



**MUNICIPAL GOVERNMENT OF  
IMPASUGONG, BUKIDNON**

**AMENDED**  
**CITIZEN'S CHARTER**  
**ORDINANCE NO. 2022-081**



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Republic of the Philippines  
Province of Bukidnon  
MUNICIPALITY OF IMPASUGONG

SANGGUNIANG BAYAN

EXCERPTS FROM THE MINUTES OF THE 3<sup>RD</sup> SPECIAL SESSION OF THE 15<sup>TH</sup> SANGGUNIANG BAYAN OF THE MUNICIPALITY OF IMPASUGONG HELD AT THE SANGGUNIANG BAYAN SESSION HALL, IMPASUGONG, BUKIDNON ON AUGUST 31, 2022.

**PRESENT:**

Vice Mayor Johnny A. Chavez	Municipal Vice Mayor/Presiding Officer
Councilor Jonathan C. Olana	Municipal Councilor
Councilor Diomedes D. Tulusan	Municipal Councilor
Councilor Maxuel D. Antivo	Municipal Councilor
Councilor Eutropio S. Jamilo	Municipal Councilor
Councilor Lucrecio Y. Oliver	Municipal Councilor
Councilor Noel R. Rojas	Liga ng mga Barangay President
Councilor Shiela Mae C. Urgel	Municipal SK Federation Representative
Councilor Lito L. Sinhayon	Mun. IP Mandatory Representative

**ON OFFICIAL BUSINESS:**

Councilor Jetaime O. Gumban	Municipal Councilor
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**ON LEAVE:**

Councilor Jesse Jose O. Uy	Municipal Councilor
Councilor Xenia Jane O. Echeminada	Municipal Councilor

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**ORDINANCE NO. 2022-081**  
**(3<sup>rd</sup> Special Session)**

**AN ORDINANCE AMENDING THE CITIZEN'S CHARTER FOR THE MUNICIPALITY OF IMPASUGONG, BUKIDNON**

**BE IT ORDAINED** by the Sangguniang Bayan in session assemble that:

**SECTION 1.** The Citizen's Charter for the Municipality of Impasugong approved in Ordinance No. 09-105 enacted on September 1, 2009 is hereby amended in order to comply with latest national laws and issuance such as Republic Act 11032 (The Ease of Doing Business Law).

**SECTION 2. Miscellaneous Provision**

**a) Mandate:**

“Public office is a public trust. Public officers and employees must at all times be accountable to the people, serve them with utmost responsibility, integrity, loyalty, efficiency, act with patriotism and justice and lead modest lives.”

- **Section 1**, Article XI of the 1987 Constitution

Thus ....

To show our gratitude to the Public, we, the officials and employees of the Local Government Unit of Impasugong commit to serve with utmost excellence, responsibility, accountability and transparency.

**b) Vision:**

IMPASUGONG an ecologically balanced place, “Tribal Capital of Bukidnon and Home of The Country’s Finest Cowboys” with sustainable agri-industrial and eco-tourism economy, God-loving, healthy and self-reliant community with accountable transparent and responsive governance.

**c) Mission:**

The Municipal Government shall promote sustainable agri-industrial & eco-tourism economy, in harmony with nature; deliver the basic services through good governance for the general welfare of its people.

**d) Service Pledge:**

We, the officials and employees of the Local Government Unit of Impasugong, pledge to:

Humbly and courteously serve you from Mondays to Fridays,  
8:00a.m. to 5:00p.m.

By coming to the office on time;

By attending to your needs as you enter the office premise even if it requires working beyond office hours under some circumstances;

Offer you a competent, caring, prompt and appropriate service applicable to all walks of life;

By responding to complaints promptly without discrimination;

By taking good care of government properties and facilities;

Make available government services to the public with responsibility, transparency and accountability; And to provide updated information on government policies, structures and procedures;

Effectively and efficiently utilize and manage the natural and human resources of the municipality for the general welfare of the public and community.

**SECTION 3.** Be it ordained by the Sangguniang Bayan of Impasugong, Bukidnon that all concerned municipal officials, whether elective or appointive, and employees shall be held responsible and accountable for the implementation of this Ordinance in accordance with Anti-Red Tape Act of 2007 and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service.

**SECTION 4.** Failure of all concerned municipal officials to act accordingly shall be penalized pursuant to Section 1, Rule VII of the Implementing Rules and Regulations of R.A. 9485.

**SECTION 5. Repealing Clause** - All ordinances, orders, rules and regulations or part thereof, which are inconsistent with any provision or portion of this Ordinance are hereby deemed repealed or modified accordingly.

**SECTION 6. Effectivity Clause.** This Ordinance shall take effect upon approval.

**ENACTED** by the Sangguniang Bayan this 31<sup>st</sup> day of August 2022.

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**CERTIFIED ENACTED by the Sangguniang Bayan:**

  
**JOHNNY A. CHAVEZ**  
**Municipal Vice Mayor**  
**Presiding Officer**

**ATTESTED:**

  
**TERESA G. COMINGUIS**  
**Secretary to the Sangguniang Bayan**

**APPROVED:**

  
**ANTHONY A. UY**  
**Municipal Mayor**

**Date Approved:** 09-02 - 2022



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**MUNICIPAL GOVERNMENT OF  
IMPASUGONG, BUKIDNON**



# Issuance of Permits

## 1. Issuance of Mayor's Permits / Clearances

The Mayor's Permit is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information. Job Recommendations are issued for job seekers.

<b>Office or Division:</b>	Municipal Mayor's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Letter of Intent (1 Original) <i>for Special Permits</i>	(Client's concern)
	Barangay Clearance (1 Original)	Respective Barangay Office
	Police Clearance (1 Original)	Municipal Police Station
	Official Receipt (1 Original)	Municipal Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Admin. Aide at the Mayor's Office and file specific Mayor's permit needed	1. Accept request and inform client of the due charge	PHP 115.50 to PHP 3,960.00 (Revenue Generation)	5 Minutes	<i>Admin. Aide I</i> Municipal Mayor's Office
2. Pay due charge at the Treasurer's Office	2. Accepts and process payment	None	7 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Present receipt back to the Mayor's Office	3. Check receipt and type the specific permit requested	None	20 Minutes	<i>Admin. Aide I</i> Municipal Mayor's Office
None	3.1 Present permit for signature	None	25 Minutes	<i>Municipal Mayor</i>
None	3.2 Release of the approved permit	None	3 minutes	<i>Admin. Aide I</i> Municipal Mayor's Office
<b>TOTAL:</b>		PHP 115.50 to PHP 3,960.00 (in reference to Municipal Revenue Code of 2018)	1 Hour	

## 2. Issuance of Building Permit

A Building Permit is a document issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation,



conversion, repair, demolition or other work activity of a specific project/building/structure after the accompanying principal plans and specifications and other pertinent documents that are found satisfactory and substantially confirming with the Implementing Rules and Regulations of the National Building Code.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Proof of Ownership (1 Photocopy)	Municipal Assessor's Office, Register of Deeds, or DENR
Building Plan signed & sealed by licensed Engineer (1 Original)	Licensed Engineer
Bill of Materials and Cost Estimates (1 Original)	Client / Licensed Engineer
Building Specification (1 Original)	Client / Licensed Engineer
Locational Clearance (1 Original)	Municipal Planning and Development Office
Fire Safety Evaluation Clearance (1 Original)	Bureau of Fire Protection - Impasugong
Certificate of Barangay Chairman as to Road Allowance _____ from the center line of the road (National road, Municipal road, Barangay road, Provincial road, & Subdivision) (1 Original)	Office of the Barangay Chairman
Complete Building, Architectural, Civil/Structural, Sanitary/Plumbing, Electrical, Mechanical and Electronics Permit application forms signed and sealed by duly licensed Professional and signed by the owner. (1 Original)	Municipal Engineering Office
Electrical Design Analysis (all Commercial & Res. Building with more than 4 line circuit) (1 Original)	Electrical Engineer
Building Permit Fee (Assessment, 1 Original)	Municipal Engineering Office



Long Folders & Plastic Fasteners (4 Pieces / Each)	Applicant will provide			
Official Receipt (1 Original)	Municipal Treasurer's Office			
<b>Additional Requirements for more than 1 Storey Building:</b>				
Structural Design Analysis and Calculation with Seismic Analysis (1 Original)	Structural Engineer			
Boring or Plate Load Test for 4-Storey Building and Higher (1 Original)	Material Engineer			
<b>Additional Requirements for more Poultry and Piggery Buildings:</b>				
DENR (ECC, River & Creeks Easement Clearance) (1 Original)	DENR			
Certificate from DAR & DA	DAR & DA			
<b>Other Supporting Documents:</b>				
PTR & PRC ID of Engineer who signed and sealed the plan (1 Photocopy)	Applicant request from the Licensed Engineer			
National Highway Waiver	Municipal Engineering Office and Notary Public			
Provincial Waiver	Municipal Engineering Office and Notary Public			
Affidavit of adjoining owner of the construction of Fence	Attorney Law Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with Documentary requirements to Municipal Engineer's Office	1. Evaluate Documentary Requirements 1.1 Endorse One (1) Set plan to Fire Marshall Office for fire Clearance 1.2 Make assessment for payment	PHP 2.00 to PHP 23.00/ Square Meter (Revenue Generation)	15 Minutes	Admin. Aide I Municipal Engineering Office
2. Pay to Municipal Treasurer's office	2. Accepts/ process payment	None	7 Minutes	Revenue Collection Clerk I Municipal Treasurer's Office
3. Go back to Municipal Engineering Office	3. Process request for	None	5 Minutes	Admin. Aide I Municipal



and present receipt of payment	approval of the Building Official			Engineering Office
None	3.1 Present permit for approval or signature	None	1 Day	<i>Municipal Engineer</i>
None	3.2 Release the approved bldg permit	None	3 Minutes	<i>Admin. Aide / Municipal Engineering Office</i>
<b>TOTAL:</b>		PHP 2.00 to PHP 23.00/ Square Meter (in reference to Municipal Revenue Code of 2018)	1 day & 30 minutes	

### 3. Issuance of Business Permit (*New Applicants*)

A document issued to any person who shall establish, operate or conduct any business, trade or activity within the city. Such document will be approved only after submission of requirements, payment of necessary taxes and fees imposed thereon.

<b>Office or Division:</b>	Municipal Mayor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Application Form	BPLO / Information Desk
Community Tax Certificate (CEDULA) (1 Original)	Municipal Treasurer's Office
Barangay Business Clearance (1 Original)	Respective Barangay Office



<b>Proof of Business Registration</b> - DTI (if Single Proprietor) - SEC (if Partnership/ Corporation) - CDA (if Cooperative) (1 Photocopy)	Department of Trade and Industry Office Securities and Exchange Commission Office Cooperative Development Authority Office
<b>Occupancy Permit (if Owned) or Contract of Lease (if Business Space is rented)</b> (1 Photocopy)	Municipal Engineering Office or (Client's concern)
<b>Declared Capital (1 Original)</b>	(Client's concern)
<b>License to Operate (if applicable)</b> - FDA License (for Pharmacies) - BAI License (for Agrivet Supplies)	Food and Drugs Administration Office Bureau of Animal Industry Office
<b>Backroom Requirements:</b> - Health Card (1 Original) - Sanitary Permit (1 Original) - Fire Safety Inspection Certificate (1 Original) - Environment Certificate (1 Original)	Municipal Health Office Municipal Health Office Bureau of Fire Protection – Impasugong  Municipal Environment and Natural Resources Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form, File Application for New Business Permit at Municipal Mayor's Office  2. One-Time Assessment One-time payment of taxes, fees & charges	1. Give form, list of requirements & answer questions	None	5 Minutes	Frontline - BPLO
	1.1 Review & validate submissions, acknowledge receipt & endorse to next step	None	20 Minutes	Frontline – BPLO Backroom – JIT
	2. One-time assessment based on submitted documents	None	15 Minutes	Frontline – Assessor Backroom – JIT



3. Claim Mayor's Permit	2.1 Collect and issue Official Receipt	PHP 1,100.00 to PHP 3,960.00 +++ (Revenue Generation)	7 Minutes	Frontline – M/CTO Cashier
	3. Print, sign and release Mayor's/ Business Permit	None	30 Minutes	Frontline – BPLO Backroom – Mayor or Deputized Signatory
<b>TOTAL:</b>		PHP 1,100.00 to PHP 3,960.00 +++  (in reference to Municipal Revenue Code of 2018)	1 Hour & 17 Minutes	

#### 4. Issuance of Business Permit (*Renewal*)

A document issued to any person who shall establish, operate or conduct any business, trade or activity within the city. Such document will be approved only after submission of requirements, payment of necessary taxes and fees imposed thereon.

<b>Office or Division:</b>	Municipal Mayor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Application Form	BPLO / Information Desk
Community Tax Certificate (CEDULA) (1 Original)	Municipal Treasurer's Office



Barangay Business Clearance (1 Original)		Respective Barangay Office		
Basis for Tax Computation (1 Original) <i>Any of the following:</i> - Financial Statement - BIR Form 2307 - Sworn Statement of Gross Sales - Billing Statement		(Client's concern)		
Backroom Requirements: - Health Card (1 Original) - Sanitary Permit (1 Original) - Occupancy Permit (1 Photocopy) or Contract of Lease (1 Photocopy) - Fire Safety Inspection Certificate (1 Original) - Environment Certificate (1 Original)		Municipal Health Office Municipal Health Office Municipal Engineering Office (Client's Concern) Bureau of Fire Protection – Impasugong  Municipal Environment and Natural Resources Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form, File Application for Renewal at Municipal Mayor's Office	1. Give form, list of requirements & answer queries	None	3 Minutes	Frontline - BPLO
	1.1 Review submissions, & endorse to next step	None	5 Minutes	Frontline - BPLO
	2. One-time assessment based on submitted documents	None	5 Minutes	Frontline – Assessor Backroom – JIT
2. Submit documents for one-time assessment One-Time Payment	2.1 Collect and issue Official Receipt	PHP 1,100.00 to PHP 3,960.00 +++ (Revenue Generation)	7 Minutes	Frontline – M/CTO Cashier



3. Claim Mayor's Permit	3. Print, sign and release Mayor's/ Business Permit	None	10 Minutes	Frontline – BPLO Backroom – Mayor or Deputized Signatory
<b>TOTAL:</b>		PHP 1,100.00 to PHP 3,960.00 +++  (in reference to Municipal Revenue Code of 2018)	30 Minutes	

## 5. Issuance of Sanitary Permit

Food and Non-food business establishments are required to secure sanitary permit to make sure they observe the standard of the Sanitary Code of the Philippines.

<b>Office or Division:</b>	Municipal Health Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



Attendance to Food Handlers Training		Municipal Health Office / RSI		
Sputum Exam Result (1 Original)		Municipal Health Office - Laboratory		
Stool Exam Result (1 Original)		Municipal Health Office - Laboratory		
X-Ray Result (if applicable, 1 Original)		Hospitals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Municipal Health Office and file request	1. Investigate applicant's background and assign schedule of inspection	PHP 165.00 to PHP 1,100.00  (Revenue Generation)	10 Minutes	<i>Sanitation Inspector I</i> Municipal Health Office
None	1.1 Conduct area Inspection or re-inspection	None	3 Days	<i>Sanitation Inspector I</i> Municipal Health Office
None	1.2 If client does not comply with Sanitation Code PD 856-522 will be given suggestion & recommendation	None	20 Minutes	<i>Sanitation Inspector I</i> Municipal Health Office
None	1.3 If PD 856-522 is complied, permit will be released to the client	None	2 Minutes	<i>Sanitation Inspector I</i> Municipal Health Office
<b>TOTAL:</b>		PHP 165.00 to PHP 1,100.00  (in reference to Municipal Revenue	3 Days & 35 Minutes	



	Code of 2018)		
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## 6. Issuance of Animal Health Permit and Plant Transport Permit

Local Permit for the shipment of animals, animal products and plants, fruits, vegetables, & other crops.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Ownership (1 Original)		Respective Barangay Office		
Certification Fee / OR (1 Original)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the personnel in charge and inform specific request at Municipal Agriculture's Office	1. Interview the client and assess fees	PHP 25.00 to PHP 50.00  (Revenue Generation)	5 Minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
2. Go to Municipal Treasurer's Office for payment	2. Accepts and process payment	None	17 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Go back to Municipal Agriculture Office and present OR	3. Process request	None	10 Minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
None	3.1 Approval of permit	None	5 Minutes	<i>Municipal Agriculturist</i>
4. Receive of the approved permit	4. Release of the approved permit	None	3 Minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
<b>TOTAL:</b>			40 Minutes	



	PHP 25.00 to PHP 50.00  (in reference to Municipal Revenue Code of 2018)		
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# MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON

## Issuance of Certifications/Certificates and Clearances

### 7. Issuance of Zoning Certification

This is used to construct Residential, Commercial, Institutional Building and other structures regardless of size and cost.

<b>Office or Division:</b>	Municipal Planning and Development Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Barangay Certification (1 Original)	Respective Barangay Office
	Other Certification in Support to Business Operation (Original Copies)	(Client's concern)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Municipal Planning & Development Office and ask requirements	1. Accepts ZC applications 1.1 Evaluate the documents submitted 1.2 Assess fees/charges	PHP 500.00/ha (Revenue Generation)	10 Minutes	<i>Admin. Aide I</i> Municipal Planning and Development Office
2. Make payment at the Municipal Treasurer's Office	2. Accepts & process payments	None	7 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Go back to receiving section of MPDO to fill up form	3. Prepare Certification	None	10 Minutes	<i>Admin. Aide I</i> MPD Office
None	3.1 Sign ZC	None	3 Minutes	<i>Municipal Planning and Development Coordinator</i>
None	3.2 Record and release of ZC	None	5 Minutes	<i>Admin. Aide I</i> MPD Office
<b>TOTAL:</b>		PHP 500.00/ha (in reference to Municipal Revenue Code of 2018)	35 Minutes	

## 8. Issuance of Zoning/Locational Clearance

Applicants for Building Permit are required to secure a Certificate of Zoning/Locational Clearance from the Municipal Planning & Development Office to ensure compatibility or conformity of the project with the existing Land Use Plan of the Municipality.

<b>Office or Division:</b>	Municipal Planning and Development Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Application Form (1 Original)	Municipal Planning and Development Office



Proof of Ownership over the Land (1 Original)		Municipal Assessor's Office		
Vicinity Map (1 Original)		MPDO / MASSO		
Site Development Plan (1 Original)		MPDO / MASSO		
Floor Plan (1 Original)		MPDO / MASSO		
Certificate of Zoning (Original)		Municipal Planning and Development Office		
Bill of Materials/ Estimated Cost of the Project		(Client's concern)		
Filling Fee / OR (1 Original)		Municipal Treasurer's Office		
Tax Clearance (1 Original)		Municipal Treasurer's Office		
Other Requirements for Special Project (Original Copies)		(Client's concern)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Municipal Planning & Development Office and ask requirements	1. Accepts ZC/LC applications 1.1 Evaluate the documents submitted 1.2 Assess fees/charges	PHP 200.00 to PHP 5,000.00  PHP 5.00/ha to PHP 1000.00/ha  (Revenue Generation)	10 Minutes	<i>Admin. Aide I</i> Municipal Planning and Development Office
2. Make payment at the Municipal Treasurer's Office	2. Accepts & process payments	None	7 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Back to receiving section of MPDO to fill up form	3. Conducts actual inspection of the location	None	5 days	<i>Draftsman</i> MPD Office
None	3.1 Prepare Certification	None	10 Minutes	<i>Admin. Aide I</i> MPD Office
None	3.2 Sign ZC/LC	None	3 Minutes	<i>Municipal Planning and Development Coordinator</i>



None	3.3 Record and release of ZC/LC	None	5 Minutes	<i>Admin. Aide / MPD Office</i>
<b>TOTAL:</b>		PHP 200.00 to PHP 5,000.00  PHP 5.00/ha to PHP 1000.00/ha  (in reference to Municipal Revenue Code of 2018)	5 Days & 35 Minutes	

## 9. Issuance of Certificate of Occupancy

Shall be issued and approved first by the respective Office of the Building Official before using the structure. The purpose of obtaining the said permit is to confirm that the house or building is in a suitable living condition considering its compliance to the provisions of the code and to the submitted plans and specifications.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Inspection (1 Original)		(Client's concern)		
Built Plan (1 Original)		Private Licensed Engineer		
Certificate of Completion (1 Original)		Municipal Engineering Office		
Approved Building Permit (1 Original)		Municipal Engineering Office		
Certificate of Final Inspection (1 Original)		Municipal Engineering Office		
Completion of Construction (1 Original)		Municipal Engineering Office		
Final Electrical Inspection / Completion (1 Original)		Municipal Engineering Office		
Fire Safety Inspection Certificate (1 Original)		Bureau of Fire Protection - Impasugong		
Assessment of Fees (1 Original)		Municipal Engineering Office		
Official Receipt (1 Original)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for final Inspection (Special Projects)	1. Provide forms and conduct inspection of the area	PHP 2.00/sq.m  PHP 5.00/sq.m  (Revenue Generation)	1 Day	<i>Building Official/ Assistant Municipal Engineering Office</i>
2. Submit accomplished documentary requirements	2. Evaluate/ Process documents	None	10 Minutes	<i>Admin. Aide I Municipal Engineering Office</i>
	2.1 Prepare documents for endorsement	None	15 Minutes	<i>Building Official Municipal Engineering Office</i>
3. Submit endorsed documentary requirements	3. Evaluates/ assess doc requirements	None	5 Minutes	<i>Admin. Aide I Municipal Engineering Office</i>
4. Pay to the Municipal Treasurer's Office	4. Accept/ process payment	Refer to Municipal Revised Revenue Code of 2008	7 Minutes	<i>Revenue Collection Clerk I Municipal Treasurer's Office</i>



5. Go back to the Municipal Engineering Office and present receipt	5. Check receipt of payment	None	5 Minutes	<i>Admin. Aide I</i> Municipal Engineering Office
None	5.1 Issuance of the approved permit	None	5 Minutes	<i>Building Official</i> Municipal Engineering Office
<b>TOTAL:</b>		PHP 2.00/sq.m  PHP 5.00/sq.m  (in reference to Municipal Revenue Code of 2018)	1 Day & 45 Minutes	

## 10. Issuance of Certification for Projects

This is being issued to certify the legalities of the project being implemented within the municipality.

<b>Office or Division:</b>	Municipal Planning and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Resolution (1 Original)		Respective Barangay Office		
Resolution of Organization Requesting Certification (1 Original)		(Organization's concern)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Resolution of project to be implemented to the Municipal Planning & Development Office	1. Receive the Resolution, verify the project if incorporated in the BDMP	None	10 Minutes	<i>Admin. Aide I</i> Municipal Planning and Development Office
None	1.1 Type certification for signature	None	8 Minutes	<i>Admin. Aide I</i> MPD Office
None	1.2 Approval	None	5 Minutes	<i>Municipal Planning and Development Coordinator</i>
None	1.3 Release of certification	None	2 Minutes	<i>Admin. Aide I</i> MPD Office
<b>TOTAL:</b>		None	25 Minutes	

## 11. Issuance of NFA Certification

Required to persons or group of people that are engaging or intending to engage in the rice and/or corn business whether commercial or NFA rice/corn.

<b>Office or Division:</b>	Municipal Agriculture Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification Fee / OR (1 Original)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the personnel in charge and inform specific request at Municipal Agriculture's Office	1. Interview the client and request client to pay at the Treasurer's Office	PHP 25.00  (Revenue Generation)	12 Minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
2. Go to Municipal Treasurer's Office for payment	2. Accepts & process payment	None	7 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Go back to MAO Office and present receipt	3. Process of request for signature	None	12 Minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
None	3.1 Approval of the certification	None	2 Minutes	<i>Municipal Agriculturist</i>
None	3.2 Release of approved certification	None	2 Minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
<b>TOTAL:</b>		PHP 25.00  (in reference to Municipal Revenue Code of 2018)	35 Minutes	

## 12. Issuance of Crop Damage Certification

For the claims arising out of crop damage due to post-harvest losses and localized risks, assessment of damage will be made on individual farm.

<b>Office or Division:</b>	Municipal Agriculture Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification Fee / OR (1 Original)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the personnel in charge and inform specific request at Municipal Agriculture's Office	1. Interview the client and request client to pay at the Treasurer's Office	PHP 50.00 (Revenue Generation)	15 Minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
2. Go to Municipal Treasurer's Office for payment	2. Accepts & process payment	None	7 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Go back to MAO Office and present receipt	3. Conduct inspection of the area	None	5 Hours	<i>Agricultural Technologist</i> Municipal Agriculture Office
None	3.1 Prepares certification	None	15 Minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
None	3.2 Approval of the certification	None	10 Minutes	<i>Municipal Agriculturist</i>
None	3.3 Release of approved certification	None	3 Minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
<b>TOTAL:</b>		PHP 50.00 (in reference to Municipal Revenue Code of 2018)	5 Hours & 50 Minutes	

### 13. Issuance of Health Certificate

Job applicants or current employees who are required for periodical health/medical certificate.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Stool Specimen Examination		(Client's concern)		
Certification Fee / OR (1 Original)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Municipal Health Office and file request	1. Interview client for the request	PHP 50.00 (Revenue Generation)	5 Minutes	<i>BHW or Midwife</i> Municipal Health Office
2. Submit specimen for laboratory	2. Conduct examination: Fecalysis Urinalysis Sputum Exam	None	20 Minutes	<i>Medical Technologist II</i> Municipal Health Office
3. Make payment at Municipal Treasurer's Office	3. Accepts & process payment	None	3 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
4. Present OR to encoder	4. Record Result and OR Number of Health Certificate ad laboratory fee	None	5 Minutes	<i>Admin. Aide I</i> Municipal Health Office
None	4.1 Encodes the certificate	None	5 Minutes	<i>Encoder</i> Municipal Health Office
None	4.2 For signature	None	5 Minutes	<i>Municipal Health Officer</i>
None	4.3 Release the certificate to client	None	2 Minutes	<i>Admin. Aide I</i> Municipal Health Office
<b>TOTAL:</b>		PHP 50.00 (in reference to Municipal Revenue Code of 2018)	45 Minutes	



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#### 14. Issuance of Medical Certificate/ Medico Legal Certificate

A written statement from a physician which attests to the result of a medical examination of a patient.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual Treatment Record (1 Original)		Municipal Health Office		
Police Blotter (1 Original)		Municipal Police Station		
Certification Fee / OR (1 Original)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Record Section of Municipal Health Office and make request	1. Find the ITR (Individual Treatment Record of client)	PHP 100.00 (Revenue Generation)	5 Minutes	<i>BHW or Midwife</i> Municipal Health Office
None	1.1 Nurse/ Midwife checks the vital signs	None	5 Minutes	<i>Rural Health Nurse / Midwife</i> Municipal Health Office
None	1.2 Physical exam/ Medical consultation	None	10 Minutes	<i>Municipal Health Officer</i>
None	1.3 Laboratory examination If needed	None	30 Minutes	<i>Medical Technologist II</i> Municipal Health Office
2. Make payment at Municipal Treasurer's Office	2. Accepts & process payment	None	5 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
None	2.1 Issuance of Medical Certificate	None	5 Minutes	<i>Admin. Aide I</i> Municipal Health Office





# MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON

## Health Services

### 15. Medical Check-up/ Consultation

A thorough physical examination; includes a variety of tests depending on the age and sex and health of the person.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral from Barangay (1 Original)		RHM from Respective Barangay		
Individual Treatment Record		RHM from Respective Barangay		
Doctor's Consultation Record for Diagnostic (Laboratory if needed, original copies)		Municipal Health Office		
For Laboratory – Specimen for Examination		(Client's concern)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 To Reception/ Information Area/ Record Section at Municipal Health Office	1. Retrieve record for old patient using the family tracking number 1.1 Make new patient's record	PHP 25.00  (Revenue Generation)	3 Minute	<i>BHW or Midwife</i> Municipal Health Office
1.1 If it warrants physician's intervention then go to No. 2  1.2 If manageable at the level of midwife then go to step 4a	1.2 Filling of patient's Information 1.3 History taking of chief complaint 1.4 Taking of vital signs 1.6 Making of Impression/ treatment plan	None	5 Minutes	<i>Midwife</i> Municipal Health Office
2. To consultation waiting area		None	5 Minutes	
3. To Consultation room	3. Review of patient's ITR 3.1 Physical examination 3.2 Diagnosis 3.3 Making of treatment plan	None	10 Minutes	<i>Municipal Health Officer</i>



4a. To Pharmacy	<p>4a. Review any medications prescribed to patient</p> <p>4a.1 Giving of instructions to patient on dosage and timing of medications as ordered</p> <p>4a.2 Make patient sign the medicine dispense logbook</p>	None	2 Minutes	<i>Admin. Aide I</i> Municipal Health Office
4b. To Laboratory	<p>4b. Refer to laboratory services</p> <p>4b.1 Refer patient for payment of laboratory services to Municipal Treasurer's Office</p> <p>4b.2 Instruct patient to go back to consultation room (No. 2)</p>	None	2 Minutes	<i>Medical Technologist II</i> Municipal Health Office
5. To Reception Area	5. File results and findings of patients	None	1 Minute	<i>BHW or Midwife</i> Municipal Health Office
<b>TOTAL:</b>		PHP 25.00 +++  (in reference to Municipal Revenue Code of 2018)	28 Minutes +++	



## 16. Immunization

The process whereby an infant or person is made immune or resistant to an infectious disease, typically by the administration of a vaccine.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Baby Immunization Card (1 Original)		Municipal Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. To Reception/ Information Area/ Record Section at Municipal Health Office	1. All the folders of previously immunized children are retrieved  1.1 Collects all ECCD cards from mothers  1.2 Issue new immunization record card to newborn children	PHP 10.00/ syringe  (Syringe Fee)	1 Minute	<i>BHW or Midwife</i> Municipal Health Office
None	1.3 Taking of vital signs  1.4 Weighing  1.5 Physical assessment  1.6 Update the ECCD card  1.7 Review immunization record and note vaccines to be given	None	2 Minutes	<i>Midwife</i> Municipal Health Office



2. To Immunization waiting area	2. Conducts IEC on the importance of Immunization/ exclusive Breastfeeding  2.1 Preparation of antigens	None	20 Minutes	<i>Nurse II / Midwife</i> Municipal Health Office
3. To Immunization Room	3. Vaccination of children	None	2 Minutes / Child	<i>Midwife</i> Municipal Health Office
<b>TOTAL:</b>		PHP 10.00/ syringe	25 Minutes	

## 17. Prenatal Check Up

Medical checkups and screening tests help keep the baby healthy during pregnancy.

<b>Office or Division:</b>	Municipal Health Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Mother Book (1 Original)		Municipal Health Office



Pregnancy Tracking Plan Form (1 Original)		Municipal Health Office		
Laboratory Results (Original Copies)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To Reception/ Information Area/ Record Section at Municipal Health Office	1. All the folders of pregnant women are retrieved  1.1 Issue HBMR Card to newly enrolled pregnant women	None	1 Minute	<i>BHW or Midwife</i> Municipal Health Office
None	1.2 Taking of vital signs  1.3 Weighing  1.4 Physical  1.5 Update the HBMR card  1.6 Review tetanus immunization record and note if to be given	None	2 Minutes	<i>Midwife</i> Municipal Health Office
2. To Prenatal waiting area	2. Conducts IEC on the importance of early prenatal examination/ early signs on the danger of pregnancy/ health facility delivery/ exclusive breastfeeding  2.1 Preparation of antigens (tetanus toxoid)	None	20 Minutes	<i>Nurse II / Midwife</i> Municipal Health Office



3. To Prenatal Room	3. Vaccination of pregnant women	None	15 Minutes / Pregnant Women	<i>Nurse II / Midwife</i> Municipal Health Office
<b>TOTAL:</b>		None	38 Minutes	

## 18. Dental Services

Dental Section provides dental consultation, oral examinations, preventive, promotive, curative and restorative dentistry.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Individual Treatment Record (1 Original)		Municipal Health Office		
Medical Clearance (for compromise clients, 1 Original)		Attending Physician		
Dental History / Patient Consent Form (1 Original)		Municipal Health Office – Dental Section		
Certification Fee / OR (1 Original)		Municipal Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To Reception/ Information Area/ Record Section at Municipal Health Office	1. Taking of vital signs  1.1 History taking	PHP 150.00  (Revenue Generation)	5 Minutes	<i>BHW or Midwife</i> Municipal Health Office
2. Go to dental section	2. Dental examination/ treatment	None	30 Minutes	<i>Dentist III</i> Municipal Health Office
None	2.1 Prescribed medicines	None	3 Minutes	<i>Midwife</i> Municipal Health Office
3. Go to Pharmacy	3. Review any medications prescribed to patient  3.1 Giving of instructions to patient on dosage and timing of medications as ordered  3.2 Make patient sign the medicine dispense logbook	None	2 Minutes	<i>Admin. Aide I</i> Municipal Health Office
<b>TOTAL:</b>		PHP 150.00  (in reference to Municipal Revenue	40 Minutes	



	Code of 2018)		
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## 19. Lying-in Service

The condition of a woman in the process of giving birth, a period of bed rest required even if there were no medical complications.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Prenatal Card		Municipal Health Office / Client		
UT2 Result (if applicable, 1 original)		Municipal Health Office		
Laboratory Test Results (if applicable, Original Copies)		Municipal Health Office - Laboratory		
Member's Data Record (1 Original)		PhilHealth Office		
Certification Fee / OR (For Non PhilHealth Member, 1 Original)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to admission section at Municipal Health Office	1. Ask for HBMR card/ ultrasound result  1.1 Filling of admission form  1.2 Taking of vital signs  1.3 History taking	Free for PhilHealth Members  PHP 2,500 for non PhilHealth Members  (Revenue Generation)	5 Minutes	<i>BHW or Midwife</i> Municipal Health Office
2. Go to Internal Examination Room	2. Assessment on the progress of labor  2.1 Records abdominal/ internal examination findings	None	5 Minutes	<i>MD, Nurse III, and Midwife</i> Municipal Health Office
3. Go to Labor Room/ Recovery Room	3. Regular monitoring of uterine contraction and cervical dilatation  3.1 Start IV line  3.2 Delivery of newborn  3.4 Post partum care to mother and baby	None	Depending on the stage of labor	<i>MD, Nurse III, and Midwife</i> Municipal Health Office



4. Signs PhilHealth Form if member  Settles payment if not PhilHealth member	4. Process PhilHealth requirements  4.1 Accepts payment and issues receipt	None	2 Minutes	<i>Admin. Aide I</i> Municipal Health Office
<b>TOTAL:</b>		Free for PhilHealth Members  PHP 2,500 for non PhilHealth Members  (in reference to Municipal Revenue Code of 2018)	Depending on the stage of labor	

## 20. Laboratory Services

A medical laboratory where clinical pathology tests are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment, and prevention of disease.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Result Form (1 Original)		Municipal Health Office - Laboratory		
Laboratory Specimens		(Client's concern)		
Certification Fee / OR (1 Original)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Laboratory Section and present examination request at Municipal Health Office	1. Facilitate the laboratory examination	None	Refer to specific test	<i>Medical Technologist II</i> Municipal Health Office
2. Make payment of laboratory services	2. Receives payment and issues receipt to patient	Refer to specific test	10 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Go back to laboratory to present receipt and wait for the release of result	3. Perform specific laboratory examination requested	None		<i>Medical Technologist II</i> Municipal Health Office
TEST: (a. Blood Chemistry) Go to the laboratory	a. Blood Extraction	PHP 75.00 to PHP 115.00  (Revenue Generation)	3 Minutes	<i>Medical Technologist II</i> Municipal Health Office
None	a.1 Run test/control using blood chemistry machine	None	3 Hours	<i>Medical Technologist II</i> Municipal Health Office
None	a.2 Release of official results	None	4PM in the afternoon	<i>Medical Technologist II</i> Municipal Health Office
(b. CBC/Platelet) Go to the laboratory	b. Blood collection	PHP 75.00	3 Minutes	<i>Medical Technologist II</i> Municipal Health Office



		(Revenue Generation)		
None	b.1 Examination of specimen	None	45 Minutes	<i>Medical Technologist II</i> Municipal Health Office
(c. Hgb determination / Blood Typing) Go to the laboratory	c. Blood collection	PHP 25.00 (Revenue Generation)	3 Minutes	<i>Medical Technologist II</i> Municipal Health Office
None	c.1 Examination of specimen	None	10 Minutes	<i>Medical Technologist II</i> Municipal Health Office
(d. Urinalysis/ pregnancy test) Submits urine to laboratory	d. Receive urine specimen	PHP 150.00 (Revenue Generation)	1 Minute	<i>Medical Technologist II</i> Municipal Health Office
None	d.1 Centrifuge/ microscopic examination of urine	None	15 Minutes	<i>Medical Technologist II</i> Municipal Health Office
(e. Fecalysis) Collects stool and submit to laboratory	e. Receive stool specimen	PHP 50.00 (Revenue Generation)	1 Minute	<i>Medical Technologist II</i> Municipal Health Office
None	e.1 Microscopic examination of stool	None	15 Minutes	<i>Medical Technologist II</i> Municipal Health Office
(f. Sputum examination) Collects 3 sputum at home and submits to laboratory	f. Smearing of sputum	PHP 50.00 (Revenue Generation)	Monday to Thursday	<i>BHW, Midwife, and MT II</i> Municipal Health Office
None	f.1 Fixing and Staining of sputum	None	Every Friday	<i>Medical Technologist II</i> Municipal Health Office
None	• Examination	None	Every Monday and Tuesday	<i>Medical Technologist II</i> Municipal Health Office
<b>TOTAL:</b>			Refer to specific test	



	Refer to specific test  (in reference to Municipal Revenue Code of 2018)		
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# MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON

## Local Civil Registrar Services

### 21. Early registration of Birth and Death

The system that records the vital events (births and deaths) of the citizens and residents within the municipality.

<b>Office or Division:</b>	Municipal Civil Registrar's Office
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Birth:</b>				
Child's Parent's Marriage Certificate (1 Photocopy)	(Client's concern)			
Information sheet pertaining the Birth (1 Original)	RHU, BHS or where the Birth occur			
Authorization to use surname of Father (If parents are not married, 1 Original)	Municipal Civil Registrar			
Community Tax Certification (1 Photocopy)	Municipal Treasurer's Office			
Official Receipt or 4P's/IP's ID Card (1 Photocopy)	Municipal Treasurer's Office or DSWD Office			
<b>Death:</b>				
Barangay Certification of Death (1 Original)	Respective Barangay Office			
Birth Certificate of the Dead Person (1 Photocopy)	(Client's concern)			
Police Blotter/Report (if the cause of death is accident, 1 Original)	Municipal Police Station			
Official Receipt or 4P's/IP's ID Card (1 Photocopy)	Municipal Treasurer's Office or DSWD Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Municipal Civil Registrar's Office	1. Interview the client	PHP 50.00  PHP 100.00 (Out-of-Town)  (Revenue Generation)	5 Minutes	<i>Admin. Aide I</i> MCR Office
None	1.1 Verify the validity of supporting documents	None	5 Minutes	<i>Admin. Aide VI</i> MCR Office
2. Make payment at the Municipal Treasurer's Office	2. Accepts and issue receipt	None	7 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office



3. Present receipt at the MCR Office	3. Encode/ type and record the requested document	None	7 Minutes	<i>Data Controller MCR Office</i>
None	3.1 Approval of document	None	3 Minutes	<i>Municipal Civil Registrar</i>
4. Receive of approved document	4. Release of document	None	3 Minutes	<i>Admin. Aide I MCR Office</i>
<b>TOTAL:</b>		PHP 50.00  PHP 100.00 (Out-of-Town)  (in reference to Municipal Revenue Code of 2018)	30 Minutes	

## 22. Late/delayed registration of Birth, Death, and Marriage

The system that records (late/delayed) the vital events (births and deaths) of the citizens and residents within the municipality.

<b>Office or Division:</b>	Municipal Civil Registrar's Office
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Birth:</b>				
Negative Certification (1 Original)	Philippine Statistics Authority (PSA)			
Barangay Certification for Late Registration of Birth (1 Original)	Respective Barangay Office			
Baptismal Certificate (1 Photocopy)	Church			
Immunization Record (1 Photocopy)	Municipal Health Office			
Affidavit for Late Registration of Birth (1 Original)	Lawyer			
Parent's Marriage Certificate (1 Photocopy)	(Client's concern)			
Voter's Certificate / Driver's License or any Valid ID (Date and Placed of Birth are indicated, 1 Photocopy)	COMELEC / LTO / Etc.			
Official Receipt or 4P's/IP's ID Card (1 Photocopy)	Municipal Treasurer's Office or DSWD Office			
<b>Death:</b>				
Barangay Certification for Late Registration of Death (1 Original)	Respective Barangay Office			
Affidavit of 2 disinterested persons (If death occurred 1990's backward, 1 Original)	Lawyer			
Official Receipt or 4P's/IP's ID Card (1 Photocopy)	Municipal Treasurer's Office or DSWD Office			
<b>Marriage:</b>				
Certificate of No Marriage (1 Original)	Philippine Statistics Authority (PSA)			
Official Receipt (1 Original)	Municipal Treasurer's Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished documents/ papers required at Municipal Civil Registrar's Office	1. Evaluate documents submitted and post NOTICE for 10 days	PHP 100.00 (Revenue Generation)	10 Days	<i>Admin. Aide / MCR Office</i>



2. Make payment at the Municipal Treasurer's Office	2. Accepts and issue receipt	None	7 Minutes	<i>Revenue Collection Clerk I Municipal Treasurer's Office</i>
None	2.1 Process documents for approval	None	10 minutes	<i>Admin. Aide I MCR Office</i>
None	2.2 Approval	None	3 Minutes	<i>Municipal Civil Registrar</i>
3. Receive the approved document	3. Release of document	None	3 Minutes	<i>Admin. Aide I MCR Office</i>
<b>TOTAL:</b>		PHP 100.00  (in reference to Municipal Revenue Code of 2018)	10 Days & 23 Minutes	

### 23. Application for Marriage License or Marriage Certificate

A document that shows social union or a legal contract between people that creates kinship. Such a union, often formalized via a wedding ceremony, may also be called matrimony. A general definition of marriage is that it is a social contract between two individuals that unites their lives legally, economically and emotionally.

<b>Office or Division:</b>	Municipal Civil Registrar's Office
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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate of Couple (1 Photocopy / Each)		Philippine Statistics Authority (PSA)		
Certificate of No Marriage (22 years old and above, 1 Original / Each)		Philippine Statistics Authority (PSA)		
Consent to Marriage of Person Under Age (18-21 years old, 1 Original)		Municipal Civil Registrar's Office		
PMOC – Pre-marriage Orientation and Counselling (Attendance)		PopDev Office / MCR Office		
Marriage License Cedula (1 Original)		Municipal Treasurer's Office		
Official Receipt (1 Original)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File request at the Municipal Civil Registrar's Office and submit accomplished documents required	1. Evaluate documents submitted and post NOTICE for 15 days	PHP 500.00 (Revenue Generation)	10 Days	<i>Admin. Aide VI</i> MCR Office
2. Make payment at the Municipal Treasurer's Office	2. Accepts and issue receipt	None	7 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Return to MCR Office and present proof of payment	3. Process document for approval	None	10 Minutes	<i>Admin. Aide I</i> MCR Office
None	3.1 Approval	None	3 Minutes	<i>Municipal Civil Registrar</i> MCR Office
4. Receive the approved marriage license application	4. Release of marriage license application	None	3 Minutes	<i>Admin. Aide I</i> MCR Office





<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Legitimation:</b>				
Child's Birth Certificate acknowledge by the Father (1 Photocopy)	Philippine Statistics Authority (PSA)			
Parent's Marriage Certificate (1 Photocopy)	Philippine Statistics Authority (PSA)			
Child's Baptismal Certificate (1 Photocopy)	Church			
CENOMAR – Both Parents (1 Original / Each)	Philippine Statistics Authority (PSA)			
Official Receipt (1 Original)	Municipal Treasurer's Office			
<b>Supplemental:</b>				
Child's Birth Certificate acknowledge by the Father (1 Photocopy)	Philippine Statistics Authority (PSA)			
Parent's Marriage Certificate (1 Photocopy)	Philippine Statistics Authority (PSA)			
Child's Baptismal Certificate (1 Photocopy)	Church			
Community Tax Certification (1 Photocopy)	Municipal Treasurer's Office			
<b>Out-of-Town:</b>				
Affidavit for Delayed Registration of Birth with 2 Witness	Lawyer			
Certificate of NO record	Municipal Civil Registrar's Office			
Voter's Certification / Baptismal Certificate or any document/record indicating the date of Birth of the applicant	COMELEC / Church / Etc.			
Community Tax Certification (1 Photocopy)	Municipal Treasurer's Office			
Payment for Out of Town delayed registration / OR (1 Original)	Municipal Treasurer's Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Approach Local Civil Registrar and file specific request and submit accomplished documents/ papers required	1. Evaluate supporting documents and post NOTICE for 15 days	PHP 100.00 to PHP 1,000.00 (Revenue Generation)	15 Days	<i>Admin. Aide VI</i> MCR Office
2. Make payment at the Municipal Treasurer's Office	2. Accepts and issue receipt	None	7 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
None	2.1 Posted document will be mailed to NSO Quezon City for affirmation	PHP 200.00 (Mailing Fee)	60-90 days (Affirmation process)	<i>Admin. Aide VI</i> MCR Office
3. Receive the document	3. Receive affirmed documents from PSA Quezon City and release to client	None	After 60-90 Days	<i>Admin. Aide VI</i> MCR Office
<b>TOTAL:</b>		PHP 100.00 to PHP 1,000.00  + PHP 200.00  (in reference to Municipal Revenue Code of 2018)	60-90 Days	

## 25. Request Extract copies of early Registered Births, Marriage, and Deaths

To have Extract copies of Registered Births, Marriage, and Death.

<b>Office or Division:</b>	Municipal Civil Registrar's Office
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID of the Owner of the document (1 Photocopy)		(Client's concern)		
Authorization from the owner of the document (if representative, 1 Original) and Valid ID of the authorized representative (1 Photocopy)		(Client's concern)		
Official Receipt (1 Original)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approaches the Admin Aide and make request at Municipal Civil Registrar's Office Fill up request form	1. Research the record/file of requested documents	PHP 50.00 (Revenue Generation)	8 Minutes	<i>Admin. Aide I</i> MCR Office
2. Make payment at the Municipal Treasurer's Office	2. Accepts and issue receipt	None	7 Minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Present OR at MCR Office	3. Type extract copy of birth, death, marriage certificate	None	5 Minutes	<i>Data Controller</i> MCR Office
None	3.1 Verify typed extract copy of requested document	None	5 Minutes	<i>Admin. Aide VI</i> MCR Office
None	3.2 Approve the copy extracted	None	3 Minutes	<i>Municipal Civil Registrar</i>
4. Receive the document		None	2 Minutes	<i>Admin. Aide I</i> MCR Office



	4. Release of the extract copy requested			
	<b>TOTAL:</b>	PHP 50.00 (in reference to Municipal Revenue Code of 2018)	30 Minutes	

## **26. Processing of supporting documents for SSS, GSIS, Pag-IBIG, and Veterans**

To certify supporting documents in processing SSS, GSIS, Pag-IBIG, Veterans, Etc. transactions/documents.



<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original and Photocopy of the Document (1 Original and 1 Photocopy)		(Client's concern)		
Valid ID (1 Photocopy)		(Client's concern)		
Official Receipt (1 Original)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Admin. Aide I in the Municipal Civil Registrar's Office	1. Interview client and evaluate the documents needed and refer to No. 21 to No. 23 for the process	P 50.00 for extract copies  (Revenue Generation)	20 Minutes	Refer to No. 25 for the process
<b>TOTAL:</b>		P 50.00 for extract copies  (in reference to Municipal Revenue Code of 2018)	20 Minutes	



# **MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON**

## **Assessment on Real Property**

### **27. Revision of Tax Declaration**

The Office of the Municipal Assessor issues a new Tax Declaration covering the revision of lot/s in terms of actual area, cadastral lot number and boundaries, location.



<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Affidavit (1 Original)		Notary Public		
Approved Survey Plan		DENR X		
Certified/E-copy of Title		Register of Deeds		
Inspection of Report		Municipal Assessor's Office		
Discovery of Errors, Computation, and Clerical Error (If applicable, 1 Original)		Municipal Assessor's Office		
Realty Tax Receipt – Current (1 Original)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Municipal Assessor's Office for the service you want to avail	1. Interview the client	Pay Taxes at the Municipal Treasurer's Office  <i>(Refer to No. 39)</i>	5 Minutes	<i>Assessment Clerk I or II</i> Municipal Assessor's Office
None	1.1 Check the required documents and research the previous tax declaration	None	15 minutes	<i>Assessment Clerk I or II</i> Municipal Assessor's Office
None	1.2 Review field sheets to ensure if assessment rules, laws and regulation are followed	None	10 minutes	<i>Assessment Clerk I or II</i> Municipal Assessor's Office



None	1.3 Encodes data of assessment	None	10 minutes	<i>Assessment Clerk I or II</i> Municipal Assessor's Office
None	1.4 Final review and signature on tax declaration – If market value does not exceed P500,000, Municipal Assessor will approve	None	10 minutes	<i>Municipal Assessor</i>
None	1.5 Forward the assessments to Provincial Assessor for approval (if market value exceeds P500,000.00)	None	5 days (depend on the status of the transactions)	<i>Provincial Assessor</i> Provincial Assessor's Office
None	1.6 Posting of approved tax declaration in TMCR	None	5 minutes	<i>Assessment Clerk I or II</i> Municipal Assessor's Office
None	1.7 Prepare index card	None	5 minutes	<i>Assessment Clerk I or II</i> Municipal Assessor's Office
None	1.8 Record the approved tax declaration	None	3 minutes	<i>Assessment Clerk I or II</i> Municipal Assessor's Office
None	1.9 Release owner's copy & let the clients sign the log book	None	5 minutes	<i>Assessment Clerk I or II</i> Municipal Assessor's Office



<b>TOTAL:</b>	Refer to Taxes  (in reference to Municipal Revenue Code of 2018)	5 days, 1 hour & 18 minutes	
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## 28. Issuance of Certification:

- **Certification of total landholdings/no landholdings**
- **Certificate of no Improvement/ with improvement**
- **Others**

To certify landholdings status, improvement of properties and any other changes in individual's real property.



<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authorization Letter from the Owner (If representative, 1 Original)		(Client's concern)		
Realty Tax Receipt (1 Original)		Municipal Treasurer's Office		
Official Receipt (1 Original)		Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the service you want to avail at the Municipal Assessor's Office	1. Interview the client	PHP 50.00  (Revenue Generation)	5 minutes	<i>Assessment Clerk I or II Municipal Assessor's Office</i>
None	1.2 Preparation of certification:  A. No Landholdings  B. Total Landholdings  C. No improvements  D. With improvements  E. Others	None	5 minutes  10 minutes  5 minutes  10 minutes  30 minutes	<i>Assessment Clerk I or II Municipal Assessor's Office</i>
2. Receive the approved certification	2. Approval	None	3 minutes	<i>Municipal Assessor</i>
<b>TOTAL:</b>		PHP 50.00  (in reference to Municipal	Refer to specific Certification	



	Revenue Code of 2018)		
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## 29. Issuance of Transfer Real Property Ownership

There are several different modes of transferring ownership of a real property. It can be through a sale, donation, exchange, inheritance, and others.

<b>Office or Division:</b>	Municipal Assessor's Office
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Deed of Sale or any mode of conveyance (1 Original)		Notary Public		
Certified/E-copy of Title (1 Original)		Register of Deeds		
Realty Tax Receipt – Current (1 Original)		Municipal Treasurer’s Office		
Transfer Tax Receipt (1 Original)		Municipal Treasurer’s Office		
Electronic Certificate Authorizing Registration (ECAR)		Bureau of Internal Revenue (BIR) Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Municipal Assessor’s Office for the service you want to avail	1. Interview the property owner	Transfer Tax-55% of 1% of the total consideration of market value, whichever is higher to be paid at the Municipal Treasury (Revenue Generation)	5 minutes	<i>Assessment Clerk I or II</i> Municipal Assessor’s Office
	1.1 Check the required documents and search the previous tax declaration		15 minutes	
	1.2 Prepare field sheet of the real property assessment or tax declaration		10 minutes	
	1.3 Plot the Tax Map and assigning PIN		15 minutes	
None	1.4 Reviews field sheet to ensure if it follows assessment law, rules and regulation	None	10 minutes	<i>Assessment Clerk I or II</i> Municipal Assessor’s Office



None	1.5 Encodes the data of the assessment made	None	10 minutes	<i>Assessment Clerk I or II Municipal Assessor's Office</i>
None	1.6 Final review and signature on tax declaration	None	3 minutes	<i>Municipal Assessor</i>
None	1.7 Forward assessments to the Provincial Assessor's Office for approval	None	5 days (depending on the status of the transaction)	<i>Provincial Assessor Provincial Assessor's Office</i>
None	1.8 Posting of the approved tax declaration in the TMCR	None	5 minutes	<i>Assessment Clerk I Municipal Assessor's Office</i>
None	1.9 Prepares index card	None	5 minutes	<i>Assessment Clerk I Municipal Assessor's Office</i>
None	1.10 Record the approved tax declaration	None	5 minutes	<i>Assessment Clerk I Municipal Assessor's Office</i>
2.Receives the approved transfer tax declaration	2. Release owner's copy and let the clients sign in the log book	None	5 minutes	<i>Assessment Clerk I Municipal Assessor's Office</i>
<b>TOTAL:</b>			5 Days, 1 Hour and 27 Minutes	



	<p>Transfer Tax-55% of 1% of the total consideration of market value, whichever is higher to be paid at the Municipal Treasury</p> <p>(in reference to Municipal Revenue Code of 2018)</p>		
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# MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON

## Processing of Requests/ Applications and Reports

### 30. Water Connection Application

A process wherein individual files an application to have their own water connection in their household.

<b>Office or Division:</b>	Municipal Economic Enterprise and Development Office
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Zoning Certification (1 Original)		Municipal Planning & Development Office		
Building Permit (1 Photocopy)		Municipal Engineering Office		
CTC / Community Tax Clearance (1 Photocopy)		Municipal Treasurer’s Office		
Water Payment Charges		MEED Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approach MEEDO to file request, fill up application form	1. Verify request, process request	None	10 minutes	<i>Admin. Aide I</i> MEEDO
None	1.1 Initial Inspection	PHP 50.00 (Revenue Generation )	2 days depending on location	<i>Plumbers</i> MEEDO
2. Pay fees at MEEDO	2. Process payment & Issue OR	None	5 minutes	<i>Admin. Aide I</i> MEEDO
None	2.1 Inspection order & inspection report	None	1 day depending on location	<i>Plumbers</i> MEEDO
3. Secures zoning certification	3. Verify accomplished requirements	PHP 200.00 (Revenue Generation )	35 minutes	<i>Admin. Aide I</i> MPD Office



4. Secure Building Permit	4. Prepare Building Permit	<p>PHP 2.00 to PHP 23.00 per sq.m.</p> <p>(Revenue Generation )</p>	1 day & 30 minutes	Admin. Aide / Municipal Engineering Office
5. Present accomplished requirements to the MEEDO Office	5. Final Inspection & Final Inspection Report	None	1 day	Plumbers MEEDO
6. Secure Mayor's Permit	6. Process doc for the signature of the Mayor	<p>PHP 50.00</p> <p>(Revenue Generation )</p>	1 hour	Admin. Aide / Municipal Mayor's Office
7. Present doc back at MEEDO	7. Tapping of water service connection & installation of water meter	<p>Connection fee:</p> <p>Domestic PHP 1,500.00</p> <p>Commercial PHP 2,800.00</p> <p>Institutional PHP 2,800.00</p> <p>Water meter installation fee: PHP 200.00</p>	1 day	Plumbers MEEDO



		(Revenue Generation )		
	<b>TOTAL:</b>	PHP 2,000.00 to PHP 3,300.00 + PHP 2.00 to PHP 23.00 per sq.m. (Building Permit)  (in reference to Municipal Revenue Code of 2018)	5 Days & 2 Hours	



### 31. Processing of Indigency Assistance

Indigency assistance is the privilege of individuals to avail the services of charitable institutions, government and non-government organizations and institutions and for legal assistance.

<b>Office or Division:</b>	Municipal Mayor's Office	
<b>Classification:</b>	Simple to Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Medical Assistance:</b>		
Letter Request addressed to Mayor (2 Original)	(Client's concern)	
Hospital Bill / Doctor's Prescription / Laboratory Request (1 Original, 1 Photocopy)	Hospital	
Medical Certificate / Abstract (2 Original)	Hospital	
Barangay Certification of Indigency / Residency (2 Original)	Respective Barangay Office	
Any Valid ID (2 Photocopies)	(Client's concern)	
<b>Educational Assistance:</b>		
Letter Request addressed to Mayor (2 Original)	(Client's concern)	
Latest/updated Statement of Account / Study Load/ Certificate of Enrolment (2 Photocopies)	(Client's concern)	
Barangay Certification of Indigency / Residency (2 Original)	Respective Barangay Office	
Any Valid ID (2 Photocopies)	(Client's concern)	
<b>Burial Assistance:</b>		
Letter Request addressed to Mayor (2 Original)	(Client's concern)	
Registered Death Certificate / Funeral Contract (2 Photocopies)	(Client's concern)	



Barangay Certification of Indigency / Residency (2 Original)		Respective Barangay Office		
Any Valid ID (2 Photocopies)		(Client's concern)		
<b>Transportation Assistance:</b>				
Letter Request addressed to Mayor (2 Original)		(Client's concern)		
Police Blotter/Report (for victims of pickpockets/illegal recruitment) (1 Original, 1 Photocopy)				
Barangay Certification of Indigency / Residency (2 Original)		Respective Barangay Office		
Any Valid ID (2 Photocopies)		(Client's concern)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Admin Aide in the Office of the Municipal Mayor	1. Initial Interview	None	2 minutes	<i>Admin. Aide I</i> Municipal Mayor's Office
2. Approach Admin. Aide in the MSWDO for interview and assessment / Case Study	2. Interview and assess the client's needs	None	2 minutes	<i>Admin. Aide I</i> MSWD Office
None	2.1 Type document	None	2 minutes	<i>Admin. Aide I</i> MSWD Office
None	2.2 screening of the Case Study and signature	None	1 hour & 5 minutes	<i>MSWD Officer</i> MSWD Office
None	2.3 Forward documents for Municipal Budget Office	None	28 minutes	<i>Municipal Budget Officer</i> Municipal Budget Office
None	2.4 Forward Documents for Municipal Accounting	None	45 minutes	<i>Municipal Accountant</i> Municipal Accounting Office



None	2.5 Forward docs for Municipal Treasury	None	10 minutes	<i>Municipal Treasurer Municipal Treasurer's Office</i>
None	2.6 Forward docs back to Municipal Mayor's Office for Signature of the Mayor	None	1 hour 40 minutes to 1 day	<i>Municipal Mayor Municipal Mayor's Office</i>
3. Receive the assistance	3. Forward docs to the Disbursing Officer for payment	None	2 minutes/ voucher	<i>Disbursing Officer Municipal Treasurer's Office</i>
<b>TOTAL:</b>		None	1-10 Days depending on nature of the transaction	

### 32. Processing of Assistance to Individual & Families in Crisis Situation (AIFCS) or Indigency Assistance

Indigency assistance is the privilege of individuals and families to avail the services of charitable institutions, government and non-government organizations and institutions and for legal assistance.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Same requirements with “31. Processing of Indigency Assistance”				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approaches MSWDO	1. Intake interview for the identification of needs and	None	45 minutes	<i>Social Welfare Assistant MSWD Office</i>



	preparation of case study			
None	1.1 Preparation of voucher and supporting documents	None	10 minutes	<i>Admin. Aide I</i> MSWD Office
None	1.2 Review documents and signature	None	5 minutes	<i>MSWD Officer</i>
None	1.3 Processing of vouchers	None	28 minutes (by batch)	<i>Admin. Aide I</i> Municipal Budget Office
None	1.4 Docs forwarded for certification	None	1 hour & 5 minutes (by batch)	<i>Admin. Aide I</i> Municipal Accounting Office
None	1.5 Docs forwarded for certification	None	10 minutes (by batch)	<i>Admin. Aide I</i> Municipal Treasurer's Office
None	1.6 Docs forwarded for processing	None	1 hour & 10 minutes to 1 day (by batch)	<i>Admin. Aide I</i> Municipal Mayor's Office
None	1.7 Release of AIFCS	None	5 minutes	Disbursing Officer Municipal Treasurer's Office
<b>TOTAL:</b>		None	1 Day	



### 33. Giving of Livestock Technical Assistance to Farmers

To provide appropriate assistance/recommendation to Farmers through farm visit, conduct farmers' class, etc.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Survey Results		Municipal Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Municipal Agriculture Office to avail the service	1. Facilitate/ interview the client	None	3 minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
2. Sign at the logbook	2. Present logbook	None	2 minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
None	2.1 Inspect the animals	None	8 hours	<i>Livestock Coordinator</i> Municipal Agriculture Office
None	2.2 Give prescription to farmers	None	3 minutes	<i>Livestock Coordinator</i> Municipal Agriculture Office
3. Sign at another logbook	3. Give available medicines	None	2 minutes	<i>Livestock Coordinator</i> Municipal Agriculture Office



None	3.1 Administration of medicines	None	20 minutes	<i>Livestock Coordinator Municipal Agriculture Office</i>
<b>TOTAL:</b>		None	Maximum of 1 Day	

### 34. Processing of Requests on Various Projects in:

- **Barangay**
- **Municipal Government**
- **Provincial Government**
- **National Government**
- **Foreign Assisted Projects**

To conduct ocular inspection at Jobsite, make detailed sketch plan of the project, costs estimates, and to preparation of the POW of the Project.

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
MPDO Certification (1 Original)		Municipal Planning and Development Office		
MBO Certification (1 Original)		Municipal Budget Office		
MTO Certification (1 Original)		Municipal Treasurer's Office		
Barangay Resolution (1 Original)		Respective Barangay Office		
Feasibility Studies (1 Original)		Municipal Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the following documents: a. Certificate from MPDO b. Certificate from MBO c. Certificate from MTO d. Barangay Resolution e. Feasibility studies at Municipal Engineering Office	1. Conduct ocular inspection at Jobsite  1.1 Make detailed sketch plan per project  1.2 Make cost estimates per project  1.3 Make POW per project	None	5 days per project On: a) construction b) repair c) rehabilitation d) improvements	<i>Municipal Engineer Municipal Engineering Office</i>
None	1.4 Review and recommend for approval	None	30 minutes per project	<i>Municipal Engineer</i>
None	1.5 Approval	None	1 day per project	<i>Local Chief Executive</i>
2. Implementation	2. Supervision and monitoring	None	Once or twice/ week	<i>Municipal Engineer</i>
<b>TOTAL:</b>		None	6 Days & 30 Minutes per project	



### 35. Making of Social Case Study Report

Social Case Study Reports are required by charitable institutions, government hospitals and non-government organization that provide services to clients and patients.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Same requirements with “31. Processing of Indigency Assistance”				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach MSWD and file request	1. Intake interview	None	1 hr & 30 minutes	<i>Social Welfare Assistant</i> MSWD Office
2. Client to comply required documents: Medical Record, abstract, Birth Certificate & ITR	2. Set schedule for home visit	None	1 day Depending on the compliance of the requirements	<i>Social Welfare Assistant</i> MSWD Office
None	2.1 Conduct of home visit and collateral interview	None	3 days	<i>Social Welfare Assistant</i> MSWD Office



None	2.2 Preparation of Social Case Study Report	None	1 day	Social Welfare Assistant MSWD Office
<b>TOTAL:</b>		None	Maximum of 5 Days	

### 36. Issuance of Senior Citizens Identification Card

Any individual 60 years old and above is considered a senior citizen. Under RA 9994, or the Expanded Senior Citizens Act of 2010, the government will provide senior citizens with special benefits.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Membership duly signed by the Senior Citizen Association Treasurer and President		Senior Citizens Association - Barangay		
Birth Certificate / Baptismal Certificate / Marriage Contract (1 Photocopy)		PSA / Church		
1X1 ID Picture (2 Pieces)		(Client's concern)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form and required documents and ID picture at MSWDO	1. Validation and preparation of ID Card	None	10 Minutes	Admin. Aide / MSWD Office



None	1.1 Signature of ID	None	5 Days Average	<i>OSCA Chair</i>
None	1.2 Signature of ID	None	1 hour & 40 minutes to 1 day	<i>Municipal Mayor</i>
None	1.3 Release of signed ID	None	2 minutes	<i>Admin. Aide / MSWD Office</i>
<b>TOTAL:</b>		None	6 Days	

## **MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON**

### **Agriculture - Related Services**



### 37. Distribution of Agricultural Inputs

Inputs are being distributed and given to the clients who are interested in having a small vegetable/ plant nursery within area/garden.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 Photocopy)		(Client's concern)		
Cedula (1 Photocopy)		(Client's concern)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Municipal Agriculture's Office	1. Interview client and facilitate request	None	5 minutes	<i>Admin. Aide I Municipal Agriculture Office</i>
None	1.1 Endorsement of farmer's name for approval	None	5 minutes	<i>Municipal Agriculturist</i>



2. Acknowledge receipt of product	2. Receive payment if any	None	15 minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
None	2.1 Release of inputs to farmers	None	5 minutes	<i>Admin. Aide I</i> Municipal Agriculture Office
<b>TOTAL:</b>		None	30 Minutes	

### 38. Demonstration on (Farmers Field School):

- **Cooking**
- **Food and fish processing**
- **Technology Transfer on Organic Fertilizer, Pesticides & Fungicides**

To improve the livelihoods of poor people through increased productivity and market access, among other benefits. FFSs promote sustainable agriculture and enhance food and nutrition security through increased, better-quality food production.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Survey Result		Municipal Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



None	1. Conduct survey to the barangay to participate in FFS	None	3 days	<i>Agricultural Technologist</i> Municipal Agriculture Office
None	2. Prepares masterlist of interested farmers	None	1 hour	<i>Agricultural Technologist</i> Municipal Agriculture Office
None	3. Conduct orientation/ briefing to the farmers	None	2 hours	<i>Agricultural Technologist</i> Municipal Agriculture Office
None	4. Scheduling of activities	None	3 hours	<i>Agricultural Technologist</i> Municipal Agriculture Office
None	5. Conduct FFS	None	120 Days	<i>Agricultural Technologist</i> Municipal Agriculture Office
None	6. Prepare for graduation	None	5 Days	<i>Agricultural Technologist</i> Municipal Agriculture Office
None	7. Graduation of participants	None	1 day	<i>Agricultural Technologist</i> Municipal Agriculture Office
<b>TOTAL:</b>		None	120-150 Days (Approx.)	



**MUNICIPAL GOVERNMENT OF  
IMPASUGONG, BUKIDNON**



## Processing of Payments/Collection

### 39. Processing of Payments for:

- Real property Tax
- Business Tax
- Permits
- Community Tax
- Occupational Tax
- Others regulatory fees and charges

The government can collect more money to support its objectives such as building roads, schools, all other projects, and improve government services.

<b>Office or Division:</b>	Municipal Treasurer's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Tax Declaration Number (1 Original)	Municipal Assessor's Office
	Assessment (1 Original)	License Inspector I
	Personal Information	(Client's concern)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Municipal Treasurer's Office – Revenue Collection and inform what kind of payment will be made	1. Accepts/ process payment and issues Official Receipts	PHP 22.00 to PHP 10,000.00 ++  (Revenue Generation )	5 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
None	1.1 Post official receipts to index card	None	2 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
<b>TOTAL:</b>		PHP 22.00 to PHP 10,000.00 ++  (in reference to Municipal Revenue Code of 2018)	7 Minutes	



#### 40. Processing of payment for Water Bill

Consumers must pay their water bill on or before the due date to avoid penalty charges and/or disconnection of service. Collections will be used to maintain and improve water system of the municipality.

<b>Office or Division:</b>	Municipal Economic Enterprise and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill (1 Original)		Served by MEEDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the MEEDO office and present billing statement or inquire for accounts	1. Locate the record of the consumer in the ledger or in the computer	PHP 12.00 per cubic meter	4 Minutes	<i>Admin. Aide / MEED Office</i>



		(Revenue Generation )		
None	1.1 Process payment & issue OR	None	5 Minutes	<i>Admin. Aide I</i> MEED Office
None	1.2 Issue OR to the client	None	1 Minute	<i>Admin. Aide I</i> MEED Office
<b>TOTAL:</b>		PHP 12.00 per cubic meter  (in reference to Municipal Revenue Code of 2018)	10 Minutes	



# MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON

## Human Resource Management - Related Services

### 41. Processing of Appointment - Regular Positions

Issued to a person who meets all the minimum qualification requirements of the position to which he is being appointed.

<b>Office or Division:</b>	Human Resource Management and Development Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Government Employees / Job Applicants	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>FOR JOB APPLICATION:</b>	
	Application Letter (1 Original)	(Client's concern)
	Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) (1 Original)	(Client's concern)
	Performance Rating in the present/previous position for one (1) year (If applicable, 1 Photocopy)	(Client's concern)



Certificate of Eligibility / Rating / License (1 Photocopy)	Civil Service Commission or Professional Regulation Commission
Transcript of Records (1 Photocopy)	(Client's concern)
<b>FOR HIRED APPLICANTS:</b>	
Certificate of LEAVE Balance <i>(If Transferee from other Government Agency)</i> (3 Photocopy + 1 Original)	(Client's concern)
Clearance from Property and Money Accountabilities <i>(If Transferee from other Government Agency)</i> (3 Photocopy + 1 Original)	(Client's concern)
Clearance from Previous Employment <i>(If Transferee from Private Company)</i> (3 Photocopy + 1 Original)	(Client's concern)
Certificates of Eligibilities (3 Authenticated Copy + 1 Original)	(Client's concern)
Certificates of Relevant Trainings/Seminars (3 Photocopies + 1 Original Copies)	(Client's concern)
Diplomas (3 Certified True Copy by the School + 1 Original)	(Client's concern)
Transcript of Records (3 Certified True Copy by the School + 1 Original)	(Client's concern)
Commendations and Awards (If any) (3 Photocopies + 1 Original Copies)	(Client's concern)
Disciplinary Actions (If any) (3 Photocopies + 1 Original Copies)	(Client's concern)
Birth Certificate (3 Certified True Copy by PSA or LCR + Original Copy)	LCR or PSA
Marriage Certificate (If married) (3 Certified True Copy by PSA or LCR + Original Copy)	LCR or PSA
Designations (If Applicable) (3 Photocopies + 1 Original Copies)	(Client's concern)
Medical Certificate (CSC Form 211) (3 Photocopies + 1 Original Copies)	Human Resource Management and Development Office
NBI Clearance (3 Photocopy + 1 Original)	NBI Office
Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) (3 Original Copies)	(Client's concern)
BIR Form 1902 (TIN) (3 Photocopy + 1 Original)	BIR Office
Statement of Assets, Liabilities and Net Worth (SALN) (3 Original Copies + E-Copy)	Human Resource Management and Development Office
For Promotion, IPCR (1 Year Rating Period) (3 Photocopies)	(Client's concern)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Encode correctly the Vacant Position/s to CS Form No. 9 - Request for Publication of Vacant Positions	None	3 Minutes	<i>HRM Assistant</i> Human Resource Management and Development Office
None	1.1 Email the furnished CS Form No. 9 to CSC Field Office 10, Malaybalay City, Bukidnon	None	1 Minute	<i>HRM Assistant</i> Human Resource Management and Development Office
None	1.2 CSC Staff will published the emailed CS Form No. 9 to the CSC Website ( <a href="http://www.csc.gov.ph/career/index.php">http://www.csc.gov.ph/career/index.php</a> ) Posting - every <i>Thursday of the week</i>	None	3 Days	<i>CSC Staff</i> Civil Service Commission – Field Office 10 Malaybalay City, Bukidnon
None	1.3 download the posted/ published vacant position from CSC Portal	None	5 Minutes	<i>HRM Assistant</i> Human Resource Management and Development Office
None	1.4 The downloaded publication will posted to the HR Bulletin and	None	5 Minutes	<i>HRM Assistant</i> Human Resource Management and Development Office



	two (2) other conspicuous places for public information and the qualified applicants can submit their Application together with the requirements stated above			
1. Qualified applicants submits their Application Letter together with the requirements stated above	1.5 The HRMD Office will accept application letters together with rest of the requirements up to 15 Days only, from the Date of Posting to Closing Date	None	15 Days (Posting)	<i>HRM Assistant</i> Human Resource Management and Development Office
None	1.6 Screen the Application Letters submitted to the office, only qualified applicants will be included/ posted to the Selection Line-up	None	5 Minutes	<i>HRM Assistant</i> Human Resource Management and Development Office
None	1.7 Consolidate all qualified applicants and posts their names (Selection Line-up) in the HR Bulletin and two (2) other	None	15 Days ( <i>Selection Line-up Posting</i> )	<i>HRM Assistant</i> Human Resource Management and Development Office



	conspicuous places			
None	1.8 Within the 15 Days, HRMD Office and the Members of the Personnel Selection Board (PSB) will conduct Background Investigation about the characteristics / personalities of the qualified applicants	None	<i>Within the 15 Days of Posting of Selection Line-up</i>	<i>HRMO V</i> Human Resource Management and Development Office  and PSB Members
2. Qualified applicants must be present on the scheduled Aptitude and Personality Tests and Panel Interview	2. Within the 15 Days, qualified applicants will go through Aptitude and Personality Tests and will be interviewed by the Members of the Personnel Selection Board (PSB)	None	<i>Within the 15 Days of Posting of Selection Line-up</i>	<i>HRMO V</i> Human Resource Management and Development Office  and PSB Members
None	2.1 After the 15 Days Selection Line-up, the HRMO V will schedule a PSB Meeting to deliberate the qualifications of the applicants	None	10 Minutes	<i>HRMO V</i> Human Resource Management and Development Office



	Prepare communication letter to PSB Members			
None	2.2 During the PSB meeting, to determine the qualifications and capacities of the applicants, the PSB Members will assess/evaluate the applicants with the help of Assessment Forms	None	1 Day	<p><i>HRMO V</i> Human Resource Management and Development Office</p> <p>and</p> <p>PSB Members</p>
None	2.3 PSB Members will give their own familiarity and insights about the applicant's personality, attitude towards work, etc., and the HRMA will take note the conversation for the minutes.	None	<p><i>Within the</i></p> <p>1 Day</p> <p><i>of PSB Meeting / Deliberation</i></p>	<p><i>HRMO V &amp; HRMA</i> Human Resource Management and Development Office</p> <p>and</p> <p>PSB Members</p>
None	2.4 Tabulate the Assessment Forms and prepare a Comparative Assessment and forward to the Members of the PSB for signature	None	4 Hours	<p><i>HRMA</i> Human Resource Management and Development Office</p>



	and transcribe the minutes and forward to the Presiding Officer (PSB Member) and to the appointing authority (LCE) for signature.			
None	2.5 PSB Members and the Appointing Authority (LCE) will sign the Comparative Assessment and the transcribed minutes	None	1 Hour	PSB Members and Appointing Authority (LCE) Municipal Mayor's Office
None	2.6 for <b>SOLE</b> Applicant - The appointing authority (LCE) will approved the application of the qualified applicant and  for <b>MULTIPLE</b> Applicants - The appointing authority (LCE) will select between/ among qualified applicants  based on the results of the assessment by the Members of the PSB.	None	4 Hours	Appointing Authority (LCE) Municipal Mayor's Office
3. Selected qualified applicant / New Appointee will take	3. After the approval/ selection of the	None	5 Minutes	Appointing Authority (LCE)



his/her Oath of Office to the Appointing Authority (LCE)	appointing authority (LCE), the appointee will take the Oath on the date of the appointment			Municipal Mayor's Office
4. New Appointee will submit additional requirements in support to his/her appointment	4. Prepare the Appointment and all other supporting documents  and inform the New Appointee to submit additional requirements for the appointment	None	5 Days	<i>HRMA</i> Human Resource Management and Development Office
None	4.1 Forward the Appointment and all other necessary documents to all signatories for signature	None	30 Minutes	<i>HRMA &amp; HRMO V</i> Human Resource Management and Development Office  <i>Municipal Budget Officer</i> Municipal Budget Office  <i>Municipal Accountant</i> Municipal Accounting Office  <i>Department Head</i> where the vacancy is  <i>Appointing Authority (LCE)</i> Municipal Mayor's Office
5. Acknowledge / sign the Appointment and Position	5. Inform the appointee to sign the	None	1 Minute	<i>Admin. Aide I</i> Human Resource Management and



Description Form (PDF)	appointment and PD			Development Office
None	5.1 Forward the Appointment and all other requirements to CSC Field Office 10, for evaluation and attestation/ approval of the FO Director.	None	<i>CSC Processing Time with their own Citizen's Charter</i>	<i>HRMA</i> Human Resource Management and Development Office <i>FO Director</i> Civil Service Commission – Field Office 10 Malaybalay City, Bukidnon
None	4.3 Pick-up the Attested/ Approved Appointment at CSC Field Office 10, Malaybalay City	None	4 Hours	<i>HRMA</i> Human Resource Management and Development Office
5. Received the employee's copy of Appointment that has been approved and attested by CSC	5. Release of the Appointment that has been attested and approved by CSC	None	2 Minutes	<i>HRMA</i> Human Resource Management and Development Office
<b>TOTAL:</b>		None	60 to 90 Days	

## 42. Processing of Appointment - Casual Employee

Issued only for essential and necessary services where there are not enough regular staff to meet the demands of the service.

<b>Office or Division:</b>	Human Resource Management and Development Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Government Employees / Job Applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>FOR JOB APPLICATION:</b>		
Application Letter (1 Original)	(Client's concern)	



<b>FOR HIRED APPLICANTS:</b>				
Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) (2 Original)		(Client's concern)		
Medical Certificate (CSC Form 211) (1 Original)		Human Resource Management and Development Office		
Certificate of Rating / License ( <i>for Practice of Position - Casual Plantilla</i> ) (1 Authenticated Copy Rating & License)		Professional Regulation Commission		
Driver's License ( <i>for Driver – Casual Plantilla</i> ) (1 Photocopy)		Land Transportation Office		
Pag-IBIG MID Number (1 Photocopy)		Pag-IBIG Fund Office		
SSS Number (1 Photocopy)		Social Security System Office		
BIR – Tax Identification Number (1 Photocopy)		BIR Office		
PhilHealth Number (1 Photocopy)		PhilHealth Office		
GSIS BP Number Enrollment (1 Photocopy)		GSIS Office		
ATM (For payroll) (1 Photocopy)		Land Bank of the Philippines		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application letters to HR	1. Accepts application & endorse to Municipal Mayor for acceptance and approval of appointment	None	10 Minutes	<i>HRM Assistant</i> Human Resource Management and Development Office
2. Submit/ accomplish necessary requirements	2. If LCE appoints the applicant, inform applicant of the employment requirements	None	3 Days	<i>HRMA / Admin. Aide I</i> Human Resource Management and Development Office
None	2.1 Validates submitted	None	3 Minutes	<i>HRMA / Admin. Aide I</i> Human Resource Management and



	requirements and prepare the appointment			Development Office
None	2.2 Forward the Appointment to all signatories for signature	None	30 Minutes	<i>Admin. Aide I and HRMO V</i> Human Resource Management and Development Office <i>Municipal Accountant</i> Municipal Accounting Office <i>Municipal Mayor</i> Municipal Mayor's Office
3. Acknowledge / sign the Casual Appointment	3. Inform the appointee to sign the casual appointment	None	1 Minute	<i>Admin. Aide I</i> Human Resource Management and Development Office
None	3.1 Forward the Appointment and all other requirements to CSC Field Office 10, for evaluation and attestation/ approval of the FO Director.	None	<i>CSC Processing Time with their own Citizen's Charter</i>	<i>Admin. Aide I</i> Human Resource Management and Development Office <i>FO Director</i> Civil Service Commission – Field Office 10 Malaybalay City, Bukidnon
None	3.2 Pick-up the Attested/ Approved Appointment at CSC Field Office 10, Malaybalay City	None	4 Hours	<i>HRMA</i> Human Resource Management and Development Office
<b>TOTAL:</b>		None	10 to 15 Days	



### 43. Processing of Appointment – Job Order Employees

Issued to a person who shall undertake a specific work or job for a limited period not to exceed one year. The appointing authority shall indicate the inclusive period covered by the appointment for purposes of crediting services.

<b>Office or Division:</b>	Human Resource Management and Development Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Job Applicants	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>FOR JOB APPLICATION:</b>	
	Application Letter (1 Original)	(Client's concern)
	<b>FOR HIRED APPLICANTS:</b>	
	Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) (2 Original)	(Client's concern)
	Medical Certificate (CSC Form 211) (1 Original)	Human Resource Management and Development Office



Pag-IBIG MID Number (1 Photocopy)		Pag-IBIG Fund Office		
SSS Number (1 Photocopy)		Social Security System Office		
BIR – Tax Identification Number (1 Photocopy)		BIR Office		
PhilHealth Number (1 Photocopy)		PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letters to HR	1. Accepts application & endorse to Municipal Mayor for acceptance and approval of appointment	None	10 Minutes	<i>Admin. Aide I</i> Human Resource Management and Development Office
2. Submit/ accomplish necessary requirements	2. If LCE appoints the applicant, inform applicant of the employment requirements	None	3 Days	<i>Admin. Aide I</i> Human Resource Management and Development Office
None	2.1 Validates submitted requirements and prepare the appointment	None	3 Minutes	<i>Admin. Aide I</i> Human Resource Management and Development Office
None	2.2 Forward the Appointment to all signatories for signature	None	30 Minutes	<i>Admin. Aide I and HRMO V</i> Human Resource Management and Development Office <i>Municipal Budget Officer</i>



				Municipal Budget Office  <i>Municipal Accountant</i> Municipal Accounting Office  <i>Department Head of the Office</i>  <i>Municipal Mayor</i> Municipal Mayor's Office
3. Acknowledge / sign the Job Order Appointment	3. Inform the appointee to sign the Job Order appointment	None	1 Minute	<i>Admin. Aide I</i> Human Resource Management and Development Office
<b>TOTAL:</b>		None	3 to 5 Days	

#### 44. Issuance of Certificates

- **Employment**
- **Service Record**
- **Leave Credits**
- **Other Certifications**

Refers to a certificate specifying the date of an appointment, status of appointment, length of service, position title, wages, and will be used for a certain purpose.

<b>Office or Division:</b>	Human Resource Management and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Government Employees / Job Order Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
None	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File specific request needed, write and sign to Certification Log Book	1. Request the employee to log the request	None	5 Minutes	<i>Admin. Aide I</i> Human Resource Management and Development Office
None	1.1 Verify request and prepare the document	None	1 Minute	<i>Admin. Aide I</i> Human Resource Management and Development Office
None	1.2 Forward document to the HRMO V approval/ signature	None	1 Minute	<i>Admin. Aide I &amp; HRMO V</i> Human Resource Management and Development Office
2. Receive the approved document	2. Release approved document	None	1 Minutes	<i>Admin. Aide I</i> Human Resource Management and Development Office
<b>TOTAL:</b>		None	8 Minutes	

#### 45. Issuance of Accountability Clearance

Document that proves that the employee is cleared of any obligation, money and properties of this Municipality for which the employee is accountable or responsible.

<b>Office or Division:</b>	Human Resource Management and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees / Job Order Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request Clearance, write and sign to Certification Log Book	1. Request the employee to log the request	None	5 Minutes	<i>Admin. Aide I</i> Human Resource Management and Development Office
None	1.1 Verify request and prepare the clearance	None	1 Minute	<i>Admin. Aide I</i> Human Resource Management and Development Office
None	1.2 Forward clearance to the all signatories for approval/ signature	None	30 Minute	<i>Admin. Aide I and HRMO V</i> Human Resource Management and Development Office  <i>Municipal Budget Officer</i> Municipal Budget Office  <i>Municipal Accountant</i> Municipal Accounting Office  <i>Municipal Treasurer</i> Mun. Treasurer's Office  <i>Department Head of the Office where the employee is assigned</i>  <i>Municipal Mayor</i> Municipal Mayor's Office
2. Receive the approved clearance	2. Release approved clearance	None	1 Minutes	<i>Admin. Aide I</i> Human Resource Management and Development Office
<b>TOTAL:</b>		None	37 Minutes	





# MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON

## Processing of Vouchers/ Purchase Requests/ Purchase Orders/ Other Documents

*(Processing as to Availability of Appropriation)*

### 46. Disbursement Voucher - Claims of Suppliers / Contractors

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

<b>Office or Division:</b>	Municipal Budget Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Government Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Type/ prepare voucher for claims	None	20 Minutes	<i>Admin. Aide I</i> Municipal Budget Office
None	2. Posting to appropriate charges	None	3 Minutes	<i>Budgeting Aide</i> Municipal Budget Office
None	3. Documents for signature	None	5 Minute	<i>Municipal Budget Officer</i> Municipal Budget Office
None	4. Forward documents to Municipal Accounting Office	None	2 Minutes	<i>Admin. Aide I</i> Municipal Budget Office
<b>TOTAL:</b>		None	30 Minutes	

#### 47. Disbursement Voucher

- Claims for Travel, Salaries & Wages, & Other claims
- Cash Advances

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

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



<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Type/prepare voucher for TEV, payroll and cash advances	None	5 Minutes	<i>Admin. Aide I</i> Municipal Budget Office
None	2. Posting to appropriate charges on the ledger	None	3 Minutes	<i>Budgeting Aide</i> Municipal Budget Office
None	3. Documents for signature	None	5 Minute	<i>Municipal Budget Officer</i> Municipal Budget Office
None	4. Forward documents to Municipal Accounting Office	None	2 Minutes	<i>Admin. Aide I</i> Municipal Budget Office
<b>TOTAL:</b>		None	15 Minutes	

#### 48. Processing of Purchase Request (from Requisitioning Offices)

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

<b>Office or Division:</b>	Municipal Budget Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Government Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Checking as to APP & POW	None	10 Minutes	<i>Admin. Aide IV</i> Municipal Budget Office
None	2. Record PRs to the logbook	None	3 Minutes	<i>Budgeting Aide</i> Municipal Budget Office
None	3. PRs for Signature/ Approval	None	5 Minute	<i>Municipal Budget Officer</i> Municipal Budget Office
None	4. Forward documents to Municipal Accounting Office	None	2 Minute	<i>Admin. Aide I</i> Municipal Budget Office
<b>TOTAL:</b>		None	20 Minutes	

#### 49. General Payroll - Salaries and Wages

- Permanent Employees
- Casual Employees
- Job Order Employees

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.



<b>Office or Division:</b>	Municipal Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Checking as to completeness of payroll & computation	None	1 Hour	<i>Budgeting Aide</i> Municipal Budget Office
None	2. Documents for signature/ approval	None	5 Minute	<i>Municipal Budget Officer</i> Municipal Budget Office
None	3. Forward documents to Municipal Accounting Office	None	2 Minutes	<i>Admin. Aide I</i> Municipal Budget Office
<b>TOTAL:</b>		None	1 Hour & 7 Minutes	

## 50. General Payroll – Travel Claims

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

<b>Office or Division:</b>	Municipal Budget Office
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Type/ Prepare TEV	None	30 Minutes	<i>Admin. Aide IV</i> Municipal Budget Office
None	2. Posting to appropriate charges in the ledger	None	10 Minutes	<i>Budgeting Aide</i> Municipal Budget Office
None	3. Documents for signature/ approval	None	5 Minute	<i>Municipal Budget Officer</i> Municipal Budget Office
None	4. Forward documents to Municipal Accounting Office	None	2 Minutes	<i>Admin. Aide I</i> Municipal Budget Office
<b>TOTAL:</b>		None	47 Minutes	



# MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON

## Processing of Vouchers/ Purchase Requests/ Purchase Orders/ Other Documents *(Processing as to Availability of Obligation)*

### **51. Vouchers for Supplies, Materials and Other Claims**

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

<b>Office or Division:</b>	Municipal Accounting Office
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Receive vouchers from Municipal Budget Office	None	5 Minutes	<i>Admin. Aide I</i> Municipal Accounting Office
None	2. Computation of Business Tax	None	10 Minutes	<i>Admin. Aide I</i> Municipal Treasurer's Office
None	3. Pre-audit documents  Check supporting documents, mathematical computation, appropriation, etc.	None	1 Hour	<i>Management and Audit Analyst I</i> Municipal Accounting Office
None	4. Issuance of tax certificate for supplies and materials	None	20 Minutes	<i>Admin. Aide I</i> Municipal Accounting Office
None	5. Review action taken by staff - Approval or Disapproval	None	15 Minutes	<i>Municipal Accountant</i> Municipal Accounting Office



	6. Forward approved vouchers to Municipal Treasurer's Office	None	5 Minutes	<i>Admin. Aide I</i> Municipal Accounting Office
<b>TOTAL:</b>		None	1 Hour & 55 Minutes	

## 52. Preparation of Payroll - Salaries & Wages

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

<b>Office or Division:</b>	Municipal Accounting Office
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Computation of net pay and preparation of payroll - Regular - Casual - Job Order	None	1 Hour	<i>Admin. Aide I</i> Municipal Accounting Office
None	2. Certification as to available appropriation (refer No. 47)	None	1 Hour & 5 Minutes	<i>Municipal Budget Officer</i> Municipal Budget Office
None	3. Pre-audit payroll (supporting docs, computation, signatories)	None	30 Minutes	<i>Management and Audit Analyst I</i> Municipal Accounting Office
None	4. Review action taken by staff - Approval or Disapproval	None	10 Minutes	<i>Municipal Accountant</i> Municipal Accounting Office
	5. Forward approved documents to Municipal Treasurer's Office	None	5 Minutes	<i>Admin. Aide I</i> Municipal Accounting Office
<b>TOTAL:</b>		None	2 Hour & 50 Minutes	

### 53. Other Claims (TEV, Honorarium, Etc.)

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.



<b>Office or Division:</b>	Municipal Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Receive documents from Municipal Budget Office	None	5 Minutes	<i>Admin. Aide I</i> Municipal Accounting Office
None	2. Pre-Audit TEV, honorarium and other claims (supporting documents, mathematical computation, appropriation, signatories)	None	30 Minutes	<i>Management and Audit Analyst I</i> Municipal Accounting Office
None	4. Review action taken by staff - Approval or Disapproval	None	10 Minutes	<i>Municipal Accountant</i> Municipal Accounting Office
	5. Forward TEV, honorarium, other claims to Municipal Treasurer's Office	None	5 Minutes	<i>Admin. Aide I</i> Municipal Accounting Office
<b>TOTAL:</b>		None	50 Minutes	



# **MUNICIPAL GOVERNMENT OF IMPASUGONG, BUKIDNON**

**Processing of Vouchers/ Purchase Requests/  
Purchase Orders/ Other Documents  
*(Processing as to Availability of Funds)***



## 54. Salaries & Wages

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Receive vouchers from Municipal Accounting Office	None	5 Minutes	<i>Admin. Aide I</i> Municipal Treasurer's Office
None	2. Certify as to availability of funds/cash	None	10 Minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
None	3. Forward payroll to Municipal Mayor's Office for final approval (Refer to No.57)	None	1 Hour & 40 Minutes	<i>Municipal Mayor</i> Municipal Mayor's Office
None	4. Approved payroll forwarded back to Municipal Treasurer's Office for disbursement	None	4 Hours	<i>Disbursing Officer II</i> Municipal Treasurer's Office
<b>TOTAL:</b>		None	5 Hour & 55 Minutes	



## 55. Supplies and Materials

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Receive vouchers from Municipal Accounting Office	None	5 Minutes	<i>Admin. Aide I</i> Municipal Treasurer's Office
None	2. Certify as to availability of funds/cash	None	10 Minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
None	3. Forward vouchers to Municipal Mayor's Office for final approval (Refer to No.57)	None	1 Hour & 40 Minutes	<i>Municipal Mayor</i> Municipal Mayor's Office
None	4. Approved vouchers forwarded back to Municipal Treasurer's Office for disbursement	None	4 Hours	<i>Disbursing Officer II</i> Municipal Treasurer's Office
<b>TOTAL:</b>		None	5 Hour & 55 Minutes	



## 56. Other Claims

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Receive vouchers from Municipal Accounting Office	None	5 Minutes	<i>Admin. Aide I</i> Municipal Treasurer's Office
None	2. Certify as to availability of funds/cash	None	10 Minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
None	3. Forward other claims to Municipal Mayor's Office for final approval (Refer to No.57)	None	1 Hour & 40 Minutes	<i>Municipal Mayor</i> Municipal Mayor's Office
None	4. Approved other claims forwarded to back to Municipal Treasurer's Office for disbursement	None	2 Minutes per Voucher	<i>Disbursing Officer II</i> Municipal Treasurer's Office
<b>TOTAL:</b>		None	1 Hour & 57 Minutes	



## 57. Approval

- Voucher
- Payroll
- Purchase Requests
- Purchase Orders
- Other Claims

The process/ preparation of disbursement voucher, salaries and wages, travel claims, payroll, honorarium, supply and materials, and other claims for disbursement.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Payrolls, PRs, POs, vouchers and others claims will be received by the Mayor's Office and recorded in the logbook if supporting documents are complete	None	30 Minutes	<i>Admin. Aide I</i> Municipal Mayor's Office
None	2. Payrolls, PRs, POs, vouchers and others claims forwarded to Municipal	None	20 Minutes	<i>Municipal Mayor</i> Municipal Mayor's Office



	Mayor for signature			
None	3. Review if all payrolls, vouchers, PRs, POs and other claims are signed by the Mayor	None	5 Minutes	<i>Admin. Aide I</i> Municipal Mayor's Office
None	4. Record/ encode documents for monitoring and charging purposes	None	20 Minutes	<i>Admin. Aide I</i> Municipal Mayor's Office
None	5. Photocopy approved documents & detach copies for file	None	20 Minutes	<i>Admin. Aide I</i> Municipal Mayor's Office
None	6. Approved documents will be delivered to various offices :	None	5 Minutes	
	6.1 Approved PR will be released to the requisitioning office concerned	None	5 Minutes	
	6.2 Approved PO will be released to BAC	None	5 Minutes	



	6.3 Approved Payroll/vouchers will be released to the Municipal Treasurer's Office for disbursement	None	5 Minutes	
<b>TOTAL:</b>		None	1 Hour & 40 Minutes	

### FEEDBACK MECAHNISMS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Information Desk.</p> <p>Contact information: 0917-153-6252 lguimpasugonghrmo@gmail.com</p>
How feedback is processed?	<p>Once a week, usually every Friday the Public Assistance Desk Incharge – Administrative Aide opens the drop box and compiles and records all feedback submitted.</p>
How to file complaints?	<p>Answer the client feedback form and drop it at the designated drop box in front of the Information Desk.</p>
How complaints are processed?	<p>The compiled complains will be evaluated by the Human Resource Management Officer.</p> <p>After complains evaluation, the Human Resource Management Officer will conduct investigation and forward the complaint to the relevant office for their explanation.</p> <p>After the investigation, the Human Resource Management Officer will prepare a report and it will be submitted to the Municipal Mayor for appropriate action.</p>



	<p>The Human Resource Management Officer will give feedback to the complainant/client.</p> <p>For inquires and follow-ups, client may contact the following mobile number: 0917-153-6252 lguimpasugonghrmo@gmail.com</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

### List of Offices

Office	Address	Contact Information
Municipal Mayor's Office	Municipal Hall Building	0955-286-4720
Municipal Vice Mayor's Office	Legislative Building	0917-808-7116
Sangguniang Bayan Office	Legislative Building	0917-639-7902
Municipal Administrator's Office	Municipal Hall Building	0916-876-2479
Human Resource Management and Development Office	Municipal Hall – Annex Building	0917-153-6252
Municipal Budget Office	Municipal Hall Building	0917-639-1974
Municipal Accounting Office	Municipal Hall Building	0917-639-4061
Municipal Treasurer's Office	Municipal Hall Building	0917-303-7698
Municipal Planning and Development Office	Municipal Hall Building	0977-854-4469
Municipal Assessor's Office	Municipal Hall Building	0936-333-1628
Municipal Civil Registrar's Office	Municipal Hall Building	0906-722-3225
Municipal Environment and Natural Resources Office	Municipal Hall Building	0977-804-4312
Municipal Social Welfare and Development Office	Municipal Hall Building	0927-153-6771
Municipal Agriculture Office	Municipal Agriculture Office – AITC	0917-771-2919
Municipal Health Office	Municipal Health Office – Marabe Street	0917-301-8383



Municipal Economic Enterprise and Development Office	Municipal Hall – Annex Building	0955-810-3269
Municipal Disaster Risk Reduction Management Office	MDRRM Office – Marabe Street	0927-339-1430