	5 mins	Admin Asst V, Admin Aide III, Clerk I
TOTAL		Refer to Chart	20 mins	



4. ISSUANCE OF BUSINESS PERMIT RENEWAL (ONLINE BUSINESS REGISTRATION)

Online application of business permit for new/renewal is an option to avoid long queues and to comply with RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Same requirements stated in sec. 2 ISSUANCE OF BUSINESS PERMIT (RENEWAL)			-DO-	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up online application form at bit.ly/DinOnlineBusiness and pay online at lbp-eservices.com/egps/portal/index.jsp	1. Evaluate application and email tax order of payment (TOP) to client together with the online payment link 2. Print official receipt, business permit, regulatory permits / clearances	None	10 mins	Admin Asst V, Admin Aide III, BPLO-OIC
2. Claim business permit and other regulatory permits and clearances (on-site)	1. Print and Issue business permit & other	Refer to Chart	5 mins	Admin Asst V, Admin Aide III, Clerk I



	regulatory permits		
TOTAL		Refer to Chart	15 mins

CHART OF TAX, FEES AND OTHER CHARGES

I. MAYOR'S PERMIT FEE

Characteristics	Asset Size	Number of Workers
Cottage	Php 250,000 and below	1-10
Small	Over Php 250,000 to Php 500,000	11-99
Medium	Over Php 500,000 to Php 1M	100-199
Large	Over Php 1M	200 and above

Cottage Categories	Amount of Tax
1. Php 50,000 and below	200.00
2. Over Php 50,000 to Php 100,000	250.00
3. Over Php 100,000 to Php 200,000	300.00
4. Over Php 500,000 to Php 1M	350.00
5. Over Php 1M	400.00

The permit fee shall either be based on asset size or number of workers, whichever will yield the higher fee.

	Amount of Tax Per Annum
1. On Manufacturers/Importers /Producers Cottage as categorized above.....	
Small	P 500.00
Medium	P 1,000.00
Large	P 2,000.00
2. On Banks	
Rural, Thrift and Savings Banks	P 5,000.00
Commercial, Industrial and Development Banks	P 10,000.00
Universal Banks	P 30,000.00
3. On Other Financial Institutions	
Small	P 3,000.00
Medium	P 5,000.00
Large	P 10,000.00
4. On Contractors/Service Establishment Cottage as categorized above	
Small	P 500.00
Medium	P 1,000.00
Large	P 1,500.00
Large	P 2,000.00
5. On wholesales/Retailers/Dealers or Distributor Cottage as categorized above.....	
Small	P 500.00
Medium	P 1,000.00
Medium	P 1,500.00
Large	P 2,000.00
6. On Government Projects Contractor Works Permit.	



1) Projects Cost below 10,000	exempt
2) Project Cost above P10, 000.00 but not more than P 100,000.00	25% of 1% of Project Cost
3) Project Cost above P 100,000.00	50% of 1% of Project Cost
7. On Restaurants/Eatery/Fast Food Chain	
Cottage as categorized above.....	P 500.00
Small	P 1,000.00
Medium	P 2,000.00
Large	P 3,000.00
8. Space for Lease/Rent/Parking/Apartment	
Cottage as categorized above.....	P 500.00
Small	P 1,000.00
Medium	P 2,000.00
Large	P 3,000.00
9. Resorts/Hotels/Motels/Catering and Events Planner	P 1,000.00
10. Other Businesses	
Cottage as categorized above.....	P 500.00
Small	P 1,000.00
Medium	P 2,000.00
Large	P 3,000.00

II. BUSINESS TAX

- A. On manufacturers, assemblers, repackers, processors, brewers or manufacturers of any article of commerce of whatever kind or nature in accordance with the following schedule:

**Amount of Gross Sales /Receipts
For the Preceding Calendar Year:**

Amount of Tax Per Annum

Less than 10,000.00	181.50
10,000.00 or more but less than 15,000.00	242.00
15,000.00 or more but less than 20,000.00	332.00
20,000.00 or more but less than 30,000.00	484.00
30,000.00 or more but less than 40,000.00	726.00
40,000.00 or more but less than 50,000.00	907.50
50,000.00 or more but less than 75,000.00	1,450.00
75,000.00 or more but less than 100,000.00	1,815.00
100,000.00 or more but less than 150,000.00	2,420.00
150,000.00 or more but less than 200,000.00	3,025.00
200,000.00 or more but less than 300,000.00	4,235.00
300,000.00 or more but less than 500,000.00	6,050.00
500,000.00 or more but less than 750,000.00	8,800.00
750,000.00 or more but less than 1,000,000.00	11,000.00
1,000,000.00 or more but less than 2,000,000.00	15,125.00
2,000,000.00 or more but less than 3,000,000.00	18,150.00
3,000,000.00 or more but less than 4,000,000.00	21,780.00
4,000,000.00 or more but less than 5,000,000.00	25,410.00
5,000,000.00 or more but less than 6,500,000.00	26,512.00
6,500,000.00 or more	

At a rate not exceeding forty one and one fourth percent (41-1/4%) of one percent (1%)

- B. On wholesalers, distributors, or dealers in any article of whatever kind or nature in accordance with the following schedules:

**Gross Sales/ Records for the
Preceding Calendar Year**

Amount of Tax Per Annum

Less than 1,000.00	19.00
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1,000.00 or more but less than	2,000.00	36.30
2,000.00 or more but less than	3,000.00	55.00
3,000.00 or more but less than	4,000.00	79.20
4,000.00 or more but less than	5,000.00	110.00
5,000.00 or more but less than	6,000.00	133.10
6,000.00 or more but less than	7,000.00	157.30
7,000.00 or more but less than	8,000.00	181.50
8,000.00 or more but less than	10,000.00	205.70
10,000.00 or more but less than	15,000.00	242.00
15,000.00 or more but less than	20,000.00	302.50
20,000.00 or more but less than	30,000.00	363.00
30,000.00 or more but less than	40,000.00	484.00
40,000.00 or more but less than	50,000.00	726.00
50,000.00 or more but less than	75,000.00	1,089.00
75,000.00 or more but less than	100,000.00	1,452.00
100,000.00 or more but less than	150,000.00	2,057.00
150,000.00 or more but less than	200,000.00	2,662.00
200,000.00 or more but less than	300,000.00	3,630.00
300,000.00 or more but less than	500,000.00	4,884.00
500,000.00 or more but less than	750,000.00	9,680.00
1,000,000.00 or more but less than	2,000,000.00	11,000.00
2,000,000.00 or more		At a rate not exceeding fifty percent (50%) of one percent (1%)

C. On retailers

**Gross Sales/Receipts for the
Preceding Year**

Rate of Tax Per Annum

400,000.00 or less	2%
More than 400,000.00	1%

D. On contractors and other independent contractors in accordance with the following schedule:

**Gross Sales/Receipts for the
Preceding Calendar Year**

**Amount of Tax
Per Annum**

Less than 5,000.00		30.25
5,000.00 or more but less than	10,000.00	67.65
10,000.00 or more but less than	15,000.00	114.95
15,000.00 or more but less than	20,000.00	181.50
20,000.00 or more but less than	30,000.00	302.50
30,000.00 or more but less than	40,000.00	425.50
40,000.00 or more but less than	50,000.00	605.00
50,000.00 or more but less than	75,000.00	968.00
75,000.00 or more but less than	100,000.00	1,452.00
100,000.00 or more but less than	150,000.00	2,178.00
150,000.00 or more but less than	200,000.00	2,904.00
200,000.00 or more but less than	250,000.00	3,993.00
250,000.00 or more but less than	300,000.00	5,082.00
300,000.00 or more but less than	400,000.00	6,776.00
400,000.00 or more but less than	500,000.00	9,075.00
500,000.00 or more but less than	750,000.00	10,175.00
750,000.00 or more but less than	1,000,000.00	11,275.00
1,000,000.00 or more but less than	2,000,000.00	12,650.00
2,000,000.00 or more		At the rate not exceeding fifty percent (50%) of one percent (1%)

E. On banks and other financial institutions



fifty percent (50%) of one percent (1%)

- F. The rates of graduated taxes on the businesses hereunder enumerated shall be the following:
 Cafes, cafeterias, refreshment parlors, restaurants, carinderias or food caterers, amusement places, swimming pools, billiard, cockpits, real estate lessor, travel agencies, motel, apartments, private cemetery, memorial parks, privately-owned markets, hospitals, clinics, medical and dental laboratories, cable network, computer services and other services

<u>Gross Sales/ Receipts for the Preceding Calendar Year</u>	<u>Amount of Tax Per Annum</u>
Less than 5,000.00	30.25
5,000.00 or more but less than 10,000.00	67.65
10,000.00 or more but less than 15,000.00	114.95
15,000.00 or more but less than 20,000.00	181.50
20,000.00 or more but less than 30,000.00	205.50
30,000.00 or more but less than 40,000.00	423.50
40,000.00 or more but less than 50,000.00	605.00
50,000.00 or more but less than 75,000.00	968.00
75,000.00 or more but less than 100,000.00	1,452.00
100,000.00 or more but less than 150,000.00	2,178.00
150,000.00 or more but less than 200,000.00	2,904.00
200,000.00 or more but less than 250,000.00	3,993.00
250,000.00 or more but less than 300,000.00	5,082.00
300,000.00 or more but less than 400,000.00	6,776.00
400,000.00 or more but less than 500,000.00	9,075.00
500,000.00 or more but less than 750,000.00	10,175.00
750,000.00 or more but less than 1,000,000.00	11,275.00
1,000,000.00 or more but less than 2,000,000.00	12,650.00
2,000,000.00 or more	At a rate not exceeding fifty Percent (50%) of one percent (1%)

- G. On peddlers
 50.00 Annually

CHART OF OTHER REQUIREMENT (For high risk business enterprise)

1. Certificate of Registration from Bangko Sentral ng Pilipinas (BSP)
 - for pawnshop, money changer, money remittance, financial institution
2. Certificate of Filing from Securities and Exchange Commission (SEC)
 - for lending investor
3. License to Operate (LTO) from Department of Health (DOH)
 - for clinic (medical, lying-in, birthing), hospital, pharmacy, optical, dental, x-ray, laboratory
4. LTO and Certificate of Product Registration (CPR) from Food and Drug Administration (FDA)
 - for E-Cigarette / Vapes
5. LTO from PNP Crime
 - for Fire Arms
6. Land Transportation Franchise Regulatory Board (LTFRB) Certification
 - for Transportation
7. Environment Compliance Certificate (ECC) / Certificate of Non-Coverage (CNC) / PENRO / MENRO / PVET / MVET / BAI Certification
 - for Piggery and Poultry
8. ECC / CNC / DOE / MENRO Certification
 - for gasoline station
9. ECC / CNC / MENRO Certification



- for cemetery and funeral services
- 10. ECC / CNC
 - for junkshop, laundry, car wash, resort, rice mill and water refilling station
- 11. NMIS Certification
 - for frozen food
- 12. Reportorial Document
 - for cooperatives
- 13. DTI Accreditation
 - for machine shop, automotive, electrical, air conditioning and refrigeration

5. PAYMENT OF SEMI-ANNUAL AND QUARTERLY BUSINESS TAX

As stated in Section 2C.03 of the Revenue Code of the Municipality, payment of business tax can be made annually, semi-annual and quarterly. Semi-annual payment must be made within the first 20 days of January and July. Quarterly payment must be made within the first 20 days of January, April, July and December.

For semi-annual payment: Business tax divided by 2

For quarterly payment: Business tax divided by 4

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		BPLO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get order of payment at BPLO	1. Issue order of payment	None	3 mins	Admin Asst V, Admin Aide III
2. Payment of semi – annual (SA) / quarterly business tax	2. Receive payment and issue official receipt.	SA: 50% of business Tax; Quarterly: 25% of business tax	5 mins	Admin Asst V
TOTAL		Refer to Chart	8 mins	



6. APPLICATION OF BUSINESS CLOSURE

As stated in the revenue code of Dinalupihan, the business that retire from operation must apply for business closure and settle the applicable fees and charges.

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Closure 2. Barangay Certification (CEASED OPERATION) 3. Gross Sales 4. Original Copy of Recent Business Permit		Law Office Barangay Business Owner Business Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to BPLO	1. Evaluate the requirements, Assess fees and charges	None	3 mins	Admin Asst V, Admin Aide III
	2. Issue Order of Payment	None	3 mins	Admin Asst V, Admin Aide III
2. One -Time payment of tax, fees and charges and claim Certificate of Closure	1. Issue Official Receipt and Certificate of Closure	Refer to Chart	8 mins	Admin Asst V, Admin Aide III
TOTAL		Refer to Chart	14 mins	

7. CHANGE IN BUSINESS INFORMATION (CHANGE OF BUSINESS OWNER / CHANGE OF BUSINESS NAME / CHANGE OF BUSINESS LOCATION

Change in business information such as owner, business name and location can be done by submitting pertinent documents at BPLO.

Office or Division:	Business Permit and Licensing Office (BPLO)
Classification:	Simple



Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owne4rs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Change of Business Name / Owner</u> 1. Affidavit of Change of Business Name / Owner 2. New DTI/SEC/CDA Registration 3. Original Copy of Recent Business Permit <u>Change of Business Location</u> 1. Zoning Clearance 2. Barangay Certification		Law Office DTI / SEC / CDA Business Owner Municipal Planning & Development Office Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to BPLO	1. Evaluate the requirements, Assess fees and charges, Issue order of payment	None	3 mins	Admin Asst V, Admin Aide III
2. One -Time payment of tax, fees and charges, claim Business Permit	2. Issue Official Receipt and Business Permit	P100.00	8 mins	Admin Asst V, Admin Aide III, Clerk I
TOTAL		P100.00	11 mins	

8. ISSUANCE OF CERTIFICATIONS

All certifications relative to business such as Closure, Business Record and Certified True Copy, can be obtained in BPLO.

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification at BPLO	1. Evaluate eligibility based on records,	None	3 mins	Admin Asst V, Admin Aide III



	Issue order of payment			
2. One -Time payment of fees and charges, claim Certification	2. Issue Official Receipt and Certification	P100.00 *addl copy = P10.00 / page	8 mins	Admin Asst V, Admin Aide III
TOTAL		P100.00	11 mins	

9. ISSUANCE OF SPECIAL PERMIT

For business related rallies, motorcades, promotions, advertisement and short period sales, a special permit must first be obtained at BPLO.

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Addressed to Mayor 2. Valid ID		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to BPLO and fill-up application form for Special Permit	1. Submit application via viber to Mayor for approval	None	15 mins	Admin Asst V, Admin Aide III, BPLO OIC
2. One -Time payment of fees and charges, claim Special Permit	2. Issue Official Receipt and Special Permit	P500.00	8 mins	Admin Asst V, Admin Aide III
TOTAL		P500.00	23 mins	



MUNICIPAL ASSESSOR'S OFFICE

External Services



1. TRANSFERRING OF OWNERSHIP/POSSESSION OF REAL PROPERTY

Property Owner acquired Real Property through Deed of Conveyance (Sale, Donation & Sheriff's Sale) request for this service. Updated Tax Dec. under the name of New Owner is given upon submitting all documents and pay the necessary fees, taxes by the owner.

Office or Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property Owner or his authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Transfer of ownership/possession done from year June, 1974 and below</p> <ul style="list-style-type: none"> - 2pcs.-Photocopy of Title - 1pc.-Brown envelop long for every transaction/property owner 	Land Registration Authority(LRA)/Register of Deeds (ROD), Balanga City, Bataan
<p>Transfer of ownership/possession done from year July 1974 up to August 1979</p> <ul style="list-style-type: none"> - 2pcs.-Photocopy of Title(If Titled) - 2pcs.-Photocopy of Current Real Property Tax Receipt/Tax Clearance - 2pcs.-Photo copy of Transfer Tax Receipt or Certification of Payment of Transfer Tax - 2pcs.-Photocopy of Deed of Conveyance(Sale,Donations,etc.) - 1pc.-Brown envelop long for every transaction/property owner 	<p>LRA/ROD, Balanga City, Bataan Municipal Treasurer's Office(MTO)-Dinalupihan/Provincial Treasurer's Office (PTO)-Capitol, Balanga City, Bataan Provincial Treasurer's Office(PTO)-Balanga City, Bataan</p> <p>Notary Public Attorney</p>
<p>Transfer of Ownership/Possession done from year Sept. 1979 to February 2008</p> <ul style="list-style-type: none"> - 2pcs.-Photocopy of Title (If Titled) - 2pcs.-Photocopy of Current Real Property Tax Receipt/Tax Clearance - 2pcs.-Photocopy of Transfer Tax Receipt/Certification of Payment of Transfer Tax - 2pcs.-Photocopy of Certificate of Authorizing Registration (CAR) - 2pcs.-Photocopy of Deed of Conveyance(Sale,Donation,etc.) - 1pc.-Brown envelop long per transaction/property owner 	<p>LRA/ROD, Balanga City, Bataan MTO-Dinalupihan/PTO-Balanga City, Bataan</p> <p>PTO, Provincial Capitol, Balanga City, Bataan</p> <p>BIR- Balanga City, Bataan</p> <p>Notary Public Attorney</p>
<p>Transfer of Ownership/Possession done from year March,2008 up to present</p> <ul style="list-style-type: none"> - 2pcs.-Photocopy of Title(If Titled) 	



<ul style="list-style-type: none"> - 2pcs.-Photocopy of Current Real Property Tax Receipt/Tax Clearance - 2pcs.-Photocopy of transfer tax receipt or Certification of payment of transfer tax - 1pc.-Certified True Copy of Certificate of Authorizing Registration(CAR) and 1pc.Photocopy - 2pcs.-Photocopy of Deed of Conveyance (Sale,Donation,etc.) - 1pc.-Brown envelop long per transaction/property owner <p>Additional Requirement: For Subdivided and Consolidated property</p> <ul style="list-style-type: none"> - 2pcs.-Blueprint of Approved plan 	<p>LRA/ROD, Balanga City, Bataan MTO-Dinalupihan/PTO Capitol, Balanga City, Bataan</p> <p>PTO, Capitol, Balanga City, Bataan</p> <p>BIR, Balanga City, Bataan</p> <p>Notary Public Attorney</p> <p>DENR Regional office, San Fernando,Pamp.</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Request for the Service. Submit complete documents to Municipal Assessor's Office staff.</p>	<p>4. Received the complete documents submitted by the client. Check and verify for completeness and validity. If documents are complete and valid process the new tax declaration and issue an Order of Payment to the client for Processing fee.</p>	<p>None</p>	<p>5 min</p>	<p>Admin Asst II-Mun. Assessor's Office</p>
<p>5. Pay a Processing fees (IT & Service Fee) to the Municipal Treasurer's Office and submit the O.R. to the Mun. Assessor staff who received your documents.</p>	<p>1. Prepare the New Tax Declaration, attached the old Tax Dec. and O.R. paid by the client to the Municipal Treasurers Office. Forward to the Municipal Assessor for final</p>	<p>P400.00 (P250.00-IT Fee and P150.00-Service Fee) per transaction or depend on the existing Approved</p>	<p>25 min</p>	<p>Admin Asst. II-Mun. Assessor's Office</p>



	checking and approval. 2. The Mun. Assessor Sign the New Tax Declaration for approval and return to the Mun. Assessor staff.	LGU Revenue Code	3 min	Municipal Assessor (MA)
3. Receive the New Tax Declaration, O.R. paid and check/review the New Tax Declaration before leaving the Mun. Assessor's Office.	1. Record the Processing fee O.R. No. paid by the client. Release/Issue the New Tax Declaration together with the OR. Advise the Property Owner to check/review the new tax dec.	None	2 min	Admin Asst.II-Mun. Assessor's Office
TOTAL		P400.00	35 min	

2. SECURING CERTIFIED COPY OF ASSESSMENT RECORD OF REAL PROPERTY AND ALL OTHER RECORDS RELATIVE TO ITS ASSESSMENT

The Tax Declaration (TD) serves as the municipal permanent record for every real property unit (Land, Building and machinery).

A certified true copy of Tax declaration and all other records relative to its assessment may be requested from the Municipal Assessor's Office.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Property Owner or his authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requesting should be the property owner or his authorized representative. Authorization letter/Special Power of Attorney/etc, from the property owner should be Notarized.		Notary Public Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Request for the service. Present any proof of ownership of the property being requested or notarized authorization/SPA to the Mun. Assessor's Staff</p>	<p>1. Verify the records of the real property being requested. 2. Prepare the Certified True Copy of property being requested and issue an Order of payment to the client.</p>	<p>None</p>	<p>2 min 5 min</p>	<p>Admin Asst. II- Mun. Assessor Office</p>
<p>2. Pay a Service Fee at the Municipal Treasurer's Office</p>	<p>1. Attached the OR Paid by the client together with the Certified of Assessment and forward to Mun. Assessor. 2. The Municipal Assessor certified the correctness of assessment record by signing the Certification. Return to the Mun. Assessor Staff.</p>	<p>P150.00 per transaction or depend on the existing Approved LGU Revenue Code</p>	<p>2 min 2 min</p>	<p>Mun. Assessor</p>
<p>1. Receive the Certification and the OR paid and review/Check Certification before leaving the Mun. Assessor's Office</p>	<p>1. Record the OR paid, release/issue the Certification of assessment and advise the owner to review the Certification before leaving the Mun. Assessors Office.</p>	<p>None</p>	<p>2 min</p>	<p>Admin. Asst. II -Mun. Assessor Office</p>
TOTAL		<p>P150.00</p>	<p>13 min</p>	



3. SECURING ASSESSMENT FOR NEWLY DECLARE REAL PROPERTY

New Tax Declaration (TD) has to be prepare for newly declare property (land, building and machinery). The Municipal Assessor's Office conduct field inspection to appraise and assess the real property. The new TD serves as the municipal assessor's office permanent record on the real property in the LGU. It is also for real property taxation purposes only..

Office or Division:	Municipal Assessor's Office		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	Property Owner or his authorized representative.		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Land: Res.-area not more than 300sq.m. Agricultural-area not more than 1ha. Commercial-area not more than 300 sq.m. Industrial-area not more than 1,000 sq.m. Titled Property - 2pcs. Photocopy of Title - 2pcs.-Blue print or photocopy of Approved plan (Subdivided/consolidated property) Untitled Property - 2 pcs. Photocopy of Certification from DENR/PAMB(Certifying that the Lot Occuoant is a Qualified Tenured Migrant) - 2 pcs.- Blue Print/Photocopy of sketch plan (if any) Building:Res. Bldg.- Market Value not exceed P300,000.00 Comml.Bldg.-Market Value not exceed P500,000.00 - 2pcs. Photocopy of building permit (if any) - 2pcs. Photocopy of Certificate of Occupancy (if any) - Notarized Sworn Declaration by the Owner Machinery:Machinery- Market Value not exceed P500,00.00 - 2pcs.Photocopy of Notarized Certification from Gen. Manager of the Corp. as to the actual cost of the machinery/Notarized Sworn Statement of the Owner declaring the cost of machinery/Notarized Certification from the Board of Investment that the same is new preferred industry.	LRA/ROD Balanga City, Bataan DENR, Regional Office, San Fdo., Pamp. CENRO/PAMB Office, Roosevelt, Bataan Private Geodetic Engineer Mun. Engineering Office, Dinalupihan Mun. Engineering Office, Dinalupihan Notary Public Attorney Notary Public Attorney		
TOTAL		13 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service. Submit complete documents to Mun. Assessor's staff	1. Receive the submitted documents. Check and validate. 2. Conduct ocular inspection. 3. Prepare FAAS 4. Apply the existing Approved schedule of values. 5. Prepare the New Declaration of Real Property. 6. Forward to Municipal Assessor for review and approval. 7. The Municipal Assessor review/check and Approved the New Declaration. Return docs.to the Mun. Assessors staff for payment of RPT.	None	5 min 1 hr. or more may vary depending on the property's size, location as well as the means of transportation. Maximum of 3hrs 15 min 30 min 10 min	Admin Asst.II-Mun. Assessor Office Mun. Assessor, LAO-I and Admin Asst. II LAO-I LAO-I/MA Admin Asst. II MA
2. Pay the necessary computed appraisal and assessment of real property tax to the Mun. Treasurer's Office	1. Receive the RPT Receipt and encode in the TD.	Real Property Taxes base on the computed appraisal & assessment using the existing Approved Schedule of Values-Refer to SP	2 min	Admin Asst II



		Ordinance No.12 S. of 2019, dtd. Dec. 9, 2019		
3.Receive the Owner's copy of Tax Declaration and the OR receipt paid for Real Property Tax. Review and check the Tax Dec. before leaving the Mun. Assessor's office	1.Release/issue the tax dec and Real Property Tax receipt to the client. Advise the client to review and check the Tax Dec. before leaving the Mun. Assessor' Office.	None	5 min	Admin Asst II
TOTAL		Refer to SP Ordinance No.12, Series of 2019, dtd. Dec. 9, 2019	4 hrs. & 17 min	

4. SECURING ASSESSMENT FOR NEWLY DECLARE REAL PROPERTY

New Tax Declaration (TD) has to be prepare for newly declare property (land, building and machinery) The Municipal Assessor's Office conduct field inspection to appraise and assess the real property. The new TD serves as the municipal assessor's office permanent record on the real property in the LGU. It is also use real property taxation purposes only.

Office or Division:	Municipal Assessor's office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Property Owner or his authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Land: Res. – area more than 300sq.m. Agricultural-area more than 1ha. Comml.- area more than 300sq. m. Industrial- area more than 1,000sq.m. Titled Property <ul style="list-style-type: none"> - 2pcs. Photocopy of Title - 2pcs.-Blue print or photocopy of Approved plan (Subdivided/consolidated property) Untitled Property <ul style="list-style-type: none"> - 2 pcs. Photocopy of Certification from DENR/PAMB(Certifying that the 	LRA/ROD Balanga City, Bataan DENR, Regional Office, San Fdo., Pamp. CENRO/PAMB Office, Roosevelt, Bataan



<p>Lot Occuoant is a Qualified Tenured Migrant)</p> <ul style="list-style-type: none"> - 2 pcs.- Blue Print/Photocopy of sketch plan (if any) <p>Building:Res. Market Value exceed P300,000.00</p> <p>Comml.-Market value exceed P500,000</p> <ul style="list-style-type: none"> - 2pcs. Photocopy of building permit (if any) - 2pcs. Photocopy of Certificate of Occupancy (if any) - Notarized Sworn Declaration by the Owner <p>Machinery: Machinery-Market Value exceed P500,000.00</p> <ul style="list-style-type: none"> - 2pcs. Photocopy of Notarized Certification from Gen. Manager Of the Corp. as to the actual cost of the machinery/notarized Sworn Statement of the Owner declaring the cost of machinery/Notarized Certification from the Board of Investment that the same is new preferred industry. 		<p>Private Geodetic Engineer</p> <p>Mun. Engineering Office, Dinalupihan</p> <p>Mun. Engineering Office, Dinalupihan</p> <p>Notary Public Attorney</p> <p>Notary Public Attorney</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service. Submit complete documents to Mun. Assessor's staff	1. Receive the submitted documents. Check and validate	None	5 min	Admin Asst. II Mun. Assessor's staff
	2. Conduct ocular inspection		1 hr. or more may vary depending on the property's size, location as well as the means of transportation. Maximum of 3 hrs.	Mun. Assessor, LAO-I & Admin Asst. II
	3. Prepare FAAS.	15 min	LAO-I	
	4. Apply the existing Approved Schedule of values.		LAO-I/MA	



	<ol style="list-style-type: none"> 5. Prepare the New Declaration of Real Property. 6. Forward to MA for review and the MA recommend to the Provincial Assessor for Approval 7. Return to Mun. Assessor's Staff the complete docs. and advise the client to pay the RPT at the Mun. Treasurer's Office. 		<p>30 min.</p> <p>10 min</p> <p>3 min</p>	<p>Admin. Asst. II</p> <p>MA</p> <p>Admin Asst II</p>
<ol style="list-style-type: none"> 2. Pay the necessary Real Property Tax to the Mun. Treasurer's office and submit to the Mun. Assessor staff who receive the documents 	<ol style="list-style-type: none"> 1. Receive the RPT O.R. and encode in the Tax Dec. 2. Advise the Property Owner to return and get his copy of Tax Declaration after 7 working days upon receipt of the request. 3. Transmit/Submit the docs. to the Provincial Office for the Approval of Provincial Assessor 	<p>Real Property Taxes base on the computed appraisal and Assessment using Approved Schedule of Values-Refer to SP Ordinance No.12 S. of 2019 dated Dec. 9, 2019</p>	<p>3 min</p> <p>2 min</p> <p>6 days</p>	<p>Admin Asst II</p> <p>Admin Asst II Mun. Assessor's Office</p> <p>Provincial Assessor-Balanga City, Bataan</p>
<ol style="list-style-type: none"> 3. Receive the Copy of the Tax Declaration and review/check before leaving the Mun. Assessor's office. 	<ol style="list-style-type: none"> 1. Approved TD copy by the PA transmit to Mun. Assessor's Office 2. Issue the Approved TD to the client and advise to review check the TD before leaving 	<p>None</p>	<p>5 min</p>	<p>Admin Asst II- Mun. Assessor's Office</p>



	Assessor's Office.			
TOTAL		Refer to the SP Ordinance No.12 Series of 2019, dtd. Dec. 9, 2019	6 days & 4 hrs. 10 min or 7 days	

5. SECURING REAL PROPERTY HISTORY

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

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Property Owner or his authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Title		LRA/ROD Balanga City, Bataan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service. Present the Photocopy of Title	1. Receive, verify and research the history base on the Title presented. Advise the property owner to return after 3 working days upon receipt of the request. 2. Forward the TD's History to the Mun. Assessor . 3. The MA certifying the correctness of the Documents	None	2days & 50 min 3 min	Admin Asst II- Mun. Assessor's Office MA



2. Pay the necessary Service fee to the Mun. Treasurer's Office	1. Record the Service Fee OR No. in the log book.	P150.00 per transaction or depend on the existing approved LGU Revenue Coder	5 min	Admin Asst. II Mun. Assessor's Office
3. Receive the TD's History & the OR. Receipt paid.	1. Issue the TDs History	None	2 min	Admin Asst. II
TOTAL		P150.00	3 days	

6. SECURING PROPERTY LOCATION

The service enables clients to identify real property, its ownership, location, shape, adjacent owners of the lot and other information regarding the requested property.

Office or Division:	Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Property Owner or his authorized representative/Bank Appraiser			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Title		LRA/ROD Balanga City, Bataan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Service. Submit Photocopy of title to Mun. Assessor Office Staff	1. Receive the Photocopy of Title & forward to the Tax Mapper . 2. Tax mapper verify in the Cadastral Map/LARES/Tax Map and prepare the Location Site. Advise the property owner to pay IT & Service Fee	None	2 min 30 min	Admin Asst. II Mun. Assessor's Office Tax Mapper



2. Pay the IT & Service Fee at the Mun. Treasurer's Office	1.Attached the OR. No. and the Location Site. 2.The Mun. Assessor certify the correctness of the requested property.	P400.00 per transaction or depend on the existing approved LGU Revenue Code	1 min 2 min	Admin Asst. II MA
2. Receive the location site and the OR receipt paid.	1.Record the OR.No. and issue the location site.	None	5 min	Admin Asst. II
TOTAL		P400.00	40 min	

7. REQUESTING FOR CANCELLATION, DROP AND DEMOLITION OF REAL PROPERTY ASSESSMENT

Clients request to cancel, drop and demolish their real property due to reasonable reason request this service.

Office or Division:	Mun. Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Property Owner or his authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - 2pcs.-Photocopy of Current Real property Tax Receipt/tax Clearance -2copies-Barangay Certification for demolition request only -2copies Request letter from the Owner 		MTO-Dinalupihan/PTO-Capitol Balanga City Barangay Captain where the property is located		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service. Submit the complete docs. To the Mun. Assessor Staff	1.Receive the docs. Check, verify the docs. for validity. 2.Conduct ocular inspection.	None	3 min 1 hr. or more may vary depending on the property location, as well as the means of transportation.	Admin Asst. II MA/LAO-I



	3.Prepare the Certification for Cancel,Drop & Demolish and advise the client to pay the Service fee.		Maximum 3 hrs. 10 min	Admin Asst. II
3. Pay the service fee at the Mun. Treasurer's Office	1.Record the OR.No. 2. The Mun. Assessor certifying the cancellation, dropped and demolition of real property.	P150.00 per transaction or depend on the existing approved LGU Revenue Code	2 min 3min	Admin Asst. II MA
4. Receive the Certification & OR Receipt paid	1.Issue the Certification being requested.	None	2 min	Admin Asst. II
TOTAL		P150.00	3 hrs. and 20 min	

8. ANNOTATE THE MORTGAGE AND LOAN CANCELLATION IN THE TD AS PER REQUEST BY THE PROPERTY OWNER

This service is requested by the owner who use their property for loan agreement. They request to annotate the mortgage or loan cancel in the Tax Dec. for information and safety purposes

Office or Division:	Mun. Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Property Owner or his authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2pcs.Photocopy of mortgage contract and photo copy of Title 2 pcs. Photocopy of Cancellation of Mortgage and photocopy of title	Financial Institution (Bank & etc.) & LRA/ROD Balanga City, Bataan Financial Institution (Bank & etc.) & LRA/ROD Balanga City, Bataan



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service. Submit the complete docs. To the Mun. Assessor Staff	1.Receive the docs. Check, verify the docs. for validity. 2.Annotate the Contract in the TD 3. Advise the client to pay a service fee to the Mun. Treasurer's Office	None	25 min	Admin Asst. II- Mun. Assessor staff.
2. Pay the service fee at the Mun. Treasurer's Office	1.Record the OR.No. 2. Forward the TD to the MA together with the Service Fee paid 2. The Mun. Assessor certifying the annotation/cancelled mortgage	P150.00 per transaction or depend on the existing approved LGU Revenue Code	2 min 2 min	Admin Asst. II MA
3. Receive the Copy of TD w/ annotation and OR Copy paid.	1.Issue the TD with annotation	None	1 min	Admin Asst. II
TOTAL		P150.00	30 min	

9. SECURING NOTICE OF ASSESSMENT

This service is requested by the owner to pay real property taxes.

Office or Division:	Mun. Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Property Owner or his authorized representative
CHECKLIST OF REQUIREMENTS	
Proof of ownership/payment of the property Tax Dec/Old Receipt of RPT/Title	Mun. Assessor's Office/Mun. Treasurer's Office/LRA/ROD, Balanga City, Bataan
CLIENT STEPS	AGENCY ACTION
FEES TO BE PAID	PROCESSING TIME
PERSON RESPONSIBLE	



1. Request for the service. Present the TD/RPT O.R./Title to the Mun. Assessor Staff	1. Verify the property and prepare the Notice of Assessment and advise the property owner to pay the Real property Tax	none	10 min per transaction	Admin Asst. II- Mun. Assessor staff.
2. Receive the Notice of Assessment and Tax Bill	1. Issue the Notice of Assessment and tax Bill	None		Admin Asst. II
TOTAL		None	10 min	



MUNICIPAL TREASURY OFFICE

Services



ABOUT THE SERVICES

Municipal Treasury Office is responsible for generating income as well as disbursing payments essential in accomplishing the functions of the local government.

1.1 Issuance of Community Tax Certificate (For Individual)

The community tax (or residence tax) is levied on every inhabitant of the country, 18 years of age, or over who has been regularly employed on a wage or salary basis for at least one month during any calendar year. It shall be paid to the municipality where the residence of the individual is located.

Basic Community Tax amounts to P 5.00 with additional fee of P 1.00 for every P 1,000.00 income. The Community Tax shall accrue on the first (1st) day of January each year and which shall be paid not later than the last date of February of each year. If the tax not paid within the prescribed date, there shall be added to the unpaid amount an interest of twenty-four percent (24%) per annum from the due date until it is paid.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All individuals 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Identification 2. For employed, proof of income		NONE Company where they work		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out required form found at the counter for Community Tax Certificate and present with proof of identification to MTO personnel at the counters 1-3	1. Assess and process the request Community Tax Certificate.	None	2 mins	Revenue Collection Clerk Admin Assistant
2. Affix his/her signature and thumbmark at the CTC and pay the corresponding amount indicated herein.	1. Collect payment and issue the Community Tax Certificate.	Basic Community Tax: P 5.00 additional P1.00 for every P 1,000.00 income (not exceeding P5,000.00)	3 mins	Revenue Collection Clerk Admin Assistant
TOTAL			5 mins	



1.2 Issuance of Community Tax Certificate (For Corporation)

All business establishment with Corporation in nature are required to secure community tax certificate – for corporation of the business entity. It is paid in the place where the principal office of the juridical entity is located. In case a corporation has a branch, sales office or warehouse in this municipality, and sales are recorded therein, the corresponding community tax shall be paid therein.

Community Tax for Corporation has a minimum payment of P 500.00 with additional P 2.00 for every P 5,000 gross receipts (not exceeding P10,000.00). If the tax not paid within the time prescribed above there shall be added to the unpaid amount an interest of twenty-four percent (24%) per annum from the due date until it is paid.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All business establishment with Corporation in nature.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Financial Statement or Declaration of Gross Sales/Income		Company itself		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Counter 1-3 and present Financial Statement/Declaration of Gross Sales	Assess and process the request CTC-Corp.	none	3 minutes	Revenue Collection Clerk Admin Assistant
2. Pay the corresponding amount indicated in the CTC.	Collect payment and issue CTC-Corporation client.	Basic Community Tax: P 500.00 additional P2.00 for every P 5,000.00 gross receipts (not exceeding P10,000.00)	2 mins	Revenue Collection Clerk Admin Assistant
TOTAL			5 mins	



2.1 Payment and Issuance of Mayor's Permit for Pedaled Tricycles

Mayor's Permit of Pedaled Tricycle is issued authorizing tricycles to operate within the municipality as a public transport vehicle.

Payment of Mayor's Permit for the current year must be paid on or before January 20. Penalty amounting to P 48.00 per year is paid after January 20.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Pedaled tricycle owner doing business in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Membership from Pedaled Tricycle operators and driver's association		Pedaled Tricycles Association		
2. Community Tax Certificate/Cedula		Municipal Hall or Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Counter 1-3 and submit the requirements	Accept and compute Mayor's Permit fee	NONE	3 minutes	Admin Assistant
2. Pay the corresponding amount	Accept payment and release Mayor's Permit Certificate	Mayor's Permit - P240.00 Penalty for late Payment P48.00	2 mins	Revenue Collection Clerk
TOTAL			5 mins	

2.2 Payment and Issuance of Mayor's Permit for Motor Tricycles

Mayor's Permit for Motored Tricycle is issued authorizing tricycles to operate within the municipality as a public transport vehicle.

Payment of Mayor's Permit for the current year must be paid on or before January 20. Penalty amounting to P 48.00 per year is paid after January 20.

Office or Division:	Municipal Treasury Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All motor tricycle owner doing business in the municipality



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed checklist of requirements		SB Office		
2. Community Tax Certificate/Cedula		Municipal Hall or Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Counter 1-3 and submit the requirements	Accept and compute Mayor's Permit fee	NONE	3 minutes	Revenue Collection Clerk Admin Assistant
2. Pay the corresponding amount	Accept payment, issue official receipt and release Mayor's Permit Certificate	Mayor's Permit - P240.00 Terminal Fee P 300.00 Penalty for late Payment P48.00	2 mins	Revenue Collection Clerk Admin Assistant
TOTAL			5 mins	

3. Payment of Market Rental

Rental fee paid and collected for the privilege of using public market facilities. Payment of market rental fee varies depending on size and section.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All stallholder in Public Market doing business in the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Counter 1-3 and state name and stall number/section	Verify and compute the billing for the market rental.	None	3 mins	Admin Assistant



2. Pay the corresponding amount.	Receive payment and issue official receipt to client.	*Please refer to the table below.	2 mins	Revenue Collection Clerk
TOTAL			5 mins	

SECTION	AREA (sq.m.)	AMENDED MONTHLY RENTAL RATE
DRYGOODS		
Outside Stalls	11.52	P 582.90 or P 50.60 per sq. m.
Outside Stalls	8.16	P 413.75 or P 50.70 per sq. m.
Outside Stalls	5.76	P 291.93 or P 50.68 per sq. m.
Inside Corner	11.52	P 428.87 or P 37.27 per sq. m.
Inside Corner	8.16	P 304.00 or P 37.25 per sq. m.
Inside Stalls	5.76	P 276.94 or P 48.08 per sq. m.
GROCERIES		
Outside Stalls	11.56	P 586.87 or P 50.77 per sq. m.
Outside Stalls	8.16	P 413.82 or P 50.71 per sq. m.
Outside Stalls	5.76	P 291.98 or P 50.69 per sq. m.
Inside Corner	8.16	P 303.97 or P 37.25 per sq. m.
Inside Corner	5.76	P 213.71 or P 37.10 per sq. m.
Inside Stalls	5.76	P 195.62 or P 33.96 per sq. m.
VEGETABLES		
Outside Stalls	2.40	P 273.60 or P 99.00 per sq. m.
Inside Corner	2.40	P 273.60 or P 99.00 per sq. m.
Inside Stalls	2.40	P 273.60 or P 99.00 per sq. m.
FISH SECTION		
	1.0	P 319.97
MEAT SECTION		
	1.0	P 317.97
CARINDERIA (Original Fast Food Area now used for miscellaneous lines of business)		
	17.0	P 590.831 or 37.75 per sq. m.
HAWKERS AREA (Original Hawkers Area now used for miscellaneous lines of business)		
		P 4.75 daily per sq. m.



4.1 Collection of Real Property Taxes

Real Property Tax are taxes imposed in the properties such as land, buildings, improvements, and machineries of an individual or juridical entities.

Payment of Real Property Taxes are computed based on the assessed value given by the Municipal Assessor's Office. Penalties are imposed depending on the length of time of delinquency.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All individuals and juridical entities with real properties including land, building, improvement, and machineries.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Declaration /Bill		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Counter 4-6 and submit the requirement.	Accept tax bill, assess and compute for the total bill of RPT of the client.	None	5 mins	Revenue Collection Clerk/ Administrative Assistant
1. Pay the corresponding amount in the computation of Tax.	Receive payment and issue official receipt to the client.	2% of the assessed value with 10% discount on the total amount to be paid if the payment is done on or before March 31. Penalties impose after said date at 2% per month starting January with a maximum of 72% or 36months thereafter and varies on the length of year of delinquency.	5 mins	Revenue Collection Clerk
TOTAL			10 mins	



4.2 Issuance of Tax Clearance/ Certification

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All individuals and juridical entities with real properties including land, building, improvement, and machineries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Counter 4-6 and state the name of property owner requesting for clearance.	Verify if the client has an outstanding balance and process the tax clearance.	None	2 mins.	Revenue Collection Officer Admin Assistant
2. Pay the corresponding amount.	Receive the payment, issue an official receipt and issue the tax clearance/ certification.	P 100.00 per clearance	3 mins	Revenue Collection Officer Admin Assistant
TOTAL			5 mins	



MUNICIPAL CIVIL REGISTRAR OFFICE

External Services



I. Requesting for certified registered copy Of Birth, Death, Marriage Certificate, Court Order, Legal Instruments, or PSA Copy In Security Paper (SECPA) including CENOMAR (certificate of no marriage)

ABOUT THE SERVICE

Request for certified copy or transcript of registered birth, death, marriage, application for marriage license, court order, or legal instruments may be availed from the LCR Office.

PSA copy (SECPA) of the certificates may also be requested thru BREQS-LGU System (Batch Request Entry System). The system provides an off-line encoding of request for civil registry documents for submission to an on-line Serbilis Outlet of PSA. LCR submits applications to PSA outlet every Friday.

Dinalupihan Civil Registrar's Office is authorized to accept application for PSA Copy (SECPA) as per Memorandum of Agreement made and entered into by LGU Dinalupihan and PSA.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Valid ID 5. Request Form 6. If requesting is not the owner: -Authorization letter from the document owner & his/her ID		Owner of the document Window 1 Owner of the document and his authorized person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-up request slip and present to the employee in the counter (EIC)	If record is available will issue order of payment to client If record is not available, client will be advised to request for certificate of no record from PSA and file for late registration	None	10 mins	Sr. Admin.Asst. I Admin. Asst. I Admin. Aide IV



	(see processing for late registration)			
4. Present order of payment to the Treasurer's Office for issuance of official receipt then submit the receipt to the LCR Office	Local Copy: Birth & Death Certificate Marriage Certificate PSA Copy: SECPA- Birth,Death & Marriage Certificate Cenomar	50.00 200.00 280.00 335.00	.	MTO Collection Clerk
5. Wait for the issuance of requested copy & signs in the logbook for receipt of copy	Will print or type certified copy to be signed by the MCR or authorized personnel	None	5 mins	Local Civil Registrar Sr. Admin.Asst. I Admin. Asst. I Admin. Aide IV
TOTAL			15 mins	

II. Registration Of Birth & Marriage Certificate

ABOUT THE SERVICE

Registration of vital acts & events that affects the civil status of a person is mandatory under Act 3753 otherwise known as Civil Registry Law.

Births must be registered within **thirty (30) days** from the time of birth at the Office of the Civil Registrar of the city/municipality where the birth occurred. Responsibility of the attendant at birth or the parent to register the birth of the child.

Marriages with marriage license must be registered within **fifteen (15) days** while marriage exempt from marriage license must be registered within **thirty (30) days** following the solemnization of marriage at the place where it was solemnized. Responsibility of the solemnizing officer to register the marriage.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE
Classification:	SIMPLE/COMPLEX
Type of Transaction:	G2C-Government to Client
Who may avail:	Transacting Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>> Duly signed 4 copies of Certificate of Live Birth (Municipal Form 102) if child's parents are not married:</p> <ul style="list-style-type: none"> - Affidavit of Acknowledgment/Admission of Paternity of the father at the back of the certificate must be notarized <ul style="list-style-type: none"> - Affidavit to use the surname of the father executed by the mother must be registered (see registration of legal instruments) <p>> Duly signed 4 copies of Certificate of Marriage (Municipal Form 97) If exempted from marriage license</p> <ul style="list-style-type: none"> - Affidavit of cohabitation for 5 years or more executed by bride & groom must be attached <p>If marriage was held outside church, court, or office (Art. 8 of Family Code)</p> <ul style="list-style-type: none"> -Affidavit of bride & groom requesting the solemnizing officer To solemnize at a place designated by them <p>➤ DELAYED REGISTRATION:</p> <p>Posting of ten (10) consecutive days is required for every late registration.</p> <p>REQUIREMENTS to be submitted:</p> <ul style="list-style-type: none"> ➤ PSA Certificate of no record ➤ Affidavit of applicant for delayed Registration ➤ Joint Affidavit of Two Disinterested Persons ➤ For Birth : At least Two (2) Documentary evidence showing name of child, its Parents & date & place of birth. <p>Baptismal Certificate , Permanent School Record, voter's record, Medical Records, Insurance Records,</p>	<p>Local Civil Registry Office</p> <p>Notary Public Attorney</p> <p>Local Civil Registry Office</p> <p>Local Civil Registry Office</p> <p>Notary Public Attorney</p> <p>Notary Public Attorney</p> <p>PSA Notary Public Attorney Notary Public Attorney</p> <p>Church School Comelec Hospital/Laboratory Insurance Company Local Civil Registry Office or Philippine Statistics Authority</p> <p>Local Civil Registry Office or Philippine Statistics Authority</p>
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birth record of children (if applicable) Marriage certificate (if applicant is married)				
➤ For Marriage: Ex. Old copy of Marriage Contract, Application/Marriage License, Wedding invitation, wedding picture, children's Birth certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present certificate to the EIC and wait 2. Present order of payment to the Treasurer's Office for issuance of official receipt then submit the receipt to the LCR Office (for unmarried parents)	Checks documents as to completeness of entries, documentary requirements, & if within the period of registration If late registration, client will be advised to submit requirements for late registration Registration fee	None 150.00	10mins. Upon submission of complete documentary requirements & 10 days posting	Sr. Admin.Asst. I Admin. Asst. I Admin. Aide IV MTO Collection Clerk
3. Wait for the issuance of registered copy & sign in the logbook for receipt of copy	MCR or authorized personnel reviews & signs document for registration	None	5 mins.	Local Civil Registrar Sr. Admin.Asst. I Admin. Asst. I Admin. Aide IV
TOTAL			15 mins	



III. Registration Of Death Certificate

ABOUT THE SERVICE

Death shall be reported to the Municipal Health Officer within 48 hours. If died without medical assistance, the health officer shall certify as to the cause of death and direct the registration of the death certificate to the Civil Registrar's Office within **thirty (30) days**.

Responsibility of the physician who last attended the deceased or administrator of hospital or clinic where the person died to prepare the death certificate and certify as to the cause of death then forward it to the Municipal Health Officer who shall review/examine the Death certificate and order its registration to the Civil Registrar's Office.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	SIMPLE/COMPLEX			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed 4 copies of Death Certificate (Municipal Form 103) DELAYED REGISTRATION: Posting for ten (10) consecutive days is required for every late registration. PSA Certificate of no record Affidavit of Delayed Registration Joint Affidavit of Two Disinterested Persons At least Two (2) Documentary evidence showing name of decease: Burial/Cremation Permit Church records Funeral service receipt/certification Picture of the grave		Local Civil Registry Office Philippine Statistics Authority (PSA) Notary Public Attorney Notary Public Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Request for death certificate form at the LCR Office</p>		None	2 mins.	Sr. Admin.Asst. I Admin. Asst. I Admin. Aide IV
<p>2 .Proceed to the Municipal Health Office for the preparation of death certificate</p> <p>If died in the hospital or clinic, get the death certificate from the hospital or clinic duly signed by the attending physician then forward the death certificate to the MHO for review and examination;</p>		None	.	<p>OIC-Mun. Health Officer Rural Health Physician</p> <p>Hospital/Clinic Record Section</p>
<p>4. Request the embalmer to sign embalmer's certification at the back of the death certificate</p>		None	5 mins.	Sr. Adm.Asst. I Admin.Asst. I Admin.Aide IV
<p>5. Submit duly sign death certificate to the LCR Office</p>	<p>Embalmer of the Funeral Service chosen</p>			



	Checks document if properly filled-up and if within the reglementary period of registration.	50.00 50.00 100.00		MTO Collection Clerk Window 1,2 &3
6. Present order of payment to the Treasurer's Office for payment of burial/ transfer of cadaver fee and submit the receipt to the LCR Office	Issue order of payment to client for payment of burial permit	None	5 mins.	Local Civil Registrar Sr.Admin.Asst. I Admin.Asst. I Admin.Aide IV
7. Wait for the registered copy and sign in the logbook for receipt of copy	If late registration, client will be advised to submit documentary requirements for late registration			
	Burial Permit fee Transfer of Cadaver Exhumation of Cadaver			
	MCR or authorized personnel reviews & sign the document for registration			
TOTAL			12 mins	

IV. Registration Of Court Order/Decree & Request for Annotated Certificate

ABOUT THE SERVICE

Registration of Court Order or decree affecting the civil status of a person shall be made at the place where the court function, within ten (10) days after the order/decree has become final.

The following are registrable court orders :

- Adoption/ Rescission of adoption
- Annulment of marriage/ Legal Separation



- Change name or correction of entries in civil registry documents
- Declaration of Presumptive Death
- Compulsory/Voluntary recognition of illegitimate child
- Appointment/Termination of guardian
- Naturalization/Cancellation of naturalization certificate
- Separation of property
- Judicial determination of filiation

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original/certified copy of the court order Certificate of Finality/Entry of Judgment Copy of the certificate affected If court order is issued outside Dinalupihan, Certificate of registration of court order issued by the MCR of the place where the court function		Court Court Court LCR Office where the Court located/jurisdiction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present copy of the court order to LCRO	Verifies the completeness of signature, documentary requirements and if within the reglementary period of registration. Issue order of payment to Client for payment of registration fee	None	10 mins.	Sr. Admin.Asst. I



<p>2. Present order of payment to the Treasurer's Office for issuance of official receipt and submit the receipt to the LCR Office</p>	<p>Registration fees: Adoption Annulment Legal Separation Naturalization Presumptive Death Change</p>	<p>500.00 1,000.00 1,000.00 1,000.00 1,000.00 300.00 300.00</p>		<p>MTO Collection Clerk Window 1,2 &3</p>
<p>3. Advice to return after 1 week after verification of authenticity of the court order</p>	<p>name/correction of entry Other court order MCR writes & verifies to the court as to the authenticity of the court order issued</p>		<p>1 week</p>	<p>Local Civil Registrar Sr. Admin.Asst. I</p>
<p>3. Wait for copy of the annotated certificate and sign in the logbook</p>	<p>MCR or authorized personnel sign registered copy of court order and the annotate certificate. Prepare amended birth certificate of child adopted if the court order is for adoption</p>		<p>35 mins.</p>	<p>Local Civil Registrar Sr. Adm.Asst. I</p>
TOTAL			<p>45 mins</p>	

V. Registration Of Legal Instruments / Legitimation Of Natural Child

ABOUT THE SERVICE

Legal instruments shall be registered in the civil registry of the place where they were executed EXCEPT the following:

- Affidavit of Reappearance - where the parties to the subsequent marriage are residing



- Marriage Settlement - where the marriage was recorded
- Admission of Paternity/Acknowledgment,
Legitimation by subsequent marriage of the parents
Voluntary Emancipation of minor
Parental Authorization or Ratification of Artificial Insemination
Affidavit to use the surname of the Father – where the birth of the child was recorded

Legal Instruments not falling under the above exemption shall be registered at the place where it was executed:

- Acquisition of citizenship
- Option to elect Philippine citizenship
- Repatriation document with Oath of Allegiance
- Partition & distribution of properties of spouses and delivery of the children's presumptive legitime
- Waiver of rights/interests of absolute community of property

Legal instruments executed abroad shall be registered in the Philippine Foreign Service Post (embassy, consulate) nearest the country of residence.

Legal instruments must be registered not later than 20 days from the date of execution.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal Instrument applicable Certificate of registration (if executed abroad) Copy of certificate affected For Legitimation of Natural Child <ul style="list-style-type: none"> - Registered Marriage Contract of the parents - CENOMAR (certificate of no marriage) issued by PSA 		Local Registry Office DFA LCR Office where the birth is registered LCR Office where it was registered Philippine Statistics Office -PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Fill-up request slip Present legal instrument to EIC</p>	<p>Checks legal instrument and if within the reglementary period of registration</p> <p>Issue order of payment to client for payment of registration fee</p>	<p>None</p> <p>150.00 300.00</p>	<p>5 mins</p>	<p>Sr. Admin.Asst. I Admin. Asst. I Admin. Aide IV</p>
<p>2. Present order of payment to the Treasury Office for issuance of Official receipt and submit the receipt to the LCR Office</p>	<p>Legitimation Other Legal Documentation</p>	<p>None</p>	<p>30 mins.</p>	<p>MTO Collection Clerk</p>
<p>3. Wait for the issuance of annotated certificate and sign in the logbook for receipt of the copy</p>	<p>MCR or autjhored personnel reviews and signs the legal instruments & annotataed certificates</p>	<p>None</p>	<p>30 mins.</p>	<p>Local Civil Registrar Sr. Admin.Asst. I Admin. Asst. I Admin. Aide IV</p>
TOTAL			35 mins	

VI. Application For Marriage License

ABOUT THE SERVICE

Marriage License if require, shall be applied by the contracting parties at the Civil Registrar of the place where one or both of the contracting parties reside and is given to the solemnizing officer before marriage.

All applications for marriage license shall be registered strictly in order in which the applications are received.



Notice to the public of the application will be posted for **ten (10) consecutive days** requesting all persons having knowledge of any impediment to the marriage to advise the civil registrar of any impediment.

Marriage License once issued is valid in any part of the Philippines for a period of one hundred twenty (120) days, and shall be deemed automatically cancelled at the expiration of said period if the contracting parties have not made use of it.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE	
Classification:	Complex	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Transacting Public	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Personally signed Application for Marriage License Form (Municipal Form 90) before the Civil Registrar</p> <p>Supporting documents of applicants to be submitted:</p> <p style="padding-left: 20px;">CENOMAR (PSA certificate of no marriage)</p> <p style="padding-left: 20px;">ID with picture & signature</p> <p style="padding-left: 20px;">Certified True/Xerox copy of birth certificate</p> <p style="padding-left: 20px;">Pre-Marriage Counseling Certificate issued by</p> <p style="padding-left: 40px;">Popcom</p> <p style="padding-left: 20px;">Written Parental consent/advice (<i>if applicant is 18 yrs. Old – 24 yrs. Old</i>)</p> <p style="padding-left: 20px;">Death Certificate of husband or wife (<i>If applicant is a Widow/widower</i>)</p> <p style="padding-left: 20px;">Registered copy of court order of annulment (<i>if applicable</i>), or wife/husband's presumptive death</p> <p>If a Foreigner,</p> <p style="padding-left: 20px;">Certificate of Legal Capacity to Contract Marriage issued by their</p> <p>Embassy/consulate in the Philippines</p> <p style="padding-left: 20px;">2 pieces 2x2 pictures</p>	<p>Local Civil Registry Office</p> <p>Philippine Statistics Office -PSA Owner of the document Local Civil Registry Office Popcom Office Local Registry Office</p> <p>Local Civil Registry Office</p> <p>LCR Office where the court order registered</p> <p>Embassy/consulate in the Philippines Owner of the document</p>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Both applicants will personally apply at the LCR Office	Applicants will be interviewed and instructed on the procedures and the required documents to be submitted	None	10 mins	Sr. Admin.Asst. I Admin. Asst. I Admin. Aide IV
2. Applicant is advised to bring parents to sign the consent or advice at the LCR Office, or submit notarized parents' written consent/advice, if applicant is 18-24 years old	Examines documents submitted by applicants	None	20 mins.	Admin.Asst. I Sr. Admin.Asst. I Admin.Aide IV
3. Applicants are advised to attend Pre-marriage counseling seminar conducted by Popcom & submit the certificate of attendance to the LCR	Popcom Counselor	None	Half day	Popcom Counselor
4. Applicants were issued order of payment for payment of application fee and submit the Official Receipt to the LCR Office	Prepare the application to be sign by applicants Applicant fee Marriage License fee Pre-Marriage Counselling	300.00 2.00 300.00	10mins.	Admin. Asst I MTO Collection Clerk
5. Applicants will be advised to claim the marriage license after the 10 day posting and submit the marriage license to the solemnizing office of their choice	MCR or authorized personnel sign the application and issue the marriage license	None	10mins.	Local Civil Registrar Sr. Admin.Asst. I Admin.Asst. I Admin.Aide I



TOTAL	15 mins
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VII. Registration Of Foundling/Abandoned Children

ABOUT THE SERVICE

A **FOUNDLING** is a deserted or abandoned infant or a child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage.

Responsible to Register

Only DSWD authorized social worker can register the foundling. All foundling cases shall be referred to the regional office of DSWD where the foundling was found for the issuance of a “certification” declaring the foundling legally available for adoption.

Foundlings who are not under caring institutions or under custody of the DSWD but with independent placements/individuals shall not be registered. It is advice to refer the foundling case to the DSWD Office in the area or locality for proper screening, assessment or evaluation

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Certification issued by the Secretary of the Department of Social Welfare and Development (DSWD) stating that the child was legally available for adoption <ul style="list-style-type: none"> Certified true copy of the child profile issued by DSWD Certificate of Foundling (OCRG Form 101) 		DSWD Regional Office -Region 3 DSWD Office Local Civil Registry Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirement listed above	Checks & examines presented documents as to completeness of information & requirements	None	10 mins	Local Civil Registrar Sr. Admin. Asst.



2. Wait for the registered copy of certificate of foundling and sign in the logbook for the receipt of copy	Prepares the Certificate of Foundling to be signed by the MCR or authorized personnel For transmission to the PSA-OCRG	None	10 mins.	Local Civil Registrar Sr. Admin.Asst. I
TOTAL			20 mins	

VIII. Registration Of Birth Of Children In Need Of Special Protection (CNSP)

ABOUT THE SERVICE

CNSP refer to all persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical or mental disability or condition, who are vulnerable to or victims of abuse, neglect, exploitation, cruelty, discrimination and violence (armed conflict, domestic violence) and other analogous conditions prejudicial to their development. CNSP includes, but not limited to:

1. Sexually/physically abused children;
2. Children in commercial sexual exploitation;
3. Children in conflict with the law;
4. Children involved in armed conflict;
5. Working children or victims of child labor;
6. Children in various circumstances of disability;
7. Children directly affected by Human Immune-deficiency virus (HIV)/Sexually transmitted infections/Diseases (STI/D);
8. Street children;
9. Children in substance abuse;
10. Mentally challenged children;
11. Abandoned children/children without primary caregiver;

Registration of birth of CNSP shall be made by the finder, if the person is given the custody of the child, or any government institution or non-government organization (NGO) licensed and accredited by DWSD within **sixty (60) days** from the date of the actual custody of the child.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client/G2G – Government to Government
Who may avail:	Transacting Public – Government Agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ul style="list-style-type: none"> • PSA Certification of no birth record • Certification from DSWD that the child is a CNSP indicating the following information: <ul style="list-style-type: none"> - Name of the child - Sex of the child - Date of birth - Place of birth - Name of at least one parent; and - Citizenship of parent/s 		Philippine Statistics Office (PSA) DSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	Checks & examines the documents presented and prepare the Certificate of Live Birth (Municipal Form 102)	None	15 mins	Local Civil Registrar Sr. Admin. Asst. I Admin.Aide IV
2. Claim copy of the registered certificate and sign in the logbook	MCR or authorized personnel signed the certificate	None	10 mins.	Local Civil Registrar Sr. Admin.Asst.
TOTAL			25 mins	

IX. Filing of Petition For Change Of First Name (CFN) or Correction of Clerical Error (CCE) in the Birth, Marriage, or Death Certificate

ABOUT THE SERVICE

REPUBLIC ACT 9048 & Republic Act 10172 authorize the city/municipal civil registrar or the consul general to correct clerical or typographical error or to change first name or nickname in the birth, death or marriage certificate without need of a judicial order.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail:	Transacting Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>Petition form to be signed petitioner at the LCR Office PSA copy of certificate to be corrected For change of first name and correction of sex/day & month of birth, submit all the following documents:</p> <ul style="list-style-type: none"> ○ Baptismal Certificate ○ Elem School Record ○ Medical examination record ○ Marriage contract (if married) ○ Govt. Doctor's certification (for correction of sex) that he/she did not undergone sex change of sex transplant ○ NBI & Police Clearance (latest) ○ Employer's certification (if employed), or affidavit of not employed ○ Affidavit of one & the same person (for change of first name) ○ Affidavit of newspaper publisher <p>For correction of clerical error submit at least two (2) documentary evidences showing corrected name or surname:</p> <ul style="list-style-type: none"> ○ Baptismal certificate ○ Permanent School record (elementary) ○ Marriage certificate (if married) ○ Voter's record ○ SSS or GSIS records or insurance record ○ Medical records ○ Land title or tax declaration ○ Income tax return <p>Reminder: Expenses for Newspaper publication and submission of petition to PSA (NSO) thru courier (LBC/JRS) shall be shouldered by petitioner</p>	<p>Local Civil Registry Office</p> <p>Philippine Statistics Office</p> <p>Church School Hospital/Laboratory clinic Local Civil Registry Office Government hospital</p> <p>NBI/PNP Notary Public Attorney/Company</p> <p>Notary Public Attorney</p> <p>Newspaper Publisher</p> <p>Church School Local Civil Registry Office Comelec SSS</p> <p>Hospital/laboratory clinic Assessor's Office BIR/owner of the document</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present problem on birth, marriage or death certificate	1. Evaluates certificate as to the nature of petition to be file	None	10 mins	Local Civil Registrar Sr. Admin. Asst. I
2. Submits required documents to support the petition	2.Examines documents as to relevance to the petition, authenticity of documents submitted and completeness of requirements	None	20 mins.	Local Civil Registrar Sr. Admin.Asst. I
3. Present the order of payment to Treasurer's Office for payment of filling fee then submit the official receipt to the LCR	Issue order of payment to petitioner Filing fee for CFN & Correction of Sex & Date of birth (+ service fee migrant Petition)	3,000.00 1,000.00		MTO Collection Clerk
4. Sign petition form before LCR	Filing fee for CCE (+service fee for migrant petition) Service fee Newspaper Publication	1,000.00 500.00 100.00 2,000.00		
5. Submit the notice for publication to newspaper publisher to publish petition	Prepare petition form to be signed by petitioner	None	15 mins.	Local civil Registrar Sr. Admin.Asst. I
6. Submit Affidavit of Publisher & copy of newspaper clipping to the LCR once	Prepare notice of posting or notice for publication Newspaper Publisher	None	2 consecutive weeks Within 5 days	Newspaper Publisher



<p>publication is completed</p>	<p>MCR decides merit of petition within 5 days</p>	<p>None</p>	<p>15 mins.</p>	<p>Local Civil Registrar</p>
<p>7. Wait for the PSA affirmed petition within 3-6 months.</p>	<p>Transmit petition & supporting evidence to OCRG/PSA Legal Dept. for affirmation of MCR approval of petition</p>	<p>None</p>	<p>15 mins.</p>	<p>Local Civil Registrar</p>
<p>8. Claim copy of affirmed petition and copy of the certificate with annotation</p>	<p>Transmit petition & supporting evidence to OCRG/PSA Legal Dept. for affirmation of MCR approval of petition</p>	<p>None</p>	<p>15 mins.</p>	<p>Local Civil Registrar</p>
<p>To request PSA copy of annotated certificate Petitioner will be instructed to submit personally the certified affirmed petition to the PSA East Avenue, Quezon City/PSA Pampanga</p>	<p>Petitioner will be contacted once petition is affirmed</p>	<p>None</p>	<p>30 mins.</p>	<p>Local Civil Registrar</p>
<p>To request PSA copy of annotated certificate Petitioner will be instructed to submit personally the certified affirmed petition to the PSA East Avenue, Quezon City/PSA Pampanga</p>	<p>If petition is impugned or disapproved, petitioner will be advice to file for motion for reconsideration and submit new evidence</p>	<p>None</p>	<p>30 mins.</p>	<p>Local Civil Registrar</p>
<p></p>	<p>Prepares certificate of finality for the affirmed petition and annotate the affected certificate, or</p>	<p>None</p>	<p>30 mins.</p>	<p>Local Civil Registrar</p>
<p></p>	<p>Prepare motion for reconsideration to</p>	<p>None</p>	<p>30 mins.</p>	<p>Local Civil Registrar</p>



	be signed by petitioner			
TOTAL			90 mins	

X. Requesting Endorsement Of Civil Registry Records To The Civil Registrar-General (PSA)

ABOUT THE SERVICE

All registered births, deaths, marriages, legal instruments & court orders is submitted to the Office of the Civil Registrar-General (OCRG) thru their respective PSA provincial offices on or before the 10th day of the following month.

But there are cases the certificate cannot be issued by PSA to the interested party because the PSA cannot locate the original copy in its archives or current certificate is still with the PSA provincial office being processed.

To facilitate the issuance of requested certificate, the Civil Registrar or Provincial Statistics Officer submit or endorse the needed certificate/document on a piecemeal basis to the Philippine Statistics Authority (PSA) main office Quezon City or to the nearest PSA Serbilis Center.

Reminder:

Expenses for courier (LBC/JRS) used shall be shouldered by the document owner/interested party

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client and G2G – government to Government			
Who may avail:	Transacting Public/Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Certificate of no record		Philippine Statistics Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Present PSA certificate of no record</p>	<p>Verify record in archive or data base</p> <p>If registered will issue order of payment</p> <p>If not registered, will be advice to avail late registration</p>	<p>None</p>	<p>10 mins</p>	<p>Sr. Admin.Asst. I Admin. Asst. I Admin. Aide IV</p>
<p>2. Present order of payment to Treasurer's Office for corresponding payment and present the official receipt to the LCR</p> <p>3. Wait for issuance of copy and sign in the logbook</p>	<p>Service fee Certified Copy(Birth/Death) Marriage Certificate</p> <p>Prepares endorsement to PSA for advance submission, if newly registered, or the certified true copy if already registered</p>	<p>100.00 50.00 200.00</p> <p>None</p>	<p>.</p> <p>20 mins.</p>	<p>MTO Collection Clerk</p> <p>Sr. Admin Asst. I Admin.Asst. I Admin.Aide IV</p>
<p>4. If late registered, will wait after 10 days to claim copy of certificate & endorsement to PSA, then sign in the logbook</p>	<p>MCR or authorized personnel reviews and signs the document</p>	<p>None</p>	<p>20 mins.</p>	<p>Sr. Admin. Asst. I Admin. Asst. I Admin. Aide IV</p>
TOTAL			<p>50 mins</p>	



**MUNICIPAL SOCIAL WELFARE &
DEVELOPMENT OFFICE
External Services**



1. SECURING FINANCIAL ASSISTANCE

The Municipal Social Welfare and Development Office assists indigent families and individual for possible financial assistance based on their felt needs.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Walk-in-Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR MEDICAL ASSISTANCE 7. Medical Certification/Abstract 8. Medical prescription- for purchase of medicine 9. Referral for laboratory – for diagnostic Procedure 10. Barangay Certificate of Indigency 11. Photo copy of valid I.D of claimant FOR BURIAL ASSISTANCE 1. Photo Copy of Death Certificate 2. Funeral Contract 3. Brgy. Certificate of Indigency 4. Photo copy of valid I.D of claimant		- Attending Physician - Attending Physician - Attending Physician - Barangay Captain - Local Civil Registrar - Funeral Parlor - Barangay Captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit required documents for assistance	6. Verified the completeness of requirements and accomplish DFAC	None	3 mins	MSWDO Front desk Staff
7. Answer/ responds to the interview	8. Interview, assess client's needs and prepare papers for assistance.	None	5 mins	MSWO SWOII SWOI
	9. Submit assessed client's documents to other concerned offices for signatures and release of funding.	None	2	Front Desk Staff
12. Receive financial assistance.	10. Releasing of financial assistance.	None	2 min	Treasury Office Staff



TOTAL	None	12 mins.	
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2. SETTLEMENT/AVAILMENT DISCOUNTS FOR HOSPITAL BILL FROM VARIOUS HOSPITAL THRU GUARANTEE LETTER

The MSWDO assists indigent patients of various hospitals who are bonafide residents of Dinalupihan, Bataan to avail discount from their hospital bill thru guarantee letter/

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Walk-in-Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate 2. Hospital bill/Running bill from the hospital certified by the billing clerk. 3. Referral for diagnostic procedure 4. Certificate of Indigency		- Attending Physician - Hospital billing clerk - Attending Physician - Barangay Captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for processing	1. Verified the completeness of documents and accomplish DFAC	None	3 mins	MSWDO Front Desk Staff
2. Answer / responds to the interview	3. Interview and assess client and prepare guarantee letter for discounts.	None	5 mins	MSWDO SWO II SWO I
	4. Submit assessed guarantee letter for signature	None	2	Front Desk Staff
2. Received Guarantee Letter	5. Releasing of guarantee letter	None	2 min	Front Desk Staff
TOTAL		None	12 mins	

3. SECURING SOCIAL CASE STUDY REPORT



The Municipal Social Welfare and Development Office had developed a network of referral system to other government and non-government agencies to link indigent individuals and families for various programs and services.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Walk-in-Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate - Request of laboratory/diagnostic procedure - Medical prescription for medicines - Hospital bill - costing/protocol of treatment 2. Certificate of Indigency		- Attending physician - Attending Physician - Attending Physician - Hospital Billing clerk - Attending Physician/ - Barangay Captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for n	1.Verified the completeness of requirements and accomplish DFAC	None	3 mins	Front Desk Staff
	2.Interview and assess client's needs.	None	5 mins	MSWDO SWO II SWO I
	3.Submit the Social Case Study Report to Mayor's Office for signature.	None	2	Front Desk Staff
2. Receive Social Case Study Report	4.Releasing of SCSR.	None	2 mins	Front Desk Staff
TOTAL		None	12 mins.	



4. SECURING PRIVILEGED I.D CARD FOR SENIOR CITIZENS, PERSON WITH DISABILITY AND SOLO PARENT

The Municipal Social Welfare and Development Office is mandated to provide privilege I.D to above mentioned clientele group for them to avail their special privileged as stated in their respective laws

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Senior Citizen, PWD, Solo Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Senior Citizen - Birth Certificate/ Valid I.D with Birthdate - 2 pcs. 1X1 picture - Certificate of Residency - Senior Citizen Application Form For Person with Disability (PWD) - Medical Certificate from Government Hospital. - Recommendation from Mun. Health Office - 1 pc. Whole body and 1 pc 1X1 picture - PWD Application Form For Solo Parent - Birth Certificate of minor children - Certificate of Solo Parent from Barangay Captain - Affidavit of Two (2) Disinterested persons - Solo Parent Application Form		- LCR - Studio of choice - Barangay Captain - MSWDO - Hospital Record Section - MHO - Studio of Choice - MSWDO - LCR - Barangay Captain - Notary Public - MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	Verify the completeness of documents	None	2 mins	Front Desk Staff
2. Filled up Form: - Senior Citizens Application Form - PWD Application Form - Solo Parent Application Form.	Accept Filled up Forms and process corresponding I.D. - Senior Citizen - PWD - Solo Parent	None	-Every Friday -Every Friday - 3 mins./ID	Clerk 1 SWO 1 SWO II MSWDO
3. Received ID and Booklets.	Release the privileged I.D.	None	1 min.	Front Desk Staff
TOTAL		None	6 mins	



5. ECCD PROGRAM THRU DAY CARE SERVICE/SUPERVISED NEIGHBORHOOD PLAY PROGRAM

Day Care/SNP Program is one of the devolved programs to the Local Government (LGU) of the DSWD by virtue of the Local Government Code of 1991. The program is focused on the total development of preschoolers (3-4 year of age), focusing on the total development of their seven (7) Domain (Cognitive, Self-help, Fine Motor, Gross Motor, Socio- emotional, Receptive and Expressive.

One of the highlights and component of the program is the provision of Supplementary Feeding to all children enrolled in the Day Care and Supervised neighborhood Play (SNP) centers. This aims to prevent malnutrition and improved the nutritional status of children. Likewise, it encouraged volunteerism and cooperation among parents in the locality, since the latter are responsible in cooking and serving hot meals for children.

All enrollees under this program are being provided also with free vitamins, regular medical and dental check-ups and deworming that is being conducted by three (3) RHU - doctors, dentists and other medical personnel within the municipality.

Parents who would like to avail of the service must enroll their 3-4 child and may contact the concerned Day Care Workers assigned in their respective Barangays.

BARANGAY	NAME OF DAY CARE Worker
1. Bangal	Kristine F. Sabuero
2. Roosevelt - A	Lilibeth D. Monato
3. Pinulot	Liza R. Narciso
4. San Pablo	Josephine S. Capulong
5. Naparing	Sylvia T. Gutierrez
6. Colo	Edna A. Galang
7. Saguing	Consolacion P. Valencia
8. Magsaysay	Percival B. Bumalay
9. San Benito	Mercedes L. Sabile
10. Luacan	Edelyn Y. San Angel
11. San Ramon	Emily B. Reyes
12. Sta. Isabel	Cely R. Reblando
13. Layac	Abigail Joy D. Adriano
14. Daang Bago	Margie L. Pangan
15. Pentor	Carmi M. Bacani
16. Mabini Extension	Jesebel C. Natanauan
17. Kataasan	Minerva C. Mallari
18. Sto. Nino	Rea F. Garcia
19. New San Jose	Myrna B. Tubig
20. Pita - A	Annaliza T. Busa
21. Sapang Balas	Maria Jenica M. Perez
22. Dalao	Bernadette B. Buday
23. Pagalanggalang	Ana May M. Lintag
24. Tucop	Arlene F. Mallari
25. Padre Dandan	Joana Marie S. Saranillo
26. Maligaya	Florentina G. Ramirez



27. J.C. Payumo Jr.
28. Happy Valley
29. Roosevelt – B
30. Pag-asa
31. Bayan Bayanan
32. Tubo Tubo
33. Torres
34. San Simon
35. Old San Jose
36. Payangan
37. Pita – B
38. Saguing – NHA
39. Saguing – B
40. Pagalanggang -B (NFA)

- Dianna D. Manalansan
 Raquel R. Reyes
 Juana E. Sadsad
 Jennylyn G. Gaddi
 Carmi D. Marcelo
 Jonalyn J. Lazatin
 Marife G. Naguiat
 Mabelle P. De Leon
 Mercedes T. Martines
 Analyn S. Francisco
 Leny P. Urbano
 Lennie P. Serrano
 Myrla A. Nabor
 Camille L. Dela Fuente

SNP Program

Barangay

1. J.C.P SNP
2. New San Jose SNP
3. Pinulot SNP
4. Tucop SNP
5. San Pablo SNP
6. Luacan SNP
7. Bangal SNP
8. Roosevelt SNP
9. Pentor SNP

SNP Worker

- Rachelle A. Gigante
 Camille G. Macalma
 Rochelle Ann U. Poliquin
 Fe M. Bedaña
 Eden M. Estella
 Josephine D. Reyes
 Mabell N. Lapuz
 Mabell N. Lapuz
 Joanne G. Lagman

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple to complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	3-4 year old children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of the child		- LCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll the child to respective Day Care/SNP workers	1. Accept enrollment	None	3 mins	Day Care/ SNP Workers



	2. Conduct Child Assessment using the ECCD required forms/other assessment materials	None	30- mins /child	Day Care/SNP Workers
	3. Facilitate and conduct Daily Sessions.	None	6 hours /day (Monday to Friday)	Day Care/SNP Workers
	3.a. Submit pertinent records of day care/SNP Children to MSWDO.	None	30 mins	Day Care/SNP Workers
2. DCC/SNP parents volunteer helps in the preparation and serving hot meals to DCC/SNP children.	4. Manage the implementation of Supplemental Feeding Program	None	30 mins. /day 120 days	Day Care/SNP Workers
4. DCC/SNP parent will submit waver (if necessary) 5. DCC/SNP children will attend medical/dental check-ups. (parent should accompany their child during check-ups)	4.a. Coordinate and facilitate with RHU Doctors and dentist for the semi-annual Medical and dental check-up and deworming	none	20-30 mins. /child (case based)	Day Care/SNP Workers RHU's Physician and other medical staff
	4.b. Facilitate Child's weight and height monitoring.	None	30 mins	Day Care/SNP Workers
3. DCC/SNP parents attends EDUCHILD (Parenting) seminar.	5. Conduct EDUCHILD Modular Packages Seminar to DCC/SNP Parents		2 hours	Day Care/SNP Workers Invited speaker if needed
TOTAL		None		



6. SECURING CERTIFICATION TO VARIOUS OFFICES SUCH AS CERTIFICATE OF INDIGENCY TO PAO/IBP, CERTIFICATE OF INDIGENCY FOR THE CORRECTIONS OF BIRTH/MARRIAGE AND LATE REGISTRATION AND OTHER CERTIFICATION.

The Municipal Social Welfare and Development Office had developed a network of referral system to other government and non-government agencies to link indigent individuals and families for various programs and services.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Walk-in-Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Certificate of Indigency to PAO/IBP <ul style="list-style-type: none"> - Certificate of Indigency - Certificate of no Property - BIR Certificate - Photo Copy of documents related to the case For Certificate for the Correction of Birth/Marriage Certificate <ul style="list-style-type: none"> - Copy of Original Copy of Birth/Marriage Certificate to corrected. - For late registration – negative result from PSA - Certificate of Indigency 		<ul style="list-style-type: none"> - Barangay Captain - Assessor's Office - BIR office - Court - Phil. Statistics Authority (PSA) - PSA - Barangay Captain 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for the requested certification	1. Verified the completeness of requirements.	None	2 mins	Front Desk Staff
	2. Interview, assess and facilitate Certificate of Indigency.	None	5 mins	MSWDO
	3. Submit the Certificate of Indigency to Mayor's Office for signature.	None	2	Front Desk Staff



'2. Receive the Certificate of Indigency	4.Release Certificate of indigency	None	1 min	Front Desk Staff
TOTAL		None	10 mins.	

7. Seminar and Training for Women and PWD group

The Municipal Social Welfare and Development Office thru designated focal persons for the said sectoral group implements a community-based training program for the KALIPI and Person with Disability who are interested for various training courses.

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple to complex			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Women and PWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be a member of PWD group 2. Must be a member of KALIPI – for women 3. At least 18-59 years of age. 4. Bonafide resident of Dinalupihan, Bataan		- PWD Focal Person - KALIPI Focal Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register willingness for attendance	Verify membership of KALIPI and PWD	None	2 mins	PWD and KALIPI Focal person
2.Attends skills training program.	- Facilitate the skills training	None	8/16/24 hours	PWD and KALIPI Focal person
2. Received certificate of completion	Issued Certificate of Completion.	None	2 min. /participants	PWD and KALIPI Focal person and facilitator
TOTAL		None		

10. ASSISTANCE ON SPECIAL CASES SUCH AS CHILDREN IN CRISIS SITUATION (CICL) R.A 9344, VICTIMS OF CHILD ABUSE(R.A. 7610), VICTIM OF Domestic violence (R.A 9262).

Provisions on Special Protection Programs and services to children with special needs.



Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Simple to complex			
Type of Transaction:	G2C– Government to Citizen/G2G- Government to government			
Who may avail:	Children with special needs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate 2. Court Order 3. Barangay Blotter		- LCR - Court - Barangay Captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report abuse to MSWDO 2. Minor attends Diversion program 3. Minor attends court hearing	For CICL - Assists client for possible custody (Affidavit of Undertakings) - Social Case Study Report on Discernment - Referral for Institutionalization (if needed) - Conduct of Diversion Program - Home visits and follow-ups cases - Assists CICL to Courts hearing - Assists CICL for Financial Assistance (if needed). -		3 hours 2 days 6 months 2 hrs. / session 2 hrs /visit 3 to 4 hrs. 5 mins.	SWO I SWOII MSWDO
Report abuse to MSWDO	For Victims of Abuse (R.A 7610) - Refer victim of child abuse to PNP Women's Desk for appropriate actions (legal) - Counseling - Assists for financial assistance (if needed)		20 mins. 30 mins/session 5 mins.	SWO I SWOII MSWDO



Report abuse to MSWDO	For victims of Domestic Abuse (R.A 9262) <ul style="list-style-type: none"> - Assists/refer victims to the PNP Women's Desk for appropriate actions (legal) - Refer victims to the Sanguniang Barangay for management - Counseling - Assists for financial assistance (if needed) 		20 mins. 20 mins 30 mins/ session 5 mins.	SWO I SWO II MSWDO
TOTAL		None		

11. ONE-TIME CASH ASSISTANCE FOR 90 YEARS OLD SENIOR CITIZEN

The one-time cash incentive granting Twenty Thousand Pesos (Php 20,000.00) to Senior Citizens who reaches the age of ninety (90) year of age is a local initiative under the leadership of the Local Chief Executive. This assistance is our local counterpart to centenarian incentive of the national government. This encourage healthy lifestyle to our constituents to lead a longer and healthier life.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2C– Government to Citizen
Who may avail:	90 year old senior citizen
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Senior Citizen's I.D 2. Birth certificate/marriage/baptismal 3. in the absence of BC/MC, baptismal of the senior citizen, the birth certificate of any child is needed. 4. Affidavit of two disinterested person at least 80 years old with personal knowledge of the Sr. citizen's age and date of birth 5. Certificate of membership to Barangay Association of Senior Citizen Ass. 6. Certificate of Residency 7. if necessary, a spot visit by the Mun. Social Welfare & Development Office staff maybe conducted for validation.		- MSWDO - LCR/ PSA - LCR/ PSA -Notary Public -Sr. Citizen's Office -MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary Requirements	Verify the validity of submitted requirements	None	5 mins	MSWDO
	- Facilitate funding for payment	None	5 days	MSWDO Staff
2. Received financial assistance of 20,000.00	- Distribute the cash grants thru door-to- door delivery.	None	1 day	MSWDO & LCE
TOTAL		None		

12. SECURING TRAVEL ASSESSMENT TO MINOR TRAVELLING ABROAD

The assessment of minor travelling abroad has been devolved as one of the functions of the MSWDO, wherein the assigned personnel needs to evaluate the completeness of the required documents based on A.O. No. 12 series of 2017 and assess the current status of the minor and his/her family. An assessment report will be submitted to the DSWD Regional Office for the release of Travel Clearance to minor.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	G2G– Government to Government
Who may avail:	Minor Travelling Abroad
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ol style="list-style-type: none"> 1. Minor's Birth Certificate 2. Marriage contract of minor's parents (if married) or CENOMAR of mother (if not married) 3. Affidavit of consent (notarized) of both parents 4. Affidavit of support (notarized) by the sponsor 5. Xerox Copy of Passport and Visa of travelling companion 6. 2 copies of 2x2 pictures of minor 7. Appearance of minor/s- mandatory 		<ul style="list-style-type: none"> - PSA - PSA - Minor's parents/notary public - Minor's travel sponsor/ Notary Public 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements of minor's travelling abroad and companion	- Verify the validity of all the documentary requirements	None	5 mins	MSWDO
	- Interview minor and his family	None	20 mins	MSWDO
	- Documentation of final assessment for submission to DSWD F.O 3	None	1 hour	MSWDO
2. Pay and Received the travelling assessment of minor	Issued travelling assessment	500.00	5 min	MSWDO Treasury Office Staff for fees.
TOTAL		None	2 hours	



OFFICE OF THE MUNICIPAL HEALTH OFFICER
External Services



1. OUT-PATIENT DEPARTMENT-MEDICAL CONSULTATION SERVICES

This service caters to all residents of Dinalupihan who have medical problems manageable in a primary health care setting.

Office or Division:	Office of the Municipal Health Officer / Rural Health Units			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS.	1. Receive referral slip then retrieval or creation of Individual treatment record (ITR)	None	5 mins	Nurse on Duty Midwife on Duty
2. Provide necessary data for history taking.	2. Interview client for medical history 3. Get vital signs and record on ITR. 4. Refer client to the Physician on Duty.	None	10 mins	Nurse on Duty
3. Proceed to medical consultation room.	5. Verify medical history of client. 6. Do physical examination. 7. Diagnose and discuss treatment plan with client. 8. Prescribe appropriate medicine and give medical advice. 9. If needed, issue a referral form to client to proceed to higher facility for further evaluation and management.	None	10 mins	Rural Health Physician on Duty
4. Receive the medicines provided by the pharmacist	10. Refer client to pharmacist or assigned personnel for provision of medicines.		2 mins	
TOTAL		None	27 mins	



2. NATIONAL IMMUNIZATION PROGRAM SERVICES

This service provides vaccination for children 0 to 11 months old. Vaccination gives protection against vaccine preventable diseases. The vaccines given to infants are as follows: BCG, OPV, Penta, PCV, Measles, and IPV. The Rural Health Unit (RHU) also immunizes pregnant mothers to prevent the occurrence of Tetanus Neonatorum in infants.

Office or Division:	Rural Health Unit (RHU)/ Barangay Health Stations			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip		Barangay Health Stations (BHS)		
2. Mother-Baby Booklet/Immunization Booklet		BHS during first month of the baby: Client on the succeeding visits		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (New Patient) Provide necessary data for medical record. 2. (Follow up) Present immunization booklet.	1. Create medical record for new patients. 2. Check immunization card history for follow up.	None	5 mins	Nurse on Duty Midwife on Duty
3. Proceed to the medical consultation room	3. Get vital signs and anthropometric measurements of client. 4. Do physical examination. 5. Provide health education to parent/guardian.	None	5 mins	Nurse on Duty Midwife on Duty
3. Proceed to vaccination room.	6. Administer vaccine.	None	5 mins	Nurse on Duty Midwife on Duty
4. Listen to the instructions and next schedule of immunization	7. Give parent/guardian or pregnant mother post-immunization instructions. 8. Inform schedule of next immunization.	None	5 mins	Nurse on Duty Midwife on Duty
TOTAL		None	20 mins	



3. PRENATAL CARE SERVICES / MATERNAL CARE SERVICES

This service caters to all pregnant women in Dinalupihan, Bataan who do not belong to the high risk group (i.e., primigravida, below 18 years old, more than gravida 4, with existing comorbidity). Vaccination of Tetanus Toxoid and supplementation of Ferrous Sulfate and Calcium Carbonate are provided. At least four prenatal check-ups are done to each pregnant women.

Office or Division:	Rural Health Unit (RHU)/Barangay Health Stations			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pregnant women of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip		Barangay Health Stations (BHS)		
2. Prenatal Book (Mother-Baby Booklet)		BHS during first month of the baby: Client on the succeeding visits		
3. Laboratory results		Client (any licensed laboratory facility)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Interview client for history taking	None	5 mins	Midwife on Duty
	2. Obtain vital signs and fetal heart tone. 3. Do physical examination and Leopold's Maneuver for 28 weeks and above.	None	2 mins	Midwife on Duty
	4. Provide health education on proper nutrition and maternity care to client. 5. Request for laboratory and imaging studies per routine and obstetric guidelines.	None	3 minutes	Midwife on Duty



	6.Refer client to assigned personnel for issuance of drugs/medicine.	None	5 minutes	Midwife on Duty
	7. Advise client on schedule of next prenatal check up. If client is classified as high risk, issue a referral slip and refer patient to a higher facility	None	5 minutes	Midwife on Duty
TOTAL		None	20 mins	BHS Midwife
PRENATAL CARE SERVICES: BARANGAY HEALTH STATIONS (32 weeks and below (low risk) 1. Provide necessary data for history taking.	1. Acquire referral slip from BHS 2. Interview client for medical history 3. Check laboratory results for abnormality	None	5 mins	Midwife on Duty
2. Proceed to the examination room	1. Obtain vital signs. 2. Do physical and internal examination and Leopold's Maneuver. 3. Fetal cardiotocogram	None	20 minutes	Midwife on Duty
3. Listen to the health education and wait for the laboratory request	4. Provide health education on proper nutrition and maternity care to client.	None	5 minutes	Midwife on Duty



4. Proceed to the personnel for issuance of drugs/medicines	5. Refer client to assigned personnel for issuance of drugs/medicine.	None	2 minutes	Midwife on Duty
5. Wait for the advise of next schedule or receive a referral slip to other higher facility	6. Advise client on schedule of next prenatal check up. *If client is classified as high risk, issue a referral slip and refer patient to a higher facility		3 minutes	
TOTAL		None	35 mins	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MATERNAL CARE SERVICES: LABOR AND DELIVERY				
1. Go to RHU Birthing Clinic once with signs of labor or with warning signs	1. Receive client and obtain vital signs. 2. Process admission.	None	5 mins	Nurse on Duty Midwife on Duty
2. Proceed to the delivery room	BEFORE DELIVERY: 1. If in labor, place client in labor room. 2. Inform physician on duty and request for doctor's orders.	None	5 mins	Midwife on Duty Physician on Duty
3. Deliver the baby	2. Hook patient to fetal cardiotocogram and do labor watch. 3. Transfer client to delivery room once fully dilated 4. Facilitate normal spontaneous delivery.	None	5 to 18 hours	Midwife on Duty Nurse on Duty Physician on Duty



<p>4. Undergo taking of vital signs and monitoring for bleeding, hypo/hypertension</p>	<p>AFTER DELIVERY: POSTPARTUM CLIENT 1. Obtain vital signs 2. Monitor for bleeding, hypo/hypertension</p>	<p>None</p>	<p>2 hours</p>	<p>Nurse on Duty Midwife on Duty</p>
<p>5. None</p>	<p>NEWBORN 1. Provide essential newborn care. a) Immediate and thorough drying b) early skin-to-skin contact c) properly timed-cord clamping d) non separation of newborn from mother and initiation of breastfeeding 2. Keep newborn thermoregulated. 3. Obtain newborn's anthropometric measurements and vital signs. 4. Administer BCG, Hepatitis B vaccine and Erythromycin ointment to newborn. 5. Transfer client and newborn to recovery room. Encourage breastfeeding</p>	<p>None</p>	<p>20 minutes</p>	<p>Nurse on Duty Midwife on Duty</p>
<p>6. Complete PhilHealth requirements.</p>	<p>1. Accept completed PhilHealth requirements.</p>	<p>None</p>	<p>15 mins</p>	<p>Clerk Nurse on Duty</p>



7. Hand over newborn for Newborn Screening Test before discharge (24 hours after birth).	<ol style="list-style-type: none"> 1. Perform Newborn Screening Test to newborn. 2. Provide health education and discharge instructions on home medications and newborn care. 	None	15 mins	Nurse on Duty
TOTAL		None	1 to 2 days	

4. FAMILY PLANNING SERVICES

(RESPONSIBLE PARENTHOOD AND REPRODUCTIVE HEALTH SERVICES)

This program caters to residents of Dinalupihan who are of reproductive age, who wanted to have birth spacing to control or limit the number of children that they will have.

The following services being offered under this program:

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

Office or Division:	Rural Health Unit (RHU)/ Barangay Health Stations			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip if for evaluation in RHU		Barangay Health Stations (BHS)		
2. Family Planning Card (for current family planning method user)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present referral slip from BHS (if available) and Family Planning Card (for current user)	1. Receive referral slip then retrieval or creation of medical record.	None	5 mins	Nurse on Duty Midwife on Duty
2. Provide the necessary information.	1. Interview client for history taking. 2. Obtain vital signs. 3. Do physical examination. 4. Provide health education on available family planning methods.	None	10 mins	Nurse on Duty Midwife on Duty
3. Choose desired family planning method.	1. Administer/provide chosen family planning method. 2. Advise client for schedule of next appointment.	None	10 mins	Nurse on Duty Midwife on Duty
TOTAL		None	25 mins	

5. DENTAL HEALTH PROGRAM SERVICES

This service is available to pre-school and school-age children, pregnant mothers and other residents of Dinalupihan to prevent and treat dental diseases manageable in a primary health care setting.

Office or Division:	Rural Health Units			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS	1. Receive referral slip then retrieval or creation of medical record. 2. Take medical history. 3. Obtain vital signs.	None	5 mins	Dental Aide



2. Proceed to dental examination room.	<ol style="list-style-type: none"> 1. Perform oral examination. 2. Provide dental services according to client's needs. <ol style="list-style-type: none"> a) dental health counseling b) oral prophylaxis c) restorative filling d) tooth extraction 3. Prescribe medicine. 	None	30 mins	LGU Dentist
3. Pay for dental service rendered.	<ol style="list-style-type: none"> 1. Issue official receipt 2. Dispense drugs/medicines and provide discharge instructions 	P 100.00	10 mins	Dental Aide
TOTAL		None	45 mins	

6. NATIONAL TUBERCULOSIS CONTROL PROGRAM (Availing of Anti-Tuberculosis Drugs)

This program caters to residents of Dinalupihan with complaint of persistent cough for 2 weeks or more, with or without other signs and symptoms of Tuberculosis. Clients with referral from hospitals and clinics are also being catered.

Office or Division:	Rural Health Units
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of Dinalupihan
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Referral slip	Barangay Health Stations (BHS), Private Physician, Hospital Physician



2. Direct Sputum Smear Microscopy (DSSM)/Sputum GeneXpert Result		Referring facility/hospital		
3. Latest Chest X-ray result		Laboratory clinics offering xray services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip, results of CXR, DSSM/Gene Xpert	1. Receive referral slip then retrieval or creation of medical record.	None	5 mins	Nurse on Duty Midwife on Duty
2. Provide necessary data for history taking.	1. Interview client for history taking. 2. Obtain vital signs. 3. Record on the Individual Treatment Record Form (ITR). 4. Refer the patient to the physician on duty.	None	5 mins	Nurse on Duty Midwife on Duty
3. Proceed to medical consultation room.	1. Verify medical history of client 2. Do physical examination. 3. Discuss treatment plan with client 4. Refer to TB Nurse Coordinator.	None	10 mins	Rural Health Physician on Duty
4. Listen to the health education/instructions and receive the initial TB drugs	*If the client has history of TB treatment (Relapse, Lost to follow up, Failed, Treatment outcome unknow) refer the client to Dinalupihan RHU II STC Facility. * If client is eligible as National Tuberculosis Program (NTP) beneficiary, enroll client and issue NTP card	None	15 mins	TB Nurse Coordinator



	<ol style="list-style-type: none"> 1. Give health education about TB management. 2. Emphasize importance of Directly Observed Treatment Short Course (DOTSC) with treatment partner 3. Issue initial TB drugs. 4. Instruct client where to report for his/her daily intake of TB drugs. 5. Inform client of schedule of follow-up sputum re-examination. 			
TOTAL		None	30 mins	

7. NATIONAL TUBERCULOSIS CONTROL PROGRAM (Availing of DSSM or Gene Xpert MTB/RIF Assay Test)

Sputum Gene Xpert MTB/RIF test shall be the primary diagnostic tool for all clients especially for the following specific clients belonging to the criteria below with cough of more than 2 weeks or more:

1. All retreatment cases (relapse, treatment after failure, treatment after lost to follow up, previous treatment outcome unknown)
2. Contacts of DR-TB patients
3. Non-converter of Category I
4. People living with HIV (PLHIV) with at least one of the four signs and symptoms of TB (fever, cough, weight loss, night sweats)
5. Selected vulnerable population which includes inmates in jails and prisons, children less than 15 years old and elderly who are 60 years old and above.
6. New cases who are presumptive extrapulmonary TB

Direct Sputum Smear Microscopy (DSSM) shall be used for follow up sputum monitoring after initiation of anti-TB regimen. To monitor treatment outcome, sputum specimen shall be collected after 2nd, 5th, and 6th month of taking anti-TB medications accordingly.

Office or Division:	Rural Health Units
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip		Barangay Health Stations (BHS), private physician, hospital physician		
2. Latest Chest Xray (CXR) result		Laboratory offering Xray services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip, result of CXR	1. Receive referral slip then retrieval or creation of medical record.	None	5 mins	Nurse on Duty Midwife on Duty
2. Provide the necessary information	2. Interview client for history taking (i.e., symptoms of TB, if with history of TB treatment, history of exposure). 3. Obtain vital signs. vital signs and record on the Individual Treatment Record Form (ITR). 4. Refer to physician on duty.	None	10 mins	Nurse on Duty Midwife on Duty
3. Proceed to medical consultation room.	1. Verify medical history of client. 2. Do physical examination. 3. Diagnose and discuss management plan with client.	None	10 mins	Rural Health Physician on Duty
4. Listen to the health education on TB and instructions on proper sputum collection.	1. Provide health education on TB. 2. Give instructions on proper sputum collection.	None	5 mins	Nurse on Duty Midwife on Duty Physician on Duty



5. Submit properly labeled sputum specimen and wait for the date of release of result.	<ol style="list-style-type: none"> 1. Collect sputum specimen along with NTP form. 2. Inspect quality of sputum specimen. 3. Submit to GeneXpert Technician for MTB/RIF assay test. 4. Inform client on date of release of result. 	None	5 mins	<p>Medical Technologist</p> <p>STC Nurse</p>
TOTAL		None	35 mins	

Office or Division:	Rural Health Units			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan and nearby municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NTP referral form		Barangay Health Stations (BHS), private physician, hospital physician		
2. Latest Chest Xray (CXR) result		Laboratory offering Xray services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present NTP referral form from catchment areas and result of CXR (if available)	<ol style="list-style-type: none"> 1. Receive NTP referral from DRHU II STC's Catchment areas. 2. Assess if the client is for Drug Sensitive (DS)-TB screening or if for Presumptive Drug Resistant (DR)-TB screening. 3. If DSTB, refer to steps in availing anti-TB drugs. 4. If Presumptive DRTB, refer client to STC Nurse on Duty 	None	5 mins	<p>Nurse on Duty</p> <p>Midwife on Duty</p>



<p>2. Proceed to medical consultation room.</p>	<p>Screening of Presumptive DR-TB Client:</p> <ol style="list-style-type: none"> 1. Take medical history (i.e., symptoms of TB, if with history of TB treatment, history of exposure, social and sexual history) and obtain vital signs. 2. Do physical examination. 3. Provide information about MDR-TB. 4. Explain the importance and the possible results of Gene Xpert testing. 5. Give instructions on proper sputum collection. 	<p>None</p>	<p>15 mins</p>	<p>STC Nurse on Duty STC Physician on Duty</p>
<p>3. Submit properly labeled sputum specimen at RHU II-STC.</p>	<ol style="list-style-type: none"> 1. Collect sputum specimen along with NTP form. 2. Inspect quality of sputum specimen. 3. Submit to GeneXpert Technician for MTB/RIF assay test. 4. Inform client on date of release of result. 	<p>None</p>	<p>5 mins</p>	<p>STC Nurse on Duty Medical Technologist</p>
<p>4. Claim Gene Xpert results.</p>	<p>Releasing of Gene Xpert test results:</p> <ul style="list-style-type: none"> • MTB NOT DETECTED: Explain the result and refer the client 	<p>None</p>	<p>10 mins</p>	<p>STC Nurse on Duty</p>



	<p>back to the referring unit.</p> <ul style="list-style-type: none"> • MTB DETECTED: Explain the result and refer the client back to the referring unit. • MTB DETECTED; RIFAMPICIN RESISTANCE DETECTED: Enroll the client for MDR-TB Treatment. Provide information about Standardized Regimen for Drug Resistant Tuberculosis treatment (SRDR treatment) 			
TOTAL		None	35 mins	

8. ISSUANCE OF DEATH CERTIFICATE

This service caters residents and non-residents of Dinalupihan who died in this municipality, either at home or in any health facility.

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of Dinalupihan
CHECKLIST OF REQUIREMENTS	
1. Death certificate (4 pcs Original Copy)	Office of the Municipal Civil Registrar
2. Barangay Certificate (non-institutional death)	Barangay Hall/Barangay Captain or Secretary



3. Letter with incident narration (non-institutional death)		Relatives of the deceased person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire death certificate forms from Local Civil Registry 2. Present filled-out death certificate draft.	1. Receive fully accomplished death certificate	None	2 mins	Nurse on Duty
3. Provide the Necessary information.	1. Interview family member/relative of deceased individual. 2. Review cause of death and other pertinent data. 3. Sign death certificate.	None	5 mins	Municipal Health Officer
4. Receive the copy of the death certificate.	4. Encode the information in the death certificate 5. Release signed death certificate	None	10 mins	Nurse on Duty Midwife on Duty
TOTAL		None	17 mins	

8. ISSUANCE OF MEDICAL CERTIFICATE/HEALTH CARD

This service caters residents of Dinalupihan who need medical certificate as a requirement prior to school enrollment or employment. Health cards are issued to operators and employees who are handling food after undergoing physical and laboratory examinations.

Office or Division:	Office of the Municipal Health Officer / Rural Health Units
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of Dinalupihan
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Students - Results of Complete Blood Test, Urinalysis, and Chest X-ray	Laboratory Facility
For Employees – Results of Complete Blood Test, Urinalysis, Chest X-ray, and Drug Test (if indicated)	
For Food Handlers - Results of Fecalalysis, Hepatitis A Test (Anti HAVIgM), and Chest Xray	



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements upon arrival at Municipal Health Office or Rural Health Unit	1. Receive complete requirements of client.	None	5 mins	Nurse on Duty Midwife on Duty
2. Provide necessary data for history taking.	1. Interview client for history taking. 2. Get vital signs and record on the Individual Treatment Record Form (ITR). 3. Refer client to Municipal Health Officer or Physician on Duty.	None	10 mins	Nurse on Duty
3. Proceed to medical consultation room.	1. Verify medical history of patient. 2. Check laboratory results of client. 3. Do physical examination. 4. Fill out medical certificate.	None	10 mins	MHO Rural Health Physicians on Duty
4. Pay medical certification fee.	1. Issue official receipt after payment.	100php	5 mins	Clerk on Duty Midwife on Duty
5. Claim medical certificate/health card.	1. Check official receipt. 2. Release medical certificate/health card accordingly.	None	5 mins	Nurse on Duty Midwife on Duty
TOTAL		None	35 mins	

9. NATIONAL LEPROSY CONTROL PROGRAM (Availing of Anti-Leprosy Drugs)

This service caters residents of Dinalupihan who have Leprosy and are in need of treatment manageable in a primary health care setting.

Office or Division:	Rural Health Units
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip		Barangay Health Stations (BHS), Dermatologist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS or private dermatologist	1. Receive referral slip then retrieval or creation of medical record.	None	5 mins	Nurse on Duty Midwife on Duty
2. Provide necessary data for history taking.	1. Interview client for history taking. 2. Get vital signs and record on the Individual Treatment Record Form (ITR). 3. Refer client to the Physician on Duty.	None	5 mins	Nurse on Duty Midwife on Duty
3. Proceed to medical consultation room.	1. Verify medical history of client. 2. Do physical examination. 3. Diagnose and discuss treatment plan with client. 4. Refer client to Leprosy Nurse Coordinator.	None	10 mins	MHO Rural Health Physician on Duty
4. Proceed to National TB/Leprosy Program Section	1. Enroll client for multi-drug therapy. 2. Initiate treatment and observe for any adverse reactions. 3. Provide remaining medicines with instructions. 4. Provide health education on Leprosy.	None	30 mins	Leprosy Nurse Coordinator



	5. Discharge client.			
TOTAL		None	50 mins	

10. ISSUANCE OF SANITARY PERMIT

This service caters to all business establishments and facilities offering services to general public. Sanitary permit is issued after the actual inspection and compliance to the requirements.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out form		Business Permit Licensing Office		
2. Official Receipt for Sanitary Permit		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished application form and complete required documents.	1. Receive and review submitted documents and advise the client of pay the necessary fee.	None	5 mins	Sanitary Inspector on Duty
2. Proceed to the Treasurer's Office to pay prescribed fee	2. Receive the Payment and issue official receipt.	Refer to chart	5 mins	Revenue Collection Clerk
3. Wait for the inspection	3. Conduct inspection of establishment or facility.	None	7 days	Sanitary Inspector on Duty
4. Wait for the issuance of sanitary permit	4. Evaluate inspection results and submit recommendations to Municipal Health Officer for approval or disapproval of application.	None	10 mins	Sanitary Inspector on Duty



5. Present the official receipt and claim the sanitary permit.	5. If approved, proceed to issuance of sanitary permit.	None	5 mins	Sanitary Inspector on Duty
1. None	For DISAPPROVED Clients: 1. Inform client regarding deficiencies of the establishment/facility and give time to correct them.	None	10 mins	Sanitary Inspector on Duty
2. Wait for the re-inspection.	2. Conduct re-inspection of the establishment/facility.	None	2 days	Sanitary Inspector on Duty
3. wait for the issuance of sanitary permit.	3. Evaluation of re-inspection results and submission of recommendations to Municipal Health Officer for approval or disapproval of application.	None	10 mins	Sanitary Inspector on Duty
4. Present the official receipt and claim the sanitary permit.	4. If corrected, proceed to issuance of sanitary permit.	None	5 mins	Sanitary Inspector on Duty
TOTAL		Refer to chart	9 days and 50 mins	

FEES TO BE PAID	
Particulars	Amount
Sanitary Inspection Fee for each business, industrial or agricultural establishment:	
With area of 25 sq. m. or more but less than 50 sq. m.	P 300.00
With area of 50 sq. m. or more but less than 100 sq. m.	P 350.00
With area of 100 sq. m. or more but less than 200 sq. m.	P 400.00
With area of 200 sq. m. or more but less than 500 sq. m.	P 1,000.00
With area of 500 sq. m. or more but less than 1,000 sq. m.	P 1,500.00
With area of 1,000 sq. m. or more	P 2,000.00

11. NUTRITION COUNSELING

This service is available at all Rural Health Units and Barangay Health Stations to cater to all residents of Dinalupihan who wish to be advised on nutrition. For severe cases and special needs, patients are referred to MNAO, MHO and to appropriate Facility for proper management. Nutrition



counseling also provide mothers of malnourished children as well as pregnant and lactating mothers information on nutrition geared towards improving nutritional status.

Office or Division:	Office of the Municipal Health Officer / Rural Health Units			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (Optional)		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to CPNO and state request for counseling.	1. Receive client's concern/request for information. 2. Register client's name in logbook for documentation.	None	5 mins	MNAO Nurse on Duty
2. Attend nutritional counselling	3. Conduct nutritional counselling to client. 4. Issue IEC materials for reference.	None	10 mins	MNAO Nurse on Duty
TOTAL		None	15 mins	

12. ADOLESCENT COUNSELING

This service caters to adolescents of Dinalupihan (10-19 years of age) in need of preventive and curative clinical services. This also aims to render a safe place where they can avail better adolescent-sensitive services.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Adolescent residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (optional)		Barangay Health Stations (BHS), DepEd District Nurses, School Guidance Office		
2. HEADSSS Form, PCB Form		Records Room of MHO/RHU		



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip (optional from BHS, DepEd nurse, Guidance Counselor, MSWDO and others)	1. Receive referral slip then retrieval or creation of medical record.	None	5 mins	Nurse on Duty
2. Provide necessary information	1. Interview client for history taking. 2. Get vital signs and record on the Individual Treatment Record Form (ITR). 3. Refer client to Municipal Health Officer	None	10 mins	Nurse on Duty
3. Proceed to medical consultation room.	1. Verify medical history of client. 2. Do physical examination. 3. Diagnose and discuss treatment plan with client.	None	10 mins	MHO Rural Health Physician on Duty
4. Attend counselling and/or go back to the medical consultation room.	1. If needed, conduct adolescent counseling using HEADSSS and Psychosocial Assessment Form 2. If pertinent findings reveal after AHDP Counseling, refer back to medical consultation room for further assessment and treatment.	None	20 mins	Trained Nurse on Duty
5. Receive medications and liste to home instructions.	3. Provide medication and home instructions.	None	5 mins	Nurse on Duty
TOTAL		None	50 mins	



13. SMOKING CESSATION COUNSELING

This service is given to all residents of Dinalupihan and nearby municipalities who wish to be counseled regarding smoking cessation.

Office or Division:	Office of the Municipal Health Officer/Rural Health Units			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (Optional)		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS.	1. Receive referral slip then retrieval or creation of medical record.	None	5 mins	Nurse on Duty
2. Fill out smoking cessation form.	1. Interview client for history taking. 2. Get vital signs and record on the Individual Treatment Record Form (ITR). 3. Refer client to Municipal Health Officer.	None	5 mins	Nurse on Duty
3. Proceed to medical consultation room.	1. Verify medical history of client. 2. Do physical examination. 3. Diagnose and discuss treatment plan with client. 4. Advise follow up.	None	10 mins	MHO Rural Health Physicians
4. Attend counselling.	1. Conduct smoking cessation counseling. 2. Provide IEC materials.	None	10 mins	Nurse on Duty



5. Fill-out survey on satisfaction summary form.	1. Receive satisfaction summary form.	None	5 mins	Nurse on Duty
TOTAL		None	35 mins	

14. HIV COUNSELING AND TESTING

This service is given to all residents of Dinalupihan and nearby municipalities who wish to be counseled and tested on HIV.

Office or Division:	Office of the Municipal Health Officer / Rural Health Units			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (Optional)		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip (optional).	1. Receive referral slip then retrieval or creation of medical record.	None	5 mins	Nurse on Duty
2. Provide necessary data for history taking.	1. Interview client for history taking. 2. Get vital signs and record on the Individual Treatment Record Form (ITR). 3. Refer client to the Municipal Health Officer or Physician on Duty.	None	10 mins	Nurse on Duty
3. Proceed to medical consultation room.	1. Verify medical history of client. 2. Do physical examination. 3. Discuss treatment plan with client.	None	10 mins	MHO Rural Health Physician on Duty



4. Attend counselling.	<ol style="list-style-type: none"> 1. Conduct HIV counseling 2. Provide IEC materials. 3. Get consent for HIV Testing. 4. Refer to Medical Technologist for actual testing. 	None	15 mins	HIV Certified Counselor
5. Proceed to laboratory room.	<ol style="list-style-type: none"> 1. Conduct HIV Testing. 2. Release official result. 3. Refer back to Physician on duty/ Municipal Health Officer for further assessment and instructions. 	None	10 mins	Medical Technologist
6. Fill- out survey on satisfaction summary form.	<ol style="list-style-type: none"> 1. Receive satisfaction summary form. 	None	5 mins	Nurse on Duty
TOTAL		None	55 mins	

15. AMBULANCE SERVICE

This service is given to all residents of Dinalupihan who may be in need of emergency transportation with skilled health professional. Caters those who are in-patient for transfer to another hospital, accident victims, health emergencies at home in need of first aid and subsequent transport to a health facility.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement or report via phone through the Paramedics Official Cellphone number		Barangay Captains, Barangay Health Stations (BHS), relatives or any concerned citizen.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inquire about availability of ambulance.	1. Receive referral or report 2. Refer client to the municipal health officer for assessment of the client's case and/or condition for approval of the request.	None	5 mins	Nurse on Duty
2. Wait for the paramedics to retrieve the patient.	1. Retrieve the patient from the place provided and instructed by the relatives	None	10 mins	Nurse on Duty Driver on Duty
3. Receive first aid.	2. Provide first aid 3. Transfer patient to a health facility	None	5 minutes Transport time is dependent on the distance from the place of origin to the destination.	Nurse on Duty Driver on Duty
4. Fill-out the request form for ambulance use.	1. Receive the filled out form and advised the client to proceed to the cashier for payment or present letter of indigency.		2 minutes	Nurse on Duty
5. Pay the corresponding fee to the Treasurer's Office.	2. Receive the payment and issue official receipt.	Refer to chart	5 minutes	Revenue Collection Clerk
TOTAL		None	20 Mins to 2 hours	

FEES TO BE PAID	
Particulars	Amount
Ambulance Fees Outside the Municipality:	
Dinalupihan - Manila	P 600.00
Dinalupihan - Caloocan	P 600.00
Dinalupihan - Quezon City	P 600.00
Dinalupihan - Makati	P 675.00
Dinalupihan - Pasay	P 675.00
Dinalupihan - Mariveles	P 300.00
Dinalupihan - San Fernando	P 300.00
Dinalupihan - Olongapo	P 200.00
Dinalupihan - Balanga	P 200.00



16. ANIMAL BITE TREATMENT CENTER (ABTC)

This service caters residents of Dinalupihan who wish to avail immunization after being bitten by warm-blooded animal, most commonly dog, cat, monkey, etc. Clients are assessed for post exposure management and treatment (i.e., active or passive vaccination).

Office or Division:	Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (Optional)		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS (Optional)	1. Receive referral slip then retrieval or creation of medical record.	None	5 mins	Nurse on Duty Midwife on Duty
2. Provide necessary data for history taking.	1. Interview client for history taking. 2. Get vital signs and record on the Individual Treatment Record Form (ITR). 3. Refer client to the Physician on Duty.	None	5 mins	Nurse on Duty
3. Proceed to medical consultation room.	1. Verify medical history of client. 2. Do physical examination. 3. Classify client's category. 4. Referral to ABTC center	None	10 mins	MHO Rural Physician on Duty
4. Proceed to Animal Bite Center	1. Administer Anti-rabies vaccine (ARV) or Rabies Immunoglobulin (RIG) depending on the animal bite category 2. Instruct client to observe for any adverse reaction.	None	5 mins	ABTC Nurse



5. Attend counselling and wait for the advise of your next immunization schedule.	3. Health education and responsible pet ownership counselling. 4. Fill-out treatment card and return to client. 5. Remind client of next immunization schedule.	None	10 mins	ABTC Nurse
TOTAL		None	35 mins	

1. ISSUANCE OF EXHUMATION PERMIT/TRANSFER OF CADAVER PERMIT

This service caters residents of Dinalupihan who wish to exhume and transfer remains of a deceased individual.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Exhumation Permit - Death certificate (Original copy); Body must be buried for 7 years or more		Office of the Municipal Civil Registrar		
Transfer of Cadaver Permit – Death Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements.	1. Receive and assess completeness of requirements and advise the client to pay the necessary fees.	None	5 mins	Sanitary Inspector on Duty
2. Proceed to the Treasurer's Office and pay the corresponding fees.	2. Receive the payment and issue official receipt.	Refer to chart	5 mins	Revenue Collection Clerk
3. Present the Official Receipt and claim permit.	3. Issue Exhumation Permit or Transfer of Cadaver Permit	None	5 mins	Sanitary Inspector on Duty
TOTAL		None	15 mins	



FEES TO BE PAID	
Particulars	Amount
Burial Permit Fee of Transfer of Cadaver	P 50.00
Fee for Exhumation of Cadaver	P 100.00



EXECUTIVE OFFICE SERVICES

External Services



13. ISSUANCE OF MAYOR'S CLEARANCE

The Mayor's Clearance certifies that the individual is a resident of the municipality, of good moral character and is a law-abiding citizen.

The clearance is a document usually availed of by individuals seeking employment, scholarship, for a firearms license and for any other purpose.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Barangay Clearance 2. Original Copy of Police Clearance 3. Original Copy of Court Clearance 4. Latest Community Tax Certificate (CTC) 5. Official Receipt for Request of Certification Fee		Barangay PNP Police Station MCTC / RTC Barangay or Municipal Treasury Municipal Treasury		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Submit all requirements	1. Receive and review the requirements if complete and duly signed.	None	1 minute	Clerk I
2. Proceed to the Treasurer's Office to pay prescribed fee and buy documentary stamp	8. Receive payment and issue Official Receipt and documentary stamp.	P 100.00	5 mins	Revenue Collection Clerk
9. Present Official receipt at the Mayor's Office	3. Prepare the clearance.	None	5 mins	Clerk III
10. Affix signature on the clearance	4. The Local Chief Executive or authorized signatory signs the Clearance/Certificate	None	1 minute	Local Chief Executive / Authorized Signatory



11. Receive the Mayor's clearance	5. Get a duplicate copy, record and release the clearance.	None	1 minute	Clerk I
TOTAL			13 minutes	

14. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

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

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification (stating that the client is a resident of the barangay and has no derogatory records) 2. Official Receipt for Request of Certification Fee		Barangay Municipal Treasury		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit barangay clearance in securing certificate of good moral character	1. Receive and review clearances and advise client to pay the necessary fees.	None	4 minutes	Clerk I
2. Proceed to Treasurer's Office to pay prescribed fee	2. Receive payment and issue Official Receipt.	P 100.00	5 minutes	Revenue Collection Clerk
3. Present Official receipt at the Mayor's Office	3. Prepare the certification ready for the signature of the Mayor.	None	5 minutes	Clerk III
4. Wait for the certification	4. The Local Chief Executive or authorized signatory signs the Certification	None	1 minute	Local Chief Executive / Authorized Signatory



5. Receive the certification	5. Get a duplicate copy, record and release the Certification.	None	2 minutes	Clerk I
TOTAL			17 minutes	

15. AVAILING OF PUBLIC CUSTOMER ASSISTANCE

Residents of the Municipality and other clients may request the MMO for referral, recommendations, endorsements or communications so that they can avail of the free service. Public Customer Assistance cover the following areas:

- Free Medical Assistance Indigents
- Job Recommendations for Residents of Dinalupihan
- Endorsement for Transfer-for Dinalupihenos in government service who are currently posted in other municipalities or provinces and would like to be transferred to Dinalupihan, Bataan

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Free Medical Assistance:				
<ol style="list-style-type: none"> 1. Medical prescription 2. Clinical diagnosis or doctor's referral 3. Barangay Certificate of Indigency 				
For Job Recommendations:				
<ol style="list-style-type: none"> 1. Complete Bio-data or Curriculum Vitae 2. Police Clearance 3. Past employment records 4. Barangay Certificate of Residency 5. Other relevant documents 		Attending Physician Attending Physician Barangay Applicant PNP Police Station Former Employer Barangay Applicant		
For Endorsement for Transfer		Requesting Client Employer of the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit request letter or the pertinent documents required	1. Receive and review the documents	None	5 minutes	Clerk I
2. Proceed to Treasurer's Office to pay prescribed fee	2. Receive payment and issue Official Receipt.	None	3 minutes	Revenue Collection Clerk
3. Present Official receipt at the Mayor's Office	3. Prepare the Appropriate communication regarding the request ready for the signature of the Mayor.	None	5 minutes	Clerk III / Clerk IV
4. Wait for the certification	4. The Local Chief Executive or authorized signatory will approve the request for assistance, recommendation and endorsement.	None	2 minutes	Local Chief Executive
5. Receive the certification	5. Get a duplicate copy, record and release the Certification.	None	2 minutes	Clerk I
TOTAL			17 minutes	

16. USING OF GOVERNMENT FACILITIES

The MUNICIPAL GOVERNMENT of Dinalupihan offers the use of the following facilities ideal for seminars, conferences, gatherings, sports and other activities:

- Town Plaza
- Sports Complex
- Track and Field Oval
- Swimming Pool
- Bulwagan ng Bayan
- Meeting Halls

Office or Division:	Office of the Mayor
Classification:	Simple
Type of Transaction:	G2C– Government to Citizen
Who may avail:	Corporations, Groups and other Entities



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Mayor, specifying the government facility to be used, date, time and purpose		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1. Receive and review the request letter	None	5 minutes	Clerk I
2. Proceed to Treasurer's Office to pay prescribed fee	2. Receive payment and issue Official Receipt.	Refer to Chart	3 minutes	Revenue Collection Clerk
3. Presents the Official Receipt at the Mayor's Office	3. Prepares the permit	None	5 minutes	Clerk III / Clerk IV
4. Wait for the permit	4. The Local Chief Executive signs the permit	None	2 minutes	Local Chief Executive
5. Receives Mayor's Permit and leaves one (1) copy with the Records Section for file.	5. Issues Mayor's Permit and retains one (1) copy for file	None	5 minutes	Clerk I
TOTAL			20 minutes	

FEES TO BE PAID		
Government Facility	Particulars	Amount
Swimming Pool and Cottage	Unlimited use of pool by Swimming Club Member	P 500.00 a month
	Use of Cottage by Swimming Club Member	P 100.00 per day
	Use of pool by Non-Member of the Swimming Club	P 50.00 per day per person
	Use of cottage by Non-Member of the Swimming Club	P 200.00 per day
	Exclusive use of the swimming pool by NGOs, business companies or private person with the aim of promoting swimming	P 750.00 per hour or fraction thereof, or fixed



	<p>Exclusive use of the pool for recreation purpose only</p> <p>DECS sponsored interschool competition</p>	<p>P 5,00.00 for maximum of 8 hours</p> <p>P 5,000.00 for maximum of 8 hours or P 400.00 per hour</p> <p>Free</p>
Town Plaza	Stage and ground	Free
Dinalupihan Civic Center	Facilities	P 12,000.00 / 4 hours in excess P 3,000.00 / hour
Dinalupihan Track and Field Oval	Facilities	P 5,000.00 for 8 hours P 500.00 for every hour thereafter
Bulwagan ng Bayan	Facilities	P 17,000.00 for 4 hours P 4,250.00 for every hour in excess



**Office of the Public Employment Service
External Services**



1. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

This program is intended to help poor but deserving students and out of school youth from age's 15-30 ages' years old to pursue through employment during summer or Christmas vacations, while those enrolled in tertiary, vocational or technical education, maybe employed at any time of the year. The employment period shall be twenty (20) to fifty two (52) working days.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students and out-of-school youth from ages 15-30 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • 5 pcs of Passport size picture • Birth Certificate (2, Photocopy) • Certified True Copy of Report of grade(2, Photocopy) • Latest Income Tax Return (ITR) both parents, the combined annual net income of both parents must not exceed the poverty threshold; or certification issued by BIR that LIVING parents are exempted from payment of tax.(BIR Certificate of Tax Exemption); (2, Photocopy) • If necessary <ul style="list-style-type: none"> -Affidavit of Support or Guardianship -Affidavit of Separation of Parents (2, Photocopy) -Solo parent ID (2, Photocopy) <p>For out of school youth</p> <ul style="list-style-type: none"> • Certification as OSY (1, Original and 1, Photocopy) 		<ul style="list-style-type: none"> • Client/Photo Studio • LCR • School • Concerned Agency/BIR • Notary Public • Client/DSWD Office • Concerned Barangay Hall/ Social Welfare and Development Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the Public Employment Service Office	1. Evaluate and authenticate the required documents submitted	None	2 minutes	PESO STAFF Public Employment Service Office



2. Accomplish Registration Form, Employment Contract (SPES 02), and Oath of Undertaking	2. Administer the signing of the beneficiary to the employment contract (SPES 02), once qualified	None	15 minutes	PESO STAFF and DOLE Representative
	2.1 Sign the contract for authentication	None	1 minute	PESO Manager Public Employment Service Office
	2.2 Schedule the orientation	None	1 minute	PESO STAFF and DOLE Representative
3. Wait for the schedule of orientation and work assignment	3. Conduct of orientation	None	3 hours	
TOTAL:		NONE	3 HOURS AND 19 MINUTES	

2. ISSUANCE OF MAYOR'S CERTIFICATION

Issuance of Mayor's Certification and Skills registration serves as the primary tool of PESO in conducting in skills inventory of employed residents of Dinalupihan

Office or Division	Public Employment Service Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All Employee/Jobseeker in Dinalupihan Residents Only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Present the original copy of Cedula • Barangay Clearance • Request Letter 		<ul style="list-style-type: none"> • Barangay/MITO • Barangay/MITO • Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Peso Office 2. Filled up SRP Form	1. Review of completeness of information	None	1 minute	PESO STAFF
	2. Encoding of Information to PEIS Online database	None	2 minutes	PESO STAFF
	3. Issue Mayor's Certification signed by the LCE	None	5 minutes	PESO STAFF
		None	2 minute	Public Employment Service Office
TOTAL		none	10 minutes	

3. FACILITATION OF EMPLOYMENT

One of the core functions of the Public Employment Service Office (PESO) is to provide employment assistance to jobseekers through counseling and referral

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Jobseeker			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Resume (1, Original) • Credential (1, Photocopy) • Diploma (1, Photocopy) 			<ul style="list-style-type: none"> • Client • School/Former Agency • School 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit documents/credentials at the Public Employment Service Office	1. Present checklist of requirements and Evaluate the authenticity of requirements	None	5 minutes	PESO STAFF
1. Fill up and submit SRS Form 1	1. Provide application form (NSRS Form) 2.1 Evaluate the authenticity of requirements 2.2 Input the name of the applicant in the database (PEIS) 2.3 Do job matching based on skills, competence and qualifications of applicant via job available	None	2 minutes	PESO STAFF
		None	5 minutes	PESO STAFF
		None	5 minutes	PESO STAFF
		None	5 minutes	PESO STAFF
		None	5 minutes	PESO STAFF
2. Awaiting SMS and referral	2. Notify the applicant thru text to come to PESO office for exam or interview to be conducted by the hiring agency (local or overseas)	None	1 minute	PESO STAFF Public Employment Service Office
TOTAL:		NONE	23 MINUTES	

4. SPECIAL RECRUITMENT ACTIVITY AND LOCAL RECRUITMENT ACTIVITY

Provide assistance to Overseas Placement Agencies, Local establishments, sub-contractor agencies, or companies in conducting special recruitment/local recruitment activity

Office or Division	Public Employment Service Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	All Company	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Local Recruitment Activity: -Business Permit -Company Profile -Job Vacancy -Company Profile -Company TIN#		Business Permit and Licensing Office, BIR
(1, Photocopy)		



<p>-Letter of Intent (1, Original)</p> <p>Special Recruitment Activity:</p> <ul style="list-style-type: none"> -Business Permit -Company Profile -Job Vacancy -Company Profile -Company TIN# -Letter of Intent -POEA License -Approved job Order from POEA <p>(1, Photocopy)</p> <p>-PERMIT from POEA to conduct recruitment (1 original)</p>	<p>SEC, POEA, Business Permit and Licensing Office</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit or Send the letter of intent and requirements at the Public Employment Service Office</p> <p>2. Conduct Recruitment Activity</p>	<p>1. Evaluate the authenticity of requirements</p> <p>1.1 Notify the company on the approval of the Recruitment Activity</p>	<p>None</p>	<p>10 minutes</p>	<p>PESO STAFF</p>
	<p>1.2 Perform job matching on employee profile database based on education, skills and working experience</p>	<p>None</p>	<p>3 minutes</p>	<p>PESO STAFF</p> <p>Public Employment Service Office</p>
	<p>1.3 Invite potential qualified jobseeker thru text to come for exam or interview to be conducted by hiring agency (Local or Overseas)</p>	<p>None</p>	<p>10 minutes</p>	<p>PESO STAFF</p>
	<p>2. Assist the Employer and Applicants</p>	<p>None</p>	<p>2 Minutes</p>	<p>PESO STAFF</p>



				Public Employment Service Office
	TOTAL:	NONE	5 HOURS AND 25 MINUTES	

5. JOB FAIR

Jobs Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers to provide assistance to Overseas Placement Agencies, Local establishments, sub-contractor agencies, or companies.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Company -Business Permit -Company Profile -Job Vacancy -Company Profile -Company TIN# -Letter of Intent (1, Photocopy) (1, Original)		Business Permit and Licensing Office, BIR Client		
Overseas (1, Photocopy) -Business Permit -Company Profile -Job Vacancy -Company Profile -Company TIN# -Letter of Intent -POEA License -PERMIT from POEA to conduct recruitment (1, Photocopy) (1, Original)		SEC, POEA, Business Permit and Licensing Office Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the	1. Give the Logbook to the client	None	2 minutes	PESO STAFF



Public Employment Service Office	2. Evaluate the completeness and authenticity of requirements	None	10 minutes	PESO STAFF
2. Submit or Send the letter of intent and requirements	2.1 Notify the company on the approval of the Recruitment Activity	None	3 minutes	PESO STAFF
	2.2 Perform job matching on employee profile database based on education, skills and working experience	None	10 minutes	PESO STAFF
	2.3 Invite potential qualified jobseeker thru text to come for exam or interview to be conducted by hiring agency(Local or Overseas	None	2 minutes	PESO STAFF Public Employment Service Office
3. Conduct Recruitment Activity	3. Assist the Employer and Applicants in the recruitment day	None	8 hours	PESO STAFF Public Employment Service Office
TOTAL:		NONE	8 HOURS AND 27 MINUTES	

6. JOB POSTING

This is a process wherein it encourages employers to submit to the PESO on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information services to job seekers and employers by providing employment services to job seeker, both for local and overseas employment, and recruitment assistance to employers

Office or Division	Public Employment Service Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	All Company



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Local Company</p> <ul style="list-style-type: none"> -Business Permit -Company Profile -Job Vacancy -Company Profile -Company TIN# -Letter of Intent <p style="margin-left: 150px;">(1, Photocopy)</p> <p style="margin-left: 150px;">(1, Original)</p>		<p>Business Permit and Licensing Office, BIR</p> <p>Client</p> <p>SEC, POEA, Business Permit and Licensing Office</p> <p>Client</p>		
<p>Overseas Company</p> <ul style="list-style-type: none"> -Business Permit -Company Profile -Job Vacancy -Company Profile -Company TIN# -Letter of Intent -POEA License -Approved job Order from POEA <p style="margin-left: 150px;">(1, Photocopy)</p> <p>-PERMIT from POEA to conduct recruitment</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office at the Public Employment Service Office	1. Give the Log Book to the Client	None	2 minutes	PESO STAFF
2. Submit or Send the letter of intent and requirements	2. Acknowledge the receipt of the request.	None	1 minute	PESO STAFF
	2.1 Evaluate the completeness and authenticity of the submitted requirements	None	10 minutes	PESO Officer PESO STAFF



	2.2 Encode and lay out the vacancy details	None	5 minutes	PESO STAFF
3. Wait for the request to be processed	3. Post the Job Vacancies on the PESO Facebook Page and on the PESO bulletin board for dissemination	None	5 minutes	PESO STAFF Public Employment Service Office
	TOTAL:	NONE	23 MINUTES	

7. TULONG PANGHANAP BUHAY SA ATING DISADVANTAGE/DISPLACE WORKER

Emergency Employment Program or Tulong panghanap buhay sa ating Disadvantaged/Displaced Worker (TUPAD) is a community-based (municipality/barangay) package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not exceed a maximum of 30 days, depending on the nature of work to be performed.

Office or Division	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Resident of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • 2pcs 1x1 picture • One (1) Original copy of Cedula • One (1)Duly accomplished Tupad Form A 		<ul style="list-style-type: none"> • Client/Photo Studio • Respective Barangay/Treasury Office • PESO Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Filled up TUPAD Form A / at Public Employment Service Office	1. Distribution of TUPAD form	None	1 minute	PESO STAFF Public Employment Service Office
2.Submit TUPAD Form A / PESO Office	2. Evaluate, Profiling and interview of the beneficiaries	None	10 minutes	PESO Head and Peso Staff
	2.1 Encode and Register to GSIS	None	2 minutes /person	PESO STAFF



	2.2 Submit the list of beneficiaries to the Department of Labor and Employment (DOLE)	None	30 minutes	PESO STAFF
3. Prepare for the scheduled orientation and contract signing	3. Conduct orientation and Signing of Contract	None	4 hours	Public Employment Service Office DOLE Staff /PESO Staff
4. Secure work assignment and ID	3.1 Distribution of Uniform and tools 4. Prepare work assignment for various TUPAD workers and Coordinate with the Barangay .	None	5 minutes/ person 1 day	DOLE/PESO Staff PESO Head Public Employment Service Office
5. Report to designated workplace and abide by the rules and regulation of LGU/ Barangays where assigned	5. Monitor activity and attendance of beneficiary	None	Minimum of 20 days – maximum of 52 days	PESO Head and Peso Staff/DOLE
6. Perform work assignment during the entire duration of the contract	6. Continue monitoring the activity of beneficiary	None	3 minutes/ person	Beneficiaries/ Barangay
7. Submit Daily Time Record (DTR) and Accomplishment Report	7. Acknowledgment of submitted DTR and Accomplishment Report for Payroll	None	3 days	PESO Head and Staff
8. Wait for the announcement of check release from DOLE	8. Collate and submit the DTR and Accomplishment Report to the Department of Labor And Employment	None	1 hour	PESO Head, PESO staff and DOLE Staff
9. Present 1 valid ID	9. Distribution of Salary	None	3 minutes/ person	DOLE
TOTAL:		NONE	4 days 5 hrs 54 mins	



8. CAREER GUIDANCE\LEGS LABOR EDUCATION FOR GRADUATING STUDENTS/PRE EMPLOYMENT ORIENTATION

Career Guidance advocacy was implemented to help our students to have proper career planning and preference based on their skills and interest. While labor education, it is a program helped graduating students to become familiar with PESO and DOLE services regarding on employment facilitation, workers protection and social security coverage in order for these soon-to-be-employees will come prepared for the world of work.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B- Government to Business			
Who may avail:	Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1, Original)		Requesting School/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the Public Employment Service Office	1. Give the Log Book to the Client	None	2 minutes	PESO STAFF
2. Submit the request letter to the Mayor's Office	2. Acknowledge the receipt of the letter request	None	3 minutes	PESO STAFF PESO STAFF Public Employment Service Office
	2.1 Evaluate the request and schedule.	None	5 minutes	PESO Head/ Staff
3. Wait for the Approval of the Mayor	3. Inform the client on the status of the request	None	3 minutes	PESO STAFF
	3.1 Conduct of Career Guidance/PEOS SEMINAR	None	4 hours	PESO Head/ Staff
TOTAL:		NONE	4 HOURS AND 13 MINUTES	



9. REFERRAL LETTER

The term referral letter is used to describe a document sent to an employer that outlines the observed skills and work experience of a candidate. Referral letters are written recommendation from the office endorsing the jobseeker for possible employment.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Jobseeker Residents of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip (1, Original) Jobseeker credentials (1, Photocopy) Resume Transcript of Records Diploma Certificate of trainings		PESO Client School School Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office at the Public Employment Service Office	1. Give the Log Book to the Client	None	2 minutes	PESO STAFF Public Employment Service Office
2. Fill out the Request Slip and submit to the PESO staff	2. Provide the Request Slip to fill out	None	1 minute	PESO STAFF
	2.1 Review the completeness of Information and evaluate the applicants' credentials.	None	2 minutes	PESO STAFF Public Employment Service Office
	2. Prepare the referral letter and print	None	4 minutes	PESO STAFF
3. Receive the referral letter	3. Release of the referral letter	None	1 minutes	PESO STAFF
TOTAL:		NONE	10 MINUTES	



10. SKILLS TRAINING

Undertake employability enhancement trainings for jobseekers, OSY and other marginalized sectors as well as those would like to change career or enhance their employability. This function is presently supervised by TESDA and conducted by other training;

Office or Division	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen , G2G - Government to Government			
Who may avail:	Dinalupihan Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - 2 pcs 1x1 photo - Birth Certificate (1, Photocopy) - Diploma (1, Photocopy) - Barangay Clearance (1, Original) 		<ul style="list-style-type: none"> - Photo Studio - Local Civil Registry/client - Client - Barangay 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the PESO Staff at the Public Employment Service Office	1. Acknowledge and check if the requirements are complete	None	3 minutes	PESO STAFF
	1.1 Collate all interested applicants	None	Depends on the applicants submission	PESO STAFF
	1.2 Prepare the final list of applicants that will undergo skills training	None	5 minutes	PESO STAFF
	1.3 Submit the final list of applicants that will undergo skills training to the Technical Education and Skills Development Authority (TESDA)	None	30 minutes	PESO STAFF Public Employment Service Office
2. Wait for the schedule of orientation and Skills Training	2.1 Shortlisting of participants	None	3 minutes	PESO staff/TESDA
	2.2 Inform the applicants on the qualification and schedule of orientation	None	2 minutes/per applicant	PESO staff/TESDA
	TOTAL:	NONE	43 MINUTES	



**MUNICIPAL PLANNING AND DEVELOPMENT
OFFICE
External Services**



1. SECURING OF LOCATIONAL CLEARANCE

All enterprises of public and private persons constructing new buildings or applying for expansion/renovation are required to secure Zoning Clearance upon application for Building Permit. This should be done before the start of the construction to ensure that the building to be constructed or activity to be undertaken is allowed in the area as per Comprehensive Land Use Plan of the municipality.

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Undergoing Constructions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
12. Duly notarized Application Form for Zoning Clearance 13. Vicinity Map 14. Bill of Materials 15. Real Property Tax Declaration 16. Site Development Plan (For Embankment) 17. Environmental Clearance Certificate (ECC), when needed 18. If lot is not owned - Duly Notarized Copy of: <ul style="list-style-type: none"> - Contract of Lease - Deed of Absolute Sale - Authorization to Occupy/Use Lot - Special Power of Attorney Other documents: <ul style="list-style-type: none"> - Affidavit of Undertaking - Ordinance of Reclassification or Conversion - Order from DAR 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Evaluation of the project	1. Assess the impact of the project	None	5 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk



<p>2. Accomplishment of requirements</p> <p>Secure Application Form from the staff in charge with the Checklist of required documents.</p>	<p>1. Assist the client on how to accomplish the form and explain the need for other documents.</p>	<p>None</p>	<p>3 minutes</p>	<p>Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk</p>
<p>3. Presentation/ Submission of requirements</p> <p>Present Notarized Application Form with the required documents from the Checklist.</p>	<p>3. Validate documents submitted as per Checklist</p> <p>4. Review and assessment of the Bill of Materials</p>	<p>None</p>	<p>2 minutes</p> <p>3 minutes</p>	<p>Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk</p>
<p>4. Payment of Fees</p> <p>Secure Order of Payment from the person-in-charge or the MPDO</p> <p>Proceed to the Treasurer's Office for payment</p>	<p>10. Issue order of payment to the client for payment at the MTO</p>	<p>Refer to Chart</p>	<p>2 minutes</p>	<p>Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk</p>
<p>5. Review and Verification of Documents and Payments</p> <p>Present all documents and the original receipt of payment to the person-in-charge or the MPDO</p>	<p>1. The person in charge checks, reviews and validate documents submitted.</p>	<p>None</p>	<p>5 minutes</p>	<p>Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk</p>
<p>6. Preparation of Locational / Zoning Clearance</p> <p>The client receives the approved Locational / Zoning Clearance.</p>	<p>1. Preparation /(printing) of the Locational / Zoning Clearance.</p> <p>2. Records / Encode Locational</p>	<p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk</p>



	Clearance for filing (Database)			
7. Approval	1. Secure signature of the Zoning Administrator for Approval	None	3 minutes	Engr.Diosdado R. Santos Jr. MPDC.
8. Issuance of the Locational / Zoning Clearance The client receives the approved Locational / Zoning Clearance.	1. The person in charge issues the Locational / Zoning Clearance to the client.	None	2 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
TOTAL		Refer to Chart	35 minutes	

(Processing time may exceed the specified time indicated depending on the completeness of the requirements and other minimum supporting documents)

FEES:(Subject to change without prior notice)

A. Residential Structure, Single or Detached, Other than Apartment/Townhouses, Dormitories and Subdivisions/Condominiums, The Project Cost of which:	
	(HLURB Rates)
1. P 100,000.00 and below	P 288.00
1. Over P100,000 too P200,000	P 576.00
2. Over P 200,000.00	P 720.00 + 1/10 of1% of cost in excess of P200,000.00
B. Apartments:	
1. Project cost of P 500,000.00 and below	P 1,440.00
1. Over P500,000 to 2 Million	P 2,160.00
2. Project cost over P 2 Million	P 3,600.00 + 1/10 of1% of cost in excess of P2.M regardless of number of doors
C. Dormitories:	
1. Project cost of P 2 Million and below	P 3,600.00
2. Project cost over P 500,000.00	P3,600.00 + 1/10 of1% of cost in excess of 2.M regardless of number of rooms
D. Institutional:	



1. below P2 Million	P 2,880.00
2. Over P2 Million	P2,880.00 + 1/10 of 1% of cost in excess of P2.M
E. Commercial, industrial, Agro-Industrial:	
1. Below P 100,000.00	P 1,440.00
2. Over P 100,000.00-P500,000.00	P 2,160.00
3. Over P 500,000.00	P 2,880.00
4. Over P1 Million-P2 Million	P 4,320.00
2. Over P 2 Million	P 7,200.00 + 1/10 of 1% of cost in excess of P2 Million
F. Special Uses/Special Projects including Memorial Parks:	
(Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below P2 Million	P 7,200.00+ 1/10 of 1% of cost in excess of P2 Million
2. Over P 2 Million	P 7,200.00 + 1/10 of 1% of cost in excess of P2 Million
G. Alteration / Expansion (Affected Area/Cost of Expansion Only) Same as Original Application:	

2. SECURING ZONING CERTIFICATE

Site Zoning Certification is requested for record and reference purposes, based on the Comprehensive Land Use Plan of the municipality.

Office or Division:	Municipal Planning and Development Office (MPDO)	
Classification:	Simple	
Type of Transaction:	G2B	
Who may avail:	Lot owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) copy of: <ol style="list-style-type: none"> 1. Letter-Request addressed to the Zoning Coordinator/Planning and Development Officer 2. Lot Plan with vicinity map drawn to scale signed by a Geodetic Engineer 3. Transfer Certificate of Title (TCT) or Deed of Sale 4. Real Property Tax Declaration 5. Certificate of Real Property Tax Payment 		



6. If applicant is not the owner: Duly notarized copy of Contract of Lease or Deed of Absolute Sale, and authority to Occupy or Use 1. Special Power of Attorney of land owner's authorized representative, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter Submit letter request to the Clerk / Person-in-charge, together with the required document	1. Receives the letter and checks the submitted documents as per Checklist.	None	5 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
2. Review and Verification	1. Person-in-charge reviews and verify documents submitted	None	10 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
	2. Zoning Officer approves of the documents		15 minutes	
3. Payment of Fees Secure Order of Payment from the person-in-charge. Proceed to the Treasurer's Office for payment	1. Issue order of payment to the client for payment at the MTO	P 250.00	2 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
4. Preparation of Zoning Certificate Submit Original Receipt of payment to the person-in-charge	1. Prepares / Prints the Zoning Certificate.	None	10 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
	2. Secure approval and signature of the Zoning Officer		5 minutes	
	3. Records / Encode Zoning Certificate for filing (Database)		5 minutes	



5. Approval of the Zoning Certificate.	1. The Zoning Officer approves and signs the Zoning Certificate	None	3 minutes	Engr.Diosdado R. Santos Jr. C
6. Issuance of the Zoning Certificate The client receives the approved Zoning Certificate	1. The person in charge issues the Zoning Certificate to the client.	None	2 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
TOTAL		P 250.00	57 minutes	

(Processing time may exceed the specified time indicated depending on the completeness of the requirements and other minimum supporting documents)

3. ISSUANCE OF ZONING CLEARANCE FOR BUSINESS PERMIT

Enterprises are required to secure a Zoning Clearance upon application for Business Permit to ensure that the enterprise is allowed in the chosen location as per the Comprehensive Land Use Plan of the Municipality and other relevant zoning and land use ordinances.

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	New Business Establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business License Application / Assessment Form with other documents duly checked and verified by the Permit and Licensing Division. For Other Uses: <ul style="list-style-type: none"> - Environmental Compliance Certificate (ECC) from DENR - Affidavit of Undertaking - Ordinance of re-classification or Conversion Order from DAR - Additional requirements are needed for Special Uses/Projects such as Funeral, establishments, cell site, industrial projects, gasoline stations, slaughterhouse, poultry, piggery, etc. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Review and Assessment of required documents	1. The person-in-charge checks the data on the application form for proper recording and reviews the documents attached	None	5 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
2. Conduct site inspection (if necessary) Site inspection is usually conducted by duly organized Municipal Task Force of which MPDO staff are members	1. MPDO staff with the Municipal Task Force conducts site/ocular inspection	None	2 hours	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk Engr.Diosdado R. Santos Jr. MPDC
3. Payment of Fees Secure Order of Payment from the person-in-charge. Proceed to the Treasurer's Office for payment	1. Issue order of payment to the client for payment at the MTO	P 250.00	2 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
4. Recording of the transaction The Original Official Receipt of payment is presented to the person-in-charge	1. The frontline person signs the application form and keep it on record together with the O.R.	None	2 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
5. Release / Issuance of Zoning Clearance for Business Permit Client receives the approved Zoning Clearance for business permit.	1. The Zoning Clearance Business Permit is issued to the client.	None	2 minutes	Ariel Mañalac/ Pinky Manuel/ Mabel Nuguid Administrative Clerk
TOTAL		P 250.00	2hrs & 11 min.	

(Processing time may exceed the specified time indicated depending on the completeness of the requirements and other minimum supporting documents)



4. SECURING DATA FROM MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

Information about the Municipality and its development thrust, plans, programs and projects are available at the MPDO which includes:

- Socio-Economic Profile
- Land Use Plan
- Economic Development Data
- Development Plans
- Municipal statistics
- Municipal and Barangay Maps

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of Transaction:	G2B / Public			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter Request stating the data/information needed, the purpose or why such data is needed. • Identification Card of the requesting party 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry				
<ul style="list-style-type: none"> - Approach the person in charge and request the data needed. - Present letter request and ID for verification. 	<ul style="list-style-type: none"> - Verify availability of data. - If available, information is given to client, otherwise makes referral / endorsement to other office. 	None	10 minutes	Pinky Manuel Admin. Asst. I
Issuance of Information Needed				
<ul style="list-style-type: none"> - Receives document from service provider and signs in the logbook. 	<ul style="list-style-type: none"> - Reviews and issues information to client. 	None	15 minutes	Pinky Manuel Admin. Asst. I
TOTAL		None	25 minutes	

(Processing time may exceed the specified time indicated depending on the completeness of the requirements and other minimum supporting documents)



MUNICIPAL ENGINEERING OFFICE

External Services



1. ISSUANCE OF PROGRAM OF WORKS FOR INFRASTRUCTURE PROJECTS

Public, Barangays Units, Government Agencies and other Accredited Sectoral Groups requesting a Development or project in their respective jurisdiction within the municipality.

Office or Division:	Municipal Engineering Office			
Classification:	Highly Technical / Simple			
Type of Transaction:	G2C – Government to Client / G2G - Government to Government			
Who may avail:	Public, Government Agencies, Barangay units and other Accredited sectoral groups.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR LGU FUNDED PROJECTS 1. Project Request letter		Municipal Engineering Office		
FOR BARANGAY FUNDED PROJECTS 1. Project Proposal		Municipal Engineering Office		
OTHER AGENCY OR GRANT PROJECTS 1. Project Proposal		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR LGU FUNDED MAJOR PROJECTS: 1. Submit request letter or Project Proposal.	1. Receive the request	None	2 minutes	Administrative Assistant
2. Forward the letter to the Municipal Engineer	2. Evaluate the request and advise the client to pay the corresponding fee.	None	1 day	Municipal Engineer
3. Proceed to the Treasury Office and pay the fee.	3. Receive the payment and issue official receipt.	P 50.00 per project	5 minutes	Revenue Collection Clerk
4. Present the official receipt.	4. Receive the official receipt and attach it to the request.	None	1 minute	Administrative Assistant
5. None	5. Inspection	None	2 to 5 days	Engineer 1
6. None	6. Cost Estimate and working Drawings	None	7 days	Engineer 1 Architect 1
7. Get the program of work	7. sReleasing of program of work	None	2 days	Municipal engineer
TOTAL			15 days and 8 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR LGU FUNDED MINOR PROJECTS: 1. Submit request letter or Project Proposal.	1. Receive the request.	None	2 minutes	Administrative Assistant
2. Forward the letter to the Municipal Engineer	2. Evaluate the request and advise the client to pay the corresponding fee.	None	1 day	Municipal Engineer
3. Proceed to the Treasury Office and pay the fee.	3. Receive the payment and issue official receipt.	P 50.00 per project	5 minutes	Revenue Collection Clerk
4. Present the official receipt.	4. Receive the official receipt and attach it to the request.	None	1 minute	Administrative Assistant
5. None	5. Inspection	None	1 to 3 days	Engineer 1
6. None	6. Cost Estimate and working Drawings	None	3 days	Engineer 1 Architect 1
7. Receive the program of work	5. Releasing of program of work	None	2 days	Municipal engineer
TOTAL		P 50.00 per project	9 days and 8 minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR SIMPLE BARANGAY PROJECTS: 1. request letter or Project Proposal.	1. Receive the request and advise the client to pay the corresponding fee.	None	2 minutes	Engineer 1
2. Proceed to the Treasury Office and pay the fee.	2. Receive the payment and issue official receipt.	P 50.00 per project	5 minutes	Revenue Collection Clerk
3. Present the official receipt.	3. Receive the official receipt and attach it to the request.	None	1 minute	Administrative Assistant
4. None	4. Cost Estimate and working Drawings	None	1 to 2 hrs	Engineer 1



5. Receive the Program of Work	5. Releasing of program of work	None	2 minutes	Engineer 1
TOTAL			2 hrs and 10 minutes	

2. Engineering Services

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client / G2G - Government to Government			
Who may avail:	Public, Government Agencies, Barangay units and other Accredited sectoral groups.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Client		
ENGINEERING SERVICES	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive the request	None	2 minutes	Administrative Assistant
2. Attend dialogue with the Municipal Engineer	2. Dialogue with the client	None	30 to 60 minutes	Municipal Engineer
3. Receive the recommendation	3. Recommending action	None	30 to 60 minutes	Municipal engineer
TOTAL			1 hr and 2 minutes	

3. ENGINEERING CONSULTATION

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client / G2G - Government to Government			
Who may avail:	Public, Government Agencies, Barangay units and other Accredited sectoral groups.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent		Client		



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of intent	1. Receive the request	none	2 minutes	Administrative Assistant
2. Dialogue with the Municipal Engineer	2. Dialogue with the client	None	30 to 60 minutes	Municipal Engineer
3. Receive the recommendation	3. Recommendation for action	None	30 to 60 minutes	Municipal engineer
TOTAL		None	1 hr and 2 minutes	



Office of the Building Official External Services



1. ISSUANCE OF MAYOR'S ELECTRICAL PERMIT

Issuance of Mayor's Electrical Permit is one of the function of the Office Building Official which monitors the installation of legal electric connection within the municipality.

Office or Division	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Applicants parts of Dinalupihan only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Installation Clearance Proof of Ownership Tax Declaration and Receipt Electrical Layout Printed Picture of structure to be installed of electrical connection 		<ul style="list-style-type: none"> Barangay where the connection will take place. Client/Owner Client/Owner Client's Electrical Engineer or Master Electrician Client/Owner 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete sets of requirements to MEO/OBO Office	1. Review and acceptance of necessary requirements	None	5 minutes	MEO-OBO Staff
2. Rotation of checklist	2. Review of requirements per concerned office.	None	3 days	Assessor Staff, MTO and MPDO Staff
3. Assessment of Mayor's Electrical Permit Fees	3. Assessment of fees to be collected.	Refer to revenue code	5 minutes	MPDO Staff
4. Payment of Mayor's Electrical Permit Fee	4. Secure client a copy of Order of Payment to be presented at MTO.	Php 225 for residential Php 295 for commercial and other uses	15 minutes	MEO-OBO Staff
5. Approval and Release of Mayor's Electrical Permit	5. Sign and approve building plans and application forms.	Refer to revenue code	15 minutes	Building Official



	Depends on the use of structure	3 days and 40 minutes	
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2. ISSUANCE OF BUILDING PERMIT

Issuance of Building Permit is the primary role of the Office of the Building Official which regulates the erection of every single structure that is part of the municipality's development.

Office or Division	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Applicants with property in Dinalupihan only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Construction Clearance Proof of Ownership Accomplished Application Form Complete Sets of Building Plans (5sets) Bill of Materials and Specifications Structural Analysis (For 2-Storey and above development) RROW Clearance (For development along National Road) Locational Clearance Fire Clearance 		<ul style="list-style-type: none"> Barangay where the construction activity will take place. Client/Owner MEO/OBO MEO/OBO Client's Engineers/Architect Client's Civil/Structural Engineer DPWH First District MPDO BFP 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete sets of requirements to MEO/OBO Office	1. Review and acceptance of necessary requirements	None	15 minutes	MEO-OBO Staff
2. Rotation of checklist	2. Review of requirements per concerned office.	None	3 days	Assessor Staff, MTO and MPDO Staff
3. Proceed to MPDO Office for the application of Locational Clearance	3. Assessment of plans and other submitted requirements.	Refer to revenue code	15 minutes	MPDO Staff
4. Proceed to Municipal Fire Station	4. Assessment of submitted requirements.	Refer to Fire Code Fees	15 minutes	BFP Staff



5. Assessment of Building Permit Fees	5. Review and assess the required fees to paid by the client.	Refer to Building Code Fees	30 minutes	OBO Staff
6. Payment of Building Permit Fee	6. Secure client a copy of Order of Payment to be presented at MTO.	Depends on the building code fees	15 minutes	OBO and MTO Staff
7. Approval and Release of Building Permit	7. Sign and approve building plans and application forms.	Depends on the building code fees	15 minutes	Building Official
TOTAL:		Depends on assessment per agency's code	3 days and 1 hour 45 minutes	

3. ISSUANCE OF SITE DEVELOPMENT PERMIT

Issuance of Site Development Permit is a role of Office of the Building Official that regulates ground development or preparation with in the locality.

Office or Division	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Applicants with property in Dinalupihan only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Barangay Site Development Clearance • Proof of Ownership • Accomplished Application Form • Complete Sets of Plans (5sets) • Bill of Materials and Specifications • RROW Clearance (For development along National Road) • Locational Clearance • DENR Clearance (If applicable) 		<ul style="list-style-type: none"> • Barangay where the development activity will take place. • Client/Owner • MEO/OBO • MEO/OBO • Client's Engineers/Architect • DPWH First District • MPDO • MENRO/DENR



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete sets of requirements to MEO/OBO Office	1. Review and acceptance of necessary requirements	None	15 minutes	MEO-OBO Staff
2. Rotation of checklist	2. Review of requirements per concerned office.	None	3 days	Assessor Staff, MTO and MPDO Staff
3. Proceed to MPDO Office for the application of Locational Clearance	3. Assessment of plans and other submitted requirements.	Refer to revenue code	15 minutes	MPDO Staff
4. Assessment of Site Development Permit Fees	4. Review and assess the required fees to paid by the client.	Refer to Building Code Fees	30 minutes	OBO Staff
5. Payment of Site Development Permit Fee	5. Secure client a copy of Order of Payment to be presented at MTO.	Depends on the building code fees	15 minutes	OBO and MTO Staff
6. Approval and Release of Site Development Permit	6. Sign and approve plans and application forms.	Depends on the building code fees	15 minutes	Building Official
TOTAL		Depends on assessment per agency	3 days 1 hour 30 minutes	



4. ISSUANCE OF EMBANKMENT PERMIT

Issuance of Embankment Permit regulates ground movement in the municipality, which is one of important function of Office of the Building Official.

Office or Division	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Applicants with property in Dinalupihan only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Barangay Embankment Clearance • Proof of Ownership • Accomplished Application Form • Complete Sets of Plans (5sets) • Bill of Materials and Specifications • RROW Clearance (For development along National Road) • Locational Clearance • DENR Clearance (If applicable) 		<ul style="list-style-type: none"> • Barangay where the development activity will take place. • Client/Owner • MEO/OBO • MEO/OBO • Client's Engineers/Architect • DPWH First District • MPDO • MENRO/DENR 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete sets of requirements to MEO/OBO Office	1. Review and acceptance of necessary requirements	None	15 minutes	MEO-OBO Staff
2. Rotation of checklist	2. Review of requirements per concerned office.	None	3 days	Assessor Staff, MTO and MPDO Staff
3. Proceed to MPDO Office for the application of Locational Clearance	3. Assessment of plans and other submitted requirements.	Refer to revenue code	15 minutes	MPDO Staff
4. Assessment of Embankment Permit Fees	4. Review and assess the required fees to paid by the client.	Refer to Building Code Fees	30 minutes	OBO Staff
			15 minutes	



5. Payment of Embankment Permit Fee	5. Secure client a copy of Order of Payment to be presented at MTO.	Depends on the building code fees	15 minutes	OBO and MTO Staff
6. Approval and Release of Embankment Permit	6. Sign and approve plans and application forms.	Depends on the building code fees		Building Official
TOTAL		Depends on assessment per agency	3 days 1 hour 30 minutes	

5. ISSUANCE OF FENCING PERMIT

Issuance of Fencing Permit regulates securing of properties within the municipality.

Office or Division	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Applicants with property in Dinalupihan only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Fencing Clearance Proof of Ownership Accomplished Application Form Complete Sets of Plans (5sets) Bill of Materials and Specifications RROW Clearance (For development along National Road) Locational Clearance DENR Clearance (If applicable) 		<ul style="list-style-type: none"> Barangay where the development activity will take place. Client/Owner MEO/OBO MEO/OBO Client's Engineers/Architect DPWH First District MPDO MENRO/DENR 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete sets of requirements to MEO/OBO Office	1. Review and acceptance of necessary requirements	None	15 minutes	MEO-OBO Staff



2. Rotation of checklist	2. Review of requirements per concerned office.	None	3 days	Assessor Staff, MTO and MPDO Staff
3. Proceed to MPDO Office for the application of Locational Clearance	3. Assessment of plans and other submitted requirements.	Refer to revenue code	15 minutes	MPDO Staff
4. Assessment of Fencing Permit Fees	4. Review and assess the required fees to be paid by the client.	Refer to Building Code Fees	30 minutes	OBO Staff
5. Payment of Fencing Permit Fee	5. Secure client a copy of Order of Payment to be presented at MTO.	Depends on the building code fees	15 minutes	OBO and MTO Staff
6. Approval and Release of Fencing Permit	6. Sign and approve plans and application forms.	Depends on the building code fees	15 minutes	Building Official
TOTAL		Depends on assessment per agency	3 days 1 hour 30 minutes	



SANGGUNIANG BAYAN OFFICE
External Services



1. ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT

Prospective operators of motor tricycles should first secure a Motorized Tricycle Operator's Permit (MTO) from the Sangguniang Bayan. An MTO is a document granting franchise or license to a person, natural or juridical, allowing him to operate tricycle-for-hire over specified zones.

Only Filipino citizens and partnership or corporation with sixty percent (60%) Filipino equity shall be granted the MTO. No MTO shall be granted by the municipality unless the applicant is in possession of units with valid registration papers from the Land Transportation Office (LTO).

MTO issued has a validity of three (3) years.

1.A For New Applicant / Renewal

Office or Division:	Sangguniang Bayan (SB) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Motorized Tricycle Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
19. Latest OR and CR of the unit 20. TODA Certification 21. Community Tax Certificate (SEDULA) 22. Deed of Sale (only for new applicant, when the unit is not yet registered in the name of the owner)		Owner/Operator TODA Municipal Treasury Office/Barangay Owner/Operator		
<ul style="list-style-type: none"> Additional requirements will be required on a case to case basis 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. Submit complete requirements to the Office of the Sangguniang Bayan	12. Evaluate the requirements submitted and issue an order of payment	None	10 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
13. Present the Motorized Tricycle Unit to MPDO assigned staff for Inspection	5. Conduct inspection of the unit, if all lights/accessories are complied and issue inspection report	None	10 mins	MPDO Staff
13. Proceed to the Municipal Treasury Office for payment of Permit Fees	11. Process payment and issue receipt/s	Filing Fee - P 50.00 MTO Fee – 400.00 (P	10 mins	MTO Staff



		<p>200.00 for applicants who are members of DH, SPBM and NAMA) Parking Fee – 300.00 Mayor’s Permit – 240.00</p> <p><i>*Additional Filing Fee (if there is any)</i></p> <p><i>* Penalty, if expired MTOP:</i></p> <p><i>One week to less than a month expired – P 50.00</i></p> <p><i>One month to six months expired – P 250.00</i></p> <p><i>For over six months to one year expired – P 500.00</i></p> <p><i>Plus Additional Penalty for every year Expired - P 100.00</i></p>	
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4. Present receipts and documents to Sangguniang Bayan Office for issuance of an MTOP Application subject for notary	1. Prepare the MTOP Application Form and the Special Authority for MCH Franchise. 2. Issue the MTOP Filled-up Application Form to Applicant for notary.	None	20 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
23. Return the notarized MTOP Application Form to SB Office	14. Release the MTOP Application Form and Special Authority for MCH Franchise.	None	10 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
24. Present to the Municipal Treasury Office copy of the issued MTOP for the release of Mayor's Permit sticker.	15. Release the Mayor's Permit Sticker	None	10 mins	MTO Staff
TOTAL		P 990.00 or P 790.00 (only for those members of DH, SPBM and NAMA) plus additional filing fee /penalty, if there is any	70 mins	

Note: For securing MTOP only, meaning the applicant has already availed of the Mayor's Permit before the expiration of the MTOP, Step No. 2 will be omitted.

2. ISSUANCE OF DROPPING

Motorized Tricycle Operators who intend to stop service completely due to reasons like unserviceable unit or suspend service for more than one (1) month, the operator is required to file a Petition for Dropping for the issuance of an Order of Dropping.



Office or Division:	Sangguniang Bayan (SB) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Motorized Tricycle Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest OR and CR of the unit 2. Community Tax Certificate (SEDULA) • Additional Requirements will be required on a case to case basis		Owner/Operator Municipal Treasury Office/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of the Sangguniang Bayan.	1. Evaluate the requirements submitted and issue an order of payment	None	10 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
2. Proceed to the Municipal Treasury Office for payment of Fees	1. Process payment and issue official receipt	Dropping Fee – P 100.00 <i>* Penalty, if expired MTOP:</i> <i>One week to less than a month expired – P 50.00</i> <i>One month to six months expired – P 250.00</i> <i>For over six months to one year expired – P 500.00</i>	10 mins	MTO Staff



		<i>Plus Additional Penalty for every year expired - P 100.00</i>		
3. Present receipt and documents to Sangguniang Bayan Office for issuance of an Application and Order of Dropping	<ol style="list-style-type: none"> 1. Prepare the Application and the Order of Dropping 2. Issue the Filled-up Application to the Applicant for notary. 	None	20 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
4. Return the notarized Application to SB Office for the release of the same including the Order of Dropping	<ol style="list-style-type: none"> 1. Release the Application and the Order of Dropping. 	None	10 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
TOTAL		P 100.00 *Plus additional payment if there is penalty	50 mins.	

3. ISSUANCE OF CERTIFICATION OF NO RECORD OF FRANCHISE OR CONFIRMATION OF FRANCHISE

In the registration of Motorized Tricycle For Hire, LTO sometimes required the owner/operator the submission of Confirmation of Franchise.

For those Dropped Units of Motorized Tricycle for Hire, owner/operator is also requesting for a Certification of No Record of Franchise.

These documents are requested and filed before the Sangguniang Bayan Office.

Office or Division:	Sangguniang Bayan (SB) Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Motorized Tricycle Operators



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest OR and CR of the unit • Additional Requirements will be required on a case to case basis		Owner/Operator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of the Sangguniang Bayan.	1. Evaluate the requirements submitted, check related files and records to confirm the application and issue an order of payment	None	10 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
2. Proceed to the Municipal Treasury Office for payment of Fees	1. Process payment and issue receipt/s	Dropping Fee – P 100.00	10 mins	MTO Staff
3. Present receipts and documents to Sangguniang Bayan Office for the issuance of document	1. Prepare and release the document	None	10 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
TOTAL		P 100.00	30 mins.	

4. FILING OF APPLICATION FOR THE APPROVAL OF RECLASSIFICATION OF AGRICULTURAL LAND TO OTHER PURPOSE

Republic Act 7160, also known as the Local Government Code of 1991, vests a Municipality thru its Sanggunian with authority to reclassify agricultural land to other purpose.

Office or Division:	Sangguniang Bayan (SB) Office
Classification:	Highly Technical
Type of Transaction:	Multiple Type of Transaction
Who may avail:	Citizen/Business/Corporation/Other Government Agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ol style="list-style-type: none"> 1. Letter of intent addressed to the Mayor /Vice Mayor. 2. Title of the Property 3. Tax Declaration of the Property 4. Certification from the Municipal Treasurer certifying for the payment of Real Property Tax 5. Barangay Resolution interposing no objection in the request reclassification 6. Certification from DAR - PARO certifying that the property is a Non-CARP Coverage 7. Certification from the Municipal Agriculture Office that the property is no longer feasible and viable for agricultural production / purposes 8. Certification from the Municipal Planning & Development Office certifying the property's zoning classification based on the CLUP 9. Certification from the National Irrigation Administration certifying that the property is not an irrigated land 10. Other documents supporting the request, such as: <ul style="list-style-type: none"> - Deed of Sale of the property - Authorization Letter/SPA, if representative - Location/Vicinity Map of the property - Site Development Plan • Additional Requirements will be required on a case to case basis 	<ol style="list-style-type: none"> 1. Owner of the property or its authorized Representative 2. Owner of the property or its authorized Representative 3. Owner of the property or its authorized Representative / Municipal Assessor 4. Municipal Treasury Office 5. Barangay where the property is located 6. DAR – PARO Dinalupihan 7. Municipal Agriculture Office 8. Municipal Planning and Development Office 9. National Irrigation Administration 10. Owner of the property or its authorized Representative.
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of the Sangguniang Bayan in fourteen (14) sets/ copies.	1. Check and evaluate the requirements submitted and receive the documents.	None	20 mins	Admin. Asst. 1, SB Clerk 1, SB Secretary
	2. Include the application in the Calendar of Business for the next scheduled SB session.	None		SB Committee on Rules, SB Clerk 1, SB Secretary
	3. Refer the application to	None	30 days	SB Presiding Officer



	<p>appropriate/concern committee</p> <ul style="list-style-type: none"> - Conduct Committee Meetings, Hearings and Ocular Inspection - Prepare Committee Report and Proposal for calendar to SB Session <p>4. Approve the application</p> <p>5. Draft the final approval and submit the same to Vice Mayor & Mayor for their signature</p> <p>6. Receive approved and signed document</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 to 2 Regular Session</p> <p>Maximum of 5 working days</p> <p>5 mins.</p>	<p>SB Committee Concern</p> <p>SB Committee Concern</p> <p>SB</p> <p>SB Clerk 1, SB Secretary</p> <p>SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary</p>
2. Return to SB Office for the issuance of an order of payment	1. Prepare and issue the order of payment	None	10 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
3. Proceed to the Municipal Treasury Office for payment	2. Process the payment and issue corresponding receipt	P 2.00 per square meter	10 mins	MTO Staff
4. Present the payment receipt to SB Office for the release of the approved document.	3. Release the approved document	None	10 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
TOTAL		P 2.00 per sq. m (Depending on the lot)	49 days and 55 mins.	



	property area)		
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5. FILING OF ADMINISTRATIVE CASE / COMPLAINT AGAINST ERRING BARANGAY OFFICIALS

A complaint against any elective barangay official shall be filed before the Sangguniang Bayan pursuant to the authority vested under Section 61 of R. A. 7160 otherwise known as the Local Government Code of 1991.

Office or Division:	Sangguniang Bayan (SB) Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Affidavit of Complaint (should contain the complete name and designation of the one being complained, the specific charge /s including prayer)		Citizen/Complainant		
2. Notarized Certificate of Non Forum Shopping		Citizen/Complainant		
3. Affidavit/s of witness/es		Citizen/Complainant/Witness/es		
4. Certified Copies of evidence/s in support of the charge/s		Concern agencies/offices		
5. Other documents to support the complaint		Citizen/Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of the Sangguniang Bayan in fourteen (14) sets/copies.	1. Check and evaluate the requirements submitted and receive the documents.	None	20 mins	Admin. Asst. 1, SB Clerk 1, SB Secretary
	2. Include the application in the Calendar of Business for the next scheduled Sangguniang Bayan session.	None		SB Committee on Rules, SB Clerk 1, SB Secretary
		None		



<p>2. Attend committee meeting, hearings and ocular inspection</p>	<p>3. Refer the application to appropriate/concern committee</p> <p>1. Schedule and conduct Committee Meetings, Hearings and Ocular Inspection</p> <p>2. Prepare & Submit Individual Committee Member Recommendation.</p> <p>3. Render and approve Committee's Majority decision in a regular session of the Sanggunian.</p> <p>4. Prepare the final document and submit the same to Vice Mayor & Committee Members for their signature</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 regular session day</p> <p>90 days</p> <p>7 days</p> <p>30 days</p> <p>Maximum of 5 working days</p>	<p>SB Presiding Officer</p> <p>SB Committee Concern</p> <p>SB Committee Members</p> <p>SB</p> <p>SB Clerk 1, SB Secretary</p>
<p>3. Attend Regular SB Session</p>	<p>1. Render the promulgation of the case</p> <p>2. Issue or release copies of the decision to both parties</p> <p>3. Disseminate copies of the decision to other concern offices and agencies.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p>	<p>SB Clerk 1, SB Secretary</p>
<p>TOTAL</p>		<p>None</p>	<p>134 days and 20 mins.</p>	



6. ISSUANCE OF CERTIFIED COPIES OF DOCUMENTS UPON REQUEST

Furnish, upon request of any interested party, certified copies of records of public character in custody, upon payment to the Municipal Treasury Office of such fees as may be prescribed by ordinance.

Office or Division:	Sangguniang Bayan (SB) Office			
Classification:	Simple			
Type of Transaction:	Multiple Type of Instruction			
Who may avail:	Citizen/Business/Corporation/Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request 2. Filled-up request form		Citizen/Business/Corporation/Other Government Agencies SB Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to SB Office	1. Receive the request and ask to fill-up the request form.	None	10 mins	Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
	2. Locate the file / record copy of the requested document	None	1 day	Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
	3. Forward the request and filled-up request form to the SB Secretary & the Vice Mayor for their information, reference and approval.	None	1 day	Senior Admin. Asst. 1, SB Clerk 1, SB Secretary



2. Return to SB Office for issuance of an Order of Payment	1. Issue an Order of Payment	None	10 mins	Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
3. Proceed to the Municipal Treasury Office for processing of Payment	1. Process the payment and Issue an Official Receipt	P 50.00 per page	10 mins	MTO Staff
4. Present the payment receipt to SB Office for the release of the requested document.	5. Release the requested document	None	10 mins	SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary
TOTAL		Dependin g on the number of pages of the requested document	2 days and 40 mins.	

7. ISSUANCE OF CSO ACCREDITATION

The Local Government Code of 1991 mandates local government units to promote the active participation of non-governmental organizations (NGOs) in government affairs and activities towards common objective. DILG Memorandum Circular No. 2019 – 72 provides for the guidelines in the accreditation of civil society organizations which provides that the power to issue CSO Accreditation is within the Sangguniang Bayan.

Office or Division:	Sangguniang Bayan (SB) Office	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Civil Society Organizations/Non-Government Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Application		CSO/NGO
2. Duly accomplished Application Form for Accreditation		CSO/NGO
3. Board Resolution signifying intention for accreditation or re-accreditation		CSO/NGO



<p>4. Certificate of Registration from the appropriate government agency or body</p> <p>5. List of Current Officers and Members</p> <p>6. Original Sworn Statement stating that the CSO is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the people's interest through its membership in a local special body, after satisfying all the requirements and set criteria, as stated in DILG Memorandum Circular No. 2019 – 72 dated May 22, 2019, and after securing accreditation from the Sangguniang Bayan</p> <p>7. CY 2019 Annual Accomplishment Report</p> <p>8. CY 2019 Financial Statement</p> <p>9. Profile indicating the purposes and objectives of the organization</p> <p>10. Copy of the Minutes of the CY 2019 Meeting of the organization</p> <p>11. By-laws of the organization</p> <p>12. Barangay Certification that the association is existing</p> <p>13. MAO Certification attesting to the existence of the association (for farmers Association only)</p> <p>14. Other documents that would support the request accreditation</p> <p>15. For CSOs applying to be members of the Local School Board and Local Health Board: Photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in the health or education sector</p>			<p>CSO/NGO</p> <p>CSO/NGO</p> <p>CSO/NGO</p> <p>CSO/NGO</p> <p>CSO/NGO</p> <p>CSO/NGO</p> <p>CSO/NGO</p> <p>CSO/NGO</p> <p>CSO/NGO</p> <p>CSO/NGO</p> <p>Barangay where NGO/CSO Office is located</p> <p>Municipal Agriculture Office</p> <p>CSO/NGO</p> <p>CSO/NGO</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit complete requirements to the Office of the Sangguniang Bayan in fourteen (14) sets/copies</p>	<p>1. Check and receive the documents.</p> <p>2. Include the application in the Calendar of Business for the next scheduled SB session.</p> <p>3. Refer the application to appropriate / committee concern</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 mins</p> <p>1 regular session day</p>	<p>Admin. Asst. 1, SB Clerk 1, SB Secretary</p> <p>SB Committee on Rules, SB Clerk 1, SB Secretary</p> <p>SB Presiding Officer</p>
<p>2. Attend committee meetings, hearings and ocular inspection</p>	<p>1. Schedule and conduct committee meetings, hearings and ocular inspection.</p> <p>2. Prepare Committee Report and Proposal</p> <p>3. Schedule and calendar the report and proposal in SB Session for approval</p> <p>4. Draft the final approval and submit the same to Vice Mayor & Mayor for signature</p> <p>5. Receive approved and signed document</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 days</p> <p>Maximum of 5 working days</p> <p>5 mins.</p>	<p>Senior Admin. Asst. 1, SB Clerk 1, SB Secretary</p> <p>SB Committee concern</p> <p>SB Committee on Rules, SB Clerk 1, SB Secretary</p> <p>SB Clerk 1, SB Secretary</p> <p>SB Senior Admin Asst. 1, Clerk 1, SB Secretary</p>
<p>6. Proceed to SB Office for the release of the approved document.</p>	<p>7. Release the approved document</p>	<p>None</p>	<p>10 mins</p>	<p>SB Senior Admin. Asst. 1, SB Clerk 1, SB Secretary</p>



TOTAL	None	36 days and 25 mins.	
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MUNICIPAL AGRICULTURE OFFICE

External Services



1. FARMERS ORGANIZATION

The office of the Municipal Agriculturist will facilitate in organizing farmers organization for them to promote their welfare and advance or safeguard their interest.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All farmers of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Minutes of the meeting 2. Board resolution		Farmers group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. Submit documents needed	16. Receive and review the documents	None	5 minutes	AT assign
	17. Endorsement for DOLE registration		5 minutes	AT assign/Supervisory head
	18. Endorsement to SB Secretariat for review and approval		5 minutes	AT assign/Supervisory head
TOTAL			15 minutes	

2. SEED PRODUCTION AND CERTIFICATION

The office of the Municipal Agriculturist will ensure that supply of certified seeds to farmers in this municipality is sufficient and available.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All farmers of Dinalupihan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Interested farmer		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Orientation/seminar for seed grower	1. Conduct orientation/seminar	None	1 day	Seed Inspector
2. Submission of required documents	2. Validation of documents submitted Interview and assessment	None	15 minutes	Seed Inspector
3. Undergo Seed Production Seminars	3. Refer to PhilRice (NSQCS)	None	10 minutes	Seed Inspector
4. Comply to all the requirements for seed certification	4. Ensure that all the requirements are met and submission to the concern agency	None	10 minutes	Seed Inspector
TOTAL		None	1 day and 35 minutes	

3. TECHNOLOGY TRANSFER

The Office of the Municipal Agriculture Office aims to initiate and institutionalize a delivery system, service center and a mechanism to facilitate effective and efficient provision of information and technology services in agriculture and other allied

Office or Division:	Municipal Agriculture Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Farmers, private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Initiative of the Department/Agricultural Technologist/ Program Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Seek for assistance needed	Provide technical assistance to all walk-in client/Farmers and private individuals, regarding farming	None	10 minutes	AT assign/Program Coordinator



Attend Orientation/Graduation/Field Day	Farmers Field School 1. Conduct orientation 2. Prepare and process project proposal 3. FFS Implementation 4. Graduation/Field Day	None	4 hours 1 day 4 months 1 day	Program Coordinator/AT Assign
Supervise the Techno Demo	Techno Demo 1. Conduct site inspection/validation 2. Orientation of the project 3. Prepare project and process project proposal 5. Establishment of the demo 6. Monitoring 7. Submission of periodic report on the progress of the techno demo 8. Conduct Field Day	None	1 day 4 hours 1 day 5 days Weekly basis Monthly 1 day	AT Assign/Program Coordinator
Attend seminar/symposium conducted	Conduct seminars/symposium to farmers/women/youth on Income Generating Project 1. Prepare program, project proposal and invitation 2. Identification of prospective participants 3. Proceed with the seminar/symposium	None	 2 days 1 day 2-3 days	AT assign/Program Coordinator
Answer queries regarding Planting or harvesting Reports	Farm and Home Visit/Monitoring of planting and harvesting activity in the area of assignment	None	 3 times a week	
Answer queries regarding the type of damages brought about by typhoon/flood/drought	Rehabilitation Program: Disaster (Typhoon/Flood/Drought) 1. Monitoring & assessment of damage/affected crops 2. Submission of partial crops damage per barangay	None	 1 day 24 hours onslaught of the typhoon	AT Assign AT Assign



	3. Consolidation of damage report and submission to the concern agency 4. Submission of final damage report per barangay 5. Consolidate final damage report and submission to the concern agency 6. Validation of the actual area of crops damaged and number of farmers affected 7. Masterlisting of farmers affected by typhoon/flood 8. Distribution of certified seeds to the affected farmers		4 hours 72 hours onslaught of the typhoon 4 hours 2 days 1 day	MA/Cluster Leader AT Assign MA/Cluster Leader AT assign/OPA and Region AT assign
None	Updating of list of farmers	None	1 day	AT assign
TOTAL		None	Total Processing Time depends on the type of Technology Transfer	

4. ISSUANCE OF CERTIFICATION OF ACTUAL TILLER/OWNER/TENANT

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Farmers, private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from the barangay that he/she is the actual tiller of a certain land 2. RSBSA registration number 3. Photocopy of land title or tax declaration		Barangay where the farm is located MAO Municipal Assessor Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all the required documents	1. Received and review if the documents are complete	P 100.00	5 minutes	AT assign
2. Wait for the certification	2. Prepare the certification	None	5 minutes	AT assign Cluster Leader
	3. Recommendation from the cluster leader for the MA to sign the approval of the certification	None	5 minutes	
3. Receive the certification	4. Secure approved certification	None	5 minutes	AT assign
TOTAL		P 100.00	20 minutes	

5. OTHER PROJECTS (FARM MECHANIZATION/FARM TO MARKET ROAD / BRIDGES)

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Farmers, private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent 2. Board Resolution 3. List of Officers and members/beneficiaries 4. Financial Statement 5. Photocopy of trainings/seminars attended 6. Certification of Accreditation		Farmers Association/Barangay Council DOLE/SEC/SB		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirement needed	1. Received and review if the documents are complete	None	5 minutes	AT Assign
2. None	2. Prepare endorsement letter and other supporting documents	None	15 minutes	AT Assign/Cluster Leader/MA AT Assign/Cluster Leader/MA
			1 day	AT/FA



3. None	3. Submission of complete documents to the concern agency	None		
4. Follow-up request to the AT/Cluster Leader/MA AT/FA	4. Follow up request to the concern agency	None		
TOTAL		None	1 day and 20 minutes	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<ul style="list-style-type: none"> • Answer the client feedback form and drop it in the designated Comment and Suggestion Box located at the Public Assistance and Complaint Desk. • Post feedback at Bayan ng Dinalupihan Page (facebook.com/BayanngDinalupihan)
How feedback is processed	<ul style="list-style-type: none"> • The assigned Officer of the Day opens the drop box and compiles and records all feedback submitted to Municipal Human Resource Management Office (MHRMO) every week. • Positive and negative feedbacks will be forwarded to concerned office/personnel. For negative feedbacks, the concerned office/personnel will be required to explain in written addressed to HRMO within 72 hours upon receipt hereof. • The explanation of the office/personnel will then be relayed to the client. • For inquiries and follow-ups, clients may contact the MHRMO at 09190682353 • For feedbacks posted at Bayan ng Dinalupihan Page, it will be forwarded to concerned office/personnel and will reply the soonest.
How to file a complaint	<ul style="list-style-type: none"> • Fill-up the client Complaint Form located at the Public Assistance and Complaint Desk. Submit the form to the officer of the day for proper recording. • Complaints may be also filed via telephone and social media at Bayan ng Dinalupihan page. Make sure to provide the following information: <ul style="list-style-type: none"> - Name of complainant, contact number and date of complaint - Name of the person/office being complained - Incident - Evidence • For inquiries and follow-ups, clients may contact this number MHRMO at 09190682353
How complaints are processed	<ul style="list-style-type: none"> • The Municipal Human Resource and Management Officer evaluates submitted complaints. • Upon evaluation, the MHRMO shall start the investigation and forward the complaint to the relevant office for their explanation. • The MHRMO will create a report and will be submitted to the Local Chief Executive for appropriate action. • The MHRMO will give feedback to the client for the action taken. • For inquiries and follow-ups, clients may contact this number MHRMO at 09190682353
Contact Information of ARTA, PCC, CCB	<p>A R T A : complaints@arta.gov.ph PCCCB:: 80898088 -881-6565 (SMS)</p>



VIII. LIST OF OFFICES

OFFICE	ADDRESS	CONTACT NUMBER
Office of the Mayor	2 nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 6361202
Human Resource and Management Office (HRMO)	2 nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(0919) 0682353
Accounting Office	2 nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 6361203
Budget Office	2 nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 6360060
Treasury Office	Ground Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 6361205
Municipal Planning and Development Office (MPDO)	2 nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(0919) 0682159
Assessor's Office	Ground Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 6361518
Municipal Social Welfare and Development Office (MSWDO)	Ground Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 6361516
Municipal Civil Registrar's Office	Ground Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(0919) 0682481
Municipal Health Office	2 nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 6361517
Office of the Sangguniang Bayan	3 rd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 6361204
Business Permit and Licensing Office	Ground Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(919) 0682489
Municipal Engineering Office	2 nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(0909) 0672837
Office of the Building Official	2 nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(0919) 0673855
PESO	2 nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(0919) 0682375
Municipal Agriculturist Office	Municipal Slaughterhouse Compound Sta. Isabel, Dinalupihan, Bataan	(0919) 0682161 (0919) 0682155 (0919) 0682157
Municipal Information Technology Office	3 rd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 2404511