MUNICIPALITY OF MOLAVE, ZAMBOANGA DEL SUR

CITIZEN'S CHARTER HANDBOOK

(2023, 1ST EDITION)

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INTRODUCTION

The Molave Citizen's Charter is an instruction manual of the local government's services provided to constituents. It contains pertinent information such as steps in securing various effects from the offices and it spells out the responsible employee for the precise job needed at hand. It is a very essential tool in the ceaseless development towards a service-oriented direction and perception that has been worked out by the local administration.

MANDATE

The 1987 Constitution ensures the autonomy of all local government units. Likewise, RA 7160 or the Local Government Code of 1991 guarantees that the Local Government Units shall enjoy genuine and meaningful local autonomy, to enable them to attain their fullest development as self-reliant communities and make them more effective partners in the attainment of national goals.

Whereas, upon the passing of RA 11032 or the Ease of Doing Business and Efficient Delivery of Government Services, shall apply to Local Government Units that provide services covering business and nonbusiness related transactions.

The Local Government Unit of Molave, implements these measures to respond to the increasing needs of the public by giving the constituents effective and efficient government service.

Synopsis of the Citizen's Charter

The Molave Citizen's Charter is developed by the local government which will be utilized as a guide for acquisition of its basic services. It aims to empower the populace by elevating transparency and accountability in public serve delivery. It is designed to promote good governance by operationalizing its four elements:

1. Accountability or the building of government capacity to make public officials answerable to the people
2. Participation or participatory development process that ensure people's access to institutions that promote development
3. Predictability or legal frameworks, which is not only the presence of rules that regulate behavior but also their fair and consistent application, and
4. Transparency or information openness, the availability of information to the general public.

The Manual describes the key services of the LGU-Molave, written for the benefit of its customers. Its strength lies in the way the services are presented: the step-by-step procedure for availing each service, the response time for its delivery, and the LGU officers and staff responsible for the service. A list of requirements is also spelled out in which a client must comply to facilitate the service delivery he or she needs.

This Charter was developed through the effects of all the Heads of Offices and staff of the LGU- Molave Citizens Charter will be opened to the public for scrutiny in order to invigorate the transparency of the LGU's transactions and make its personnel more effective and efficient in performing their duties and functions.

With profound anticipation that this material will boost the trust of our citizenry and the efforts of LGU of employee, this Molave Citizens Charter is hereby presented.

VISION: **“** A premiere of agri-industrial economy in the region with God loving, self-reliant and empowered people living in a safe and disaster resilient community under a transparent and responsible local governance where social justice and equality reign **“**

MISSION: **“** To attain the vision, the Municipality of Molave shall serve as the catalyst in:**”**

1. Improving production in the mainstream of agriculture and high yielding variety crops;
2. Establishing alternative sources of livelihood
3. Developing trade, commerce and industries;
4. Developing gender-sensitive, Environment-friendly and self-reliant culture/ attitude among the people;
5. Reducing crime incidence and other public disorder; and
6. Installing mechanism that ensures full participation of all sectors in Governance especially in major decision-making process

GOAL: **“**To come up with a Citizen’s Charter or the Municipality of Molave, Zamboanga del Sur that would promote integrity, accountability, proper management of resources, responsiveness, and customer welfare and satisfaction, in the delivery of frontline services.

OBJECTIVES:

1. To identify all frontline provided by the LGU;
2. To set appropriate performance standards in the delivery of these frontline services;
3. To review the procedures, requirements, charges and fees involved in the delivery of these services with the intention of improving them;
4. To obtain pledges from all LGU personnel that they will observe the set performance standards in the delivery of frontline services.

MUNICIPAL ASSESSOR'S OFFICE

A.1 Appraisal and Assessment of Real Property (Land-no titled - new)

Office or Division	**MAssO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen

Who may avail?		Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Plan, certification from Barangay Captain, certification from DENR		-Respected Brgy. Hall -DENR		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submission of Documents		None	20 Days or More	Assessment Clerk
	Review of documents submitted			Assessment Clerk
	Field Inspection			Mun. Assessor
	Preparation of FAAS, assigning of PIN ARP and affixing of signature			Mun. Assessor
	Encoding and control in the logbook-FAAS			Admin Aide/ Assessment Clerk
	Affixing signature for recommending approve			Mun. Assessor
	Transmittal to the Provincial Office for approval			Mun. Assessor
	Receipt of approved FAAS and Tax Dec			Admin Aide/ Assessment Clerk
		TOTAL	**20 days or more**	

A.2 Appraisal and Assessment of Building & Machinery-New

Office or Division	**MAssO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Official Receipt of the purchase price of Machinery or Sworn Statement of Owner if sales invoice is not Available	- Where the machine was purchased
- Building Plan, Bill of Materials, Building Permit	-Bldg. official (Eng'g) office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Documents		None	20 Days or More	Assessment Clerk
	Review of documents submitted			Assessment Clerk
	Field Inspection			Mun. Assessor
	Preparation of FAAS, assigning of PIN ARP and affixing of signature			Mun. Assessor
	Encoding and control in the logbook-FAAS			Admin Aide/ Assessment Clerk
	Affix signature for recommending approve			Mun. Assessor
	Transmittal to the Provincial Office for approval			Mun. Assessor
	Receipt of Approved FAAS and Tax Dec			Admin Aide/ Assessment Clerk
		TOTAL	**20 Days or More**	

A.3 Issuance of Certified True Copies of Tax Declaration

About the service – this service is issued in lieu of the original tax declaration for taxation purposes for real property owners within the jurisdiction of the municipality of Molave.

Office or Division	**MAssO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request stating the purpose & description of the property. If you are not the owner: Proof of payment of taxes for current year. At least 2 valid ID's for authorized representatives.	Municipal treasurer's office for payment of taxes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submission of Documents				Admin Aide/ Assessment Clerk

	Verification of Records – TD's	P250.00	3 Days	Admin Aide/ Assessment Clerk
	Require payments of Certified True Copy Fee			Treasurer's Office
	Encoding and control in the logbook of the TD			Admin Aide/ Assessment Clerk
	Affix signature			Mun. Assessor
		TOTAL	**3 DAYS**	

A.4 Transfer of Tax Declaration (Building and Machinery)

Office or Division	**MAssO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Clearance copy of the (title in case of land); Proof of payment, current realty tax; transfer of service fee receipt 2 copies each document.	BIR, ROD, MUNICIPAL TREASURER
- Building Plan, Bill of Materials, Building Permit	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Documents			20 Days or More	Assessment Clerk/ Mun. Assessor
	Review of documents submitted			Assessment Clerk/ Mun. Assessor
	Service Fee	P250.00		Treasurer's Office
	Preparation of FAAS, assigning of PIN ARP and affixing of signature			Assessment Clerk/ Mun. Assessor
	Encoding and control in logbook-FAAS			Admin Aide/ Assessment Clerk
	Cancellation of former FAAS and affixing of signature			Mun. Assessor
	Affix signature for recommending approve			Mun. Assessor

	Transmittal to the Provincial Office for approval			Mun. Assessor
	Receipt of Approved FAAS and Tax Dec			Admin Aide/ Assessment Clerk
		TOTAL	**20 Days or More**	

A.5. ISSUANCE OF CERTIFICATION ON

a.) Property Landholding

b.) No Improvements

Office or Division		**MAssO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter Request, Certification from Punong Barangay		CLIENT'S RESPECTED BRGY.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submission of letter request		P250.00	3 DAYS	Admin Aide/ Assessment Clerk
	Research records			Admin Aide/ Assessment Clerk
	Require payment of Certification Fee			Treasurer's Office
	Encoding and control in logbook			Admin Aide/ Assessment Clerk
	Affix Signature			Mun. Assessor
	Submission of letter request			Admin Aide/ Assessment Clerk
		TOTAL	3 Days	

A.6 FIELD INSPECTION ON a.) Change in Land Use b.) Change in Physical features on Land and Building

Office or Division	**MAssO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter Request, Certification from Punong Barangay	CLIENT'S RESPECTED BRGY.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter request		Pob.: 500.00 Outside Pob.: ₱600.00	20 Days or More	Admin Aide/ Assessment Clerk
	Review of documents submitted			Admin Aide/ Assessment Clerk
	Required Field Inspection Fee			Treasurer's Office
	Field Inspection			Mun. Assessor
	Preparation of FAAS, assigning of PIN ARP and affixing of signature			Mun. Assessor
	Encoding and control in the logbook-FAAS			Admin Aide/ Assessment Clerk
	Cancellation of former FAAS and affixing of signature			Mun. Assessor
	Affix signature for recommending approve			Mun. Assessor
	Transmittal to the Provincial Assessor's Office for Approval			Mun. Assessor
	Receipt to approved FAAS			
		TOTAL	**20 Days or More**	

A.7. Subdivision and Consolidation

Office or Division	**MAssO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Subdivision/Consolidation Plan; Title; Realty tax payment; Official Receipt of Service Fee 2 copies each	DENR, ROD, MUNICIPAL TREASURER

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Documents		Pob.: 500.00 Outside Pob.: ₱600.00	20 Days or More	Admin Aide/ Assessment Clerk
	Review of documents submitted			Admin Aide/ Assessment Clerk
	Required payment of Service fee			Treasurer's Office
	Preparation of FAAS, assigning of PIN ARP and affixing of signature			Mun. Assessor
	Encoding and control in the logbook-FAAS			Mun. Assessor
	Cancellation of former FAAS and affixing of signature			Admin Aide/ Assessment Clerk
	Affix signature for recommending approve			Mun. Assessor
	Transmittal to the Provincial Assessor's Office for Approval			Mun. Assessor
	Receipt to approved FAAS			Mun. Assessor
		TOTAL	**20 Days or More**	

A.8. Cancellation of Tax Declaration for Improvement

Office or Division	**MAssO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request; Photocopy of latest real property payment or tax clearance; Demolition permit	MUNICIPAL TREASURER, MUNICIPAL BUILDING OFFICIAL

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Documents		Pob.: 500.00 Outside Pob.: ₱600.00	20 Days or More	Admin Aide/ Assessment Clerk
	Review of documents submitted			Admin Aide/ Assessment Clerk
	Required Field Inspection Fee			Treasurer's Office
	Field Inspection			Admin Aide/ Assessment Clerk
	Cancellation of former FAAS and affixing of signature			Mun. Assessor
	Transmittal to the Provincial Assessor's Office for Approval			Mun. Assessor
	Receipt to approved FAAS			
		TOTAL	**20 Days or More**	

MUNICIPAL/LOCAL CIVIL REGISTRAR'S OFFICE (MCR)

B.1. Registration Section –

B.1.1 Timely Registration of Birth

Office or Division	**LOCAL CIVIL REGISTRAR'S OFFICE**
Classification	COMPLEX
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual of legal age who has proper authorization to register a newborn born within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Filled-up Data Sheet by Parents/ Informant	Municipal Civil Registrar's Office
2. CTC/Valid I.D. of Parents/ Informant	Parents/ Informant
3. Affidavit to Use the Surname of the Father under RA 9255 (if parents are not married)	Municipal Civil Registrar's Office
4. Registration Fee(s)	Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parents/ Informant informs MCR or staff regarding the request and submits the required documents	1. MCR or personnel gives the parents/ informant data sheet and accepts the required documents		5 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
2. Filling up of data sheet	2.1. Review and verification of the data by MCR or personnel 2.2. MCR or personnel encodes and review the Certificate of Live Birth (COLB)		1 hour and 30 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
3. The parents/ informant pays the necessary fee(s) to the Municipal Treasurer's Office - Reg. Of Legal Instrument (Affidavit to Use	3. MCR or personnel instructs the parents/ informant about the fee(s)and where to pay	₱ 550.00	5 minutes	Treasurer's Office Personnel

the Surname of the Father) under R.A. 9255 if parents are not married)				
4. The parents/ informant receives the encoded Certificate of Live Birth (COLB) for signing of attending physician/midwife	4. MCR or personnel instructs the client to have the encoded Certificate of Live Birth (COLB) signed by the attending physician/midwife		5 days	Hospital/Lying-in Clinic Personnel
5. The parents/ informant submits the signed Certificate of Live Birth (COLB) to MCR or personnel	5. MCR or personnel receives the document, record and assign registry no.		10 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
6. The parents/ informant claims the finished Certificate of Live Birth (COLB)	6. The MCR and personnel sign the document and release to the parents/ informant. **Note: Rule 8 &9, Administrative Order No. 1 Series of 1993 Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration, states the use of civil registration forms and the operative act of registration of vital events such birth, marriage and death.**		10 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
		TOTAL	**5 days:2 hours:00 minutes:00 seconds per document**	

b.1.2.Delayed Registration of Birth

Office or Division	**LOCAL CIVIL REGISTRAR'S OFFICE**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual of legal age who was born or has proper authorization to register a person who was born within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Filled-up Data Sheet by Parents/ Informant	Municipal Civil Registrar's Office
2. CTC/Valid I.D. of Parents/ Informant	Parents/ Informant
3. Affidavit to Use the Surname of the Father under RA 9255 (if applicable)	Municipal Civil Registrar's Office
4. Negative result of birth from Philippine Statistics Authority (PSA)	Parents/ Informant
5. Supporting documents such as baptismal certificate, voter's certification, marriage certificate (if applicable) and other relevant papers showing the complete name, complete of parent/s, date of birth and place of birth of the person being registered	
6. Affidavit for Delayed Registration of Birth (if registrant is 18 years old and above)	
7. Registration Fee(s)	Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parents/ Informant informs MCR or staff regarding the request and submits the required documents	1. MCR or personnel gives the parents/ informant data sheet and accepts the required documents		5 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
2. Filling up of data sheet	2.1. Review and verification of the data by MCR or personnel. The parents/informant is also informed about the 10 days posting period **(Rule 12 and 13, Title 1, Administrative Order No. 1 Series of 1993, Implementing Rules**		1 hour and 30 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel

	and Regulations of Act No. 3753 and Other Laws on Civil Registration) 2.2. MCR or personnel encodes and review the Certificate of Live Birth (COLB)			
3. The parents/ informant pays the necessary fee(s) to the Municipal Treasurer's Office - Reg. Of Legal Instrument (Affidavit to Use the Surname of the Father) under R.A. 9255 (if applicable); Registration for delayed registration of birth	3. MCR or personnel instructs the parents/ informant about the fee(s)and where to pay	₱ 550.00 - ₱ 220.00 - below 18 yrs. old ₱ 750.00 - 18 yrs. old and above	5 minutes	Treasurer's Office Personnel
4. The parents/ informant receives the encoded Certificate of Live Birth (COLB) for signing of attending physician/midwife (if applicable)	4. MCR or personnel instructs the parents/ informant to have the MCR or personnel instructs the client signed by the attending physician/midwife (if applicable)		5 days	Hospital/Lying-in Clinic Personnel
5. The parents/ informant submits the signed Certificate of Live Birth (COLB) to MCR or personnel	5. MCR or personnel receives the document, record and assign registry no.		10 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel

6. The parents/ informant claims the finished Certificate of Live Birth (COLB)	6. The MCR and personnel sign the document and release to the parents/ informant after the 10 days posting period **(Rule 12 and 13, Title 1, Administrative Order No. 1 Series of 1993, Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration)** **Note: Rule 8 &9, Administrative Order No. 1 Series of 1993 Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration, states the use of civil registration forms and the operative act of registration of vital events such birth, marriage and death.**		10 days and 10 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
		TOTAL	**15 days:2 hours:00 minutes:00 seconds per document**	

b.1.3.Out-of-Town Registration of Birth

Office or Division	**LOCAL CIVIL REGISTRAR'S OFFICE**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual of legal age who was born or has proper authorization to register a person who was born within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Filled-up Data Sheet by Client	Municipal Civil Registrar's Office
2. CTC/Valid I.D. of Parents/	Parents/ Informant

Informant				
3. Affidavit to Use the Surname of the Father under RA 9255 (if applicable)		Municipal Civil Registrar's Office		
4. Negative result of birth from Philippine Statistics Authority (PSA)		Parents/ Informant		
5. Supporting documents such as baptismal certificate, voter's certification, marriage certificate (if applicable) and other relevant papers showing the complete name, complete of parent/s, date of birth and place of birth of the person being registered				
6. Affidavit for Out-of-Town Registration of Birth				
7. Registration Fee(s)		Treasurer's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Parents/ Informant informs MCR or staff regarding the request and submits the required documents	1. MCR or personnel gives the parents/ informant data sheet and accepts the required documents		5 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
2. Filling up of data sheet	2.1. Review and verification of the data by MCR or personnel. The parents/informant is also informed about the 10 days posting period, if applicable **(Rule 12 and 13, Title 1, Administrative Order No. 1 Series of 1993, Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration)** 2.2. MCR or personnel encodes and review the Certificate of Live Birth (COLB)		1 hour and 30 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel

3. The parents/ informant pays the necessary fee(s) to the Municipal Treasurer's Office - Service fee	3. MCR or personnel instructs the parents/ informant about the fee(s)and where to pay	₱ 150.00	5 minutes	Treasurer's Office Personnel
4. The parents/ informant claims the Certificate of Live Birth (COLB)	4.1. MCR or personnel mails/endorses the prepared certificate to the approving registrar after the 10 days posting period **(Rule 12 and 13, Title 1, Administrative Order No. 1 Series of 1993, Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration** 4.2. The endorsing MCR or personnel receive the Certificate of Live Birth (COLB) from the approving C/MCR and release to the parents/ informant Note: Return of documents to the endorsing depends on approving C/MCR **Note: Rule 8 &9, Administrative Order No. 1 Series of 1993**		10 days and 5 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel

	Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration, states the use of civil registration forms and the operative act of registration of vital events such birth, marriage and death.			
		TOTAL	**10 days:1 hours:45 minutes:00 seconds per document**	

b.1.4.Application for Marriage License

Office or Division		**LOCAL CIVIL REGISTRAR'S OFFICE**		
Classification		HIGHLY TECHNICAL		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Any couple of legal age who has an intention to enter marriage, with at least one partner is a registered resident of Molave, Zamboanga del Sur		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Filled-up Data Form by Applicants		Municipal Civil Registrar's Office		
2. Birth Certificate (both parties)		Applicants		
3. CENOMAR (both parties)				
4. Barangay Clearance (both parties)				
5. POPCOM Seminar Certificate				
6. CTC/Valid I.D. (both parties)				
7. Death Certificate of spouse (if widowed)				
8. Legal Capacity to Contract Marriage (if foreigner)				
9. Court Order if divorced, annulled or spouse have been presumed dead				
10. Other relevant documents				
11. App. for Marriage License Fee				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Applicants inform the MCR or staff regarding the request for application for marriage license submits the required documents to LCRO	1. MCR or personnel gives applicants the date sheet and receives the required documents		5 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
2. Applicants fill up the date sheet and gives it back to the MCR or personnel for review	2. MCR or personnel review the data and verify the submitted required documents		30 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
3. Applicants would pay the fee (s) to the Municipal Treasurer's Office	3. MCR or personnel instructs the parents/ informant about the fee(s)and where to pay	₱ 825.00 – if both parties are Filipino ₱ 2,500.00 – if one party is a foreigner	5 minutes	Treasurer's Office Personnel
4. Applicants claim the documents	4.1. MCR or personnel prepare/encodes the document 4.2. Posts the Notice for Application for Marriage License for 10 days **(Paragraph 6, Rule 47, Title 6, Administrative Order No. 1 Series of 1993, Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration** 4.3. The MCR signs and the personnel releases the document		10 days, 1 hour and 5 minutes	

	Note: Rule 8 &9, Administrative Order No. 1 Series of 1993 Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration, states the use of civil registration forms and the operative act of registration of vital events such birth, marriage and death.			
		TOTAL	**10 days:1 hour:45 minutes:00 seconds per document**	

b.1.5.Registration of Marriage

Office or Division		**LOCAL CIVIL REGISTRAR'S OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		The solemnizing officer, the married couple or any representative duly authorized by the married couple, in the condition that that the said marriage ceremony was held within the territory of the Local Government Unit of Molave, Zamboanga del Sur		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly accomplished Municipal Form 97 (Certificate of Marriage)		Client/solemnizing officer/duly authorized representative		
2. Valid I.D.				
3. Certificate of Marriage Registration Fee after solemnization		Treasurer's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The client submits the duly accomplished Municipal Form 97 (Certificate of Marriage)	1.1. The MCR or personnel receives and review the document 1.2. The personnel records the		35 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel

	document and assigns registry no. 1.3. The MCR signs the document			
2. Client would pay the fee (s) to the Municipal Treasurer's Office - Certificate of Marriage Registration Fee after solemnization	2. MCR or personnel instructs the parents/ informant about the fee(s)and where to pay	₱ 250.00 - Registration Fee after solemnization ₱ 500.00 - Late Registration Fee	5 minutes	Treasurer's Office
3. Client claims the document	3. The document is released to the client **Note: Rule 8 &9, Administrative Order No. 1 Series of 1993 Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration, states the use of civil registration forms and the operative act of registration of vital events such birth, marriage and death.**		5 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
		TOTAL	**45 minutes:00 seconds per document**	

b.1.6.Registration of Death

Office or Division	**LOCAL CIVIL REGISTRAR'S OFFICE**
Classification	COMPLEX
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual of legal age who is the nearest kin of the person being registered in the condition that the person to be registered has died within the territory of the Local Government Unit of Molave, Zamboanga del Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-up data form by client	Municipal Civil Registrar's Office
2. Burial Fee	Client /Treasurer's Office
3. Police Blotter report (if applicable)	Client/Police Station
4. Medical Certificate (if applicable)	Client/Hospital
5. Other relevant documents	Client
5. Late Registration Fee	Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client informs MCR or staff regarding the request and submits the required documents	1. MCR or personnel gives the client data sheet and accepts the required documents		5 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
2. Filling up of data sheet	2.1. Review and verification of the data by MCR or personnel 2.2. MCR or personnel encodes and review the Certificate of Live Birth (COLB)		1 hour and 30 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
3. Client would pay the fee (s) to the Municipal Treasurer's Office – Burial Fee	3. MCR or personnel instructs the client about the fee(s)and where to pay	₱ 150.00	5 minutes	Treasurer's Office Personnel
4. Client receives the encoded Certificate of Death for signing of attending physician/ municipal health officer/embalmer (if applicable)	4. MCR or personnel instructs the client to have the Certificate of Death signed by the attending physician/ municipal health officer/ embalmer (if applicable)		5 days	Hospital/RHU/Funeral Home Personnel
5. Client submits the signed Certificate of Death to MCR or personnel	5.1. MCR or personnel receives the document, record and assign registry no. 5.2. The MCR and personnel sign the		20 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel

	document and release to the client **Note: Rule 8 &9, Administrative Order No. 1 Series of 1993 Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration, states the use of civil registration forms and the operative act of registration of vital events such birth, marriage and death.**			
		TOTAL	**5 days:2 hours:00 minutes:00 seconds per document**	

B.2. Correction of Clerical or Typographical Error/Change of First Name (RA 9048)

Office or Division	**LOCAL CIVIL REGISTRAR'S OFFICE**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual of legal age whose civil registration documents contain errors and was born or is a resident within the territory of the Local Government Unit of Molave, Zamboanga del Sur Any individual of legal age who is duly authorized to file for a petition for correction of errors and is a resident within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Clerical Error:	Petitioner
1. Civil Registry document to be corrected (SECPA) from Philippine Statistics Authority	
2. CTC/Valid I.D.	

3. Earliest School Record from elementary school attended by the document owner	
4. Voter's Certification from COMELEC	
5. Baptismal Certificate from church where the document owner was baptized	
6. Other relevant supporting documents	
7. Clerical Error Fee	Treasurer's Office
8. Service Fee	
For Change of First Name:	Petitioner
1. All documents above and:	
2. Police and NBI Clearances from police station and NBI office	
3. Newspaper Publication	Newspaper Agency
4. Certificate of Employment or Affidavit of Non-employment	Employer if certificate of employment or PAO/ Private Lawyer if affidavit of non-employment
5. Medical Record or Affidavit of No Medical Record	Hospital if medical record or PAO/ Private Lawyer if affidavit of no medical record
6.Change of First Name Fee	Treasurer's Office
7. Service Fee	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Petitioner informs the Municipal Civil Registrar regarding the request for correction of clerical error/change of first name and submits the required documents.	1. MCR or personnel accepts and reviews the required documents and explains the process of the petition		1 hour	Proceso Kadavero Manuel Vismanos
2. The petitioner pays for the fee (s) at the Municipal Treasurer's Office – Correction for Clerical Error; Change of First Name; Service Fee	2. The MCR or personnel instructs the petitioner about the payment and where to pay	₱ 1,000.00 – Clerical Error ₱ 3,000.00 – Change of First Name ₱ 500.00 – Service Fee	5 minutes	Treasurer's Office Personnel

3. The petitioner receives his copy of the petition	3.1. The MCR or personnel prepares/posts/ publish (for CFN) the petition 3.2. The MCR gives the petitioner a copy of the petition		Posting Period - 10 days Newspaper Publication – 2 consecutive issues	Proceso Kadavero Manuel Vismanos
	4. The MCR forwards the petition to O.C.R.G., P.S.A., Quezon City for affirmation		Note: Depends when the documents be approved by the Civil Registrar General and returned to the LCRO.	Proceso Kadavero
4. The petitioner acquire the annotated document from the nearest PSA service center	5.1. The MCR receives the affirmed petition and issues a Certificate of Finality and request for an annotated corrected document in SECPA and forward to P.S.A. Regional Office, Zamboanga City thru P.S.A. Provincial Office, Pagadian City 5.2. The petitioner is informed about the affirmation of the petition and instructed the possible period that the civil registration document with annotation can be checked at the nearest PSA service center		Note: Depends when the documents be approved by P.S.A. Provincial Office, Pagadian City and forwarded to P.S.A. Regional Office, Zamboanga City. Note: If the LCRO do not receive any feedback from both the P.S.A. Provincial Office, Pagadian City and P.S.A. Regional Office, Zamboanga City, the document is perceived to be approved and annotated. The	Proceso Kadavero

			requested annotated document in SECPA would not return to the LCRO due to **R.A.10173 (Data Privacy Act of 2012)**	
		TOTAL	**14 days:1 hour:5 minutes:00 seconds per petition**	

B.3. Correction of Clerical or Typographical Error in the Day and Month in the Date of Birth or Sex of a Person (RA 10172)

Office or Division		**LOCAL CIVIL REGISTRAR'S OFFICE**		
Classification		HIGHLY TECHNICAL		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Any individual of legal age whose civil registration documents contains errors and was born or is a resident within the territory of the Local Government Unit of Molave, Zamboanga del Sur. Any individual of legal age who is duly authorized to file for a petition for correction of errors and is a resident within the territory of the Local Government Unit of Molave, Zamboanga del Sur.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Civil Registry document to be corrected (SECPA) from Philippine Statistics Authority		Petitioner		
2. CTC/Valid I.D.				
3. Earliest School Record from elementary school attended by the document owner				
4. Voter's Certification from COMELEC				
5. Baptismal Certificate from church where the document owner was baptized				
6. Police and NBI Clearances from police station and NBI office				
7. Newspaper Publication		Newspaper Agency		
8. Medical Record or Affidavit of No Medical Record		Employer if certificate of employment or PAO/ Private Lawyer if affidavit of non-employment		
9. Certificate of Employment or Affidavit of Non-employment		Hospital if medical record or PAO/ Private Lawyer if affidavit of no medical record		
10. Medical Certificate from MHO		MHO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Petitioner informs the Municipal Civil Registrar regarding the request for correction of clerical error in the day and month in the date of birth or sex of a person and submits the required documents.	1. MCR or personnel accepts and reviews the required documents and explains the process of the petition		1 hour	Proceso Kadavero Manuel Vismanos
2. The petitioner pays for the fee (s) at the Municipal Treasurer's Office – Correction for Clerical Error in the day and month of the date of birth or sex of a person; Service Fee	2. The MCR or personnel instructs the petitioner about the payment and where to pay	₱ 3,000.00 ₱ 500.00 – Service Fee	5 minutes	Treasurer's Office Personnel
3. The petitioner receives his copy of the petition	3.1. The MCR or personnel prepares/posts/ publish the petition 3.2. The MCR gives the petitioner a copy of the petition		Posting Period - 10 days Newspaper Publication – 2 consecutive issues	Proceso Kadavero Manuel Vismanos
	4. The MCR forwards the petition to O.C.R.G., P.S.A., Quezon City for affirmation		Note: Depends when the documents be approved by the Civil Registrar General and returned to the LCRO.	Proceso Kadavero
5. The petitioner acquire the annotated document from the nearest PSA service center	5.1. The MCR receives the affirmed petition and issues a Certificate of Finality and request for an annotated corrected document in SECPA and forward to		Note: Depends when the documents be approved by P.S.A. Provincial Office,	Proceso Kadavero

	P.S.A. Regional Office, Zamboanga City thru P.S.A. Provincial Office, Pagadian City 5.2. The petitioner is informed about the affirmation of the petition and instructed the possible period that the civil registration document with annotation can be checked at the nearest PSA service center		Pagadian City and forwarded to P.S.A. Regional Office, Zamboanga City. Note: If the LCRO do not receive any feedback from both the P.S.A. Provincial Office, Pagadian City and P.S.A. Regional Office, Zamboanga City, the document is perceived to be approved and annotated. The requested annotated document in SECPA would not return to the LCRO due to **R.A.10173 (Data Privacy Act of 2012)**	
		TOTAL	**5 days:2 hours:00 minutes:00 seconds per document**	

B.4. Legitimation

Office or Division	**LOCAL CIVIL REGISTRAR'S OFFICE**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual of legal age whose parents are not yet married by the time he was born but are now married, in the condition that individual was born within the territory of the Local Government Unit of Molave, Zamboanga del Sur.

	Parents who are not yet married by the time of the birth of their child but are now married, in the condition that their child was born within the territory of the Local Government Unit of Molave, Zamboanga del Sur.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CENOMAR (both parties) from Philippine Statistics Authority	Client
2. Marriage Contract of Parents – local copy or from Philippine Statistics Authority	
3. Joint Affidavit of Legitimation (executed by both parents)	PAO/Private Lawyer/MCR
4. COLB of Child – original copy	Client
5. Other relevant documents	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client informs MCR or staff regarding the application for legitimation and submits the required documents	1. MCR or personnel accepts and reviews the required documents submitted and explains the process for the application for legitimation		1 hour	Proceso Kadavero Manuel Vismanos
2. Client pays for fee (s) to the Municipal Treasurer's Office – registration fee for legal instrument	2. The MCR or personnel instructs the client about the payment and where to pay	₱ 550.00	5 minutes	Treasurer's Office Personnel
3. The client receives their copy of the application for legitimation	3. The MCR or personnel prepares the legitimation documents		3 days	Proceso Kadavero Manuel Vismanos
4. The client acquires the annotated document at the Philippine Statistics Authority	4. Legitimation documents forwarded to PSA, Quezon City for approval and annotation of OCRG Note: If the LCRO do not receive any feedback from PSA, OCRG, the document is		7-20 days Note: Depends when the documents be approved by the Civil Registrar General	Proceso Kadavero Manuel Vismanos

	perceived to be approved and annotated. The requested annotated document in SECPA would not return to the LCRO due to **R.A.10173 (Data Privacy Act of 2012)**			
		TOTAL	**7-20 days**	

B.5. Record Section – Issuance of Civil Register Records/ Certifications (Municipal Form 1a, 2a & 3a)

Office or Division		**LOCAL CIVIL REGISTRAR'S OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Any individual, or his duly authorized representative, of legal age, whose birth and marriage were registered within the territory of the Local Government Unit of Molave, Zamboanga del Sur. Any individual of legal age who is the nearest kin or duly authorized by the nearest kin, of a person who died within the territory of the Local Government Unit of Molave, Zamboanga del Sur.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Valid I.D. of the document owner/his duly authorized representative/ authorization letter from the document		Client		
2. Certification fee		Treasurer's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client informs MCR or staff regarding the request and submits the required documents	1.1. MCR or personnel asks for data about the document owner such as complete name, date of birth/marriage/ death, and other related information 1.2. MCR or personnel prepares/ encodes the requested document		20 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel

2. The client pays for fee (s) to the Municipal Treasurer's Office – certification fee	2. MCR or personnel instructs the client about the fee(s)and where to pay	₱ 220.00	5 minutes	Treasurer's Office Personnel
3. The client receives the certification requested.	3.1. MCR or personnel finalizes the certification 3.2 MCR or personnel signs and releases the certification to the client		5 minutes	Proceso Kadavero Manuel Vismanos Jannilyn Bustamante MCRO Personnel
		TOTAL	**35 minutes:00 seconds per document**	

B.6. Court Decrees/Decisions/Orders

Office or Division		**LOCAL CIVIL REGISTRAR'S OFFICE**		
Classification		HIGHLY TECHNICAL		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Any individual, or his duly authorized representative, of legal age who was issued with court decrees/decisions/orders from Trial Courts within the jurisdiction of Molave, Zamboanga del Sur.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Five sets of certified true copy of Court Decrees/Decisions/Orders with Certificate of Finality and Certificate of Authenticity from the Court		Client		
2. Certificate of Registration		Municipal Civil Registrar's Office		
3. Certificate of Authenticity				
4. Other pertinent documents		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The client endorses to the MCRO their respective Court Decrees/ Decisions/Orders with Certificate of Finality and Certificate of Authenticity	1. MCR or personnel receives and evaluates the Court Decrees/ Decisions/Orders with Certificate of Finality and Certificate of Authenticity given by the client		10 minutes	Proceso M. Kadavero Manuel C. Vismanos

2. The client pays for fee (s) to the Municipal Treasurer's Office – Registration fee (s) for Court Decrees/ Decisions/Orders	2. MCR or personnel instructs the client about the fee(s)and where to pay	₱ 2,750.00 – Annulment of Marriage ₱ 2,750.00 – Legal Separation ₱ 825.00 – Adoption ₱ 1,000.00 – Presumption of Death ₱ 2,200.00 – Election of Filipino Citizenship ₱ 2,200.00 – Naturalization ₱ 1,500.00 – Custody of Minor and Guardianship	5 minutes	Treasurer's Office Personnel
3. The client receives their copy of the for the registration of court decrees/ decisions/orders	3.1. MCR or personnel prepares/ encodes needed certifications/ documents 3.2. MCR or personnel endorses the certifications/ documents to approving C/MCR where vital event occurred (if applicable)		4 days Note: Approval depends upon the approving C/MCR	Proceso M. Kadavero Manuel C. Vismanos
4. The client acquires the annotated document at the Philippine Statistics Authority	4. The MCR or personnel forwards the certifications/ documents to OCRG PSA, Quezon City for approval and annotation Note: If the LCRO do not receive any feedback from PSA, OCRG, the document is perceived to be approved and		Note: Depends when the documents are approved by the Civil Registrar General	Proceso M. Kadavero Manuel C. Vismanos

	annotated. The requested annotated document in SECPA would not return to the LCRO due to **R.A.10173 (Data Privacy Act of 2012)**			
		TOTAL	**4 days:00 hours:15 minutes:00 seconds per document**	

B.7. Amended Birth under R.A. 11222

Office or Division	**LOCAL CIVIL REGISTRAR'S OFFICE**			
Classification	HIHGLY TECHNICAL			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Parent/s of legal age who underwent the administrative adoption under R.A. 11222 within the jurisdiction of Molave, Zamboanga del Sur			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1. Original/certified photocopy of the Order of Administrative Adoption with Draft Rectified Birth Record Draft New Certificate of Live Birth	Office of the DSWD Secretary/Regional Office/MSWDO			
2. Original/certified photocopy of the Certificate of Finality of the Order of Administrative Adoption				
3. Certification or letter of authenticity of the order from DSWD				
4. Cancelled and annotated simulated Certificate of Live Birth	Municipal Registrar's Office			
5. Rectified Birth Record				
6. New Certificate of Live Birth				
7. Other pertinent documents				
8. Registration fee (s)	Treasurer's Office			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The petitioner endorses the Order of Administrative Adoption and its Certificate of Finality issued by	1.1. MCR or personnel receives the Order of Administrative Adoption and its Certificate of Finality given by the petitioner		3 days Note: if errors are found upon evaluation of the decision, refer to DSWD for corrections and its	Proceso M. Kadavero Manuel C. Vismanos

the DSWD Secretary	1.2. MCR or personnel evaluates/ confirms the documents received		subsequent Amended Order of Administrative Adoption and Amended Certificate of Finality	
2. The client pays for fee (s) to the Municipal Treasurer's Office – Registration of Adoption	2. MCR or personnel instructs the client about the fee(s)and where to pay	₱ 825.00	5 minutes	Treasurer's Office Personnel
3. The client receives their copy of the New Certificate of Live Birth	3.1. MCR or personnel register the documents to Court Decree Registry Book 3.2. MCR or personnel prepares the cancelled and annotated simulated Certificate of Live Birth; organizes and registers the rectified birth record; encodes/finalizes and registers the New Certificate of Live Birth 3.3. The MCR or personnel transmits one copy of the new certificate of live birth to the office of the DSWD secretary/ regional office/MSWDO		4 days Note: Depends when the documents would be received by the office of the DSWD secretary/ regional office/MSWDO	Proceso M. Kadavero Manuel C. Vismanos
4. The client acquires the annotated new certificate of live birth at the Philippine	4. The MCR or personnel forwards the documents to O.C.R.G., P.S.A., Quezon City for		Note: Depends when the documents would be received, approved and annotated by the	Proceso M. adavero Manuel C. Vismanos

Statistics Authority	approval and annotation Note: If the LCRO do not receive any feedback from PSA, OCRG, the document is perceived to be approved and annotated. The requested annotated document in SECPA would not return to the LCRO due to **R.A.10173 (Data Privacy Act of 2012)**		Civil Registrar General	
		TOTAL	**7 days:00 hours:5 minutes:00 seconds per document**	

B.8. Amended Birth under R.A. 11642

Office or Division		**LOCAL CIVIL REGISTRAR'S OFFICE**		
Classification		HIGHLY TECHNICAL		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Parent/s of legal age who underwent the administrative adoption under R.A. 11642 within the jurisdiction of Molave, Zamboanga del Sur		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Original/certified photocopy of the Order of Administrative Adoption with Draft Rectified Birth Record Draft New Certificate of Live Birth		Office of the DSWD Secretary/Regional Office/MSWDO		
2. Original/certified photocopy of the Certificate of Finality of the Order of Administrative Adoption				
3. Certification or letter of authenticity of the order from DSWD				
4. Cancelled and annotated simulated Certificate of Live Birth		Municipal Registrar's Office		
5. Rectified Birth Record				
6. New Certificate of Live Birth				
7. Other pertinent documents				
8. Registration fee (s)		Treasurer's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. The petitioner endorses the Order of Administrative Adoption and its Certificate of Finality issued by the DSWD Secretary	1.1. MCR or personnel receives the Order of Administrative Adoption and its Certificate of Finality given by the petitioner 1.2. MCR or personnel evaluates/ confirms the documents received		3 days Note: if errors are found upon evaluation of the decision, refer to DSWD for corrections and its subsequent Amended Order of Administrative Adoption and Amended Certificate of Finality	Proceso M. Kadavero Manuel C. Vismanos
2. The client pays for fee (s) to the Municipal Treasurer's Office – Registration of Adoption	2. MCR or personnel instructs the client about the fee(s)and where to pay	₱ 825.00	5 minutes	Treasurer's Office Personnel
3. The client receives their copy of the New Certificate of Live Birth	3.1. MCR or personnel register the documents to Court Decree Registry Book 3.2. MCR or personnel prepares the cancelled and annotated simulated Certificate of Live Birth; organizes and registers the rectified birth record; encodes/finalizes and registers the New Certificate of Live Birth		4 days	Proceso M. Kadavero Manuel C. Vismanos

	3.3. The MCR or personnel transmits one copy of the new certificate of live birth to the office of the DSWD secretary/ regional office/MSWDO		Note: Depends when the documents would be received by the office of the DSWD secretary/ regional office/MSWDO	
4. The client acquires the annotated new certificate of live birth at the Philippine Statistics Authority	4. The MCR or personnel forwards the documents to O.C.R.G., P.S.A., Quezon City for approval and annotation Note: If the LCRO do not receive any feedback from PSA, OCRG, the document is perceived to be approved and annotated. The requested annotated document in SECPA would not return to the LCRO due to **R.A.10173 (Data Privacy Act of 2012)**		Note: Depends when the documents would be received, approved and annotated by the Civil Registrar General	Proceso M. Kadavero Manuel C. Vismanos
		TOTAL	**7 days:00 hours:5 minutes:00 seconds per document**	

MUNICIPAL AGRICULTURE OFFICE

C.1. Issuance of Certification

Issued to all constituents who are in need of certification from MAO for agriculture-related activities.

Office or Division		**MAO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Farmers, Cooperatives and other stakeholders		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
For General certification-**NONE** For Land Classification; 1. Land Title 2. Tax Declaration 3. Sketch Map		For Tax Declaration: Municipal Assessors Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign the Client's Logbook	Determine the Purpose	None	5 minutes	Rose A. Erazo PACD
Proceed to Municipal Treasurer Office to pay the required Fee	Collect Payment and issue OR	P 200.00	10 minutes	Revenue Collector MTO, Municipal Hall
Return to MAO & Present the Official Receipt	Received OR and Encode necessary data from the documents presented	None	30 minutes	Ma. Chellie Camille D. Palao AEW Sheena Lou M. Ruben AEW
Wait for Signing	Sign the Certification	None	5 minutes	Elmer M. Ollanas Municipal Agriculturist
Received the Certification	Issue the certification	None	5 minutes	Ma. Chellie Camille D. Palao AEW
			55 MINUTES	

C.2. Provision of Rice and Corn Seeds and other Production Inputs related to Rice and Corn Production

This includes distribution of Inbred Rice Seeds under RCEP Seeds component program from the Philrice and regular Rice Program from DA and distribution of Corn seeds and other inputs such as fertilizers either from the Department of Agriculture or LGU-Initiated program.

Office or Division		**MAO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Registered farmers		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
RSBSA Registration **Must be a member of any Farmers association/organization**		MUNICIPAL AGRICULTURE OFFICE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Inquire for the availability of seeds	Sign Client's Logbook. Inform client whether it is available or not.	NONE	5 minutes	Rose A. Erazo PACD
Present Valid ID	Verify the name of farmer in the Registry System for Basic Sectors in Agriculture (RSBSA)	NONE	20 minutes	Ma. Chellie Camille D. Palao AEW
Present certifications from the Farmers Association where he/she is affiliated.	Check the documents	NONE	10 minutes	Ma. Chellie Camille D. Palao AEW
Sign the Masterlist of Beneficiaries	Issue withdrawal slip	NONE	20 minutes	Joan M. Adalim Record Officer
Receive Inputs	Release Inputs	NONE	10 minutes	Bodega In-Charge
		TOTAL	**1 hour & 5 minutes**	

C.3. Provision of Planting Materials

Distribution of grafted fruit trees seedlings, Vegetable seedlings and seeds and other High Value Crops.

Office or Division	**MAO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Farmers, 4Ps Beneficiaries, Schools and other stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Inquire for the availability of seeds	Sign Client's Logbook. Inform client whether it is available or not.	NONE	5 minutes	Rose A. Erazo PACD Wilson A. Lañojan, Jr. HVCDP Coordinator
Present Valid ID	Verify the name of farmer in the Registry System for Basic Sectors in Agriculture (RSBSA)	NONE	20 minutes	Ma. Chellie Camille D. Palao AEW
Present certifications from the Farmers Association where he/she is affiliated.	Accept the documents.	NONE	10 minutes	Ma. Chellie Camille D. Palao AEW
Prepare the site for validation	Conduct Ocular Inspection. If qualified, inform the client for the schedule of release.	NONE	2 days	Wilson O. Lañojan Jr. HVCDP Coordinator & Assigned AEW
Sign the Masterlist of Beneficiaries	Issue withdrawal slip	NONE	10 minutes	Joan M. Adalim
		TOTAL	**2 days & 47 minutes**	

C.4. Animal Dispersal

Distribution/Redistribution of domesticated animals such as Swine, Poultry, Cattle, Carabao and Goats to qualified beneficiaries whether individual or accredited rural based organizations and agricultural cooperatives within the Municipality.

Office or Division	**MAO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Registered Farmers, Associations and Cooperatives
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. RSBSA Registration for farmers.	1. MUNICIPAL AGRICULTURE OFFICE

2. DA-CSO Accreditation for Farmers Associations/Cooperatives		2. DEPARTMENT OF AGRICULTURE, RFO IX		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign in the Client Log Book	Sign in the Client	NONE	1 minute	Rose A. Erazo PACD
Submit Certification or Note from FA President stating intention and availability of necessary resources	Conduct interview to determine whether the client is qualified and check the document. Set Schedule for validation	NONE	20 minutes	Joncel A. Capuyan Livestock Coordinator Elmer M. Ollanas Mun. Agriculturist
Prepare the site for validation	Conduct field validation. If qualified, inform the client for the schedule of release.	NONE	2 days	Joncel A. Capuyan Livestock Coordinator & Assigned AEW
Sign MOA or promissory if requested animal is available	Issue withdrawal slip	NONE	30 minutes	Elmer M. Ollanas Mun. Agriculturist Joan Adalim Record Officer
		TOTAL	**2 days & 51 minutes**	

C.5. Anti-Rabies Vaccination for Dogs (Walk in Clients)

Vaccination schedule is every Friday to avoid wastage of vaccines.

Office or Division		**MAO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		All Dog and Cat owners within the Municipality		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Inquire for the availability of vaccines	Check for vaccines	NONE	5 minutes	Rose A. Erazo PACD
Sign Master List	Prepare for Vaccination	NONE	10 minutes	Joncel A. Capuyan Livestock Coordinator Joan Adalim

				Record Officer
Restrain Dog	Vaccinate Dog	NONE	10 minutes	Joncel A. Capuyan Livestock Coordinator Or Any AEW's available
			25 minutes	

C.6. Animal Treatment/Prevention/Control (On-Call and Walk-in Clients)

These services include treatment of sick or injured animal for all types of livestock. It also provides necessary vaccinations, vitamin supplementation, animal deworming and perform minor operations such as castrations and other animal related activities.

Office or Division		**MAO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Registered Farmers		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign Logbook	Assist client in signing logbook	NONE	1 minute	Rose A. Erazo PACD
Proceed to Concern AT's Desk	Interview client on the nature of problem	NONE	10 minutes	Joncel A. Capuyan Livestock Coordinator Or AEW's Concerned
If not around, request deferred until availability of concerned AT's	Get contact details of client, Later inform client for schedule of treatment	NONE	5 minutes	Rose A. Erazo PACD
Client will buy needed biologics/medicine if there is no availability of biologics/medicine in the office	AT's concerned will accompany client to conduct treatment of animal within the day or the day after.	NONE	1 day	Joncel A. Capuyan Livestock Coordinator Or AEW's Concerned
Prepare the Animal for treatment	Restrain the Animal and Perform necessary treatment	NONE	2 hour	Joncel A. Capuyan Livestock Coordinator

				Or AEW's Concerned
		TOTAL	**1 day, 2hrs & 16mins**	

C.7. Artificial Insemination (On call and Walk in Clients)

Conduct of Artificial Insemination to small and large ruminants such as Goat, Sheep, Cattle and Carabao. Also the office will accommodate swine Artificial Insemination provided that the client will buy semen from any accredited AI breeding centers.

Office or Division		**MAO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Registered Farmers		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign Logbook	Assist client in signing logbook	NONE	1 minute	Rose A. Erazo PACD
Proceed to Concern AT's Desk	Interview client on the status of animal	NONE	10 minutes	Joncel A. Capuyan Livestock Coordinator Or AEW's Concerned
If not around, request deferred until availability of concerned AT's	Get contact details of client, Later inform client for the schedule of AI within the day or the day after.	NONE	3 minutes	Rose A. Erazo PACD
Client will accompany A.I. technician to location	Proceed to Site. Prepare necessary materials, tools and equipment for AI.	NONE	1 day	Joncel A. Capuyan Livestock Coordinator/ A.I. Technician
Prepare temporary chute and Restrain the Animal	Observe Animal and Perform Artificial Insemination on site.	NONE	3 hours	Joncel A. Capuyan Livestock Coordinator/ A.I. Technician
		TOTAL	**1day, 3hrs & 14minutes**	

C.8. Agri-Technical Assistance and Consultations (On-call and walk in Clients)

This services will cater any individual farmer, associations and cooperatives who need to avail extension services provided by the Municipal Agriculture Office related to production and marketing of agricultural crops and animals and institutional development of rural-based organizations.

Office or Division		**MAO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Registered farmers and other stakeholders		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign Logbook and fill up request form	Assist client in signing logbook and refer to concerned AEW.	NONE	5 minutes	Rose A. Erazo PACD
See the Municipal Agriculturist or concerned banner program coordinators and AEW's	Technical advices and appropriate recommendations	NONE	2 hours	Elmer m. Ollanas Municipal Agriculturist Or AEW's Concerned
Provide contact number	Take note of the client's contact number for follow discussion or if necessary conduct field visit.	NONE	2 minutes	Rose A. Erazo PACD
		TOTAL	**2hours & 7minutes**	

C.9. Request for Field/Farm visit (on call- walk in clients)

This services will cater any individual farmer, associations and cooperatives who need special field/farm visit other than regular field visit conducted by AEW's. This is necessary especially when there is pest infestation and disease occurrence in a certain area or barangay to determine/assess extent of damage and severity of pest infestation in order for us to take immediate and appropriate action.

Office or Division	**MAO**

Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Registered farmers and other stakeholders		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign Logbook and fill up request form	Assist client in signing logbook, record contact details and refer to concerned AEW.	NONE	2 minutes	Rose A. Erazo PACD
State the nature of the problem	Ask for important details of the problem and Inform the client of the scheduled visit.	NONE	30 minutes.	Elmer m. Ollanas Municipal Agriculturist Or AEW's Concerned
Wait for schedule	Schedule visit the following day	NONE	30 minutes	Rose A. Erazo
Make yourself available on a scheduled date of field visit	Conduct field visit.	NONE	1 day	Concerned AEW's
		TOTAL	**1Day 1hr & 2minutes**	

C.10. Registration Farmers and Livestock Raisers

All farmers and livestock raisers need to register into the Registry System for Basic Sectors in Agriculture (RSBSA) in order for them to qualify for any interventions and programs from the Department of Agriculture and LGU-initiated projects.

Office or Division	**MAO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	All constituents within the Municipality
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One (1) Valid Government Issued Identification card 2. Photocopy of Proof of Ownership of the Farm - ex. Land Title, Tax Declaration, Deed of Sale or any form that proves your ownership. -Certification from the Barangay Chairman if Livestock or Certificate of Ownership Photocopy.	

3. One (1) piece recent 2X2 ID picture taken at least 6 months before applying registration.				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign Logbook	Assist client in signing logbook	NONE	2 minutes	Rose A. Erazo PACD
Submit complete requirements	Check documents.	NONE	30 minutes	Joan M. Adalim Record Officer or AEW's available
Fill-up RSBSA form	Assists and check completeness of entry in the RSBSA form	NONE	1 hour	Joan M. Adalim Record Officer or AEW's available
		TOTAL	**1hr & 32minutes**	

C.11. Crop Insurance Application and Claim Indemnity

Registered farmers and Livestock raisers can avail of free insurance from the Philippine Crop Insurance Corporation (PCIC). They can apply for Rice, Corn, High Value Crops, poultry and Livestock.

Office or Division		**MAO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Registered Farmers		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
For Rice, Corn & HVC - Valid ID For Livestock(Cattle & Carabao) - Certificate of Ownership - Valid ID For Swine - Valid ID - Picture of the Animal		Certificate of Ownership to be issued by Mr. Benjie Apao from the Market Office.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign Logbook	Assist client in signing logbook	NONE	1 minutes	Rose A. Erazo PACD
Submit complete requirements	Check documents.	NONE	10 minutes	Joan M. Adalim Record Officer or AEW's concerned
Fill-up PCIC Application form / Indemnity form	Assists and check entry in the application form	NONE	1 hour	Joan M. Adalim Record Officer or AEW's concerned

TOTAL	**1 hour & 10 minutes**	

C.12. Rental for Training Center and Dormitory

Open for all stakeholders, private groups, NGO's who are willing to use the facility provided that they will abide with the terms and conditions of the management.

Office or Division		**MAO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign Logbook	Assist client in signing logbook		1 minute	Rose A. Erazo PACD
State your purpose	Interview the clients and discuss the terms and conditions of using the facility. Inform for the availability of the facility		30 minutes	Joan M. Adalim Record Officer or AEW's available
Pay the corresponding amount	Issue Official Receipt	P3,000/day for Training Hall P900/night/room for Dormitory	30 minutes	Revenue Collector Mun. Treasurer's Office
Return to MAO & Sign the Agreement	Check OR. Take note of the agreed schedule		10 minutes	Joan M. Adalim Record Officer or AEW's available
		TOTAL	**1 hour & 11 minutes**	

C.13. Request for Availment of Farm Mechanization, Equipment and Post-Harvest Facilities

Office or Division	**MAO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Registered Associations and Cooperatives
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Letter of Intent 2. Registration of the Organizations 3. Board Resolution 4. Certificate of Accreditation from DA 5.Certificate of Good Standing/Compliance from SEC, CDA, & DOLE 6. Financial Statement duly audited or Income Tax Returns for the past 2 years 7. Farmers Association/Cooperative Profile 8.Machinery Shed as Counterpart for the Project (Deed of Donation, Land Title)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign Logbook	Assist client in signing logbook Release pro-forma	NONE	5 minutes	Rose A. Erazo PACD
Fill Up Pro-Forma	Assists client for correct entry of the form	NONE	4 hours	Joan M. Adalim Record Officer Or AEW's available
Submit complete requirements	Received and check completeness of documents. Endorse to concerned agencies	NONE	1 hour	Joan M. Adalim Record Officer
		TOTAL	**4 hours & 5 minutes**	

C.14. Availment of FITS Center Services

This service offers free distribution of Information Education Campaign (IEC) materials such as handouts, pamphlets, technology brochures and free viewing of technology videos related to agriculture.

Office or Division		**MAO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Registered farmers and stakeholders		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign Client's Logbook	Assist client in signing logbook	NONE	1 minute	Ma. Chellie Camille D. Palao FITS Center TSS

State what kind of Information or Brochures needed	Show available IEC materials and agri-related technology videos	NONE	30 minutes	Edgar B. Muerong FITS Manager
Receive Brochures/Pamphlets/ handouts and sign masterlist	Give the requested IEC materials	NONE	10 minutes	Ma. Chellie Camille D. Palao FITS Center TSS
		TOTAL	**41minutes**	

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

D.1. CHILDREN

D.1.1. Enrollment to ECCD

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*A copy of Authenticated Live Birth Record		Local Registrar's Office/		
*Immunization Card record		Barangay Health Station/ Rural Health Unit		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
*Visit to nearest Child Development Center in the residence barangay *Fill up Child Information Form	Enrollment to Early Childhood Care and Development to Child Development Center	NONE	15 minutes	Appointed Barangay Child Development Worker
		TOTAL	**15 MINUTES**	

D.1.2. Monitoring of ECCD

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Height and Weight Chart Record		Barangay Health Station/ Rural Health Unit		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
*Officially enrolled to Child Development Center for 3-4 years old *Enlisted 2-3 years old additional recipient of SFP under Supervised Neighborhood Play (SNP) Usually	Inclusion to Supplementary Feeding Program (SFP)	NONE	5 minutes	Appointed Barangay Child Development Worker

sibling of enrolled to Child Development Service				
		TOTAL	**5 MINUTES**	

D.1.3. Child Placement Services

Office or Division	**MSWDO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
*Authenticated Live Birth record bearing biological parents *Immunization Card *Photos *School Record if available *Posting to tri media (foundling, orphaned, surrendered and abandoned) *Blotter Barangay and PNP *Death of biological parents if applicable *Declaration of Abandonment *Medical Certificate Certificate of Finality *Child Case Study Report *Authenticated Original Live Birth Certificate of the child *Authenticated second Live Birth Registration *Affidavit of Admission of the Simulated Live Birth *Barangay Certificate *Photos old and recent *Affidavit of two dis-interested persons	PSA, BHS/RHU, DepEd, PNP, MSWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the office Log to the book Submit the complete pertinent documents	*Application for Legal Availability for adoption *Assist the petition of cancellation of second Live Birth Record to court	NONE	1 year and more depending on the case	Romiecel N. Carreon MSWDO Mariel E. Olila Social Worker

Advice giving on the procedure to undergo	Issuance of Certificate of Declaring a Child Legally Available for Adoption (CDCLAA) for non-relative only			

D.1.4. Assistance to Children in Need of Special Protection

D.1.4.1. Educational Assistance

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Barangay Certificate of indigency *Certificate of Enrollment *Valid School ID *Statement of School Account if applicable		Barangay Office, School where currently enrolled,		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit to the office Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents For Uniform/ school supplies/ enrollment subsidy	NONE	10 minutes	MSWD Staff assigned for AICS
		TOTAL	**10mins**	

D.1.4.2 .Transportation Assistance

Office or Division	**MSWDO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

*Barangay Certificate of Indigency *Valid ID *Police Blotter *Social Worker's referral and justification		Barangay Office, PNP, MSWD Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit to the office Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents for referral/ reintegration	None	10 minutes	MSWD Staff assigned for AICS
		TOTAL	**10mins**	

D.1.4.3. Food Subsidy

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Barangay Certificate of Indigency *Valid ID *Request Billing for facility-based network		Barangay Office,		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit to the office Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents-Subsistence allowance /Shelter & Boarding assistance	None	10 minutes	MSWD Staff assigned for AICS

TOTAL	**10mins**	

D.1.4.4. Medical Assistance

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Barangay Certificate of indigency *Valid ID *Hospital Bill/ laboratory request/ Medicine Prescription/ Referral Letter from licensed physician		Barangay Office, Hospital facility,		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit to the office Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents for Laboratory/ Hospitalization/ psychological Evaluation/ Medicines	None	10 minutes	MSWD Staff assigned for AICS
		TOTAL	**10mins**	

D.1.4.5. Burial Assistance

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Barangay Certificate of Indigency *Death Certificate *Funeral Contract or Certification from barangay *Transfer permit of Cadaver		Barangay Office, Funeral service providers, LCR		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Visit to the office Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents for funeral or transfer of cadaver	None	10 minutes	MSWD Staff assigned for AICS
		TOTAL	**10mins**	

D.1.4.6. Issuance of PWD ID

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Person with Disability valid ID *Medical certification on the need of assistive device *Whole body picture *Barangay Certificate of Residency		PDAO, Rural Health Unit, Barangay Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit to the office Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents for purchase of assistive device for children with disability	None	10 minutes	MSWD Staff assigned for AICS
		TOTAL	**10mins**	

D.1.4.7. Case Management on CICL for Rehab

Office or Division	**MSWDO**

Classification		COMPLEX		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Initial Contact Report of PNP *Referral and Police Incident Report *Authenticated Live Birth Registration *Medical Certificate *Photos		PNP, PSA, Rural Health Unit		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Visit to the office Submit the complete pertinent documents Submit for the one-on-one interview	*Receive and take custody of the referred CICL from PNP *Establish and coordinate to the community and family of origin *Administer General Intake Sheet *Facilitate the Physical / medical Checkup *Prepare Initial assessment and Plan of Action *Case Conference with the family and BCPC / Turn-over of temporary custody *Intervention and Planning and Contracting *Administer the Discernment Tools using Level of Moral Development, Value Judgement Index, Child Functioning, Family Functioning, and Community Functioning. *Prepare the detailed Social Case Study Report determining the Discernment result. (Case management on Children in Conflict with the Law (CICL)	None	3- 7 days	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff
		TOTAL	**3-7 Days**	

D.1.4.8. CICL Management on Diversion Program

Office or Division		**MSWDO**		
Classification		HIGHLY TECHNICAL		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Information of the Case *Court Orders *School Records *Medical Results and Certificate *Authenticated Live Birth\ *Police Incident Report		RTC, School currently enrolled		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	Received CICL apprehended and issued with Warrant of Arrest *Facilitate the Manifestation of the case to court for either Community Diversion Program (6 years and below imposable punishment) or Facility-Based Rehabilitation Program (6 years and above imposable punishment) *Prepare Social Case Study Report *****Conduct Series of Case Conferences with the BCPC, Rehabilitation Team/ Barangay Diversion team *Make necessarily follow up to court *Conduct Home or Facility Visits *Facilitate enrollment to Formal, TESDA, or	None	3- 7 days	Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff

	ALS (community Diversion) *Referral to any Livelihood and skills training, or student employment facilitations			
		TOTAL	**3-7 Days**	

D.1.4.9. CAR (Children at Risk) Management

Office or Division		**MSWDO**		
Classification		HIGHLY TECHNICAL		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Police Blotter/ Incident Report *Referral Letter from PNP Or BCPC *Authenticated Live Birth Registration *Medico-Legal *School record		PNP, LCR/PSA, RHU, DepEd		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*****Receive referred or walk -in CAR cases *Establish and coordinate to the community and family of origin *Assist in the response operation (abused children) *Accompany the CAR to the WCPD- PNP for action *Administer General Intake Sheet *Facilitate the Physical / medical Checkup *Prepare Initial assessment and Plan of Action *Conduct Case Conference with the family and BCPC / *Intervention and Planning and Contracting	None	3- 7 days	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff

	*Facilitate Protective Custody Family reintegration or center-based intervention for shelter *Conduct Home and Facility visits *Accompany Child during court hearings Case management on Children at Risk (CAR)			
		TOTAL	**3-7 Days**	

D.1.4.10 After Care Program

Office or Division		**MSWDO**		
Classification		COMPLEX/HIGHLY TECHNICAL		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Discharged Slip *Citation Certificate from the facility or center *School records *Health Records *Social Case Study Report from the handling facility *Starter kit for livelihood or any assistance provided		Recent Rehabilitation facility/ or center, DepEd, RHU,		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Attend Discharge Conference *Receive and sign Discharge Plan and documents *Fetch or accept physical body of child dur for discharge *Closely coordinate to the family and community of origin for handing over of the child *Facilitate appropriate intervention on education, health, livelihood, life skills or etc. *Monitor compliance performance to the intervention plan *Conduct Home visits *Prepare and submit Social Case Study Report with Progress notes every six months to facility of origin and to the court. After Care Program of children discharged from Facility-based	None	3- 7 days	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff
		TOTAL	**3-7 Days**	

D.2. WOMEN AND VULNERABLE SECTORS

Assistance to Women in Especially Difficult Circumstances (WEDC), Violence against women and their children (VAWC) AND Vulnerable sector

D.2.1. Transportation

Office or Division	**MSWDO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

*Barangay Certificate of Indigency *Valid ID *Police Blotter *Social Worker's referral and justification		Barangay Office, PNP, MSWD Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents (*Referral *Reintegration)	NONE	10mins	MSWD Staff assigned for AICS
		TOTAL	**10mins**	

D.2.2. Food Subsidy

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Barangay Certificate of Indigency *Valid ID *Request Billing for facility-based network		Barangay Office, shelter facility		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents Subsistence allowance /Shelter & Boarding assistance	NONE	10mins	MSWD Staff assigned for AICS
		TOTAL	**10mins**	

D.2.3. Medical Assistance

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Barangay Certificate of indigency *Valid ID *Hospital Bill/ laboratory request/ Medicine Prescription/ Referral Letter from licensed physician		Barangay Office, Hospital facility, medical laboratory clinic		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents *Laboratory/ Hospitalization/ psychological Evaluation/ Medicines	NONE	10mins	MSWD Staff assigned for AICS
		TOTAL	**10mins**	

D.2.4. Burial Assistance

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Barangay Certificate of Indigency *Death Certificate *Funeral Contract or Certification from barangay *Transfer permit of Cadaver		Barangay Office, Funeral service provider		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete	*Administer General Intake Sheet *Assess the need and recommend an intervention	NONE	10mins	MSWD Staff assigned for AICS

pertinent documents Submit for the one-on-one interview	*Attach complete documents *Funeral *Transfer of Cadaver			
		TOTAL	**10mins**	

D.3. Provision of Assistive Device for the Person with Disability

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Person with Disability valid ID *Medical certification on the need of assistive device *Whole body picture *Barangay Certificate of Residency *Approved Project Proposal		PDAO, RHU, Barangay Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need and recommend an intervention *Attach complete documents Purchase of Assistive Device for People with Disability	NONE	10mins	MSWD Staff and appointed PDAO
		TOTAL	**10mins**	

D.4. Provision of Livelihood Assistance (Cash for work or Skill Training)

Office or Division	**MSWDO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
*Barangay Certificate of Indigency *Certificate of Active Membership to registered Women's Association	Barangay Office, Women's Association, MSWD office

*Valid Identifications card *Approved Project Proposal				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Administer General Intake Sheet *Assess the need, eligibility and recommend an intervention *Attach complete documents *Referral Letter to other partner agencies Provision of Livelihood Assistance (Cash for Work or Skills training)	NONE	7days or more depending on the circumstances	Romiecel N Carreon, MSWDO MSWD Staff
		TOTAL	**7days or more**	

D.5. Issuance of Solo Parent Identification Card

Office or Division	**MSWDO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
*Accomplished Application Form *1 pc recent 2x2 picture with (white Background) *Original barangay Certification of residency *Medical certificate/ PWD ID of spouse or children *Authenticated Live Birth Registration of all dependent 22 years old below *Copy of Death certificate of any spouse *Sworn affidavit of Circumstance of a solo parent *Copy of filed/ pending petition for annulment of marriage/ Legal separation *Copy of Certificate of Detention/ Court Order (if spouse / partner is in prison)	MSWD office, Barangay Office, Hospital/ RHU, LCR/ PSA, RTC

*DSWD foster Care License				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*****Administer General Intake Sheet *Initial Assessment on the eligibility of the applicants *Provision of List of requirements *Conduct of actual home visit *Conduct collateral investigation and data gathering *30 days after found eligible, issuance of Solo Parent ID with validity of 1 year. Request for the Issuance of Solo Parent Identification Card	NONE	7 days to 30 days	Romiecel N Carreon, MSWDO MSWD Staff
		TOTAL	**7days or more**	

D.6 Family and Community

D.6.1. Protective Adaptive Parents Processing

Office or Division	**MSWDO**			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2C – Government to Citizen			
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Authenticated Marriage contract *Medical Certificate of applicants and all his/her household members *Recent Family Picture *Police, NBI and barangay Clearances *Three letters of character references *Certificate of Employment or ITR *Written consent of the biological children 10 years old and above		PSA, RHU, PNP, NBI, BIR,		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Administer the General Intake Sheet *Conduct review and coaching in the compilation of the complete documents *Endorse to the Regional Alternative Child Care Office IX *Assist in the compliance of the document / findings from regional office Application for Foster Parenting	none	7 days or more depending on the case	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff
			7-20 Days or more	

D.6.2. Parental Capacity Assessment Reporting/Home Visitation/Family Assessments

Office or Division	**MSWDO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
* Attendance to Pre-Adoption Forum with Certificate *Notarized Petition for Adoption/ Undertaking or application form *Authenticated Live Birth registration of Prospective Adoptive Parents and the child *Authenticated Marriage Certificate or Certificate of No Marriage Record (CENOMAR), Decree of Annulment, legal Separation or Nullity of Marriage *NBI, Police clearances or Court Clearance (valid 1 year prior to adoption) *Written consent of adoptee (adult Adoption) *Written consent of all children of PAPs *Written consent of biological parents or Registered Death Record if applicable *Original Copy of CDCLAA for non-relative adoption *Recent Result of Medical evaluation of the PAPs and the child	DSWD, RACCO, PSA, PNP, MSWD Office

*Psychological Evaluation for PAPs and a child t5 years old and above *Three Letters attesting to the character and general reputation of the PAPs *Document showing the financial Capacity of the PAPs (certificate of employment, ITR, etc) *Recent close-up and whole-body pictures of the child and the PAPs *Child Care Plan with a list of at least three temporary custodians *Documents showing that the adoptee has been consistently and treated as their own child *Adoptee decree *Certificate of Matching when applicable Additional Requirements for Foreign National: *Certificate residency in the Philippines for at least five years issued by the Bureau of Immigration (DFA) *Police Clearance from Police Authorities where the foreign applicants have lived for than 12 years months any time in the past 15 years.				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	**Administer the General Intake Sheet *Conduct review and coaching in the compilation of the complete documents *Endorse to the Regional Alternative Child Care Office IX *Assist in the compliance of the document / findings from regional office Application for Administrative Adoption	none	7 days or more depending on the case	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff
			7-20 Days or more	

D.6.3. Family Assessment Processing

Office or Division	**MSWDO**
Classification	**COMPLEX**

Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Request letter for PCAR *Case Summary / Court Order *Proof of residency *Proof of good standing in the community *Proof of financial status *Actual Photo documentation				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Coordination with the BLGU and the concerned requestor for PCAR *Administer the General Intake Sheet *Conduct interview during home visits *Conduct Focus Group Discussion to household members together with BLGU representative *Review and assess supporting documents in determination of capacity	none	3- 7 days	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff
			3- 7 days	

D.6.4. Issuance of Certificate of Indigency

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Barangay Certificate of Indigency *Municipal Assessor's Office certificate of no property *Valid ID *Endorsement / Referral from Phil health *Court Order and Information of the Case (lowering of Bail)		Barangay Office, Municipal Assessor's , PHIC, RTC		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Review the documents presented Request for Certificate of Indigency (lowering of Bail, financially incapable for Phil health, free live birth registration and etc)	*Review the documents presented	5 minutes	Romiecel N. Carreon- MSWDO
			5mins	

D.6.5. Provision of Advice/Coaching/Monitoring

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Prior appointment for advice giving if applicable *Appearance to office *Proof of residency *Valid ID		Barangay Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Administer the General Intake Sheet for walk in and referred cases *Provision of socio legal advices depending on the case presented *Record the activity like attendance, photo documentation and signed agreement reached Request for Advice-giving, anger management mentoring and other coaching or technical assistance	*Review the documents presented	30 minutes – or more per client depending on the case presented	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff
			5mins	

D.6.6. Rehabilitation Session for Person Deprived of Liberty

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Court Order *Approved Community Service from Barangay *Barangay Certification of Residency *Authenticated Live birth Registration *Valid ID		RTC, Barangay Office, PSA		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*****Administer General Intake Sheet *Formulate rehabilitation Plan align with the approved Community Service Plan from Barangay *Conduct Rehabilitation Sessions once a week until termination of the service contract *Conduct Home visits when necessary Request and conduct of rehabilitation session for Person Deprived with Liberty under Probationary Status for community service	none	1 hour- or more within the day depending on the case	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff
			<u>1day</u>	

D.6.7. Referral Request on Special Cases

Office or Division	**MSWDO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
*Barangay Certification of circumstances/ residency or indigency	Barangay Office, PNP

*Necessary Valid ID *Police blotter *Referral letter or endorsement letter				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Administer the General Intake Sheet *Conduct Interview and make assessment on the case *Recommend for intervention and match available resources to address the needs *Assist in the compliance of the document / findings from regional office Request for Referral and Case Summary to other agencies (access to services like Persons who used drugs, Trafficked persons, with Mental disability, abandoned Senior Citizens, Deportees, Friends Rescued, Balik Probinsiya program.	none	30 minutes or more within the day	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff
		TOTAL	1 days	

D.6.8. Social Care and Report Preparation

Office or Division		**MSWDO**		
Classification		SIMPLECOMPLEX		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Complete set of requirements per category with original copy *Appearance to office		Concerned office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*****Data Gathering through home visit, interview and other collateral secondary documents review *****Conduct intervention planning with the client based on his expectation versus the availability of resources bother internal and external *Actual preparation of the study Preparation of Social Case Study Report Child Case Study Report on Placement like Adoption and Foster Care Home Case Study Report on Adoption and Foster Care		3days or more depending on the case	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff
		TOTAL	**7-20+ Days**	

D.6.9. Provision on Critical Incident Stress Debriefing (CISD)

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Approved Project Proposal *List of participants		LGU concerned office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*****Profiling of potential participants based on the magnitude of disaster *CISD Conduct of Critical Incident Stress Debriefing on disaster		2 days	Romiecel N. Carreon- MSWDO Mariel E. Olila, Registered Social Worker MSWD Registered Social worker Staff

			TOTAL	**2 to 3 days**

D.6.10. Operation Monitoring on Sustainable Livelihood Program, Livelihood Assistance Grant, Graduate Pantawid Pamilya Families,Balik Probinsya, Bag-ong Pag-asa KALAHI CIDSS Recipients, and Other Assistance Grant.

Office or Division	**MSWDO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
*Notarized Association Resolution, Minutes and attendance of the meeting *Withdrawal slips *Progress report and photo documentation	Barangay Office, Depository Bank

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*Inventory of Associations, household, families and individuals under monitoring *Sign as co signatories of bank withdrawals for operation of an association *Sustainability checking *Regular updating of status and impact of the program to funding agency *Sign as co signatories of bank withdrawals for operation of an association *Sustainability checking *Regular updating of status and impact of the program to funding agency Monitor turned-over associations and household for functionality under	NONE	1 day per association or per family	Romiecel N. Carreon- MSWDO MSWD assigned Staff

	Sustainable Livelihood Program, Livelihood Assistance Grant, Graduated Pantawid Pamilya families, Balik Probinsiya Bagong Pag-asa Kalahi-CIDSS recipients, and others Assistance Grant, Graduated Pantawid Pamilya families, Balik Probinsiya Bagong Pag-asa Kalahi-CIDSS recipients, and others			
			2 to 3 days	

D.6.11. Functionality Monitorial on Sectoral Organization

Office or Division		**MSWDO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
*Attendance to the meeting				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	***Need for Technical Assistance Provision of Technical Assistance and updates to organized associations like Child Development Workers, Kalipunang Liping Pilipino (KALIPI), Philippine Youth Association of the Philippines (PYAP), Child representatives of Molave,	None	1 day per association/ group	Romiecel N. Carreon- MSWDO Raissa Jeanne H. Felicitas LYDA Apoll Jay Duhaylungsod, DCW-II MSWD assigned Staff
			2 to 3 days	

D.10. Enrollment for Social Pension

Office or Division	**MSWDO**
Classification	**SIMPLE**

Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Senior Citizen Identification card *Endorsement from Barangay Association for the possible inclusion to Soc Pen *Barangay Certification of residency		OSCA, Barangay Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Walk-in as referred Submit the complete pertinent documents Submit for the one-on-one interview	*****Administer of General Intake Sheet Request for inclusion to Social Pension for Indigent Senior Citizens	*****Administer of General Intake Sheet	Within the day to 3 days	Romiecel N. Carreon- MSWDO Apoll Jay Duhaylungsod , DCW-II/ Information System Focal Senior Citizens
			1-3 Days	

OFFICE OF SENIOR CITIZENS AFFAIRS (OSCA)

E.1. New Applicant

Office or Division		**SENIOR CITIZENS OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		ALL SENIOR CITIZENS		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
APPLICATION FORM, BIRTH CERTIFICATE/ VOTER'S CERTIFICATE, BARANGAY CERTIFICATION, ASSESOR CERTIFICATION, 1X1 ID PICTURE(2pcs), 2X2 ID PICTURE		✓ SENIOR CITIZENS OFFICE ✓ BARANGAY ✓ ASSESOR OFFICE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the requirements in the office of Senior Citizens	Interview the clients for classification and approval.	✓ None	15 minutes	Office Staff
		TOTAL	**15 MINUTES**	

E.2. Burial Assistance

Office or Division		**SENIOR CITIZENS OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		ALL SENIOR CITIZENS		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
DEATH CERTIFICATE (2pcs), BARANGAY INDIGENCY, FUNERAL CONTRACT, ID XEROX OF CLAIMANT, ID XEROX OF SENIOR CITIZEN		✓ SENIOR CITIZENS OFFICE ✓ BARANGAY		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Submit the requirements in the office of Senior Citizens	Interview the clients for General Intake Sheet	✓ None	25 minutes	Office Staff
			25 MINUTES	

E.3. Replacement of ID

Office or Division		**SENIOR CITIZENS OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		ALL SENIOR CITIZENS		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
2X2 ID PICTURE, RECEIPT		✓ SENIOR CITIZENS OFFICE ✓ MUNICIPAL TREASURER OFFICE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the 2X2 ID picture and Receipt in the office of Senior Citizens	Scan and Print	✓ P150.00	10 minutes	MTO
		TOTAL	**10 MINUTES**	

E.4. Issuance of TOR Certificate

Office or Division		**SENIOR CITIZENS OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		ALL SENIOR CITIZENS		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ID OF SENIOR CITIZENS		SENIOR CITIZENS OFFICE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Interview	Interview the client where she/he transfer for residence.	✓ None	7 minutes	Office Staff
			7 MINUTES	

E.5. Issuance of Booklet Medicines and Groceries

Office or Division		**SENIOR CITIZENS OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		ALL SENIOR CITIZENS		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
SENIOR CITIZENS ID		SENIOR CITIZENS OFFICE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Give the booklet.	✓ None	5 minutes	Office Staff
			5 MINUTES	

E.6. Issuance Data Form for Senior Citizens (NCSC)

Office or Division		**SENIOR CITIZENS OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		ALL SENIOR CITIZENS		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
2X2 ID PICTURE SENIOR CITIZEN ID		SENIOR CITIZENS OFFICE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**
Submit the requirements in the office of Senior Citizens	Interview the clients for NCSC.	✓ None	20 minutes	Office Staff
			20 MINUTES	

E.6. Issuance of ID

Office or Division	**SENIOR CITIZENS OFFICE**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	ALL SENIOR CITIZENS
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
2x2 ID picture Signature	SENIOR CITIZENS OFFICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Give the new ID.	✓ None	5 minutes	Office Staff
			5 MINUTES	

MUNICIPAL TREASURER'S OFFICE

F.1. REAL PROPERTY TAX

F.1.1. Collection of Real Property Tax

Office or Division		**REAL PROPERTY TAX SECTION**		
Categorization of Transaction		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Any of the following: Assessment of Real Property(ARPT) or Tax Declaration; or Transfer Certificate of Title (TCT) (1 photocopy)		Taxpayer / Municipal Assessor's Office		
Properly filled-up Request Slip; or		Available at the counter-MTO RPT Section		
Latest/Previous Official Receipt		Taxpayer / Authorized Representative		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. PRESENT request slip; or Previous Official Receipt or Tax Declaration of Real Property/ies at the RPT Section counter and wait to be called	1.1.RECEIVE request slip; or Tax Declaration of Real Property and advise client for her/his name to be called. 1.2. Verify taxpayer's ledger or Real Property Tax Registry **if property is/are residential building/s within the Poblacion Area compute garbage fee. Issue order of payment and advise client to pay the corresponding garbage fee/s at Window 3.	**Basic Tax – 1%** **SEF-1%** (plus surcharges/penalties/ discounts if applicable) ✓ **10% DISCOUNT** for prompt payments (FULL payments made from January 1 to March 31current year) ✓ **20% DISCOUNT** for advance payments (FULL	10 minutes per RPU / OR	Vince S. Obuga Rovelyn D. Pabuya

		payments made on or before December 31 of the succeeding year)		
2. PRESENT / SUBMIT and PAY Tax Due at RPT Section window	2.1. **CALL / ANNOUNCE** queue number. 2.2**. COMPUTE** taxes 2.3. **RECEIVE** Payment Note: The Office of the Municipal Treasurer accepts payments in cash, manager's check or cashier's check only. All checks must be paid to: **MUNICIPAL GOVERNMENT OF MOLAVE / LOCAL GOVERNMENT UNIT OF MOLAVE** **If paid in cash, COUNT and CHECK Currency banknotes.** **If paid in Check, SCRUTINIZE complete and correct date, signature, counter signature, amount in words and figures appearing on the face of the check, indicate number and date of the Official Receipt issued (Sec. 78, Chapter 3, Vol. 1, GAAM)**		3 minutes per RPU	Vince S. Obuga Rovelyn D. Pabuya

	2.4. **PREPARE / PRINT** OFFICIAL RECEIPT/S 2.5. **AFFIX** signature at the Official Receipt			
3. CLAIM OFFICIAL RECEIPT	3.1**. ISSUE** Official Receipt/s and other submitted documentary requirements to clients		2 minutes	Vince S. Obuga Rovelyn D. Pabuya
		TOTAL	**15 minutes/RPU**	

F.1.2. Collection of Real Property Tax Received Through Mail

Office or Division	**GENERAL MANAGEMENT AND ADMINISTRATIVE SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following: Assessment of Real Property (ARPT) or Tax Declaration; or Transfer Certificate of Title (TCT); (1 photocopy)	Taxpayer / Client
Letter containing the Tax Declaration Number, Name of Declared Owner and Contact Number; or	
Latest/Previous Official Receipt and	
Manager's/Cashier's Check or Money Order	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. MAIL the aforementioned requirements	1.1.RECEIVE and sign courier's log indicating the information on the received mail; 1.2. OPEN and SCRUTINIZE content of mail; 1.3. FORWARD the same to the Real Property Section	**Basic Tax – 1%** **SEF-1%** (plus surcharges/penalties/discounts if applicable) ✓ **10% DISCOUNT** for prompt payments (FULL	10 minutes	Officer in-Charge

	1.4. RECEIVE and VERIFY mailed documentary requirements; 1.5. VERIFY taxpayer's ledger or Real Property Tax Registry; 1.6. FORWARD the same to the Revenue Collection Clerk 1.7. RECEIVE payment 1.8. COMPUTE taxes. 1.9. SCRUTINIZE complete and correct date, signature, counter signature, amount in words and figures appearing on the face of the check. Indicate number and date of the official receipt issued (Sec. 78, Chapter 3, Vol. I, GAAM) 1.10. PREPARE/ PRINT official receipt/s. 1.11. AFFIX signature at the Official Receipt . 1.12. FORWARD the payor's copy of the Official Receipt to the Administrative Section. 1.13. RECEIVE the payor's copy of the Official Receipt	payments made from January 1 to March 31current ✓ year) ✓ **20% DISCOUNT** for advance payments (FULL payments made on or before December 31 of the succeeding year)		
			5 minutes per RPU	Vince S. Obuga
		None	10 minutes per RPU	Vince S. Obuga
			1 hour	Officer in-Charge

	1.14. PREPARE cover letter 1.15. PREPARE envelope and labels for mailing.			
2. RECEIVE a copy of the official receipt/s via physical mail	2. MAIL copy of the Official receipt/s to the payor/client Note: Clients shall be required to provide a prepaid self-addressed return envelope or payment for courier fee.	None	1 hour	Officer in-Charge
		TOTAL	**2 hours and 25 minutes**	

F.1.3. Issuance of Certificate of Payment (Non-Tax Delinquency) and other Certifications from the real Property Tax Section

Office or Division	**REAL PROPERTY TAX SECTION**			
Categorization of Transaction	SIMPLE			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Order of Payment/Order slip from concerned office(s)		1. Concerned office(s		
2. Latest /Previous Official Receipt (Form 56) of Real Property Tax		2. Taxpayer/Client/Authorized Representative		
3. Valid Identification Card		3. Taxpayer/Client/Authorized Representative		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. PRESENT order of payment/slip at RPT Section Window	1.1. RECEIVE/ ACKNOWLEDGE request. 1.2. VERIFY documents presented. 1.3. VERIFY tax payer's ledger/Real	NONE	2 minutes	Vince Obuga Rovelyn D. Pabuya

	Property Tax Registrar. Note: If current Real Property Tax is unpaid, taxpayer is advised to pay first the corresponding real property tax. 1.4. COMPUTE certification fees. 1.5. ISSUE Order of payment/slip			
2. PAY computed fees	2.1. RECEIVE order of payment. 2.2. PREPARE/ PRINT official receipt. 2.3. AFFIX signature at the Official Receipt. 2.3. AFFIX signature on the Official Receipt 2.4.. VERIFY Official Receipt and valid identification card. 2.5. PREPARE requested certification/s or certificate of payment. 2.6. SCAN identification card of requesting client for records purpose only. 2.7.. ATTACH scanned identification card to the duplicate copy of the certification/s or certificate of payment. 2.8. SUBMIT/ FORWARD certification/s or certificate of payment	(Ref: Mun. Ord. NO. 11th-14-2022)	1 minute	Vince S. Obuga or Rovelyn D. Pabuya
			1 minute	Vince S. Obuga or Rovelyn D. Pabuya
		None	4 minutes	Vince S. Obuga or Rovelyn D. Pabuya
		None	2 minutes	Office Head
		None	2 minutes	Vince S. Obuga or Rovelyn D. Pabuya

	to the Office Head 2.9. RECEIVE and PROOF-READ certifications/ certificate of payment 2.10. AFFIX signature 2.11. RETURN signed certifications/certificate of payment to Admin. Aide 2.12. RECEIVE signed certifications/ certificate of payment. 2.13. POST/RECORD certifications at the receiving logbook.			
3. AFFIX signature at the receiving logbook and CLAIM certificate, official receipt and Identification Card at RPT Section Window	3.1. ENSURE client's signature at the receiving logbook. 3.2. RELEASE/ISSUE Certificate of non-tax delinquency/ certifications, official receipt and client's Identification Card	None	3 minutes	Vince S. Obuga or Rovelyn D. Pabuya
		TOTAL	**15 minutes**	

F.2 BUSINESS TAX

F.2.1 Assessment of business regulatory fees and charges / issuance of new business permit

Office or Division	**MTO –BUINESS TAX SECTION / BUSINESS PERMIT AND LICENSING SECTION (BPLS)**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail?	Any natural or juridical person who will be conducting and engaging in any business, trade or occupation within the territorial jurisdiction of Molave, Zamboanga del Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Registration i.e. Certificate of Registration i) Issued by the SEC for all kinds of corporations; (1 photocopy) ii) Issued by the Cooperative Development Authority for cooperatives; (1 photocopy iii) Issued by DTI for sole proprietor; (1 photocopy	1. Concerned National Government Agency/ies
2.. Proof of right of the applicant to use location as business address, which may include any of the following: i) if owned, proof of ownership-Transfer Certificate of Title or Tax Declaration; (1 photocopy ii) if not owned by the applicant – Contract of Lease, Memorandum of Agreement, or written consent of property owner; (1 photocopy	2. Applicant
3. Location plan or sketch of the location, clearly showing where the business premises is located;	3. Applicant
4. Fire Safety Inspection Certificate for Occupancy, valid in the last 9 months (requirement of BFP); (1 photocopy 4.a. For applicants with valid FSIC for occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building/establishment given the FSIC (requirement of BFP)	4.Bureau of Fire Protection / Applicant
5. A certificate attesting to the tax exemption if the business is tax exempt; (1 original copy)	5. Applicant
6. Certification from the office in charge of zoning that the location of the new business is in accordance with zoning regulations (1 photocopy	6. Desk of the Zoning Officer-Designate-MEO/Applicant
7. Tax clearance showing that the operator has paid all tax obligations in the municipality(1 photocopy)	7. RPT Section / Applicant
8. Barangay clearance	8. Already integrated in eBPLS
9. Three (3) passport-size pictures of the owner or operator or in cases of a partnership or corporation the picture of the senior or managing partners and that of the President or General Manager;	9. Applicant
10. Health certificate of employees for businesses covered in the Sanitation Code of the Philippines (Food Establishments, Markets	10. Sanitary Inspector -Rural Health Unit of Molave /Applicant

and Abbatoirs, Public Laundry, Schools and Health Services, Industrial Establishments, Public Swimming or Bathing Places, Bus Terminals, and Service Stations, Dance Halls and Night Clubs, Tonsorial and Beauty Establishments, Hotels, Motels, Apartments, Lodging, Boarding or Tenements Houses and Condominiums, Ports, Airports, and Aviation Services, Burial Grounds); (1 photocopy	
11. Certified list of names of workers/employees(1 photocopy)	11. Applicant/Any Notary Public
12. Other clearances, permits, authorizations, and certifications secured from NGAs in compliance with certain laws as listed in Annex 4 of ARTA DTI DILG DICT Joint Memorandum Circular No. 01 Series of 2021 dated April 2021) (1 photocopy)	12. Concerned National Government Agency/ies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and properly evaluated Unified Business Permit Form together with all of the requirements to the Business Permit and Licensing Officer	1.1. Receive application and requirements Note: Incomplete data/requirements are returned to client/s for compliance before assessment of regulatory fees. 1.2. Interview applicant 1.3 Validate all the details on the Application Form 1.4. Verify taxpayer's record whether delinquent or not 1.5. Assign business line 1.6. Assess capitalization 1.7 Encode the details 1.8 Upload necessary information, sketch and occupancy permit, if any 1.9. Push to the	NONE	30 minutes	Junryl E. Rupinta Dulce G. Hortilano

	concerned Regulatory Offices for recommendation: • MPDO/Zoning Officer • Sanitary Inspector/RHU • MENRO • Office of the Building Official • Bureau of Fire Protection **Specific Regulatory Offices (RO's) depending on business activity: Municipal Tourism Office (MTOO) for Tourism related establishment and Public Market Office if the business is located at the Public Market and the applicant is occupying Market Blocks//stalls 1.10. Approve business application Note: If any one of the RO disapproves the application, the application will be denied Advise the applicant to proceed to the specific Regulatory that disapproved the application and advise the applicant to re-apply if any deficiencies are not rectified or complied within 24 Hours	None	5 hours	Junryl E. Rupinta Representative from Regulatory Offices
	2.1. If the application is approved, encode the	None		Junryl E. Rupinta

	application and issue Tax Order of payment Form		20 minutes	
	2.2. ASSESS and COMPUTE taxes, fees and charges; 2.3. PREPARE/ PRINT assessment Form 2.4. AFFIX signature at the assessment form 2.5. ISSUE Assessment of Business Tax, fees and charges	Fees will depend on business capitalization and business line/activity (Ref: Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes))	10 minutes 5 minutes	Junryl E. Rupinta
2.. Receive Approval Slip and Tax Order of Payment Form and pay tax, fees, and charges due	2.6. Receive payment and issue Official Receipt **Note:** **All checks must be paid to: MUNICIPAL GOVERNMENT OF MOLAVE / LOCAL GOVERNMENT UNIT OF MOLAVE** **If paid in cash, COUNT and CHECK Currency banknotes.** **If paid in Check, SCRUTINIZE complete and correct date, signature, counter signature, amount in words and figures appearing on the face of the check, indicate number and date of the Official Receipt issued (Sec. 78, Chapter 3, Vol. 1, GAAM)**		5 minutes	Junryl E. Rupinta Dulce G. Hortilano
	2.7. Receive Official Receipts 2.8. Print Business Permit			Dulce G. Hortilano

	2.9. Segregate documents	None	2 hours	
	2.10. Check documents			
	2.11. Sign Business Permit			Municipal Treasurer Municipal Mayor
3. Receive Business Permit, Business Identification Plate, Sticker, FSIC, and applicant's copies of the requirements	3.1. Release the Business Permit, Business Identification Plate, Sticker, FSIC, and applicant's copies of the requirements.		30 Minutes	Dulce G. Hortilano
		TOTAL	**1 day**	

F.2.2.Online Issuance of New Business Permit

Office or Division	**MTO –BUSINESS TAX SECTION / BUSINESS PERMIT AND LICENSING SECTION (BPLS)**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail?	Any natural or juridical person who will be conducting and engaging in any business, trade or occupation within the territorial jurisdiction of Molave, Zamboanga del Sur

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly filled-out online form for new application	www.molave.gov.ph/iBPLS
1. Proof of Registration i.e. Certificate of Registration i) Issued by the SEC for all kinds of corporations (1 scanned copy) ii) Issued by the Cooperative Development Authority for cooperatives (1 scanned copy) iii) Issued by DTI for sole proprietor (1 scanned copy)	1. Concerned National Government Agency/ies
2.. Proof of right of the applicant to use location as business address, which may include any of the following: i) if owned, proof of ownership-Transfer Certificate of Title or Tax Declaration)1 scanned copy) ii) if not owned by the applicant – Contract of Lease, Memorandum of	2. Applicant

Agreement, or written consent of property owner; (1 scanned copy)	
3. Location plan or sketch of the location, clearly showing where the business premises is located; (1 scanned copy)	3. Applicant
4. Fire Safety Inspection Certificate for Occupancy, valid in the last 9 months (requirement of BFP); (1 scanned copy) 4.a. For applicants with valid FSIC for occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building/establishment given the FSIC (requirement of BFP) (1 scanned copy)	4.Bureau of Fire Protection / Applicant
5. A certificate attesting to the tax exemption if the business is tax exempt(1 scanned copy);	5. Applicant
6. Certification from the office in charge of zoning that the location of the new business is in accordance with zoning regulations (1 scanned copy)	6. Desk of the Zoning Officer-Designate-MEO/Applicant
7. Tax clearance showing that the operator has paid all tax obligations in the municipality (1 scanned copy)	7. RPT Section / Applicant
8. Barangay clearance – 1 original copy	8. Already integrated in eBPLS
9. Three (3) passport-size pictures of the owner or operator or in cases of a partnership or corporation the picture of the senior or managing partners and that of the President or General Manager;	9. Applicant
10. Health certificate of employees for businesses covered in the Sanitation Code of the Philippines (Food Establishments, Markets and Abbatoirs, Public Laundry, Schools and Health Services, Industrial Establishments, Public Swimming or Bathing Places, Bus Terminals, and Service Stations, Dance Halls and Night Clubs, Tonsorial and Beauty Establishments, Hotels, Motels, Apartments, Lodging, Boarding or Tenements Houses and Condominiums, Ports, Airports, and Aviation Services, Burial Grounds); (1 scanned copy)	10. Sanitary Inspector -Rural Health Unit of Molave /Applicant
11. Certified list of names of workers/employees (1 scanned copy)	11. Applicant/Any Notary Public
12. Other clearances, permits, authorizations, and certifications secured from NGAs in compliance with certain laws as listed in Annex 4 of ARTA DTI DILG DICT Joint Memorandum Circular No. 01 Series of 2021 dated April 2021). (1 scanned copy)	12. Concerned National Government Agency/ies
13. **VALID and ACTIVE email address**	13. Business Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to www.molave.gov.ph/iBPLS and click Register for your registration online, and fill-out the online application form completely; and upload the required documents and click Submit and confirm application	1.1. Assessment and Verification 1.2. BPLO checks the correctness and completeness of the application 1.3. If the application is Complete and correct, BPLO calls the client for confirmation and tag as interviewed. 1.4. If incomplete, call the client to comply the lacking documents and requirements, and tag application as interviewed and pending. 1.5. Once complied, LO calls the client for confirmation and tag as interviewed; 1.6. Once approved, verify Hits; 1.7. If without hits, accept application and forward to Regulatory Offices for Approval 1.8 If with hits, BP LO calls the client to settle the deficiencies. 1.9. If settled, undo pending, accept the application and push to the concerned Regulatory Offices for recommendation: • MPDO/Zoning Officer • Sanitary Inspector/RHU • MENRO	NONE	1 hour and 30 minutes	Junryl E. Rupinta

	• Office of the Building Official • Bureau of Fire Protection **Specific Regulatory Offices (RO's) depending on business activity: Municipal Tourism Office (MTOO) for Tourism related establishment and Public Market Office if the business is located at the Public Market and the applicant is occupying Market Blocks//stalls			
2. Wait for the Approval of Regulatory Offices. Check the status of the application. If approved by ROs, proceed to payment of fees. If pending, comply with requirements. If denied, proceed to ROs denying the application for further information. One-time payment of taxes, charges and fees (online or via window).	2.1. ROs approve, tag pending or deny the application	None	Time varies depending on the client	Regulatory Offices
	2.2. If approved, BPLS assigned Employee/s encode business permit application in the database			Junryl E. Rupinta
	2.3. Assessment and Approval of RPT and BFP dues			Rovelyn D. Pabuya/ BFP
	2.4. BFP issues FSIC and upload to online system	Taxes, charges and fees vary per capital and business type.	Time varies depending on the clients	Dulce G. Hortilano

**If online payment, the client can pay through Landbank / or through their G-Cash to Molave Landbank Account				
3. If the application is complete and all dues are paid, the taxpayer may now access a digital copy of Mayor's Permit sent through email or they may generate the same through www.molave.gov.ph/iBPLS	3.1. Final Approval by the Municipal Treasurer and Municipal Mayor		Time varies depending on the clients	Dulce G. Hortilano
		TOTAL	**1 hour and 30 minutes**	

F.2.3. Renewal of Business Permit

Office or Division	**MTO - BUSINESS PERMIT AND LICENSING SECTION (BPLS)**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail?	Any natural or juridical entity who wish to continue business operations within the territorial jurisdiction of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Proof of annual gross receipts which may include: I. Audited Financial Statements ("AFS") or unaudited AFS for those who are not required to file AFS with the BIR (1 photocopy) or II. Sworn Declaration of Gross Sales of Receipts (1 photocopy) or III. Income Tax Returns (1 photocopy)	BIR / Applicant
2. Notarized List of Employees stating the Name and Position of the Employees (1 original copy and 1 duplicate copy.	Notary Public/Applicant
3. Cedula, current year with the same gross sales declaration (1 original copy or 1 photocopy)	MTO
4. Valid Fire Safely Inspection Certificate (1 photocopy)	Bureau of Fire Protection / Applicant
5. Specific requirement for a specific line of business;	Applicant/Concerned Agency/ies
6. Other clearances, permits, authorizations, and certifications secured from NGAs in compliance with certain laws as listed in Annex 4 of ARTA DTI DILG DICT Joint Memorandum Circular No. 01 Series of 2021 dated April 2021) (1 photocopy)	Concerned National Government Agency/ies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT duly filled-up and properly evaluated Unified Business Permit Application Form and other documentary requirements at BPLS Window	1.1. Receive and check the completeness and accuracy of submitted documents Note: Incomplete data/requirements are returned to client/s for compliance before assessment of regulatory fees. 1.2. Check application for renewal if not negatively Listed Note: If the record is negatively listed, Applicant should	NONE	30 minutes	Junryl E. Rupinta Dulce G. Hortilano

	secure clearance from the concerned regulatory office before the assessment of business tax and regulatory fees.			

	1.3. ASSESS and COMPUTE taxes, fees and charges; 1.4. PREPARE/ PRINT assessment Form 1.5. AFFIX signature at the assessment form	Fees will depend on business capitalization and business line / activity (Ref: Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes))	15 minutes	Junryl E. Rupinta
	2.1. ISSUE Assessment of Business Tax, fees, and charges		5 minutes	Junryl E. Rupinta
2.. RECEIVE business tax assessment and pay tax, fees and charges due	2.2. Receive payment and issue Official Receipt **Note:** **All checks must be paid to: MUNICIPAL GOVERNMENT OF MOLAVE / LOCAL GOVERNMENT UNIT OF MOLAVE** **If paid in cash, COUNT and CHECK Currency banknotes.** **If paid in Check, SCRUTINIZE complete and correct date, signature, counter signature, amount in words and figures**	Fees will depend on business capitalization and business line / activity (Ref: Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes))	5 minutes	Junryl E. Rupinta Dulce G. Hortilano

	appearing on the face of the check, indicate number and date of the Official Receipt issued (Sec. 78, Chapter 3, Vol. 1, GAAM)			
	2.3. Print Business Permit		2 Hours and 30 minutes	Municipal Treasurer Municipal Mayor
	2.4. Segregate documents			
	2.5. Check the accuracy of documents			
	2.6. Sign Business Permit			
3. Receive Business Permit, Business Identification Plate, Sticker, FSIC and applicant's copy of the requirement	4.1. Release the Business Permit, Business Identification Plate, Sticker, FSIC, and applicant's copy of the requirements.	Fees will depend on business capitalization and business activity	30 Minutes	Dulce G. Hortilano
		TOTAL	**3 hours and 55 minutes**	

F.2.4. Online Renewal of Business Permit

Office or Division	**MTO - BUSINESS PERMIT AND LICENSING SECTION (BPLS)**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail?	Any natural or juridical entity that wishes to continue business operations within the territorial jurisdiction of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Proof of annual gross receipts which may include: I. Audited Financial Statements ("AFS") or unaudited AFS for those who are not required to file AFS with the BIR (1 SCANNED COPY) or II. Sworn Declaration of Gross Sales of Receipts (1 SCANNED COPY) or	BIR / Applicant

III. Income Tax Returns (1 SCANNED COPY)	
2. Notarized List of Employees stating the Name and Position of the Employees (1 original copy and 1 duplicate copy (1 SCANNED COPY)	Notary Public/Applicant
3. Cedula, current year with the same gross sales declaration (1 SCANNED COPY)	MTO
4. Valid Fire Safely Inspection Certificate (1 SCANNED COPY)	Bureau of Fire Protection / Applicant
5. Specific requirement for a specific line of business;	Applicant/Concerned Agency/ies
6. Other clearances, permits, authorizations, and certifications secured from NGAs in compliance with certain laws as listed in Annex 4 of ARTA DTI DILG DICT Joint Memorandum Circular No. 01 Series of 2021 dated April 2021) (1 SCANNED COPY)	Concerned National Government Agency/ies
7**. VALID and ACTIVE email address**	Business Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to www.molave.gov.ph/iBPLS and update his/her email address, contact numbers and upload required documents for updating of details. Fill-out the web forms and attach the documents required	2.1. Verification of data through the database 2.2. Approve, deny or put to pending application for updating of contact information such as contact numbers or email 1.3. MTO-BPLS will process and assess the gross sales. Examine for verification if necessary. 1.4. MTO – Real Property Tax Section will verify the taxpayer's status	None	20 minutes	
2. If application is approved, client may now proceed to payment online. (Payment can be done		Fees will depend on business capitalization and business line / activity	15 minutes	Rovelyn D. Pabuya/ Dulce G. Hortilano

online/via window) If online payment, the client can pay through Landbank / or through their G-Cash to Molave Landbank Account If disapproved - contact Municipal Treasurer's Office and settle their deficiency.	(APPROVED OR PENDING)	(Ref: Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes))		
3. If the application is complete and all dues are paid, the taxpayer may now access digital copy of Mayor's Permit sent through email or they may generate the same through www.molave.gov.ph/iBPLS	3.1. Municipal Treasurer will approve the application. Check if the assessment is correct. 3.2. If approved, the Municipal Treasurer will check/approve the application through online platform. 3.3 If pending, notify the taxpayer and inform them to settle their obligation. 3.4. BPLS Personnel checks the documents uploaded. 3.5 If complete, employee adds notations on the permit and	None	Time varies depending on the clients	Junryl E. Rupinta

	approves/signs permit. 3.6. If incomplete, tags pending on the application and notify the client.			
		TOTAL	**35 minutes**	

F.2.5. Amendment of Business Permit – Transfer of Location /Change of Business Address/Transfer of Ownership/Change of Name and Correction of Business Name/Partial Retirement

Office or Division	**MTO – BUSINESS TAX SECTION / BUSINESS PERMIT AND LICENSING SECTION (BPLS)**
Categorization of Transaction	SIMPLE TRANSACTION
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail?	Any natural or juridical entity that is a holder of a valid issued business permit but whose business operations had ceased

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
TRANSFER OF LOCATION /CHANGE OF BUSINESS ADDRESS	
1. Accomplished Application Form	MTO BPLS Section / Applicant
2. Application Affidavit of Change of Business Address (notarized) stating the new location of the business-Single Proprietorship	
3. Current Original Mayor's Permit, Application for Renewal of Business Permit, or Certified True Copy of Business Permit w/ Affidavit of Loss in case of lost permits	Applicant or Records Section, BPLS, or Any Notary Public for affidavit of loss.
4. SPA for the Change of Business Address	Notary Public
5. Valid IDs of the owner and the representative	Applicant
6. Secretary Certificate (notarized) – stating the new location of the business – Corporation /Partnership / Cooperative	Applicant
7. Sketch Map	Applicant
8. Barangay Clearance stating the new location of the business	Barangay
9. Lease Contract and Consent from Property Owner (notarized), if not rented and Tax	Applicant, notarized by any Notary Public

Declaration of the Property.	
10. FSIC for Business Operations	Applicant/BFP
TRANSFER OF OWNERSHIP	
1. 1. Manual application for the transfer of ownership	BPLS Section to be filled out and signed by applicant and notarized by any Notary Public
2. Deed of Transfer (notarized)	Applicant, notarized any Notary Public
3. SPA- Single Proprietorship and Secretary's Certificate / Board Resolution – Corporation / Partnership /Cooperative	Valid IDs of the owner and the representative
4. Valid ID's (owner, corporate secretary and Applicant representatives)	Applicant
5. Barangay Clearance for the New Owner	BPLS Section / Barangay
6. Lease Contract / Consent from Property Owner (notarized), if not rented with Tax Declaration of the property	Applicant, notarized by any Notary Public
7. FSIC of the new owner	Bureau of Fire Protection/Applicant
8. Current Original Mayor's Permit, Application for Renewal of Business Permit, or Certified True Copy of Business Permit w/ Affidavit of Loss in case of lost permits.	Applicant
9. DTI Certificate New Owner – Single Proprietorship	Department of Trade and Industry
10. SEC Registration (1 certified copy), Article of Incorporation and By-laws for Partnership and Corporation (1 photocopy - complete set)Certificate of Cooperation (1 Certified Copy; Article of Cooperation and By-laws (1 photocopy – complete set).	Securities and Exchange Commission
10. Certificate of Cooperation (1 Certified Copy; Article of Cooperation and By-laws (1 photocopy – complete set).	Cooperative Development Authority
CHANGE OF NAME AND CORRECTION OF BUSINESS NAME	
1. Affidavit of Change of Name / Correction of Business Name (notarized)	Any Notary Public
2.SPA – Single Proprietorship and Secretary Certificate / Board Resolution – Corporation	Any Notary Public
3. Valid ID's (owner, corporate secretary, representatives)	Applicant
4. Birth Cert. / Marriage Contract for the Change of Name	Local Civil Registrar / National Statistics Office
5. DTI Trade name for the correction of business name	Department of Trade and Industry
6. SEC / CDA Registration in case of Corporation / Partnership / Cooperative	Security and Exchange Commission / Cooperative Development Authority

7. Current Original Mayor's Permit, Application for Renewal of Business Permit, or Certified True Copy of Business Permit w/ Affidavit of Loss in case of lost permits	Applicant
PARTIAL RETIREMENT	
1. Affidavit of Partial Retirement (notarized) stating the reason, effectivity date of retirement and line of business to retire- Single Proprietorship	Any Notary Public
2. Secretary Certificate / Board Resolution (notarized) stating the reason, effectivity date of retirement, and line of business to retire Corporation / Partnership / Cooperative –	Any Notary Public
3. Valid ID's (owner, corporate secretary, representatives)	Applicant
4. Current Original Mayor's Permit, Application for Renewal of Business Permit, or Certified True Copy of Business Permit w/ Affidavit of Loss in case of lost permits	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT all requirements to the BPLS Section	1.1. Receive requirements Note: Incomplete data/requirements are returned to client/s for compliance before assessment of regulatory fees. 1.2. Interview Client / Check and Verify Client Applications 1.3. Assess the client's pertinent documents 1.4. Push to the concerned Regulatory Offices for recommendation of the client's application to the Regulatory Offices for the Transfer	None	30 minutes	Junryl E. Rupinta
			1 day	Junryl E. Rupinta
			1 day	

	of Location/Change of Business Address 1.5. Recommends for approval/disapproval for the TRANSFER OF OWNERSHIP/ CHANGE OF NAME AND CORRECTION OF BUSINESS NAME/ PARTIAL RETIREMENT) 1.6. Assesses fees, taxes and dues (Business Tax and Real Property Taxes Divisions)	Fees will depend on business capitalization and business line/activity (Ref: Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes))	1 hour	
2. Pay tax, fees and charges	2.1. Receives payment from client 2.2. Tagging of Partial Retirement and Encoding of amendments (Transfer of Ownership and Partial Retirement) 2.3. Encoding and Prints Business Permits 2.4. Segregate the documents for office file and applicant's copy	None None		Junryl E. Rupinta Dulce G. Hortilano
	2.5. Signing of Business Permit		30 minutes	Mun. Treasurer Mun. Mayor
3.Receive Business Permit, Business Identification Plate, Sticker, FSIC and applicant's copy of the requirements.	3.5. Release the Business Permit, documents, business plate, and sticker to the client	None	2 minutes	Junryl E. Rupinta

		TOTAL	**2 days, 2 hours, 3 minutes**	

F.2.6. Collection of Business Taxes, Fees, and Charges for Full Retirement of Business

Office or Division	**MTO – BUSINESS TAX SECTION / BUSINESS PERMIT AND LICENSING SECTION (BPLS)**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail?	Any natural or juridical entity that is a holder of a valid issued business permit but whose business operations had ceased

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished application form for the retirement of business	Applicant
2. Latest Business Permit and Official Receipt issued by the Treasury – 1 original, 1 photocopy	Applicant / MTO Record Section
3. Sworn Statement of Gross receipts/ Affidavit of Full Retirement indicating the reason and the effectivity of retirement if Single Proprietorship – 1 original	Notary Public/Applicant
4. Partnership Resolution duly signed by all the Partners with the reason, effectivity of retirement, and the authorized representative indicated therein if Partnership – 1 original	Notary Public/Applicant
5. Board Resolution or Secretary's Certificate if a corporation, with the reason and effectivity of retirement, the authorized represented indicated therein if other forms of ownership – 1 original	Notary Public/Applicant
6. Valid I.D. of the Taxpayer if Sole proprietorship –1 photocopy	Applicant
7. Valid I.D. of all the Partners – 1 photocopy	Applicant
8. Valid I.D. of the President and authorized representative for Board Resolution or of the	Applicant

Secretary and the authorized representative for Secretary's Certificate if other forms of ownership– 1 photocopy				
9. If represented, Special Power of Attorney for single Proprietorship – 1 original and valid I.D. of the representative –1 photocopy		Notary Public/Applicant		
10. Sales Book		Applicant		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. SUBMIT all requirements At BPLS Section Window	1.1. Receive requirements	None	15 minutes	Junryl E. Rupinta Dulce G. Hortilano
2. Receive Assessment and pay Tax Obligations	1.2. Issue Claim Stub	None	1 minute	
	Conduct an ocular inspection		2 days	Junryl E. Rupinta Dulce G. Hortilano
	1.3. If no business operation upon inspection, assess tax obligations			
	1.4. If still operating, application is denied			
	2.1. Give an Assessment	None	1 hour	Junryl E. Rupinta
	2.2. Give Assessment of Tax Obligations	Tax Obligation based on gross sales		Junryl E. Rupinta Dulce G. Hortilano
	2.3. RECEIVE Payment **Note:** **All checks must be paid to: MUNICIPAL GOVERNMENT OF MOLAVE / LOCAL GOVERNMENT UNIT OF MOLAVE** **If paid in cash, COUNT and CHECK Currency banknotes.** **If paid in Check, SCRUTINIZE complete**			

	and correct date, signature, counter signature, amount in words and figures appearing on the face of the check, indicate number and date of the Official Receipt issued (Sec. 78, Chapter 3, Vol. 1, GAAM)			
	2.4. Issue an Official Receipt			
	2.5. Recommend approval of application for retirement			
	2.6. TAG retirement on the system Print annotation "RETIRE" reason and effectivity on the permit.			
	2.7. Check application and supporting documents			Junryl E. Rupinta Municipal Treasurer
	2.8. Approve the application for retirement			Municipal Treasurer
3. Claim retired Business Permit and other documents	3.1. Release retired Business Permit and other documents	None		Junry E. Rupinta
		TOTAL	**2 days, 1 hour and 16 minutes**	

F.2.7. Collection of Quarterly Business Taxes

Office or Division	**MTO - BUSINESS TAX SECTION/BPLS SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Client
Who may avail?	Any individual natural or juridical person who establishes operates, conducts, or maintains a business within the Municipality of Molave , Zamboanga del Sur

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Latest/Previous Official Receipt or Data Slip (in the absence of Previous O.R)	1.Taxpayer/Authorized representative

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. PRESENT previous Official Receipt BPLS Window	1.1. RECEIVE and VERIFY Official Receipt or data slip 1.2. VERIFY business tax registry 1.3. PROCESS billing	None	3 minutes if with the latest/previous Official Receipt; 5 minutes without the latest/previous Official Receipt	
2. P AY quarterly business tax at BPLS Window	2.1. RECEIVE payment. **Note:** **All checks must be paid to: MUNICIPAL GOVERNMENT OF MOLAVE / LOCAL GOVERNMENT UNIT OF MOLAVE** **If paid in cash, COUNT and CHECK currency banknotes. If paid in check, SCRUTINIZE complete	Based on rates provided in Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes	4 minutes	Junryl E. Rupinta/Dulce G. Hortilano

	and correct date, signature, counter signature, amount in words and figures appearing on the face of the check. Indicate number and date of the official receipt issued (Sec. 78, Chapter 3,, Vol. I, GAAM) Note: Manager's or Cashier's Check 2.2. PREPARE/ PRINT official receipt. 2.3. AFFIX signature on the official receipt/s.			
3. CLAIM Official Receipt	3.1. ISSUE Official Receipt/s	None	1 minute	Junryl E. Rupinta/Dulce G. Hortilano
		Total	**8 minutes**	

F.2.8. Assessment and Collection of Business Taxes, Fees and Charges, Change or Additional Line/Kind of Business

Office or Division	**MTO - BUSINESS TAX SECTION/BPLS SECTION**			
Categorization of Transaction	SIMPLE			
Type of Transaction	G2C – Government to Client			
Who may avail?	Any individual natural or juridical person who establish, operate, conduct, or maintain a business within the Municipality of Molave, Zamboanga del Sur.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Properly evaluated and approved Accomplished Application Form indicating the Change or Additional line/kind of business to be added. 2. Copy of the existing Business Permit		1.MTO-BPLS Window / Taxpayer/Authorized representative 2.Business Taxpayer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. SUBMIT duly accomplished application form for	1.1. RECEIVE and VERIFY application for change or additional line/kind of business form;	None	10 minutes	Junryl E. Rupinta

Change or Additional line/kind of Business at BPLS Window	Note: Incomplete data/requirements are returned to client/s for compliance before assessment of business tax, fees and charges. 1.2. ASSESS and COMPUTE taxes, fees and charges 1.3. AFFIX signature at the Tax Order of Payment (TOP) 1.4. .ISSUE Tax Order of Payment (T.O.P)	Based on rates provided in Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes		
		None	5 minutes	Junryl E. Rupinta
2. Pay taxes, fees and charges	2.1. ISSUE Official Receipt(s)	None	3 minutes	Junryl E. Rupinta Dulce G. Hortilano
3. RECEIVE new copy of Business Permit	4. PRINT / ISSUE new Business Print with the change / additional line of business	None	5 minutes	Junryl E. Rupinta
		Total	**23 minutes**	

F.2.9. Occupational / Working Permit for Walk-In

Office or Division	**MTO – BUSINESS PERMIT AND LICENSING SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any employee or worker who is a Filipino citizen and 18 years of age at the time of application. Foreigner may apply if he has already secured an Alien Employment Permit from the Department of Labor and Employment. In instances where the law allows a person below 18 years of age to work, the applicant shall submit an Affidavit of Consent from his/her parent or guardian.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NBI or Police Clearance	NBI / PNP

2. Valid Identification (1 photocopy)	Applicant
3. Additional Requirements for employees below 18 years old: a. Affidavit of Consent for minors (below 18 years old) b. Parental Consent c. Birth Certificate/Baptismal Certificate d. Valid ID of Parent / guardian giving consent	Notary Public Applicant's Parent/s Philippines Statistics Authority/Church Applicant's Parent(s) / Guardian
4. Additional Requirements for Entertainers, Masseurs, Bar Attendants: a. Birth Certificate (1 original NSO Authenticated b. Affidavit of consent with valid ID of parent or qualified guardian for 18 – 20 years old applicants (1 original) c. Health Certificate / Health ID	Philippine Statistics Authority Notary Public Rural Health Unit/Any Medical Institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-out application form and supporting documents	1.1.Receive application form and supporting document 1.2. Verify Information	None	10 minutes	MTO Staff on Duty
*If below age requirement, Applicant must present himself/herself for an interview	1.3. Assess and indicate amount to be paid on the Order of Payment 1.4. Issue the Order of Payment to the applicant.	Based on rates provided in Mun. Ord. No. 11th-14-2022-Fees and Charges	15 minutes	MTO Staff on Duty
2. Pay Occupational Permit Fee	2.1. Receive Payment **Note:**		10 minutes	

	All checks must be paid to: MUNICIPAL GOVERNMENT OF MOLAVE / LOCAL GOVERNMENT UNIT OF MOLAVE ****If paid in cash, COUNT and CHECK currency banknotes. If paid in check, SCRUTINIZE complete and correct date, signature, counter signature, amount in words and figures appearing on the face of the check. Indicate number and date of the official receipt issued (Sec. 78, Chapter 3, Vol. I, GAAM)**			
	2.2. Issue Official Receipt			MTO Staff on Duty
	2.3. Print Occupational Permit			
3. Claim Occupational Permit	3.1. Sign Occupational Permit	None	5 minutes	Municipal Mayor
	3.2. Release Occupational Permit		1 minute	Mayor's Office Personnel on Duty
		TOTAL	**46 minutes**	

F.3. Collection of Community Tax Certificate (CTC/cedula)

Office or Division	**MTO – CASH DIVISION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Every inhabitant of the Philippines who is a resident of the Municipality; 18 years of age or over; regularly employed on a wage or salary basis for at least 30 consecutive days during any calendar year; or Engaged in business or corporation; or Owns real property with an aggregate assessed value of P1,000.00 or more; or is

	required by law to file an income tax return shall pay an annual community tax.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following: 1. Properly filled-up Data Slip; 2. Previous cedula; 3. Current Pay Slip/ Income Tax Return (Employed); or 4. Sworn Declaration of Gross Sales/ receipt/ income (Business); or 5. Tax Declaration of Real Property Unit(s) located in the Municipality; or 6. Identification Card	 MTO-CEDULA/OTHER FEES Window. Taxpayer/client Taxpayer/client Taxpayer/client Taxpayer/client Taxpayer/client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT / SUBMIT duly filled-up data slip and/or other documentary requirement/s CONFIRM DATA and AFFIX signature and thumb mark in triplicate at Community Tax and Other Fees Window Note: For corporate cedula, client should write his/her name and his/her designation/ position on the association/ corporation on the space provided and affix her/his signature.	1.1 RECEIVE duly filled up data slip and other documentary requirements; 1.2 ENCODE data and ASSESS tax due; 1.3. RETURN documentary requirements. 1.4. PRINT/WRITE cedula. 1.5. ENSURE applicant affixes signature/ thumb mark in triplicate. 1.6. AFFIX signature	None	6 minutes	MTO Staff on Duty
2. PAY tax due	2.1. RECEIVE payment	P5.00 basic tax plus P1.00 for	3 minutes	

	Note: **All checks must be paid to: MUNICIPAL GOVERNMENT OF MOLAVE /LOCAL GOVERNMENT UNIT OF MOLAVE** **if Paid in cash, COUNT and CHECK currency banknotes.** **If paid in check (Manager's or Cashier's Check only), SCRUTINIZE complete and correct date, signature, counter signature, amount in words and figures appearing on the face of the check. Indicate number and date of the official receipt issued (Sec. 78, Chapter 3, Vol. I, GAAM**)	every P1,000.00 of gross sales/receipts / income for which in no case shall not exceed five thousand pesos (P5,000) ; and P2.00 for every P5,000.00 of gross sales/receipts for corporations. This tax shall accrue on the first (1st) day of January of each year which shall be paid not later than the last date of February of each year (Ref: Mun. Ord. No. 11th-15-2022-Taxes)		MTO Staff on Duty
3. CLAIM Corporate/ Community Tax Certificate (Cedula) at Window 1	ISSUE/RELEASE original copy of Corporate/Community Tax Certificate (Cedula) and secure duplicate and triplicate copies of cedula.	None	1 minute	MTO Staff on Duty
		Total	**10 minutes**	

F.4 Acceptance / collection of miscellaneous, other fees, and municipal charges

Office or Division	**MTO – CASH DIVISION**
Categorization of Transaction	SIMPLE

Type of Transaction	G2C – Government to Client
Who may avail?	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Order of payment/slip from concerned office(s)	1.Concerned office(s)
2.Other documentary requirements (e.g. citation ticket, Barangay Clearance, etc.)	2.Concerned office(s)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT order slip at Other Fees Window	1.1. RECEIVE and verify order slip/ TOP presented 1.2. ENCODE data 1.3. PRINT official receipt 1.4. Affix Signature	None	3 minutes	MTO Staff on Duty
2. PAY fees or charges due	2.1. RECEIVE payment **Note:** **All checks must be paid to: MUNICIPAL GOVERNMENT OF MOLAVE /LOCAL GOVERNMENT UNIT OF MOLAVE** **If paid in cash, COUNT and CHECK currency banknotes.** **If paid in check: (Manager's or Cashier's Check only), SCRUTINIZE complete and correct date, signature, counter signature, amount in words and**	Based on rates provided in Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes	2 minutes	Celestina Q. Sismundo

	figures appearing on the face of the check. **Indicate number and date of the official receipt issued (Sec. 78, Chapter 3, Vol. I, GAAM)**			
3. CLAIM Official Receipt	3.1. ISSUE Official Receipt	None	1 minute	MTO Staff on Duty
		TOTAL	**6 minutes**	

F.5. Communication Management and Other Administrative Functions

F.5.1. Issuance of certificate of payment, certified true copy of accountable Forms; and Other Certifications (Current Year)

Office or Division	**GENERAL MANAGEMENT / MTO – ADMINISTRATIVE SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail?	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Order of payment/slip from concerned office(s)	Concerned office(s)
2. Other documentary requirements: A) **For Application for Certified True Copy of Business Permit**:	
a.1. Accomplished Request Form for Certification;	MTO Counter
a.2. In case of representatives-Letter Request, Authorization Letter with Owner, Manager, and/or President's signature or Secretary Certificate, if Corporation;	Applicant
a.3. Original and Photocopy of the Business Permit and/or Barangay Clearance to be certified	Applicant / BPLO
a.4.Notarized Affidavit of Loss in case of loss Business Permit and/or Barangay Clearance	Notary Public/Applicant
a.5. Photocopy of ID of the requesting Owner, Manager and/or President of the establishment;	Applicant

a.6. In case of representatives, ID of the person giving the authorities and ID of the authorized representative; a.6. For Corporation – Proof of Incorporator (e.i. SEC General Information Sheet/GIS)	Applicant Applicant
B) **For Request for Certification of Business Record:** b.1. Accomplished Request Form for Certification; b.2. 1 Photocopy of ID of the requestor and/or its Manager of President; b.3. Letter Request / Authorization Letter of representative; b.4. For Sole Proprietor – Letter Consent from the owner of business	MTO Counter Taxpayer /Client Taxpayer/ Client Taxpayer/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PROCEED to the MTO, state request and present order slip at Other Fees Window	1.1. ACCOMMODATE request of client; 1.2 VERIFY documentary requirements and availability of office records;	None	3 minutes	Administrative Officer In-Charge/ Administrative Assistant on duty
	Note: For Accountable Forms issued to barangays, client is referred to corresponding barangay. 1.3. ISSUE order of payment to client 1.4. RECEIVE and verify order slip/ TOP presented 1.5. ENCODE data	None	3 minutes	MTO Staff on Duty
2. PAY fees or charges	2.1. COLLECT Payment	Based on rates provided in		

due at Other Fees Window	2.2. PRINT official Receipt 2.3. AFFIX signature 2.4. COUNT and CHECK currency banknotes. 2.5 .RECEIVE official receipt and documentary requirements. 2.6. SCAN client's identification card 5.3. RETURN client's identification card. 2.7. PREPARE Certification or Certified True Copy. 2.8. ATTACH scanned identification card at the duplicate copy of the certification. 2.9. AFFIX signature 2.10. FORWARD certification to the Municipal Treasurer. If on-leave, to the designated in-charge of office.	Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes	2 minutes	MTO Staff on Duty
		None	2 hours for certification of current receipts/ documents	Administrative Assistant
	2.11. RECEIVE certification/ certified photocopy of documents 2.12. .PROOF-READ/VERIFY certifications/certified true copy of documents 2.13. AFFIX signature	None	3 minutes	Municipal Treasurer

	2.14. RETURN certifications/certified true copy of documents to the Administrative Assistant			
	2.15. SEAL certifications/ certified true copy of documents. 2.16. RECORD certifications at the receiving logbook.	None	2 minutes	Administrative Assistant / Aide
3. RECEIVE copy of the certification and other submitted documentary requirements and AFFIX signature at the receiving cop	3.1. ENSURE client's signature at the receiving logbook 3.2. ISSUE/RELEASE certification or Certified True copy of documents.	None	3 minutes	Administrative Assistant / Aide
		TOTAL	**2 hours and 17 minutes**	

F.5.2. Issuance of Certificate of Payment, Certified True Copy of Accountable Forms; and Other Certifications (One Year to Ten Years)

Office or Division	**GENERAL MANAGEMENT / MTO – ADMINISTRATIVE SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail?	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Order of payment/slip from concerned office(s)	Concerned office(s)
2. Other documentary requirements: A) **For Application for Certified True Copy of Business Permit**: a.1. Accomplished Request Form for Certification;	MTO Counter Applicant

a.2. In case of representatives-Letter Request, Authorization Letter with Owner, Manager, and/or President's signature or Secretary Certificate, if Corporation; a.3. Original and Photocopy of the Business Permit and/or Barangay Clearance to be certified a.4.Notarized Affidavit of Loss in case of loss Business Permit and/or Barangay Clearance a.5. Photocopy of ID of the requesting Owner, Manager and/or President of the establishment; a.6. In case of representatives, ID of the person giving the authorities and ID of the authorized representative; a.6. For Corporation – Proof of Incorporator (e.i. SEC General Information Sheet/GIS)	Applicant / BPLO Notary Public/Applicant Applicant Applicant Applicant
B) **For Request for Certification of Business Record:** b.1. Accomplished Request Form for Certification; b.2. Photocopy of ID of the requestor and/or its Manager of President; b.3. Letter Request / Authorization Letter of representative; b.4. For Sole Proprietor – Letter Consent from the owner of business	MTO Counter Taxpayer /Client Taxpayer/ Client Taxpayer/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. PROCEED to the MTO, state request and PRESENT order slip at Other Fees Window	1.1 ACCOMMODATE request of client; 1.2 VERIFY documentary requirements and availability of office records; Note: For Accountable Forms issued to barangays, client is referred to corresponding barangay. 1.3 ISSUE order of payment to client 1.4. RECEIVE and verify order slip/ TOP presented 1.5. ENCODE data 1.6. .PRINT official Receipt 1.7. AFFIX signature	None	6 minutes	Administrative Officer In-Charge/ Administrative Assistant on duty
2.PAY fees or charges due at Other Fees Window None None	2.1 COLLECT Payment 2.2. COUNT and CHECK currency banknotes. 2.3. ISSUE Official Receipt 2.4.RECEIVE official receipt and documentary requirements. 2.5. SCAN client's identification card	Based on rates provided in Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes	3 minutes	MTO Staff on Duty

	2.6. RETURN client's identification card. 2.7. WRITE client's contact number and will be notified of the availability thereafter. 2.8. Search documents at the storage rooms. Note: In the event that the requested document is no longer available, client is to be notified in writing. 2.9. PREPARE requested certification/certified true copy of document 2.10. ATTACH scanned identification card at the duplicate copy of the certification. 2.11. AFFIX signature 2.12. FORWARD certification/true copy of document to the Municipal Treasurer 2.13.RECEIVE certification/ certified photocopy of documents. 2.14.PROOF-READ/VERIFY certifications/certified true copy of documents 2.15. AFFIX signature	None	2 days and 4 hours 3 minutes	Administrative Assistant/Administrative Aide Municipal Treasurer

	2.16. RETURN certification/certified true copy of documents to the administrative officer			
	2.17. NOTIFY client of the availability of requested documents. 2.18. SEAL certifications/ certified true copy of documents. 2.19. RECORD certifications at the receiving logbook.	None	2 minutes	Administrative Assistant / Aide
3. RECEIVE copy of the certification and other submitted documentary requirements and AFFIX signature at the receiving copy	3.1. ENSURE client's signature at the receiving logbook 3.2. ISSUE certification or Certified True copy of documents.	None	3 minutes	Administrative Assistant / Aide
		TOTAL	**2 days, 4 hours, and 17 minutes**	

F.5.3. Request for Tax Payers' Data/Office Reports

Office or Division	**GENERAL MANAGEMENT / MTO – ADMINISTRATIVE SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2G – Government to Government
Who may avail?	All Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Concerned Government Agency/ies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PROCEED to the	1.1 RECEIVE			

Municipal Treasurer's Office and submit documents	incoming documents; 1.2 RECORD received documents at the logbook for incoming communications; 1.3 FORWARD documents to the Municipal Treasurer	None	3 minutes	Administrative Assistant/ Administrative Aide
None	1.4 READ documents; 1.5 If document requested is available, PRINT. If document is not available, REFER to Office Division/section concerned.	None	2 minutes	Municipal Treasurer
	1.6 CONDUCT research and verification on available office records; 1.7 PREPARE/PRINT requested document; 1.8 AFFIX signature at the prepared document	None	2 days and 4 hours	Concerned Department Head/s
	1.9 REVIEW documents/ reports 1.10 AFFIX signature	None	5 minutes	Municipal Treasurer
	1.11 PREPARE cover letter 1.12 RECORD and FILE copy of		30 minutes	Administrative Assistant

	document outgoing communications folder.			
		TOTAL	**2 days, 4 hours and 40 minutes**	

F.6. Cash and Check Disbursement

F.6.1. Cash Disbursement

Office or Division	**MTO – DISBURSEMENT SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2G – Government to Government G2C – Government to Citizen
Who may avail?	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Verbal or letter request; 2. Valid identification card of the claimant 3. Authorization letter/SPA of representative 4. Official receipt/acknowledgment of payment	1. Payee/authorized representative 2. Payee/authorized representative 3. Payee/authorized representative 4. Payee/authorized representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PROCEED to MTO –Disbursement Section/ Cashier and state request for payment	1. ACCOMMODATE request for payment of client	None	2 minutes	Roelyn M. Lagar
2.ISSUE Official receipt/ acknowledgement of payment and AFFIX signature at DV/ payroll. claim cash	2.CHECK/VERIFY details of acknowledgement of payment/ Official receipt/signature at the payroll.	None	3 minutes/ Disbursement Voucher	Roelyn M. Lagar
3.RECEIVE and COUNT cash	3.COUNT and PAY cash to the client	None	5 minutes/ Disbursement Voucher	Roelyn M. Lagar
		TOTAL	**10 minutes per DV**	

F.6.2. Check Disbursement

Office or Division	**MTO – DISBURSEMENT SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2G – Government to Government G2C – Government to Citizen
Who may avail?	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Verbal or letter request; 2. Valid identification card of the claimant 3. Authorization letter/SPA of representative 4. Official receipt/acknowledgment of payment	1. Payee/authorized representative 2. Payee/authorized representative 3. Payee/authorized representative 4. Payee/authorized representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PROCEED to MTO –Disbursement Section and ask assistance from the MTO personnel on duty and state request for payment	1. ACCOMMODATE request for payment of client	None	3 minutes	MTO Personnel on Duty/ Roelyn M. Lagar Perla A. Revilla Angeline B. Amoncio
2. Verify check payment	2. ISSUE check payment to the client	None	2 minutes/ Disbursement Voucher	Perla A. Revilla/ MTO Personnel on duty
2. ISSUE Official receipt/ acknowledgment of payment and AFFIX signature and date at DV.	3.1. CHECK/VERIFY details of acknowledgment of payment/ Official receipt	None	5 minutes/ Disbursement Voucher	Perla A. Revilla/ MTO Personnel on duty
	3.2 CHECK/VERIFY entries at the check registry		1 minute/ Disbursement Voucher	
		TOTAL	**11 minutes per DV**	

F.7. Collection of Fees and Charges at the Public Market

F.7.1. Payment of Rental Fees at the Public Market

Office or Division	**MTO – MARKET SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Stallholders/Block holders/vendors of Molave Public Market

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official receipt of latest payment	Client / Market Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official receipt of latest payment	1.1.Checks and verifies the market record file and computes the amount to be paid to include surcharges, interest and demandable due if an	Based on rates provided in Mun. Ord. No. 11th-14-2022-Fees & Charge	5 minutes	Market Revenue Collector assigned per section
2. Pay the computed amount and receive Official Receipt.	2. 1. Receive payment, issue official receipt and records payment.		2 minutes	
		TOTAL	**7 minutes**	

F.7.2. Payment of Market Entrance Fee at the Public Market

Office or Division	**MTO – MARKET SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Transient Market Vendors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Goods for Sale	Transient Vendors

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present goods for sale	1.1. Inspects and assess goods	Based on rates provided in Mun. Ord. No. 11th-14-2022-Fees & Charges	3 minutes	Revenue Collectors Or Ticket Checkers
2. Pay the assessed amount and receives the corresponding ticket.	2. 1. Receives the amount and issue cash ticket.		2 minutes	
		TOTAL	**5 minutes**	

F.7.3. Payment of Parking Fee at the Public Market

Office or Division	**MTO – MARKET SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	PUV / MOTORIZED TRICYCLE/MOTORCYCLE/Delivery truck/van owners engaging business in Molave Public Market

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay corresponding Parking fees and receive cash ticket.	1.1.Assess the capacity of delivery truck/vans 1.2. Collects payment and issue cash ticket equivalent to assessed vehicle.	Based on rates provided in Mun. Ord. No. 11th-14-2022-Fees & Charges	5 minutes	Revenue Collectors Or Ticket Checkers
		TOTAL	**5 minutes**	

F.7.4. Calibration of Weights and Measures

Office or Division	**MTO – MARKET SECTION**
Categorization of Transaction	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	All owners of weighing scale

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Weighing Scale	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring weighing scale to the MTO/Market office	1.1. Calibrates and tests according to different graduated weights.	Based on rates provided in Mun. Ord. No. 11th-14-2022-Fees & Charges	5 minutes	Revenue Collectors/ Market Personnel
2. Pay corresponding amount and receive labeled and stickered weighing scale and receive Official receipt.	2. 1. Receives payment, issue official receipt, seals and stickers the weighing scale.		5 minutes	
		TOTAL	**10 minutes**	

MOLAVE WATER SYSTEM OFFICE

G.1. Application for New Water Connection

Office or Division	**MOLAVE WATER SYSTEM OFFICE**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual who have access to water main pipeline within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Attendance to Orientation Seminar every first Thursday of the Month.	Molave Water System Office
Pre-Application form Community Tax Certificate Brgy. Clearance and Valid ID.	Molave Water System Office, Municipal Treasurer Office (CTC Section) Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend orientation seminar.	Orient the new applicants of water connection and explain the rules and regulations of Molave Water System Office.	Free	1 hour: 30 minutes: 0 second	Molave Water System Personnel
2. Submit needed requirements.	Review the submitted Supporting documents for approval.	Free	10 minutes: 0 second	Rosalio N. Bajo Jr. Admin Aide III
	Conduct a Site Inspection to Check and Verify if they have access to water for planning for their connection.	Free	30 minutes: 0 second	Herlilio S. Insalada Admin Aide III / Plumber Rogelio B. Rebosura Admin Aide III / Plumber
3. Payment of Fees	Receive payment for the approved application.	Application Fee – ₱ 50.00 Mayor's Permit – ₱ 50.00 Tapping Fee – ₱ 50.00 Service Fee – ₱ 350.00 Water Meter – ₱ 1,400.00	1 minute: 30 seconds	Jenny Bee M. Egot Admin Aide III / Teller

		Notarial Fee – ₱ 100.00 **Total** : ₱ 2,000.00 Additional if Applicable: Road Crossing – ₱ 1,500.00		
	After assisting their submitted documents for their application, the Water System Superintendent II will sign as well as Municipal Mayor, then we will now bring their documents to the Law Office for notarial services.	As stated in Payment of Fees	6 days: 0 hour: 0 minute: 0 second	MWS Personnel MO Personnel
4. Prepare house pipeline connection	Schedule for the installation of their water connection.	Free	1 day: 0 hour: 0 minute: 0 second	Engr. Gil C. Basay Water System Superintendent II
5. Prepare the fittings for water meter	Molave Water System Plumber will conduct tapping of water meter to the designated application site on the day of schedule of water connection.	Free	30 minutes: 0 second	Herlilio S. Insalada Admin Aide III / Plumber Rogelio B. Rebosura Admin Aide III / Plumber
		TOTAL	**7 days: 2 hours: 41 minutes: 30 seconds**	

G.2. Complaint and Request

Office or Division		**MOLAVE WATER SYSTEM OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		All constituents		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Complaint or Request preferably with picture if applicable		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-up the Office Complaint and Request Logbook	Entertain consumers complaint/ request and Logbook.	Free	10 minutes: 0 second	Rosalio N. Bajo Jr. Admin Aide III
	Make an action regarding their complain.	Free	1 day: 4 hours: 0 minute: 0 second	Engr. Gil C. Basay Water System Superintendent II Herlilio S. Insalada Admin Aide III / Plumber Rogelio B. Rebosura Admin Aide III / Plumber
		TOTAL	**1 day: 4 hours: 10 minutes: 0 second**	

G.3. Payment of Water Bills

Office or Division		**MOLAVE WATER SYSTEM OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		All consumers		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Water Bills		Molave Water System Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Secure bill statement for payment	Generate the client's account. Received the payment.	As stated in the billing statement	30 seconds	Jenny Bee M. Egot Admin Aide III / Teller
2. Receive the official receipt	Issuance of Official Receipt	As stated in water bills	30 seconds	Jenny Bee M. Egot Admin Aide III / Teller
		TOTAL	**1 minute: 0 second**	

SANGGUNIANG BAYAN OFFICE

H.1. Accreditation of Organizations

Office or Division	**SB SUPPORT SERVICES/SECRETARIAT OFFICE**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any organization who wants to be accredited.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Duly accomplished application form	- Applicant
• Board resolution signifying intention for accreditation	- Applicant
• Certificate of Registration (SEC, DOLE, etc)	- Concerned National Government Agency/ies
• List of current officers and members	- Applicant
• Annual Accomplishment Report	
• Financial Statement	
• Profile indicating the purpose and objectives of the organization	
• Copy of the minutes of the organization	
• Copy of Constitution and By-laws	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT / PRESENT application letter with supporting requirements	1. Receive the application and check the requirements		5 minutes	SB Secretariat Staff
	2. Referral to Committee on Laws, Rules and Regulations			Vice Mayor/PO
2. WAIT for the approval (takes a couple of days)	3. Conduct of committee meeting and inclusion to the Order of Business their committee report		14 days or more (depending on the actual conduct of the SB session)	Committee Chairman
	4. Passage of resolution based on committee recommendation			SB Members/ Vice Mayor

3. CLAIM their Resolution and Certification	5. Issuance of Accreditation paper and SB resolution		5 minutes	SB Secretariat Staff
		Total	**14 days & 10 minutes** (depending on the actual conduct of the SB session)	

H.2. Issuance of True Copy of SB Documents

Office or Division		**SB SUPPORT SERVICES/SECRETARIAT OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Any individual natural or juridical person who requested the same for their reference and basis.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Written request requirements: -Name, Address, Number of copies, Purpose		SB Secretariat Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. FILL IN the written request requirements	-Legislative acts -Copy of codified ordinance		5 minutes	Daisy Jean Apao
2. PAY fees BRING the O.R.	-Pay the corresponding fee/issue official receipt	Reference: Revenue Code of fees and charges	10 minutes (depending on the number of clients lined up at the cashier's area)	Treasurer's Office
3. PRESENT the O.R. & CLAIM the requested documents	-Releasing of requested documents		5 minutes	Daisy Jean Apao
		Total	**30 minutes** (depending on the number of clients lined up	

			at the cashier's area)	

H.3. Review of Barangay Ordinances

Office or Division		**SB SUPPORT SERVICES/SECRETARIAT OFFICE**		
Classification		HIGHLY TECHNICAL		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Officials and employees of the 25 barangay in the Municipality of Molave		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Photocopy of minutes of public hearings, attendance and photos		Applicant		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. SUBMIT the ordinance/s with attached complete requirements	-Request for validation		5 minutes	Daisy Jean Apao
	-Documents included in the Order of Business			Junard Sayson
	-Referral to appropriate committee depending on the subject matter			Vice Mayor
2. WAIT for the approval (takes a couple of days)	-Conduct of committee meeting and inclusion to the Order of Business their committee report		14 days or more (depending on the actual conduct of the SB session)	Committee Chairman
	-Passage of resolution based on committee recommendation			Legislative Body
3. CLAIM the resolution approving the ordinance/s	-Issuance of Resolution of validity		2 minutes	Vice Mayor / Secretary
		Total	**14 days and 7 minutes or more**	

	(depending on the actual conduct of the SB session)	

H.4. Tricycle Franchise Application or Renewal

Office or Division	**SB SUPPORT SERVICES/SECRETARIAT OFFICE**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	New applicants & Existing Franchisee who are registered voter in the Municipality of Molave.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Provision of checklist for MTOP and verbal instruction -Application Form -Barangay clearance -CTC -Voters ID/certification -Police Clearance -Photocopy of LTO Official Receipt -Photocopy of Insurance Policy (must include injuries that may arise to his passengers good for 2 years) -Photocopy of LTO Certificate of Registration -Photocopy of Professional Driver's license	-SB Secretariat Office -Barangay Hall -Barangay Hall -Comelec/Applicant -PNP Station -LTO/Applicant -Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GET application form and FILL IN	-Application of MTOP (new/renewal)		10 minutes	Karen Rea Almadin
2. ATTACHED all the necessary requirements	-Submission of pertinent documents			
3. REVIEW of requirements by the signatories		Reference: Revenue Code of fees and charges		
4. PAY correspondin g fees	-Payment of applicable fees and charges		10 minutes (depending on the number of	

			clients lined up at the cashier's area)	
5. PRESENT O.R. for the assignment of MTOP number 6. GO TO THE Mayor's Office to get the MTOP	-Preparation/ Processing MTOP forms		10 minutes	
	-Endorsement of the MTOP accomplished forms to the Vice Mayor for review and approval		5 minutes	
	-Approval/signing of MTOP		5 minutes	
	-Issuance of MTOP duly signed by the Vice Mayor		3 minutes	
7. SIGNING of the MTOP (Vice Mayor & Mayor)	-Releasing of MTOP, plate number and sticker		2 minutes	
		Total	**45 minutes** (depending on the number of clients lined up at the cashier's area)	

H.5. Issuance of Municipal Tricycle Travel Permit

Office or Division		**SB SUPPORT SERVICES/SECRETARIAT OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		New applicants & Existing Franchisee who are registered voter in the Municipality of Molave.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
MTOP from their respective municipalities.		-Applicant		
	AGENCY ACTIONS	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**

CLIENT STEPS				
1. GET application form and FILL IN 2. ATTACHED all the necessary requirements 3. REVIEW of requirements by the signatories	Application of MTOP (new/renewal) Provision of the checklist for MTOP and verbal instruction	Reference: Revenue Code of fees and charges	10 minutes	Karen Rea Almadin
4. PAY corresponding fees 5. PRESENT O.R. for the assignment of MTTP number	Pay the corresponding fees Preparation/ processing MTOP forms		10 minutes (depending on the number of clients lined up at the cashier's area)	Treasurer's Office
6. GO TO THE Mayor's Office to get the MTTP			10 minutes	
7. SIGNING of the MTTP (Vice Mayor & Mayor)	Endorsement of the MTOP accomplished forms to the Vice Mayor for review and approval Approval/ signing of MTOP		5 minutes 3 minutes	Karen Rea Almadin

	Issuance of MTOP duly signed by the Vice Mayor Releasing of franchise, plate number and sticker		2 minutes	
		Total	**40 minutes** (depending on the number of clients lined up at the cashier's area)	

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

I.1. Issuance of Certification

Issued to all constituents who are in need of certification from MDRRMO for any disaster related activities.

Office or Division		**Municipal Disaster Risk Reduction and Management Office**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		All citizens of Molave		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request from the client 2. Any valid ID		Requesting party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request from the client, name, type of transaction	Receive and review the request and forward to action officer	None	2 mins	Teodulo Jr. L. Solis – Administration and Training Division
2. The client shall wait.	Coordinate to the concerned division/section	None	5 mins	
3. The client shall present his/her valid ID.	Determination of the veracity of the request.	None		For. Rocelo DR. Navarro – LDRRMO
4. Receive the Certificate.	Released the documents, stamp the date and time on documents.	None		Rodgelyn P. Francisco – LDRRM Assistant
		TOTAL	**7 MINUTES**	

I.2. Disaster Preparedness Services

Request for DRRM Training /Drills/Lectures/IEC.

Office or Division		**Municipal Disaster Risk Reduction and Management Office**		
Classification		SIMPLE		
Type of Transaction		Government to Government and Citizen		
Who may avail?		All Government Agencies, LGUS, GOCC's and other government office		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Written Request for Training/Drills/Lectures/IEC		Requesting party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Make a letter request addressed to the MDRRMO Head of Office and have its hard copy received or send the request letter thru rocelonavarro@gmail.com	Receives documents, letters and request for DRRM Training and Seminars	None	2 mins	Teodulo Jr. L. Solis – Administration and Training Division
	Record incoming documents in the Incoming Documents logbook	None	1 min	Teodulo Jr. L. Solis – Administration and Training Division
	Forward to MDRRM Officer for approval	None		Teodulo Jr. L. Solis – Administration and Training Division
	MDRRMO Head acts on the request and notify the requesting agency upon availability of schedule	None	5 days	For. Rocelo DR. Navarro – LDRRMO
		TOTAL	**5 days and 3 minutes**	

I.3. Disaster Prevention/Mitigation Services

Request for CCTV Footage

Office or Division		**Municipal Disaster Risk Reduction and Management Office**		
Classification		SIMPLE		
Type of Transaction		Government to Government and Citizen		
Who may avail?		All Government Agencies, LGUS, GOCC's and other government office		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
If footage from CCTV is needed 1. Note to Secure CCTV Footage		Mayor's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Obtain Note Form from Mayor's office	Receive the note from the client and record request to the logbook.	None	5 mins	Teodulo Jr. L. Solis – Administration and Training Division
2. The client will wait.	Assess Request to Secure CCTV Footage Form, particularly reason of request, and Affix signature on the Request to Secure CCTV.	None	2 mins	Teodulo Jr. L. Solis – Administration and Training Division
3. View the footage.	Acts on the request and notify the requesting agency upon availability of footage for viewing	None	10 mins	For. Rocelo DR. Navarro – LDRRMO
		TOTAL	**17 minutes**	

I.4. Disaster Response Services

Provision of Emergency Response and Other Services for Emergencies and Disaster Management.

Office or Division		**Municipal Disaster Risk Reduction and Management Office**		
Classification		SIMPLE		
Type of Transaction		Government to Citizen		
Who may avail?		All citizens of Molave		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Emergency call through mobile phone, landline or handheld radio to MDRRMO Operations Center 2. Provide necessary information (Name of caller, Address, Nature of Emergency, Location, No. and status of victims involved, etc.)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Call MDRRMO Operations Center Hotline number 09631149697 (TNT), 09754927650 (TM), (062) 945-2316 (PLDT) or	Monitoring of Base Radio, Hotline Numbers 24/7 daily for possible provision of Emergency response and other services for Disaster Management.		1 min	Ruby Joy Cervantes – Operations and Warning Division

radio frequency 148.95 Hz				
2. Provide the necessary information to the receiving MDRRMO duty personnel (Name of caller, address, nature of emergency, location, number of victims involved)	Receives emergency calls through radio, phone or text and collect pertinent information (Name of Caller, Location, Nature of Emergency, Number and status of the victim(s) of the emergency or incident reported from the client.		1 min	Ruby Joy Cervantes – Operations and Warning Division
	Dispatch and relay the information gathered to the responding team.		10-13 mins. average responding time depends upon the location of the reported incident	Ruby Joy Cervantes – Operations and Warning Division
	Provide appropriate assistance to the client. (emergency response, ambulance service, disaster management and other related services)			Ruby Joy Cervantes – Operations and Warning Division
	Gather information and details vital for the incident report preparations and record it to daily response logbook.			Ruby Joy Cervantes – Operations and Warning Division
		TOTAL	**15-30 minutes average responding time depending on the location of incident**	

I.5. Provision of FM Services

*Advertisement

Office or Division	**Municipal Disaster Risk Reduction and Management Office**

Classification		SIMPLE		
Type of Transaction		Government to Agency/Citizen		
Who may avail?		All constituents		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request from the client 2. Any valid ID		Requesting party		
		Municipal Treasurers Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire about the advertisement rates and timeslot available for ads	Answer clients query on advertisement rates	None	1 min	Teodulo Jr. L. Solis – Administration and Training Division
	Prepare and Process Advertising Contract and give to the client for review.	None	1 min	Teodulo Jr. L. Solis – Administration and Training Division
3. Pay the required rate base on the contract.	Give the order of payment to the client to be settled at the Municipal Treasurer's Office	Ordinance No. 2020-10th-31	5 mins	MTO
4. Give the receipt as evidence for the payment order.	Check and record Official Receipt and let the advertiser sign the contract.		1 min	Teodulo Jr. L. Solis – Administration and Training Division
5. Give the pre produce advertisement.	Receive the pre produce advertisement and give it to the production head for approval. Give copy of the advertisement contract and official receipt to the client and retain one copy for office record.		1 min	Teodulo Jr. L. Solis – Administration and Training Division
	Input the advertisement at the commercial log. Give the technician on board a copy of the pre produce ads for airing.		2 mins	Teodulo Jr. L. Solis – Administration and Training Division
		TOTAL	**11 minutes**	

MUNICIPAL MARKET OFFICE

J.1. Application of Lease Market

Office or Division		**MUNICIPAL MARKET OFFICE**		
Classification		HIGHLY TECHNICAL		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
REFER TO THE BIDDING COMMITTEE				
LIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Application to Lease Market Stall	Ref: Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes))	7-20 days	MTO
		TOTAL	**7-20 days**	

J.2. Request for Sealing of Metric Instruments of Weights

Office or Division		**MUNICIPAL MARKET OFFICE**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
LETTER REQUEST		LETTER REQUEST FROM CLIENT		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**
	Request for the Sealing of Metric Instruments of weights	Ref: Mun. Ord. No. 11th-14-2022-Fees & Charges & Mun. Ord. No. 11th-15-2022-Taxes))	1-3 days	MTO
		TOTAL	**1-3 days**	

MUNICIPAL ENGINEERING OFFICE

K.1. Issuance of Building Permit

Office or Division	**MEO**
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C – Government to Citizen
Who may avail?	ALL;
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Four (4) copies of properly filled up & notarized Unified Application Form for Building Permit, Locational Clearance and Fire Safety Evaluation Clearance	MEO/OBO
2. Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of Title (CTC) covering t6he subject lot and in cases where the applicant is not the registered owner of the said lot, a duly notarized copy of Contract of Lease, or Deed of Absolute Sale; or, in lieu of the certified true coy of the OCT/TCT, a Lot location plan generated thru the Parcel Verification Service of the land Registration Authority (LRA), original or certified copy of updated real property tax payments, duly notarized corporate secretary certification of the board resolution authorizing the signatory/ies (if corporation)	MEO/OBO
3. Two (2) sets of survey plans, design plans and other documents prepared, signed and sealed over the printed names of duly licensed and registered professionals, as stipulated under Serction 302 (3) of the IRR of the National Building Code of the Philippines: a. Architectural Documents b. Civil/Structural Documents (if applicable) c. Electrical Documents	MEO/OBO

d. Mechanical Documents (if applicable) e. Sanitary Documents f. Plumbing (if applicable) g. Electronics Documents (if applicable) h. Geodetic Documents (if applicable) i. Fire Protection Plan (if applicable) j. Fire Safety Compliance Report 4. Four (4) photocopies of valid licenses of all involved professionals 5. Estimated value of the building or structure (bill of materials and labor cost) to be erected as declared by the owner or applicant and duly notarized. 6. One (1) set of Technical Specifications signed and sealed by the professional in-charge of plans and specifications. ADDITIONAL REQUIREMENTS FOR OCCUPANCY CERTIFICATE/USE: 7. Unified application form 8. Three (3) copies of the Certificate of Completion (duly notarized, signed by the owner/applicant, and signed & sealed by the duly licensed Architect or Civil Engineer in-charge of construction together with approved plan and specifications) 9. One (1) copy of the construction of logbook 10. One (1) photocopy of the valid licenses of all involved professionals 11. Photograph of the completed structure showing front, sides and rear areas 12. Filled up application form for Tax Declaration 13. Fire Safety Inspection Certificate (FSIC)	BFP

14. Fire Safety Compliance and commissioning Report (FSCCR) for CFEI Application 15. Yellow Card issued by Electrical Service provider				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Application of Building Permit for projects with total floor area of not more than 1,500 square meters of the following; 1.) Single dwelling residential of not more than 3 storeys; 2.) Commercial buildings of not more than (2) storeys; 3.) Renovation within a building with issued building permit; Warehouse not more than two (2) storeys high and storing non-hazardous substance) – Refers to simple structure of building (as defines in JMC No. 2018-01)	SERVE LIST REQUIREMENTS (if can't complete within the given time) Serve Notice of Illegal Const.	none	7-20	Hubert S. Orbecido
		TOTAL	**7-20 days**	

K.2. Issuance of Occupancy Permit

Office or Division	**MEO**
Classification	COMPLEX
Type of Transaction	G2C – Government to Citizen
Who may avail?	ALL;
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
	MEO/OBO

ELECTRICAL PERMIT WITH BUSINESS PERMIT (BP) AND CERTIFICATE OF OCCUPANCY (CO) 1. Original Electrical Permit Form (4 copies), completely filled up Electrical plan 2. Photocopy of Building Permit 3. If not owned, provide original notarized letter of consent from the lot owner 4. Photocopy of PTR and PRC ID of Electrical Professionals with 3 original specimen signature 5. Photo of site while QC OBO indicated those documents as one of the requirements 6. Provide duplicate copy of all requirements ELECTRICAL PERMIT WITHOUT BUSINESS PERMIT (BP) AND CERTIFICATE OF OCCUPANCY (CO) 1. Original Electrical Permit Form, completely filled up 2. Original Electrical Layout 3. Photocopy of PTR and PRC ID of Electrical Professionals with 3 original specimen signature 4. Photo of site while QC OBO indicated those documents as one of the requirements 5. Photo of site while QC OBO indicated those documents as one of the requirements 6. Provide duplicate copy of all requirements	MEO/OBO MEO/OBO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPLICATION FOR ELECTRICAL PERMIT OR CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)	SERVE LIST REQUIREMENTS (if can't complete within the given time) Serve Notice of Illegal Const.	none	7-20	Rommel A. Flores
		TOTAL	**7-20 days**	

K.3. Special Hauling/Collection

Office or Division		**MEO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		ALL;		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter Request		MEO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
REQUEST FOR SPECIAL HAULING OR COLLECTION	OFFICE OF THE MAYOR'S CONSENT	none	1 day	Rico Holoyohoy Carmelito L. Mendoza
			1 day	

K.4. Assistance for Clearing Obstruction

Office or Division		**MEO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		ALL;		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter Request		MEO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
REQUEST FOR ASSISTANCE FOR CLEARING OBSTRUCTION	MPDC'S CONSENT	none	1 day	Rico Holoyohoy Earl Kevin Casison
		TOTAL	**1 day**	

K.5. Issuance of Locational Clearance (Conforming/Permitted Uses)

Office or Division	**MEO**

Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Form 2. Vicinity Map 3. Site Development Plan 4. Proof of Ownership of the land 5. Bill of materials/cost estimate 6. Conversion Clearance from DAR, if agricultural	1. Zoning Officer – Janiel Lou S. Junio 2. Owner/Applicant 3. Owner/Applicant 4. Owner/Applicant 5. Owner/Applicant 6. Department of Agrarian Reform

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT properly filled-up notarized application form WITH other requirements stated above to the Zoning officer	1.1 Receive the application form with other required documents 1.2 Check/Verify the Zoning classification of the subject lot to the approved CLUP and Zoning Ordinance 1.3 Visit the location for further verification of Setback implementation 1.4 Contact the owner/applicant regarding the result of site visitation 1.5 Compute amount of locational clearance fee base on the submitted bill of materials of project	None	2 days & 50 minutes	Janiel Lou S. Junio

2. RECEIVE the payment slip given by the Zoning Officer	2.1 Issue Payment Slip to the owner/applicant for the locational clearance Fee		1 minute	
3. PRESENT/ SUBMIT and PAY Payment Slip for the locational clearance fee to the Treasurer's Office	3.1 Receive Payment slip from the owner/applicant 3.2 Prepare/Print Official Receipt 3.3 Affix Signature at the Official Receipt	Base on submitted Bill of Materials of Project (Ref: Mun. Ord. NO. 11th-14-2022)	3 minutes	Treasurer's Office's Staff
	3.4 Issue Official Receipt to client	None	5 minutes	
4. PRESENT PAID locational Clearance Official Receipt to the Zoning Officer	4.1 Receive Official Receipt from the owner/applicant 4.2 Prepare Locational Clearance	None	1 minute	Janiel Lou S. Junio
5. RECEIVE Locational Clearance from the Zoning Officer	5.1 ISSUE Locational Clearance to the Owner/Applicant			Janiel Lou S. Junio
		TOTAL	**3 DAYS**	

K.6. Issuance of Zoning Certification

Office or Division	**MEO**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	Any individual natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Molave, Zamboanga del Sur

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Photocopy of Land Title or Latest Tax Declaration	Owner/Applicant

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. PRESENT Photocopy of Land Title or latest Tax Declaration to the Zoning officer	1.1 RECEIVE the requirements stated above 1.2 Check/Verify the Zoning classification of the subject lot to the approved CLUP and Zoning Ordinance	none	10 minutes	Janiel Lou S. Junio
2. RECEIVE the payment slip given by the Zoning Officer	2.1 GIVE the payment to the owner/applicant		1 minute	Janiel Lou S. Junio
3. PRESENT/ SUBMIT and PAY Payment Slip for the zoning certification fee to the	3.1 Receive Payment slip from the owner/applicant 3.2 Prepare/Print Official Receipt		3 minutes	Treasurer's Office's Staff

Treasurer's Office	3.3 Affix Signature at the Official Receipt 3.4 Issue Official Receipt to client		5 minutes	
4. PRESENT PAID Zoning certification Official Receipt to the Zoning Officer	4.1 Receive Official Receipt from the owner/applicant 4.2 Prepare Zoning Certification		1 minute	Janiel Lou S. Junio
5. RECEIVE the Zoning Certification from the Zoning Officer	5.1 ISSUE Zoning Certification to the Owner/Applicant			Janiel Lou S. Junio
		TOTAL	**20 minutes**	

MUNICIPAL BUDGET OFFICE

L.1. Processing of Obligation Request (OBR), and Purchase Request

Office or Division		**MBO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen;G2G-Government to Government		
Who may avail?		Government and citizen		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Processing of Purchase Request and Obligation of Disbursement voucher & recording to SAAOB & RAO		Government office / Office of the Origin		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Processing of Purchase request	1. Received and Checked if there is a fund allocated on every purchase request. 2. If there is available fund then record to the control book the amount and put date the day it was record. 3. Then forwarded to the staff and record the amount, the office who purchase and what they purchase. 4. Releasing of PR.	NONE	3 minutes per PR and OBR	Municipal Budget Officer and Office Personnel
2. Obligating Voucher	1. Received and reviews the documents submitted by different requesting offices. 2. If completed, assigned numbers to the DV and affix signature, control and records to logbook, entered to the computer in SAAOB and RAO as to availability of appropriation and allotment.			

	3. Forwarded to the staff and entered to the system and ready for releasing.			
			3 MINUTES	

L.2. Prepare/Submit Monthly Report to Provincial Budget Office

Office or Division		**MBO**		
Classification		HIGHLY TECHNICAL		
Type of Transaction		Government to Government		
Who may avail?		Provincial Office		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
MONTHLY REPORT		Budget Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
N/A	1. Reconcile the SAAOB and record it to RAO 2. Prepare CLA for MACCO, LDRMF fund utilization for Provincial Budget Office.	NONE	1 DAY	Municipal Budget Officer
		TOTAL	**1 DAY**	

L.3. Review of Annual /Supplemental BRGY. Budget

Office or Division		**MBO**		
Classification		SIMPLE		
Type of Transaction		Government to BRGY.		
Who may avail?		Barangay Officials		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Barangay Budget with attached budget requirements		Assigned personnel in each Brgy. either secretary and Treasurer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Prepare/Submit Barangay Annual/ Supplemental Budget to SB for Approval with other documents required.	1. Checked attached documents (per checklist) stamping of date and time received and distribute to assigned Brgy. Personnel 2.Review,evaluate process and sign	NONE	55 minutes	Municipal Budget Officer

	3. If submitted documents and computation are correct then Attached duly accomplished review form and transmit the Budget to the Office of the Sangguniang Bayan 4. Then received the approved Brgy. Budget that will be provided by SBO to the Municipal Budget office and concerned barangay .		2 days 5 minutes	Municipal Office Personnel
		TOTAL	**3 days**	

L.4. Annual Budget

Office or Division		**MBO**		
Classification		HIGHKY TECHNICAL		
Type of Transaction		Municipal to Provincial		
Who may avail?		LGU to Provincial		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ANNUAL BUDGET		Budget Office / LGU OFFICES		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
The following documents shall be Prepared ; LBP form no. 1,2,3,4,5,6,7, Budget Message and AIP that was approved by Sanggunian through Resolution.	1. The annual budget of Municipalities shall be prepared accordance with the procedures and schedules such as LBP no. 1,2,3,4,5,6,7 Budget Message and AIP that was approved by Sanggunian through Resolution 2. Review and assist the documents that was submitted,if it is accurate to the appropriation that was given then furnished 13 copies and distribute to different offices for the signatures. 3. Submit annual budget to the SB office for review and approval, if it is approved then the	NONE	4 MONTHS	Municipal Budget Officer and Office Personnel together with the Head Personnel of different offices.

	SB will submit it to Provincial 4. When the annual budget will be approved by the Provincial then we can release the copy to different offices.			
		TOTAL	**4 MONTHS**	

L.5. Submission on Special Closing to PBO

Office or Division		**MBO**		
Classification		SIMPLE		
Type of Transaction		G2G – Government to GOVERMENT		
Who may avail?		Provincial Office		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Special closing Budget & Signature of LFC		BUDGET OFFICE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
N/A	1. Prepare /Check/Review Statement of fund, statement of appropriation, schedule of distribution of appropriations for the savings, and summary of appropriations obligation and savings. 3.Then collect the signature needed . 2.Submit special Closing budget to PBO	NONE	2 Days	Municipal Budget Officer
		TOTAL	**2 days**	

MUNICIPAL ACCOUNTING OFFICE

M.1. DV's Pre-Audit

Office or Division		**MAccO**		
Classification		COMPLEX		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Internal- offices		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Supporting documents such as Official Receipt/Invoices, Trip Tickets, Approved Purchase Request, Training/Program Design, Contractor's Accomplishment Report and other applicable requirements.		Concern office		
		GSO		
		Bac		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Forward Voucher with complete supporting documents for pre-audit	Pre-Audit of Disbursement Voucher	NONE	10mins to 3 days	E Municipal Accountant
		TOTAL	**10mins to 3 days**	

M.2. Barangay Bookkeeping

Office or Division	**MAccO**
Classification	COMPLEX
Type of Transaction	G2C – Government to Citizen
Who may avail?	Internal- offices
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Report of Collections and Deposits (RCD's) and Cashbook Duplicate copies of the Official Receipts Deposit Slips and Bank Statements Original copies of the Disbursement Voucher (DVs) with its supporting documents (SDs) Duplicate copies of the Checks and Punong Barangay Certification (PBC) Liquidation Reports (LRs) with its supporting documents	MTO
	BLGU
	CONCERN OFFICES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1.Submit RCO, DVS with complete supporting documents and bank statement 2. Submit complete monthly transaction documents. 3. Submit Liquidation report with complete supporting documents	Recording of Barangay transaction documents and financial reporting	NONE	30mins to 3days	Brgy. Bookkeeper And Accouting Staff
		TOTAL	**30mins to 3days**	

M.3. Check Credit Advice

Office or Division		**MAccO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Internal- offices		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Original Voucher Issued Checks		MTO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Present Issued check with voucher for issuance of credit advice	Issuance of Accountant's Advice	NONE	10Mins	Municipal Accountant
		TOTAL	**10Mins**	

M.4. Certification of Net Take Home Pay

Office or Division	**MAccO**

Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Internal- offices		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Official Receipt from MTO		Concerned Employees		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Secure OR From MTO 2. Present OR to Municipal Acountant	Issuance of Net Take Home Pay	150.00	20Mins	Municipal Account Staff Municipal Accountant
		TOTAL	**20Mins**	

M.5. Tax Certificates

Office or Division		**MAccO**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Internal- offices		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Paid Vouchers/Payroll		MTO/ DISBURSMENT OFFICERS		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all paid Vouchers/ Payroll to accounting office	Issuance of Tax Certificates (2307/2316)	NONE	30Mins	Municipal Accountant
			30Mins	

M.6. Financial Statement

Office or Division		**MAccO**		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Internal- offices		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Paid Vouchers/Payrolls		MTO/CONCERNED PERSONNEL		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Submit all Paid Voucher/Payrolls to accounting office	Preparation of Financial Statements	NONE	2 months	Municipal Accountant
		TOTAL	**2 months**	

GENERAL SERVICE OFFICE

N.1. Request for Motor Vehicle and Equipments, Office Supplies, Materials & Equipments, IT Equipments, Furniture & Fixtures, Meals & Snacks and Repair and Maintenance of All Municipal Building & Other Structure, Roads and Motor Service Vehicle & Equipments

Office or Division	**GENERAL SERVICES OFFICE**
Classification	Highly Technical
Type of Transaction	G2C – Government to Government
Who may avail?	All government Agencies
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Purchase Request	End- User
PPMP	End- User
Activity/ Training Design	End- User

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Purchase Request & PPMP with Fund Availability from Budget Office and Received from BAC Office then submit to GSO	1.1 Received the PR & PPMP; 1.2 Post to Philgeps if the Total ABC Amount is 50,000.00 above	None	7 days	Jennalyn Fe C. Alegado GSO Personnel
	1.2 Prepare Quotation Form 1.3 Canvassed quotation price	None	3 days	Rommel T. Alcala Jennalyn Fe C. Alegado GSO Personnel

	1.4 Submit PR with 3 quoted Quotation Form from the Supplier to BAC Office for Opening	None	5 minutes	Jennalyn Fe C. Alegado GSO Personnel
	1.5 Acquired asignatories of Accountable Personnel (BAC Committee)	None	5 days	Jennalyn Fe C. Alegado GSO Personnel
	1.6 Make Complete Voucher and submit to Budget Office for Obligation	None	1 day	Jennalyn Fe C. Alegado GSO Personnel
	1.7 Fill in all reference number and asignatories for accountable personnel	None	5 hour and 25 minutes	Jennalyn Fe C. Alegado GSO Personnel
	1.8 Give copy of Purchase Order to Winning Supplier for the Delivery of the request	None	2 days	Jennalyn Fe C. Alegado GSO Personnel
	1.9 Wait for the Supplier to deliver the items	None	7 days	Supplier
	2.0 Receive and check following delivered items and attached sticker for the equipment (if necessary)	None	3 hours	Rommel T. Alcala Jennalyn Fe C. Alegado GSO Personnel End- User

	2.1 Acquire asignatories of Inspection & Acceptance, PAR, ICS and RI to Accountable Personnel	None	2 days	Jennalyn Fe C. Alegado GSO Personnel
	2.1 Check and forward Complete Voucher to Accounting Office	None	1 hour	Jennalyn Fe C. Alegado GSO Personnel
	2.2 Pickup check from Treasurer's Office and provide VAT form for payment	None	1 day	Rommel T. Alcala Jennalyn Fe C. Alegado
		TOTAL	**28 days, 9 hours and 30 minutes**	

N.2. Physical Inventory Reports

Office or Division		**GENERAL SERVICES OFFICE**		
Classification		Complex		
Type of Transaction		G2C – Government to Government		
Who may avail?		All government Agencies and COA		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Physical Inventory Form		GSO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1.1 Prepare Physical Inventory Form of all PPEs of Local Government Unit of Molave	None	2 weeks	Jennalyn Fe C. Alegado
	1.2 PIF receive to GSIS Office	None	1 day	Rommel T. Alcala

	1.3 Submit Transmittal of PIF with received from GSIS	None	5 minutes	Jennalyn Fe C. Alegado
		TOTAL	**2 weeks, 1 day, and 30 minutes**	

N.2.1. Bi- Annual Physical Inventory

Office or Division		**GENERAL SERVICES OFFICE**		
Classification		Complex		
Type of Transaction		G2C – Government to Government		
Who may avail?		All government Agencies and COA		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Stock Card		**GSO**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1.1 Physical Counts/ Inventory of all Stock Card every June and December	None	10 days	Rommel T. Alcala Jennalyn Fe C. Alegado
	1.2 Submit Physical Inventory Reports of Stock Card to COA	None	5 minute	Jennalyn Fe C. Alegado
		TOTAL	**10 days and 5 minute**	

N.2.2. Annual Physical Inventory

Office or Division		**GENERAL SERVICES OFFICE**		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Government		
Who may avail?		All government Agencies and COA		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Physical Inventory Form		**GSO**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

	1.1 Prepare Inventory Count Form	None	5 days	Rommel T. Alcala Jennalyn Fe C. Alegado
	1.2 Physical Counts/ Inventory of all Property, Plant and Equipments of Local Government Unit of Molave	None	1 month	Inventory Committee Rommel T. Alcala Jennalyn Fe C. Alegado
	1.3 Settle all PPEs with accountable personnel and make a reports	None	2 weeks	Inventory Committee Jennalyn Fe C. Alegado
	1.4 Submit the report to Commission on Audit Office	None	2 minutes	Inventory Committee Jennalyn Fe C. Alegado
		TOTAL	**4 weeks, 2 days and 2 minute**	

OFFICE OF THE MUNICIPAL MAYOR

Produce in Availing Mayor's Clearance, Permit, Certification, Recommendation and Certified True Copy of Documents.

O.1. Mayor's Clearance

Office or Division		**MAYOR'S CLEARANCE**		
Classification		**SIMPLE**		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Client		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Barangay Clearance • Police Clearance • Official Receipt		Barangay of the resident-client Municipal Police Station Municipal Treasure's Office- Cashier Window #4		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF REQUIRMENTS				
1.1 Present requirements	1.1. Receive & check completeness of Documents	NONE	5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
2.0. PROCESSING OF PAYMENTS				
2.1Pay the correspondin g payment	2.1 issued official receipt			Municipal Treasure's Office- Cashier Window #4
	2.2 Prepare the documents and forward to Municipal Mayor or his duly authorized representative for signature.		5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
3.0 RELEASE OF DOCUMENTS				
	3.1 Sign the documents		1 minute	Hon. Cyril Reo A. Glepa/ Mr. Ian Daryl A. Glepa Mayor's Office

3.1Received the documents	3.2 Attach official receipt and release the documents and ask the client to receive after checking the information stated in the Certificates.		1 minute	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
TOTAL			**12minutes**	

O.2. Mayor's Certification

Office or Division		**MAYOR'S CERTIFICATION**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Client		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Barangay Clearance/ Certification Police Clearance Certificate of Death (For SSS only) Official Receipt		Barangay of the resident-client Municipal Police Station Local Civil Registrar Municipal Treasure's Office- Cashier Window #4		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF REQUIRMENTS				
1.1Present requirements	1.1 Received & check completeness of Documents	NONE	5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
2.0 PROCESSING OF PAYMENTS				
2.1 Pay the corresponding payment	2.1 Issued official receipt			Municipal Treasure's Office- Cashier Window #4
	2.2 Prepare the documents and forward to Municipal Mayor or his duly authorized representative for signature.		5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
3.0 RELEASE OF DOCUMENTS				
	3.1 Sign the documents		1 minute	Hon. Cyril Reo A. Glepa/ Mr. Ian Daryl A. Glepa Mayor's Office

3.1 Receive the documents	3.2 Attach official receipt and Release Mayor's Certificates and ask the client to receive after checking the information stated in the Certificates.		1 minute	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
		TOTAL	**12 MINUTES**	

O.3. Mayor's Permit to Work

Office or Division		**MAYOR'S PERMIT TO WORK**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Client		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Barangay Clearance Police Clearance Official Receipt		Barangay of the resident-client Municipal Police Station Municipal Treasure's Office -Cashier Window #4		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF REQUIRMENTS				
1.1 Present requirements	1.1 Receive & check completeness of Documents	NONE	5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
2.0 PROCESSING OF PAYMENTS				
2.1 pay the correspondin g payment	1.1 issued official receipt			Municipal Treasure's Office -Cashier Window #4
	1.2 Prepare documents and forward to Municipal Mayor or his duly authorized representative for signature.		5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
3.0 RELEASE OF DOCUMENTS				
	3.1 Sign the documents		1 minute	Hon. Cyril Reo A. Glepa/ Mr. Ian Daryl A. Glepa Mayor's Office

3.1 Receive the documents	3.2. Attach official receipt and Release documents and ask the client to receive after checking the information stated in the Permit to Work.		1 minute	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
		TOTAL	**12 MINUTES**	

O.4. Mayor's Permit for Circus and Other Parades

Office or Division		**MAYOR'S PERMIT FOR CIRCUS AND OTHER PARADES**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Client		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter indicating purpose of the activity and schedule DILG & PNP for approval Official Receipt		From the Applicant DILG Office & MPS Municipal Treasurer Office – Cashier Window #4		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF REQUIRMENTS				
1.1Present the request letter and required documents	1.1 Receive the required documents & check completeness of Documents	NONE	5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
2.0 PROCESSING OF PAYMENTS				
2.1Pay the correspondin g payment	2.1 Issued Official Receipt			Municipal Treasurer Office – Cashier Window #4
	2.2 Prepare the documents forward to Municipal Mayor or his duly authorized representative for signature.		5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
3.0 RELEASE OF DOCUMENTS				
	3.1 Sign the documents		1minutes	Hon. Cyril Reo A. Glepa/ Mr. Ian Daryl A. Glepa

				Mayor's Office
3. received the documents	3.2 Attach official receipt and release the documents and ask the client to receive after checking the information stated in the Permit to Work.		1 minute	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
		TOTAL	**12 MINUTES**	

O.5. Mayor's Permit for Excavation

Office or Division		**MAYOR'S PERMIT FOR EXCAVATION**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Client		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Plans and Programs Order of Payment Official Receipt		From the client Municipal Engineering Office Municipal Treasurer's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF REQUIREMENTS				
1.1 Submit the required documents for assessment and verification 1.2 Wait for the advice and the schedule site inspection	1.1 Received the required documents and check for completeness. 1.2. Endorse to Engineering Office for the Order of payment 1.3. Advise client to wait for the schedule for site inspection	NONE	10mins	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado MEO INCHARGE
2.0 SITE INSPECTION				
	2.1 Conduct Site Inspection		1 day	MEO INCHARGE
2.1 Secure order of payment	2.2 Compute and issue order of Payment from the assessed inspection		5 minutes	MEO INCHARGE
3.0 PAYMENT PROCESS				

3.1 pay the correspondin g payment	3.1 Issued official receipt		1 minute	MTO- Cashier Window #4
4.0 RELEASE OF PERMIT				
	4.1 Prepare the documents forward to Municipal Mayor or his duly authorized representative for signature.		5mins	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado
	4.2 sign the document		1 minute	Hon. Cyril Reo A. Glepa/ Mr. Ian Daryl A. Glepa
1. Receive the document	4.3 Release the document		1 minute	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado
		TOTAL	**1 day & 23 Minutes**	

O.6. Mayor's Permit for Agricultural Machinery and Other Heavy Equipment

Office or Division		**MAYOR'S PERMIT FOR AGRICULTURAL MACHINERY AND OTHER HEAVY EQUIPMENT**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Client		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter request Official Receipt		From the client Municipal Treasurer's office- cashier window #4		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF REQUIREMENTS				
1.1 Submit request letter	1.1Received the required document and check for completeness. 1.2 Endorse to Engineering Office for the availability and schedule of the machinery & equipment.	NONE	5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office Municipal Engineering Incharge
2.0 PAYMENT PROCESS				

2.1 pay the correspondin g payment	2.1 issued official receipt		5 minutes	Municipal Treasure's Office cashier - Window #4
	2.2 Prepare the documents forward to Municipal Mayor or his duly authorized representative for signature.		5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
3.0 RELEASE OF PERMIT				
	3.1. sign the document		1 minute	Hon. Cyril Reo A. Glepa/ Mr. Ian Daryl A. Glepa Mayor's Office
3.1Received the document	3.2 Release the document		1 minute	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
		TOTAL	**17 MINUTES**	

O.7. Mayor's Permit for Molave Coliseum Rental

Office or Division		**MAYOR'S PERMIT FOR MOLAVE COLISEUM RENTAL**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Client		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter that identifies the Activity Official Receipt		From the client Municipal Treasurer's Office- cashier window #4		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF REQUIREMENTS				
1.1 Submit the letter that identifies the activity	1.1 received the letter & scheduled the activity.	none	5minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
2.0 PAYMENT PROCESS				

2.1 Pay the correspondin g payment	2.1. issued official receipt			MTO- Cashier Window #4
	2.2 Prepare the documents forward to Municipal Mayor or his duly authorized representative for signature.		5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
3.0 RELEASE OF PERMIT				
	3.1 sign the document		1 minute	Hon. Cyril Reo A. Glepa/ Mr. Ian Daryl A. Glepa Mayor's Office
3.1 received the document	3.2 Release the document		1 minute	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
		TOTAL	**12 MINUTES**	

O.8. Mayor's Recommendation

Office or Division	**MAYOR'S RECOMMENDATION**			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Client			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Barangay Clearance/Certification CV/Resume of Application Police Clearance Official Receipt	Barangay of the resident-client Municipal Police Station Municipal Treasure's Office -Cashier Window #			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSI NG TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF REQUIREMENTS				
1.1Present the need requirements	1.1 Receive & check completeness of Documents	NONE	5 minutes	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
2.0 PAYMENT PROCESS				
2.1 pay the correspondin g payment	2.1 issued official receipt		5 minutes	Municipal Treasure's Office -Cashier Window #4
	2.2 Prepare the documents forward to		1 minute	Hon. Cyril Reo A. Glepa/

	Municipal Mayor or his duly authorized representative for signature.			Mr. Ian Daryl A. Glepa
3.0 RELEASE OF PERMIT				
	3.1 sign the document		1 minute	Hon. Cyril Reo A. Glepa/ Mr. Ian Daryl A. Glepa
3.1 received the document	3.2 Release the documents			Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado Mayor's Office
		TOTAL	**12 MINUTES**	

O.9. Certification of Copied Documents

Office or Division		**CERTIFICATION OF COPIED DOCUMENTS**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?		Client		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Copies of documents to be certified Official Receipt		From the client Municipal Treasurer's Office- cashier window #4		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 PAYMENT PROCESS				
1.1 pay the corresponding payment	1.1 issued official receipt	NONE	5 minutes	Municipal Treasurer's Office-cashier window #4
2.0 RELEASE OF PERMIT				
	2.1 Signing of stamping of Certified True Copy		1 minute	Hon. Cyril Reo A. Glepa, MD Mr. Ian Daryl A. Glepa
2.1 received the document	3. Release of documents		1 minute	Ms. Cerlyn Mae Pateño/ Ms. Jessie Glenn Alegado
		TOTAL	**7 MINUTES**	

MUNICIPAL RURAL HEALTH UNIT

P.1. Schistosomiasis Treatment

Office or Division		**RHU**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Ask for SCHISTOSOMIASIS TREATMENT consultation	1. Gather data from patient		5MIN	Rhu personnel
	2. Take vital signs		3MIN	RHU PERSONNEL
	3. Refer to physician for examination and evaluation		2MIN	RHU PERSONNEL
	4. Carry out orders of the physician		5MIN	DR. FELIPE F. SON
	5. Actual Treatment by the physician		5HRS	ALDRIN L. ACAIN MARIAH CHRISTINA JANE S. JUNGCO JERAMAE C. LUCENIO
		TOTAL	**5HRS AND 15MINS**	

P.2. Gene Xpert

Office or Division	**RHU**
Classification	SIMPLE

Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Ask for consultation	1. Give referral slip to the MedTech	NONE	2MINS	ALDRIN L. ACAIN MARIAH CHRISTINA JANE S. JUNGCO
	3. Specimen collection and examination	NONE	2HRS	ALDRIN L. ACAIN MARIAH CHRISTINA JANE S. JUNGCO
	4. Release of result	NONE	2MINS	ALDRIN L. ACAIN MARIAH CHRISTINA JANE S. JUNGCO
	5. Go to the physician for treatment	NONE	5MINS	ALDRIN L. ACAIN MARIAH CHRISTINA JANE S. JUNGCO
		TOTAL	**2HRS 9MINS**	

P.3. Antigen

Office or Division		**RHU**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
SUBMIT HER/HIMSELF FOR EXAMNINATION	Gather data from patient		5mins	ALDRIN L. ACAIN MARIAH CHRISTINA JANE S. JUNGCO
	payment	1000.00	5mins	MTO
	Swabbing of patient		2mins	ALDRIN L. ACAIN MARIAH CHRISTINA JANE S. JUNGCO
	Releasing of result		10-15mins	ALDRIN L. ACAIN MARIAH CHRISTINA JANE S. JUNGCO

TOTAL	**27MINS**	

P.4. Leprosy

Office or Division	**RHU**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
NONE	NONE

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Ask for consultation	1. Gather data from patient		5mins	Aldrin L. Acain Mariah Christina Jane S. Jungco
	2. Take vital signs		2MINS	RHU personnel
	3. Refer to physician for examination and evaluation		5MINS	RHU personnel
	4. REFER TO MEDICAL LABORATORY FOR SKIN SLIT SMEAR		10MINS	Aldrin L. Acain Mariah Christina Jane S. Jungco
	5. RELEASING OF RESULT		2HRS	Aldrin L. Acain Mariah Christina Jane S. Jungco
	6. TREATMENT (IF POSITIVE)		2HRS	Aldrin L. Acain Mariah Christina Jane S. Jungco
		TOTAL	**4HRS AND 22MINS**	

P.5 MATERNAL NEWBORN CHILD HEALTH AND NUTRITION

The Service

I. Maternal – we provide prenatal care to pregnant mothers and post-natal care to new mothers. We provide facility-based delivery for pregnant mothers.

II. Child – we give immediate immunization and newborn screening test o newborn and immunization services to children 0-11 months old infants daily at the main health center; and every 2nd week of the month as scheduled at the barangay level. House to house immunization is also done when there is a DOH memorandum.

III. Nutrition – we provide de-worming and Vitamins A supplementation for 12months and 17months old children 2nd week of April and 2nd week of October, our clients:

- All pregnant women and new mothers in the municipality
- Pregnant woman in labor
- All newborns and children 0 to 71 months of age

Office or Division	**RHU**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
HBMR	CLIENT
Birthplan	Brgy. Health center
MDR	Philhealth
Laboratory Request	RHU

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
ASK FOR DELIVERY ASSISTANCE	1. Gather data		10MINS	RHU personnel/On duty
	2.Admit and classify patient		5MINS	RHU personnel/On duty
	4. Monitoring labor watch (case to case basis) a. Multi Gravida		DEPENDS ON PATIENT STATUS	RHU personnel/On duty
	5. Handle delivery (case to case basis) a. Direct to DR b. Multi Gravida		30MINS	RHU personnel/On duty
	6. Cord Dressing - drying		15MINS	RHU personnel/On duty

	- cephalocaudal examination - eye prophylaxis - Vit. K, BCG, & Hepa B vaccination			
	7. Newborn Screening		5MINS	Aldrin L. Acain Medtech
	8. Payment (if non med/philhealth, pay, if has med/philhealth,none)	1850.00	5MINS	RHU personnel/On duty
	9. Discharge patient		2MINS	RHU personnel/On duty
		TOTAL	**1HR 17MINS**	

P.6. Family Planning

Office or Division		**RHU**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Asking for family planning	Gather data	NONE	5MINS	Train Family Planning Provider Midwife
	Give/fill in family planning form	NONE	5MINS	
	Provide services planning commodities of their choice like: Condom dmpa contraceptive pills	NONE	10MINS	On Duty (Except Iud And Psi Insertion And Removal) IUD Sisinia S. Castillano PSI/IUD Bita L. Boholst PSI Dr. Leslee Joy. Legurpa

	Instruct and follow up schedule of family planning	NONE	5MINS	
		TOTAL	**25MINS**	

P.7. Tooth Extraction

Office or Division		**RHU**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
VACCINATION CARD/BOOSTER		CLIENTS		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Log book	Gather data	NONE	5MINS	RHU PERSONNEL
	Oral check up/ oral examination	NONE	5MINS	Alan Alfredo U. Rodrigo, DDM
	Blood pressure	NONE	5MINS	RHU personnel/On duty
	Pay dental fee	170.00	5MINS	MTO
	Preparation of tools for tooth traction	NONE	5MINS	Alan Alfredo U. Rodrigo, DDM
	Prescription of medicine by the dentist	NONE	5MINS	Alan Alfredo U. Rodrigo, DDM
		TOTAL	**30MINS**	

P.8. Availing of Outpatient Consultation

Office or Division	**RHU**
Classification	SIMPLE
Type of Transaction	G2C – Government to Citizen
Who may avail?	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

COVID VACCINATION/BOOSTER PATIENTS RECORD immunization card for 0 – 2 years old babies HBMR card for pregnant mothers		CLIENT BRGY. HEALTH CENTER		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
MEDICAL CHECK UP	1. Admit client for OPD and gather data by asking patient the reason(s) for consultation and write the same on dispensary book.	NONE	3MINS	RHU personnel/On duty
	2. Take patient's vital signs, and records, in the individual treatment record form (itr).	NONE	3MINS	RHU personnel/On duty
	3. Refer patient to physician for examination and medical advice	NONE	5MINS	RHU personnel/On duty Dr. Felipe F. Son
	4. Physician on duty refers patient to stockist for issuance of medicine	NONE	3MINS	Dr. Felipe F. Son
	5. Dispense Medicine	NONE	3MINS	Jerljune D. Casino Rhu personnel
		TOTAL	**17MINS**	

P.9. Issuance of Medical Certificate / Medico Legal

Office or Division	**RHU**			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Citizen			
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
POLICE BLOTTER FOR MEDICO LEGAL		MOLAVE POLICE STATION		
DSWD CERTIFICATION		MSWDO		
CERTIFICATE OF INDIGENCY		MSWDO		
OFFICAL RECEIPT		MTO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

	Checking of Requirements	NONE	2MINS	RHU personnel/On duty
	Take patient's vital signs, and records, in the individual treatment record form (itr).	NONE	3MINS	RHU personnel/On duty
	Refer patient to physician for examination and medicol legal advice	NONE	10MINS	RHU personnel/On duty
	Releasing of Documents	NONE	2MINS	RHU personnel/On duty
		TOTAL	**17MINS**	

P.10. Community Isolation Unit Admission

Office or Division		**RHU**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Philhealth MDR		philhealth		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Receive patient ambulatory and gather data, vital signs taken and recorded	NONE	5MINS	RHU personnel/On duty
	Admitted Patient For Covid Isolation Protocol	NONE	3MINS	RHU personnel/On duty
	Inform The Patient Regarding Covid Isolation Guidelines	NONE	5MINS	RHU personnel/On duty
	Refer Patient To Physician For Examination	NONE	10MINS	Dr. Felipe f. Son
	Make Doctor's order by attending physician	NONE	10MINS	Dr. Felipe f. Son
	Carry out doctor's order	NONE	5MINS	Public health nurse/ndp
		TOTAL	**38MINS**	

P.11. Referral of COVID-19 Patient

Office or Division	**RHU**

Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Referral note		RHU		
Covid RTPCR result/Antigen result		RHU		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Refer client for further management	Inform the patient regarding his/her status	NONE	5mins	Covid nurse assigned/RHU
	taken vital signs and recorded	NONE	3mins	Covid nurse assigned/RHU
	Refer patient to the Attending physician about the status of the patient	NONE	5mins	Covid nurse assigned/RHU
	Call the referring hospital for proper referral/endorsement of the patient	NONE	5mins	Covid nurse assigned/RHU
	Transport the patient	NONE	5mins	Covid nurse assigned/RHU
		TOTAL	**23MINS**	

P.12. Contact Tracing

Office or Division		**RHU**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
RTPCR RESULT		RHU		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Gather information to the client regarding rtpcr/antigen positive result	NONE	5MINS	RHU personnel/On duty
	Ttrack the patient's address	NONE	5MINS	RHU personnel/On duty
	Inform the attending physician about the rtpcr/antigen positive result	NONE	5MINS	Leonilyn a. Aleman

	Inform brgy .captain about the patient	NONE	5MINS	RHU personnel/On duty
	Inform the contact tracing team for data gathering for contract tracing	NONE	10MINS	RHU personnel/On duty
	Make proper endorsement for food packs	NONE	5MINS	RHU personnel/On duty
	Contain the direct contact of the prtpcr/antigen positive patient	NONE	5MINS	RHU personnel/On duty
		TOTAL	**40MINS**	

P.13. Covid Vaccination

Office or Division		**RHU**		
Classification		SIMPLE		
Type of Transaction		G2C – Government to Citizen		
Who may avail?				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Get a form	NONE	2MINS	RHU personnel/On duty
	Taken vital signs and recorded	NONE	2MINS	RHU Personnel
	Screen the patient	NONE	5MINS	Dr. Felipe f. Son Dr. Leslee joy Legurpa, PHN, NDP
	Counsel the patient	NONE	10MINS	RHU Personnel
	Covid vaccination	NONE	3MINS	RHU Personnel
	Monitoring of the patient	NONE	10MINS	RHU Personnel
		TOTAL	**32MINS**	

FEEDBACK AND COMPLAINT MECHANISM

The Feedback and Complaints Mechanisms section of the Citizen's Charter Handbook shall provide the citizen or client with pertinent information in submitting or filing their feedback and complaints upon transacting with the government agency. It shall indicate how the government agency will process and act on the feedback and complaints that they receive. It shall also show the process how the citizens or clients can follow up on their recommendations, issues, and/or concerns.

How to send a feedback?	Write the client feedback form and drop it at the designated Complaints box in front of the Municipal Treasurer's Office
How feedback is processed?	Every Friday of the week, the HRMO Officer opens the Complaints box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the concerned office for their answer within 3 days of the receipt of the feedback. The answer of the office is then relayed back to the HRMO and a copy is provided to the client concerned.
How to file complaints?	Answer the client Complaint Form and drop it at the designated drop box in front of the Municipal Treasurer's Office. **Complaints can also be filed via 8888, Bilis Action Partner (BAP), Presidential Complaint Center (PCC) Make sure to provide the following information:** **- Name of person being complained**

	- The Service or Action complained of
How complaints are processed?	The HRMO Officer opens the complaints drop box on Every Friday of the week, Upon evaluation, the HRMO Officer shall start the investigation and forward the complaint to the Concerned office for their explanation. The HRMO Officer will create a report after the investigation and shall submit it to the Mayor's Office for appropriate action. The HRMO Officer will give the feedback to the client.

CONTACT INFORMATION

Molave Municipal Hall Central Number (c/o Mayor's Office)	-	(062) 9252368
Bilis Aksyon Partner (c/o HRMO)	-	(062) 9252368
Presidential Complaints Center	-	8888
Contact Center ng Bayan	-	Text: 0908-801-6565 Call:1-6565 ww.contactcenterngbayan.gov.ph
Anti-Red Tape Authority (ARTA)	-	complaints@arta.gov.ph

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
OFFICE OF THE MUNICIPAL MAYOR	Municipal Hall,Brgy. Makuguihon, Molave Zamboanga del Sur Central Number (Mayor's Office) **062 (925 2368)**	**(062) 9252368**
MUNICIPAL CIVIL REGISTRAR'S OFFICE		09187030495
MUNICIPAL AGRICULTURE OFFICE		09518323057
MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE		09469479933 / 09069408010
OFFICE OF SENIOR CITIZENS AFFAIRS (OSCA)		09305144032
MUNICIPAL TREASURER'S OFFICE		09383677902
MUNICIPAL WATER SYSTEM OFFICE		09173812644 / 09074580663
SANGGUNIANG BAYAN OFFICE		09708715998
MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE		09754927650 / 09631149697
MUNICIPAL MARKET OFFICE		09102996866
MUNICIPAL ENGINEERING OFFICE		09108725705
MUNICIPAL BUDGET OFFICE		09099299955
MUNICIPAL ACCOUNTING OFFICE		09518323057
GENERAL SERVICE OFFICE		09126814936
MUNICIPAL ASSESSOR OFFICE		09056431163
MUNICIPAL RURAL HEALTH UNIT		09988635662