



MUNICIPAL GOVERNMENT OF SAN PASCUAL, BATANGAS

CITIZEN'S CHARTER
2024 (1st Edition)



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Republic of the Philippines

Municipality of San Pascual

Province of Batangas

I. Mandate

Local Government Code of 1991 gives the local government powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

II. Vision

A premier center for commercial and industrial trade in the Province of Batangas, empowered with hardworking and law-abiding citizenry and emerging Agro-Industrial Complex concerning ecological balance and sustainable, top-class and adequate resilient infrastructures governed by transparent, morally upright, responsible, gender sensitivity, God-centered leaders and workforce.

III. Mission

To provide quality and attainable education, develop economic potentials while promoting and providing employment for the local San Pascualeños, aim for the advancement of infrastructure and improvement of local facilities, ensure a safe and healthy environment, foster disaster resilient communities, adhere a social responsive, gender-sensitive and empower the workforce and front-liners of the Local Government to attain an effective, friendly and productive governance towards achieving the development of the municipality.

IV. Service Pledge

We, the officials and employees of the Municipal Government of San Pascual, Batangas do hereby pledge to perform and discharge our duties with highest degree of integrity, excellence and professionalism. We uphold the public interest above all and constitute the implementation of our mandate to provide social, economic, environmental and decisive leadership to our constituents.



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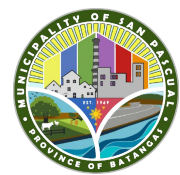
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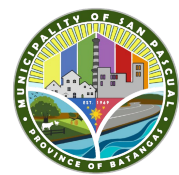


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OFFICE OF THE MUNICIPAL MAYOR

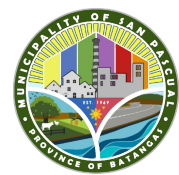
External Services



1. AVAILMENT OF SERVICES ON PERSONAL NEEDS REQUIRING MAYOR'S DISCRETION

These are requests of services which require the personal approval of the Mayor.

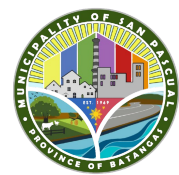
Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PERSONAL APPOINTMENT WITH MAYOR		None		
2. PROCEED TO FRONTLINE PERSONNEL		None	3 minutes	Administrative Aide II OM
3. APPOINTMENT/ PERSONAL AUDIENCE WITH MUNICIPAL MAYOR		VARIABLE, DEPENDING UPON THE NATURE OF THE NEEDS		
TOTAL:		3 minutes		



2. SECURING CASE STUDY TO INDIVIDUALS IN CRISIS SITUATION

These are requests of services which require the personal approval of the Mayor. The conduct of a case study is a requirement for adoption and other judicial processes involving guardianship and custody of minors and incompetents. It is also required to avail of charity packages of hospitals, the PCSO and other private and government institutions providing medical and social services.

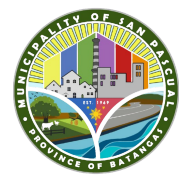
Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BARANGAY CLEARANCE		Barangay where the client is a resident		
CERTIFICATE OF INDIGENCY				
MEDICAL ABSTRACT				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview at the MSWD Office	1.1 Receive and check/validate submitted document/s.	None	15 minutes	<i>Social Worker II MSWD</i>
	1.2 Approval of case study and record the case study	None	2 minutes	<i>MSWDO</i>
	1.3 Mayor's office staff receives and record the case study	None	2 minutes	<i>Office Staff OM</i>
	1.4 Releasing of case study	None	1 minute	<i>Office Staff OM</i>
TOTAL:		20 minutes		



3. SOLEMNIZATION OF MARRIAGE

Elected local chief executive can solemnize civil wedding within their jurisdiction. It is a requirement that one of the contracting parties or one of the couples should be a resident where the marriage will take place. The ceremony can be held either inside the Mayor's Office or within its vicinity. Mayors can also officiate mass wedding or we call it kasalang bayan.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up Application for Marriage License		Municipal Treasurer’s Office Billing Section		
Official Receipt/Proof of Payment indicating fees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the MCR	1.1 Receive, check/validate and record submitted document/s.	None	15 minutes	<i>MCR Staff</i>
	1.2 Forward the Marriage license with all necessary requirements to the Office of the Mayor	None	2 minutes	<i>MCR Staff</i>
	1.3 Schedule of the solemnization ceremony with the Mayor	None	3 minutes	<i>Executive Assistant / OM</i>
	1.4 Solemnization at the appointed date	None	2 hours	<i>Municipal Mayor</i>



4. REQUEST FOR AMBULANCE

Ambulance assistance for indigent constituents.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Frontline Personnel	1.1 Validation	None	3 minutes	<i>Administrative Aide II OM</i>
	1.2 Verifying Availability of requested unit/ambulance	None	5 minutes	<i>Administrative Aide II OM</i>
	1.3 Recording of request	None	2 minutes	<i>Administrative Aide II OM</i>
	1.4 Issuance of Ambulance Trip Ticket	None	3 minutes	<i>MHO Staff</i>
TOTAL:		13 minutes		



5. SECURING ENDORSEMENT/REFERRALS/RECOMMENDATION LETTER

Recommendation/Endorsements is given to individuals and organizations to support their intentions for a purpose.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay where the client is a resident		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get all the requirements for endorsement/referral /recommendation letter	1. Issue requirements for said request	None	2 minutes	Secretary / OM
2. Proceed to frontline personnel and give the requirements and information needed	2.1 Receive and check/validate submitted document/s.	None	5 minutes	Secretary / OM
	2.2 Record/release of endorsement/referral /recommendation letter	None	1-3 minutes	Secretary / OM
TOTAL:		10 minutes		



6. SECURING MAYOR'S CLEARANCE AND CERTIFICATE OF GOOD MORAL

The Mayor's Office Clearance 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.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay where the client is a resident		
Police Clearance		San Pascual Municipal Police Station		
Cedula		Municipal Treasurer's Office		
Official Receipt of Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get all the requirements for Mayor's Clearance at the Office of the Mayor	1.1 Receive and check/validate submitted document/s.	None	2 minutes	Secretary I MO
	1.2 Prepare the requested document/s.	None		
2. Pay the required fees		PHP 170.00	2 minutes	Revenue Collection Clerk I MTO Billing Section
3. Submit all the necessary requirements to Mayor's office	3.1 For recording and preparation of Mayor's Clearance	None	5 minutes	Secretary I MO
	3.2 Approval of Mayor's Clearance	None	3 minutes	Municipal Mayor
	3.3 Records rechecking and releasing of requested documents.	None	3 minutes	Secretary I MO
TOTAL:		PHP 170.00	15 minutes	



7. SECURING VARIOUS PERMIT

The Office of the Mayor issues Mayor's Permit to individuals and business establishments in the municipality as one of requirements in putting up their business, building constructions and other related services that needs Mayor's Permit.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter for permit, stating among others, the nature and purpose of the said activity				
Official Receipt/Proof of Payment indicating fees due for the activity		Municipal Treasurer's Office Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for the permit at the office of the mayor, stating among others, the nature and purpose of the proposed activity	1.1 Receive, check/validate and record submitted document/s.	None	2 minutes	Office Staff OM
	1.2 Municipal Mayor evaluates the request	None	2 minutes	Municipal Mayor
2. Proceed to the Office of Municipal Treasurer's Billing section to pay required fees	2.1. Issue official receipt	Based on the type and purpose of the permit	3 minutes	Revenue Collection Clerk I MTO Billing Section
	1.3. Preparation of Permit	None	5 minutes	Office Staff OM
	1.4Approval of permit by the municipal Mayor	None	3 minutes	Municipal Mayor
	1.5Recording and releasing of document	None	2 minutes	Administrative Aide II OM
TOTAL:		17 minutes		



OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

External Services



1. SECURING LOCATIONAL CLEARANCE AND ZONING CERTIFICATE

Zoning Compliance/Locational Clearance from the Office of the MPDC/Zoning Administrator is a pre-requisite for all building permits secured from the Office of the Municipal Engineer. Also, it is a requirement for the License Permits issued by the Office of the Municipal Mayor. Also, it is a requirement for those who secure Land Titles from the Bureau of Lands.

Office or Division:	Office of the Municipal Planning & Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client G2B - Government to Business			
Who may avail:	Any interested groups or individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and notarized application for Locational Clearance one (1) original copy"		Zoning Section		
2. Right over Land (Proof of Ownership)		Office of the Municipal Assessor		
a. Original or Certified Tax Declaration / photocopy of lot title one (1] original copy				
b. Notarized Authorization Letter (if the applicant is not the owner of the lot, "one (1) original copy"		Person being Represented / Licensed Notary Republic		
3. Barangay Clearance with Public Hearing (if necessary/ agricultural to other uses] "one (1) original copy" or "one (1) photocopy certified from the original		Barangay where the proposed structure is located		
4. Site Development Plan and Bill of Materials signed by a Licensed engineers etc. (if necessary) "one (1) original copy"		Licensed Engineers,		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to me client	None	1 minutes	Staff MPDC
2. Submit the required documents for verification and evaluation	2.1 Receive the required documents and check for completeness,	None	5 minutes	Staff MPDC
	2.2 Start processing the request and set the schedule for the ocular inspection in conformity with existing CLUP and Zoning Ordinance:	None	2 minutes	Staff MPDC



	2.3 Zoning Inspector prepare and submit inspection/evaluation report 10 MPDC or zoning Staff:			Staff MPDC
*Make sure to secure the Order of Payment that will be issued	2.4 Call the proponent for the Issuance of Order of Payment if all required documents were submitted;		1 hour	Staff MPDC
3. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment	MTO Processing (Cashier)	Zoning/Locational Clearance Fee (see table 1)		
4. Return to the MPDC/ Zoning Section for the processing and release of the Clearance	4.1 Check the Official Receipt and start processing the request: 4.2 The MPDC/ Zoning Administrator Recommend the Application for Locational Clearance to the LCE/ Municipal Mayor for the Final Decision of Zoning Locational Clearance: 4.3 Issue the Locational Clearance.	None	30 minute	Staff MPDC
TOTAL:		1 hour & 38 minutes		



2. DATA INFORMATION

The Office of the Municipal Planning & Development Coordinator keeps information about the municipality and its development plan, such as land use plans, development strategies, profile, statistics, maps and municipality governance - data Information about the municipality is generally requested by investors, people in the business sector, researchers, students and tourists.

Office or Division:		Office of the Municipal Planning & Development Coordinator		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Any interested groups or individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Applicant		
CD, diskette or any storage for electronic copies		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline employee and present your request. If requested information is not available, take note on where to obtain the data.	1.1 Receive request and refer you to the staff in charge of the information requested. If data is unavailable, you will be referred to another probable office of the requested information.	None	2 minutes	<i>Staff</i> MPDC
2. The staff will review the request and assess.	2.1 If requested information is available, the staff in charge will access and review the information requested and will assist the client.	None	10 minutes	<i>Staff</i> MPDC
3. The researcher leaves a valid identification card and will do the photocopy of the documents.	3.1 Request for a valid identification card and give requested material/s for photocopying. Instruct client to sign the log book.	None	2 minutes	<i>Staff</i> MPDC
4. Sign the log book. Return the original documents after photocopying.	Concerned staff return the identification card submitted earlier.	None	1 minute	<i>Staff</i> MPDC
TOTAL:		15 minutes		



Office or Division:		Office of the Municipal Planning & Development Coordinator		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client G2B - Government to Business		
Who may avail:		Real Property Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Right over Land (Proof of Ownership)				
a. Original or Certified Tax Declaration photocopy of lot title one (1) original copy* owner of the lot) one (1) original copy		Office of the Municipal Assessor		
b. Notarized Authorization Letter (if the applicant is not the one (1) original copy* owner of the lot) one (1) original copy		Person being Represented / Licensed Notary Republic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	1 minute	Staff MPDC
2. Submit the required documents for verification and evaluation *Make sure to secure the Order of Payment that will be issued	2.1 Receive the required documents and check for completeness:	None	5 minutes	Staff MPDC
	2.2 Start processing the request		2 minutes	Staff MPDC
	2.3 Issue the Order of Payment if all required documents were submitted;			
3. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment *Make sure to secure Official Receipt that will be issued upon payment	MTO Processing (Cashier)	Php 313.00	-	-
4. Return to the MPDC / Zoning Section for the processing and release of the Certification	4.1 Check the Official Receipt; 4.2 The MPDC/ Zoning Administrator recommend the application for Locational Clearance to the LCE/ Municipal Mayor for the Final Decision of Zoning Locational Clearance: 4.3 Issue the Locational Clearance.	None	30 minutes	Staff MPDC
TOTAL:		Php 313.00	38 minutes	

Office or Division:	Municipal Planning & Development Office / Planning Section
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Classification:	Simple Services			
Type of Transaction:	G2C - For services whose client is the transacting public;			
	G2B - For services whose client is a business entity			
	G2G - For services whose client is another government agency, government employee or official			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Researcher/Client		
2. Letter Request (if necessary)		Researcher/Client		
3. Data storage/Email for electronic copies		Researcher/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	NONE	1 minute	Staff MPDC
2. Submit and present the required documents for verification and evaluation	2.1 Receive the required documents and check for completeness;	NONE	5 minutes	Staff MPDC
	2.2 Start processing the request;			
	2.3 Issue the Order of Payment if all required documents were submitted.		10 minutes	Staff MPDC
3. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment	MTO Processing (Cashier)	Php 80.00	-	-
4. Return to the MPDC for the processing and release of the Data Information (hard copy or electronic)	4.1 Check the Official Receipt; 4.2 Issue the Data Information (hard copy or electronic)	NONE	10 minutes	Staff MPDC
	TOTAL:	Php 80.00	26 min.	

Issuance of Annual Investment Plan Certification

Office or Division:	Municipal Planning & Development Office / Planning Section & Local Youth Development Section		
Classification:	Simple Services		
Type of Transaction:	G2G - For services whose client is another government agency, government employee or official		
Who may avail:	Barangay Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Photocopy of Annual/Supplemental Budget		Requesting Sangguniang Barangay/Kabataan	
Barangay Development Council Resolution adopted by Sangguniang Barangay Resolution (if necessary)		Requesting Sangguniang Barangay/Kabataan	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Log Book	Give the Log Book to the client	NONE	1 minute	Staff MPDC
Submit the required documents for review and evaluation	Receive the required documents and check for completeness	NONE	5 minutes	Staff MPDC
Processing and release of Certificate	Issue the Certificate	NONE	3 minutes	Staff MPDC
	TOTAL	-	9 minutes	

SERVICE NAME	Application for Locational Clearance for Building Permit for High Rise Building and Special Projects	
Office or Division:	Municipal Planning & Development Office / Zoning Section	
Classification:	Complex and Highly Complex Services	
Type of Transaction:	G2C - For services whose client is the transacting public; G2B - For services whose client is a business entity	
Who may avail:	Real Property Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent for the proposed major project addressed to the Local Chief Executive		Client
2. Duly accomplished and notarized application for Locational Clearance (one (1) original copy)		Zoning Section
3. Right over Land (Proof of Ownership)		
a. Original or Certified Tax Declaration / photocopy of lot title (one (1) original copy)		Office of the Municipal Assessor
b. Notarized Authorization Letter (if the applicant is not the owner of the lot) (one (1) original copy)		Person being Represented / Licensed Notary Public
4. Barangay Clearance with Public Hearing (if necessary) (one (1) original copy or one (1) photocopy certified from the original)		Barangay where the proposed structure is located
5. Site Development Plan and Bill of Materials signed by licensed engineers etc. (one (1) original copy)		Licensed Engineers, Environmental Planners, Architects, etc.
6. EMB Certificate ECC or CNC (if necessary) (one (1) photocopy from the original)		Department of Environment and Natural Resources (DENR) - Environmental Management Bureau (EMB)
7. DAR Clearance/Certificate for agricultural land (if necessary) (one (1) photocopy from the original)		Department of Agrarian Reform (DAR)
8. Drainage Impact Statement if the project is major development		Licensed Engineers or Environmental Planner
9. Socio-Economic Impact Statement if the project has a large employment		Licensed Engineers or Environmental Planner
10. Traffic Impact Statement if the project is a potential traffic generating development		Licensed Engineers or Environmental Planner
11. Soil Test (if necessary)		Licensed Soil Engineers (Civil or Geotechnical Engineer)



12. Neighbors consent (if necessary)		Neighbors from where the proposed structure is located		
NOTE: Prepare 22 copies of each requirement if the proposed project needs Sangguniang Bayan approval				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	Give the Log Book to the client	NONE	1 minute	Staff MPDC
2. Submit the required documents for verification and evaluation	2.1 Receive the required documents and check for completeness	NONE	5 minutes	Staff MPDC
	2.2 Start processing the request and set the schedule for ocular inspection in conformity with existing CLUP and Zoning Ordinance	NONE	2 minutes	Staff MPDC
	2.3 Zoning inspector prepare and submit inspection/evaluation report to MPDC or Zoning Staff	NONE	1 hour	Staff MPDC
	2.4 The Zoning Officer prepare and endorse the completed and evaluated documents to the Sangguniang Bayan for the Approval of the Site Development Plan (if necessary)	NONE	30 minutes	Municipal Planning and Development Coordinator
*Make sure to secure the Order of Payment that will be issued	2.5 Call the proponent for the issuance of Order of Payment if all required documents were submitted	NONE	5 minutes	Staff MPDC
3. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment *Make sure to secure Official Receipt that will be issued upon payment	MTO Processing (Cashier)	Zoning/Locational Clearance Fee (see table 1)	-	-
4. Return to the MPDC / Zoning Section for the processing and release of the Clearance	4.1 Check the Official Receipt and start processing the request; 4.2 The MPDC / Zoning Administrator recommend the Application for Locational Clearance to the LCE / Municipal Mayor for the Final Decision of Zoning Locational Clearance; 4.3 Issue the Locational Clearance	NONE	30 minutes	Staff MPDC



	TOTAL	-	2 hr. & 18 min.	
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Basic Requirements for Locational Clearance/Certificate of Zoning Compliance

I. Basic Requirements (one copy per document)

1. Duly accomplished and notarized APPLICATION FORM

2. Any of the following requirements relative to RIGHT OVER LAND

- Photo copy of the Certificate of Title, in case registered in the name of applicant
- In absence of any existing certificate of title in the applicant, submit
 - Certified True Copy of the Tax Declaration and
 - Pro-forma affidavit (see attached form) to the effect that
 - the applicant is the owner of the property subject of the application
 - the property is situated within alienable and disposable lands and outside lands reserve for the public domain
 - the property is free from liens and encumbrances of the property, or stating the liens and encumbrances of the property
 - the property is/is not tenanted (in case the property is planted to rice and corn)

- In case the property is not registered in the name of the applicant, submit duly Notarized deed of sale deed of donation, or contract of lease or authorization to use land, whichever is applicable plus the photocopy of the owner's certificate of title in the absence of title, the tax declaration and pro-forma affidavit as described in the titled be thereof.

3. VICINITY MAP showing the existing land uses within the prescribed radius from the boundary of the subject site:

- For projects of local significance, the vicinity should cover a minimum of 100 m radius and the map need not to be drawn to scale provided the relative distances of existing land uses to the projects site lot boundaries are indicated;
- For projects of national significance, the vicinity should cover a minimum of one kilometer radius and should be drawn to scale.

4. SITE DEVELOPMENT PLAN showing the project site lot area boundaries and dimensions of proposed structures/improvements within the project site; the plan need not be drawn to scale for projects of local significance.

5. DETAILED COST OF MATERIALS AND SPECIFICATIONS signed and sealed by a duly licensed Civil Engineer/Architect et al. with conformity of the owner

6. BARANGAY BUILDING CLEARANCE OR BARANGAY CERTIFICATE OF NO OBJECTION

II. Additional Requirements

1. For all projects situated in Agricultural Lands

- Endorsement/ Recommendation from the Department of Agrarian Reform for the Conversion into other uses;

2. For manufacturing project: DESCRIPTION OF INDUSTRY citing the following:

- Types and volume of raw materials
- Products manufactured or stored
- Average production output/capacity per day/week/month
- Industrial wastes and plans for pollution control
- Description and flow of manufacturing process

3. For applicants filed by authorized representatives:

- SWORN SPECIAL POWER OF ATTORNEY for representative to file/follow-up/application and claim decision to the application

4. DPWH Clearance when the project is situated along National Road

5. DENR-EMB Clearance (ECC or CNC)

6. DAR Clearance/DAR Conversion

7. Department of Agriculture (DA) Certificate

8. Material Recovery Facility (MRF)

9. National Pollution Control Commission (NPCC) Clearance for large scale (Poultry, Piggery, Saw Mill and other related industry)

10. Company Profile

11. Other Government Agencies Requirements

12. Public Hearing with minutes, attendance and pictures for documentation

13. Letter of Intent addressed to Municipal Mayor

14. Others

Specify:



PERMIT FEE FOR ZONING/LOCATIONAL CLEARANCE

1. Single residential structure attached or detached

P100,000.00 and below	P300.00
Over P100,000.00 to P200,000.00	P600.00
Over P200,000.00	P750.00 + 1/10 of 1% of cost in excess of P200,000

2. Apartments/Townhouses

P500,000.00 and below	P1,500.00
Over P500,000.00 to P2,000,000.00	P2,250.00
Over P2,000,000.00	P3,750.00 + 1/10 of 1% of cost in excess of P2M regardless of number of floors

3. Dormitories

P2,000,000.00 and below	P4,000.00
Over P2,000,000.00	P3,750.00 + 1/10 of 1% of cost in excess of P2M regardless of number of floors

4. Institutional, project cost of which is

P2,000,000.00 and below	P3,000.00
Over P2,000,000.00	P3,000.00 + 1/10 of 1% of cost in excess of P2M

5. Commercial, industrial, agro-industrial project, cost of which is

P100,000.00 and below	P1,500.00
Over P100,000.00 to 500,000.00	P2,250.00
Over P500,000.00 to 1,000,000.00	P3,200.00
Over P1,000,000.00 to 2,000,000.00	P5,000.00
Over P2,000,000.00	P7,500.00 + 1/10 of 1% of cost in excess of P2M

6. Special uses/projects

(Gasoline Station, Cell Sites, Slaughter House, Treatment Plans, etc.)

P2,000,000.00 and below	P7,500.00
Over P2,000,000.00	P7,500.00 + 1/10 of 1% of cost in excess of P2M

7. Alteration / Expansion (affected areas / cost only) – Same as the original application

8. Certification Fee: P313.00

9. SUBDIVISION Projects (under P.D. 957)

1. Approval of Subdivision Plans (including townhouses)

1.1 Preliminary Approval and Locational Clearance (PALC)

Preliminary Subdivision Development Plan (PSDP)

Processing Fee	P1,000.00/ha or a fraction thereof
Inspection Fee	P2,000.00/ha regardless of density

1.2 Final Approval and Development Permit

Processing Fee	P3,500.00/ha regardless of density
Additional Fee on Floor Area of Housing Component	P5.00/sqm
Inspection Fee	P2,000.00/ha regardless of density

1.3 Alteration of Plan

(affected areas only)

Same as final approval and development permit

10. CONDOMINIUM Projects (under P.D. 957)

1. Approval of Condominium Plans/Final Approval and Development Permit

1.1 Preliminary Approval and Locational Clearance

1.2 Final Approval/Development Permit

Processing Fee	P1000
Land Area	P10.00/sqm
Number of Floors	P300.00/floor
Building Areas	P25.00/sqm of GFA
Inspection Fee	P2,000.00/ha

1.3 Alteration of Plan

(affected areas only)

Same as final approval and development permit

11. SUBDIVISION AND CONDOMINIUM PROJECTS (under BP 220)

1. Subdivision Projects

1.1 Approval of Subdivision Projects

1.1.1 Preliminary Approval and Locational Clearance

Processing Fee	
a. Socialized Housing	P150.00/ha
b. Economic Housing	P250.00/ha
Inspection Fee	
a. Socialized Housing	P2,000.00/ha
b. Economic Housing	P2,000.00/ha

1.1.2 Final Approval and Development Permit

Processing Fee	
a. Socialized Housing	P750.00/ha
b. Economic Housing	P2,000.00/ha
Inspection Fee	

2.1.3 Alteration of Plan

(affected areas only)

Same as Final Approval and Development Permit

12. INDUSTRIAL/COMMERCIAL SUBDIVISION

1. Approval of Industrial/Commercial Subdivision

1.1 Preliminary Approval and Locational Clearance

Processing Fee	P1,000.00/ha
Inspection Fee	P2,000.00/ha

1.2 Final Approval and Development Permit

Processing Fee	P1,000.00/ha
Inspection Fee	P2,000.00/ha
(Projects already inspected for PALC application may not be charged of Inspection Fee)	

1.3 Alteration of Plan

(affected areas only)

Same as Final Approval and Development Permit



13. FARMLOT SUBDIVISION

1. Approval of Industrial/Commercial Subdivision	
1.1 Preliminary Approval and Locational Clearance	
▪ Processing Fee	P500.00/ha
▪ Inspection Fee	P2,000.00/ha
1.2 Final Approval and Development Permit	
▪ Processing Fee	P2,000.00/ha
▪ Inspection Fee	P2,000.00/ha
(Projects already inspected for PALC application may not be charged of Inspection Fee)	
1.3 Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit

14. MEMORIAL PARK/CEMETERY PROJECT/COLUMBARIUM

1. Approval of Memorial Park/Cemetery Project/Columbarium	
1.1 Preliminary Approval and Locational Clearance	
a. Memorial Project	P1,000.00/ha
b. Cemeteries	P500.00/ha
c. Columbarium	P5,000.00/ha
▪ Inspection Fee	
a. Memorial Project	P2,000.00/ha
b. Cemeteries	P2,000.00/ha
c. Columbarium	P2,000.00/ha
1.2 Final Approval and Development Permit	
a. Memorial Project	P20.00/sq.m
b. Cemeteries	P10.00/sq.m
c. Columbarium	P10.00/sq.m. of land area
	P5.00/floor
▪ Inspection Fee	P25.00/sq.m.
(Projects already inspected for PALC application may not be charged of Inspection Fee)	
a. Memorial Project	P2,000.00/ha
b. Cemeteries	P2,000.00/ha
c. Columbarium	P2,000.00/ha
1.3 Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit

RECLASSIFICATION FEE

Computation rates for agricultural lands for any legitimate purpose

499 sqm and below	5.00/sqm
500 sqm to 999 sqm	7.50/sqm
1,000 sqm to 1,999 sqm	10.00/sqm
2,000 sqm and above sqm	20.00/sqm

However regardless of the area of the property, if it will be profited from by the owners/developers as part of any subdivision and business-owned commercial, institutional and industrial spaces hence the conversion fee is fixed to Php20.00/sqm.

CHANGE OF LAND USE FEE

Computation rates for change of land-use for any legitimate purpose

499 sqm and below	5.00/sqm
500 sqm to 999 sqm	7.50/sqm
1,000 sqm to 1,999 sqm	10.00/sqm
2,000 sqm and above sqm	20.00/sqm

SITE DEVELOPMENT FEE

Site Development Fee for industrial and commercial use based on the following area:

For the first 1,000 sqm	25.00/sqm
For every additional sqm	12.00/sqm



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

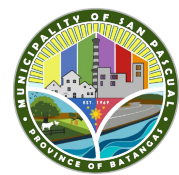
External Services



1. ON TIME REGISTRATION OF BIRTH

Permanent and official recording of child existence within reglementary period.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Infants born within the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract of Parents		c/o Client		
Presence of the parents for signature (if not married)		c/o Client		
Presence of attending physician/midwife/traditional midwife				
Official Receipt		c/o Client/Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to the receiving staff.	1.1 Review/verify documents. Ensure the documents are complete & valid.	None	3 minutes	<i>Administrative Aide I / III</i>
2. Fill up the form for birth certificate registration.	2.1 Accomplish Municipal Form 102 & return it to the client for signature.	None	10 minutes	<i>Administrative Aide I / III</i> MCR
3. Check and sign the documents before registration.	3.1 Instruct the applicant to pay the necessary fees.	None	3 minutes	<i>MCR/ Assistant Registration Officer</i> MCR
4. Proceed to Window 3 or 4 Collection Section for payment of fees.	4.1 Issue Official Receipt	70.00-if parents are married 2,000.00 – if parents are not married	3 minutes	<i>Revenue Clerk</i> MTO
5. Present Official Receipt to Registration Officer	5.1 Affix the Official Receipt details to the documents. Process the documents. Enter the document to the REGISTRY BOOK	None	5 minutes	<i>Administrative Aide I / III / VI</i> MCR



6. Receive copy of registered document. 1st copy - client	6.1 Issue copy of registered document. Leave copies of document to be sent to PSA and office file. 3 rd copy-MCR 2nd copy-PSA 4th copy-midwife or hilot	None	1 minute	MCR/ Assistant Registration Officer MCR
TOTAL:		25 minutes		

Note: For delay registration

For married parents

P330.00 / 30.00/months of delay

For not married parents

P2,000.00 AUSF /P330.00

70.00 certification/30.00/months of delay



2. DELAYED REGISTRATION OF BIRTH

Republic Act No. 3753 mandates the establishment of a civil registrar in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded.

The birth of a child, being a vital event for a person, must be registered within 30 days from the time of birth at the Office of the Civil Registrar of the city/municipality where the birth occurred.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Person who was born in the municipality but failed to register due to some circumstances		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Result Certification		PSA		
Baptismal		Church where the child was baptized		
Marriage Contract		c/o Client		
Yellow or white card		c/o Client		
Form 137		School where the child attended		
ID's with date & place of birth		c/o Client		
Voter's Registration Record		COMELEC		
Affidavit of delayed registration with two disinterested person – not married / out of town registration.		Law Office		
Official Receipt		c/o Client/Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for late registration to the receiving staff	1.1 Review/verify the record/the completeness and validity of requirements. Make a short interview. Give information form for delayed registration.	None	5 minutes	<i>Administrative Aide I / III</i> MCR
2. Fill up information forms for delayed registration	2.1 Accomplish Municipal Form 102. Attach all supporting documents	None	10 minutes	<i>Administrative Aide III / Assistant Registration Officer / MCR</i>
	2.2 Inform the applicant for a 10 day posting period.	None	2 minutes	<i>Administrative Aide III / Assistant Registration Officer / MCR</i>
3. Follow up the document to the staff after 10 days posting.	3.1 Instruct the applicant to pay for the corresponding fees.	None	1 minutes	<i>Administrative Aide I / III</i> MCR
4. Proceed to Window 3 or 4 (collection section) for payment of fees.	4.1 Issue official receipt	330.00/ delay 30.00 or maximum of 10,000	3 minutes	<i>Administrative Aide I / III</i> MCR



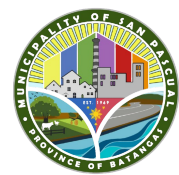
5. Present Official Receipt to Assistant Registration Officer.	5.1 Issue copy of registered document. Affix details of Official Receipt.	None	2 minutes	<i>Assistant Registration Officer / MCR</i>
6. Receive the original copy of registered document	6.1 Leave document copies of the registered document to be sent to PSA and office file. Enter the document to the registry book.	None	2 minutes	<i>Administrative Aide III / VI MCR</i>
TOTAL:		25 minutes		



3. REGISTRATION OF DEATH

The spouse or nearest relative who has knowledge of the death of a person- who died without medical assistance- must report the same within 48 hours.
The City Health Office examines the cause of death, signs the death certificate, and directs the registration of the death certificate with the Office of the Civil Registrar within the reglementary period of 30 days.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Concern person or relative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		c/o Client		
Authorization letter, if the requester is not the owner.		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up information sheet together w/ death certificate form	1.1 Evaluate the completeness & validity of the documents & accomplish Form 103-death certificate form	None	5 minutes	<i>Administrative Aide I / Assistant Registration Officer</i> MCR
2. Take the filled up form to the embalmer for signature. Return the form to MCR Office	2.1 Review the document/confirm the cause of death. Take the document to the MHO for signature	None	3 minutes	<i>MHO</i>
3. Proceed to MCR together with the accomplished document	3.1 Instruct the applicant for the necessary payments of corresponding fees	None	3 minutes	<i>Administrative Aide I</i> MCR
4. Proceed to Window 3 or 4 (collection section) for payment of fees.	4.1 Issue Official Receipt	80.00 - burial fee 110.00 - registration fee	3 minutes	<i>Revenue Clerk</i> MTO
5. Present Official Receipt to Assistant Registration Officer	5.1 Affix the details of Official Receipt to the certification. Enter the document in registry book.	None	2 minutes	<i>Administrative Aide III / VI</i> MCR
6. Receives copy of the registered document 1 st copy-client	6.1 Issue copy of the registered document 3 rd copy – MCR 2nd copy – PSA 4th copy - MHO	None	1 minute	<i>Assistant Registration Officer / MCR</i>
TOTAL:		PHP 190.00	17 minutes	

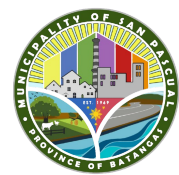


4. REQUEST FOR CERTIFICATION OF BIRTH/MARRIAGE/DEATH

Usually requested for attachment to PSA Documents that is blurred or not readable.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Owner of the Certification, Relative of the Owner, Other Requesting Person/Party		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Authorization letter, valid ID of the owner, if the requestor is not the owner parents or children of the owner			c/o client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request certification of registered documents	1.1 Verify the availability of the record. If available, prepare the document requested. Instruct the client to pay for the necessary payments.	None	5 minutes	<i>Administrative Aide / MCR</i>
2. Proceed to Window 3 or 4 (collection section) for payment of fees	2.1 Issue Official Receipt	PHP 70.00	3 minutes	<i>Revenue Clerk MCR</i>
3. Present the official receipt to the Asst. Reg. Officer	3.1 Sign/seal and issue the document to the requesting client	None	1 minute	<i>Assistant Registration Officer / MCR</i>
TOTAL:		PHP 70.00	9 minutes	

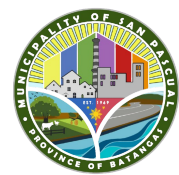
5.



6. ISSUANCE OF CERTIFIED TRUE COPY OF BIRTH/MARRIAGE/DEATH

Civil Registry documents such as birth, marriage, death certificates and other civil registry documents may be availed of by securing a certified transcript or photocopy from the Civil Registrar’s Office.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Owner of the Certification, Relative of the Owner, Other Requesting Person/Party (subject to interview to determine the relationship to the owner.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Requested Document		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/request for certified true copy (CTC) civil registry document	1.1 Verify the availability of the record. If available, instruct the client to pay for the necessary payments.	None	3 minutes	<i>Administrative Aide I / III MCR</i>
2. Proceed to window 3 or 4 (collection section) for payment of fees.	2.1 Issue Official Receipt	PHP 70.00 / copy	3 minutes	<i>Revenue Clerk MTO</i>
3. Prepare a photocopy of document, if available for signature. Present OR to the Asst. Reg. Officer	3.1 Sign/seal the document as Certified true copy	None	3 minutes	<i>Assistant Registration Officer / MCR</i>
TOTAL:		PHP 70.00	9 minutes	



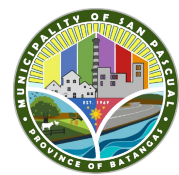
6. APPLICATION FOR MARRIAGE LICENSE

Marriage license is valid in any part of the Philippines for a period of 120 days from the date of issue. They are to be deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Contracting parties of legal ages intending to get married		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate or Baptismal Certificate (2 xerox copies)		c/o Client		
Certification of Family Planning				
Certification of Marriage Counseling		Priest/DSWD		
Parents (18-24) years of age				
Barangay Clearance		Barangay		
Affidavit of Guardianship		LAN OFFICE		
Legal Capacity to Contract Marriage		Embassy		
Death Certificate (if widowed)		c/o Client		
Residence Certificate		c/o Client / Office of the Municipal Treasurer		
CENOMAR (2 xerox copies)		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the receiving staff	1.1 Review/verify the document	None	3 minutes	<i>Administrative Aide I / III</i> MCR
2. Fill up/sign the application form for marriage contract by both parties together with their respective parents if necessary.	2.1 Receive /check the application form for correction. Instruct applicant to pay the necessary payments	None	15 minutes	<i>Administrative Aide I / III</i> MCR
3.Proceed to window 3 or 4 (collection section) for payment of fees	3.1 Issue official receipt (OR)	385.00 – application fee 200.00 – marriage counseling 200.00 – family planning 385.00 – solemnization 385.00 – license fee	3 minutes	<i>Revenue Clerk</i> MTO



4. Present Official Receipt to Assistant Registration Officer	4.1 Prepare the Advice the applicant to return to MCR Office for 10 days posting period.	None	2-3 minutes	<i>Administrative Aide I / Assistant Registration Officer MCR</i>
5. Follow up the document after the 10 days posting period	5.1 Prepare the marriage license	None	10 minutes	<i>Assistant Registration Officer / MCR</i>
6. Issue marriage license after 10 days posting period	6.1 Release/Issue marriage license	None	10 minutes	<i>Administrative Aide VI / MCR</i>



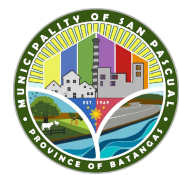
7. CORRECTION OF CLERICAL ERROR OR TYPOGRAPHICAL ERROR AND CHANGE OF FIRST NAME (RA 9048)

Act authorizing the MCR/ consul general to correct clerical/ typographical error and to change first name/ nickname w/o judicial order.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Person who need for documents correction due to clerical error and change of first name.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		PSA		
Marriage Contract		PSA		
Baptismal Certificate		c/o client		
Birth/Death/Marriage Certificate (Father/Mother)		c/o client		
Birth Certificate (Children)		PSA		
Birth Certificate (Brothers & Sisters)		PSA		
Passport/Comelec Id/Postal/SSS/Philhealth		c/o Client		
Certificate of Employment		Employer		
NBI/Police Clearance/Court Clearance		c/o Client		
Diploma/Transcript of Record		c/o Client		
Affidavit of Discrepancy		Law Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the petition	1. Verify/review the petition. Advice the petitioner to submit all the requirements needed.	None	10 minutes	<i>Administrative Aide I / Assistant Registration Officer</i> MCR
2. Submit the necessary documents.	2.1 Check/verify the OCRG documents, together w/ xerox copies of all requirements presented. Instruct the applicant to pay for the corresponding payments,	None	5 minutes	<i>Assistant Registration Officer</i> MCR



3. Proceed to window 3 or 4 (collection section) for payment of fees.	3.1 Issue official receipt (OR)	1,000.00 – filing fee (correction) 500.00 – migrant petition (correction) 3,000.00 – change of first name 1,000.00 – migrant petition (change of First Name) US\$ 50 – migrant US\$ 150 – migrant CFN	3 minutes	Revenue Clerk MTO
4. Present Official Receipt to the Assistant Registration Officer	4.1 Prepare the documents and ask petitioner to sign & notarized the petition paper for PSA affirmation. 4.2 Advice the applicant for a 10 days posting period.	None	5 minutes	Assistant Registration Officer MCR
5. Follow up the document after the 10 days posting period	5.1 Prepare the documents together with the approved notice and certificate of posting. 5.2 Advice the petitioner to mail the document to PSA thru LBC.	None	5 minutes	Administrative Aide I MCR
6. Mail the document to PSA	Advice the petitioner to follow up his/her petition after 2 months	None	1 minute	MCR
7. Receive copy of annotated documents form	7.1 Release the PSA of annotated documents.	None	1 minutes	MCR
TOTAL:		30 minutes		



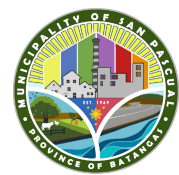
8. CORRECTION OF DATE OF BIRTH/GENDER (RA 10172)

Act authorizing the MCR/ consul general to correct date of birth / gender without judicial order.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Person who need for documents correction		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		c/o Client Gov't Physician PNP/NBI/Court Employer c/o client Law Office		
Baptismal Certificate				
Marriage Contract				
ID's with gender & date of birth				
Medical Records – by government physician (not undergone sex change or sex transplant)				
Police Clearance/NBI/Court Clearance				
Certificate of Employment				
Earliest School Record				
Affidavit of Discrepancy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the petition	1.1 Verify/review the petition. Advise the petitioner to submit all the requirements.	None	10 minutes	<i>Administrative Aide / MCR</i>
2. Submit all the necessary documents	2.1 Check/verify the original documents presented. Instruct the petitioner to pay for the corresponding payments.	None	5 minutes	<i>Assistant Registration Officer MCR</i>
3. Proceed to window 3 or 4 (collection section) for payment of fees	3.1 Issue official receipt (OR)	PHP 3,000.00 – sex / gender	3 minutes	<i>Revenue Clerk MTO</i>
4. Present Official Receipt (OR) to the Assistant Registration Officer	4.1 Prepare the documents. Ask the petitioner for signature. 4.2 Advise the petitioner for a 10 days posting period.	None	10 minutes	<i>Assistant Registration Officer MCR</i>



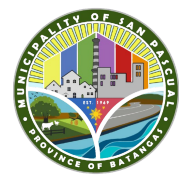
5. Follow up the document after the 10 days posting period	5.1 Submit the approved notice and certificate of posting together with the copies of RA 10172 to PSA for affirmation. Advice the petitioner to follow up his/her petition after 2 months.	None	5 minutes	MCR
6. Receives copy of annotated documents	6.1 Release the PSA copy of annotated documents	None	2 minutes	MCR
TOTAL:		PHP 3,000.00	35 minutes	



9. LEGAL DOCUMENTS

Any legal documents that are registrable such as legitimation.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Any person whose in need for legal purposes		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a photocopy of approved petition	1.1 Prepare certificate of finality/ certification of approved documents/ Endorsement letter to PSA for SECPA. Instruct the applicant to pay for the corresponding payments	None	15 minutes	Assistant Registration Officer / Administrative Aide / MCR
2. Proceed to window 3 or 4 (collection section) for payment of fees	2.1 Issue Official receipt (OR)	PHP 300.00 Endorsement PHP 70.00 Certification	3 minutes	Revenue Clerk MTO
3. Present official receipt (OR) to the Asst. Reg. Officer	3.1 Advise the petitioner to submit the prepared document to PSA, Manila	None	5 minutes	MCR
TOTAL:		PHP 370.00	23 minutes	



10. AUTHORITY TO USE THE SURNAME OF THE FATHER (AUSF)

Under RA 9255, it is a public instrument executed by the father giving the child the privilege to use his surname.

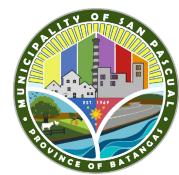
Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Illegitimate children whose father is willing to acknowledge/accept them as their own.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate				
Affidavit of Authority to Use the Surname of the Father (AUSF)				
Subscribed by the Notary Public				
Residence Certificate of the Father & Mother				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements for Authority to Use the Surname of the Father (AUSF)	1.1 Check/review the submitted document Municipal Form 102/1A. Instruct the petitioner to pay for the corresponding payments.	None	5 minutes	Assistant Registration Officer / MCR
2. Proceed to window 3 or 4 (collection section) for payment of fees	2.1 Issue Official receipt (OR)	PHP 2,000.00 – filing fee	3 minutes	Revenue Clerk MTO
3. Present Official receipt (OR) to the Asst. Reg. Officer	3.1 Prepare the annotated document. Advice the petitioner to submit document together with the Endorsement letter to PSA, Manila	None	15 minutes	Assistant Registration Officer / MCR / Administrative Aide / MCR
TOTAL:		PHP 2,000.00	23 minutes	



11. LEGITIMATION

It is a remedy by means of which those in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married.

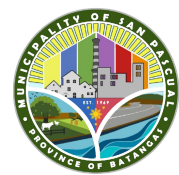
Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Illegitimate children whose father is willing to acknowledge/accept them as their own.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		PSA		
Marriage Contract		PSA		
Cenomar (Both Parents)		PSA		
Affidavit of Legitimation (RA 9858)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirement for Legitimation/ R.A. 9858	1.1 Check/review the submitted document Instruct the applicant to pay for the corresponding payments.	None	15 minutes	Assistant Registration Officer MCR
2. Proceed to window 3 or 4 (collection section) for payment of fees.	2.1 Issue Official Receipt (OR)	PHP 300.00 – endorsement fee PHP 70.00 – certification on PHP 550.00 – legitimation	2 minutes	Revenue Clerk MTO
3. Present Official receipt (OR) to the Asst. Reg. Officer	3.1 Prepare the annotated document. Advise the petitioner to submit document together with the Endorsement letter to PSA, Manila		15 minutes	Assistant Registration Officer / MCR / Administrative Aide / MCR
TOTAL:		PHP 920.00	32 minutes	



12. ACKNOWLEDGEMENT

Affidavit of Acknowledgement/Admission of paternity – a public document executed by the biological father establishing paternal relationship with the child.

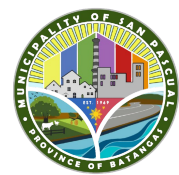
Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Illegitimate children whose father is willing to acknowledge/accept them as their own.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Birth Certificate		PSA		
Acknowledge/Signature of Father				
CEDULA/Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements necessary for acknowledgement	1.1 Check/review the submitted documents. Fill up Municipal Form 102/1A. Instruct the applicant to pay for the corresponding payments.	None	15 minutes	<i>Assistant Registration Officer / MCR</i>
2. Proceed to window 3 or 4 (collection section) for payment of fees.	2.1 Issue official receipt (OR)	PHP 2,000.00 - acknowledgement	5 minutes	<i>Revenue Clerk MTO</i>
3. Present official receipt (OR) to the Asst. Reg. Officer	3.1 Prepare the annotated document and endorsement letter. Advice the applicant to submit the prepared document to PSA, Manila	None	15 minutes	<i>Assistant Registration Officer / MCR / Administrative Aide / MCR</i>
TOTAL:		PHP 2,000.00	35 minutes	



13. COURT DECREES

Republic Act No. 3753 mandates the establishment of a civil registrar in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded.

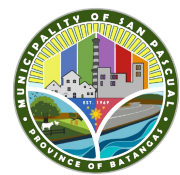
Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Any person whose in need of legal purposes		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Papers from RTC Court		MCR OFFICE of city/municipality where court order take place		
Decision Order				
Finality				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements	1.1 Check/review the submitted documents. Record the Court Decrees. Instruct the applicant to pay for the corresponding payments.	None	15 minutes	<i>Assistant Registration Officer / MCR</i>
2. Proceed to window 3 or 4 (collection section) for payment of fees.	2.1 Issue official receipt (OR)	PHP 200.00 – legal document PHP 300.00 – endorsement letter 70.00 - certification	2 minutes	<i>Revenue Clerk MTO</i>
3. Present official receipt (OR) to the Asst. Reg. Officer	3.1 Prepare the annotated documents and endorsement letter. Advice the applicant to submit the document to PSA, Manila	None	15 minutes	<i>Administrative Aide I / Assistant Registration Officer / MCR</i>
TOTAL:		PHP 570.00	32 minutes	



14. ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS

Local Civil Registry documents without record to PSA but recorded at LCR endorsed for registration to PSA.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Any person whose civil registry is recorded at local civil registry office but no record with PSA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Result		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PSA negative result/request for an endorsement letter	1.1 Verify the record and prepare an Endorsement letter	None	15 minutes	<i>Administrative Aide I / Assistant Registration Officer / MCR</i>
2. Proceed to window 3 or 4 (collection section) for payment of fees.	2.1 Issue official receipt (OR)	PHP 300.00 – endorsement letter PHP 70.00 – certification	3 minutes	<i>Revenue Clerk MTO</i>
3. Issue Documents & endorsement letter	3.1 Advise the applicant to mail the documents to PSA, Manila thru LBC. Follow up the release of documents after 2 to 3 weeks.	None		<i>Administrative Aide I / Assistant Registration Officer / MCR</i>
TOTAL:		PHP 370.00	18 minutes	



15. OUT OF TOWN REGISTRATION

Accepting vital event occurred in other place for out of town registration.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Person who seek birth registration but born outside the municipality.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate from PSA		PSA		
Baptismal Certificate (if baptized)		c/o client		
Marriage Contract (if married)		PSA		
Yellow or white card (health center)		c/o client		
Form 137 (elem.)		c/o client		
ID's w/date of & place of birth		c/o client		
Voter's registration record (Comelec)		Comelec		
Affidavit of delayed registration w/ two disinterested persons not married –not married		c/o client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIB LE
1. Submit all the required documents	1.1 Review/verify the submitted documents Prepare an out of town registration letter for the designated municipality. Advice the applicant to pay for the corresponding payments.	None	15 minutes	<i>Administrative Aide I / Assistant Registration Officer / MCR</i>
2. Proceed to window 3 or 4 (collection section) for payment of fees	2.1 Issue official receipt (OR)	PHP 300.00 – endorsement letter PHP 70.00 - certification	3 minutes	<i>Revenue Clerk MTO</i>
3. Present official receipt (OR) to the Asst. Reg. Officer	3.1 Advice the applicant to mail the document thru LBC. Wait for the notice of registration from the registering municipality.	None	5 minutes	<i>MCR</i>
TOTAL:		PHP 370.00	23 minutes	



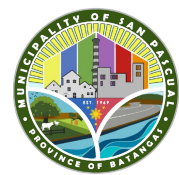
OFFICE OF THE MUNICIPAL TREASURER

External Services



1. ISSUANCE OF OFFICIAL RECEIPT FOR BUSINESS PERMIT

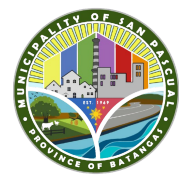
Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Community Tax Certificate		c/o Client		
Business Application Form		c/o Client		
Valid ID		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 1 or 2 (Collection Section) for the issuance and payment for New Community Tax Certificate. Present the old Community Tax Certificate and the Application Form for Business Permit signed by the BPLO.	1.1 Issue New Community Tax Certificate.	Depends on the Gross Amount indicated on the business permit application form	5 minutes per CTC	<i>Administrative Aide IV</i> MTO
	1.2 The staff will check unpaid obligations of the client; water, taxes or other previous obligations.	None	5 minutes	<i>Ticket Checker I / Administrative Officer III / Local Revenue Collection Officer II</i> MTO
	1.3 Computation of fees. If no unpaid obligations, the Municipal Treasurer will review and approve the assessment on the Business Permit Application Form.	None	5 minutes	<i>Local Treasury Operation Officer III / Municipal Treasurer</i> MTO
2. Proceed to Window 3 or 4 for payment	2.1 Issue Official Receipt	Depends on the details of business	5 minutes	<i>Administrative Aide IV / Revenue Collection Clerk I</i> MTO
3. Present the Business Application Form and Official Receipt at BPLO				
	TOTAL		20 minutes	



2. ISSUANCE OF COMMUNITY TAX CERTIFICATE

The Community Tax is a tax imposed on natural or individual and juridical persons resides within the community.

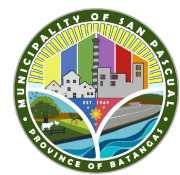
Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		c/o Client		
Old Community Tax Certificate		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 1 or 2 (Collection Section) and present old CTC. For new application, fill out the information sheet provided and present one (1) valid ID.	1.1 Fill-out the information of the client to the Community Tax Certificate and corresponding fee.	None	2 minutes	<i>Administrative Aide IV</i> MTO
2. Review the information written at the Community Tax Certificate and sign	2.1 Process the transaction	None	1 minutes	<i>Administrative Aide IV</i> MTO
3. Payment of Community Tax Certificate	3.1 Issue Community Tax Receipt to client	Depends on Gross Income P 1/1,000 + 5 pesos Basic Community Tax	2 minutes	<i>Administrative Aide IV</i> MTO
	TOTAL		5 minutes	



3. COLLECTION OF THE REAL PROPERTY TAX

The computation of taxes on physical land and all those items, which are attached to the land.

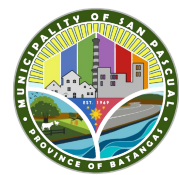
Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous year tax receipt		c/o Client		
Copy of RPTOP		Office of the Municipal Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Windows 9 to 12, fall in line or wait for the client number to be called.	1.1 Request for the previous year tax receipt or if not available instruct the client to proceed to the Office of the Municipal Assessor and request for the Real Property Tax Order of Payment (RPTOP)	None	2 minutes	Revenue Collection Clerk MTO
	1.2 Check the ledger of the client/property and compute for the Real Property Tax.	None	5 minutes	Revenue Collection Clerk MTO
2. Wait for the number/name to be called and pay for the Real Property Tax.	2.1 Issue Real Property Tax receipt.	Depends on Assess Value of the Property	3 minutes	Revenue Collection Clerk MTO
	TOTAL		10 minutes	



4. ISSUANCE OF CERTIFICATE OF TAX CLEARANCE

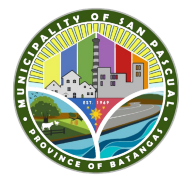
Issuance of corresponding certificates.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of Real Property Tax		c/o client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Windows 9 to 12 and request for a Tax Clearance Certificate.	1.1 Assist the client. Request for the receipt of the last payment made. If the client hasn't paid the previous years, inform the client to settle the necessary taxes. If the client completed all the necessary taxes, the clearance will be prepared.	None	10 minutes	Revenue Collection Clerk MTO
2. Proceed to Window 3 or 4 (Collection Section) for payment. Present the certificate.	2.1 Issue Official Receipt	P 110.00	3 minutes	Revenue Collection Clerk MTO
	2.2 The certification will be reviewed, verified then affix dry seal. The head of Land Tax will issue the original copy of the certificate together with the official receipt.	None	2 minutes	Local Treasury Operation Officer III MTO
	TOTAL		15 minutes	



5. COLLECTION OF PAYMENT FOR BUSINESS PERMIT, BUILDING PERMIT, TRANSFER, CERTIFICATION/CLEARANCE, MEDICAL, ENDORSEMENT/ANNOTATION, TRAFFIC CITATION TICKETS, APPLICATION FOR MARRIAGE, ZONING AND LOCATIONAL, BURIAL, TRICYCLE OPERATION AND ETC. (MISCELLANEOUS FEES)

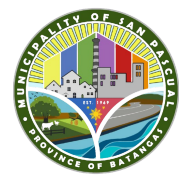
Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements from different office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 3 or 4 (Collection Section) and present needed requirements for the transaction.	1.1 Process the request and issue official receipt	Depends on the Transaction	5 minutes	<i>Revenue Collection Clerk</i> MTO
2. Receive the official receipt and proceed to the appropriate office for the signature of Head of Office		None		<i>Staff</i> VARIOUS OFFICE
	TOTAL		5 minutes	



6. COLLECTION OF PAYMENT FOR MARKET RENTALS AND GOODWILL

All registered stallholders at the San Pascual Public Market are required to pay their rental fees to duly assigned revenue collectors who will personally collect at an agreed time of every day of stall operation.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All Market Stall Holders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 7 (Collection Section) and provide name and stall number to be paid.	1.1 Issue Official Receipt (OR)	Depends on the location and area of the stall	5 minutes	<i>Ticket Checker / MTO</i>
TOTAL:		5 minutes		

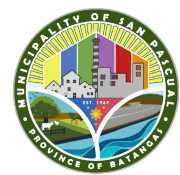


PAYMENT OF SALARIES AND WAGES

Office/Division	Office of the Municipal Treasurer-Cash Section			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	For salaries: All elected officials, permanent, casual and coterminous employees, contractual/job order employees			
CHECKLIST OF REQUIREMENTS				
1. Valid Identification Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For elected officials, permanent,casual and coterminous employees, contractual/job order employees: 1. Withdraw from the ATM	Notify the employees that the salaries have been credited to their account	None	1 minute	Lerma Cusi LTOO I
TOTAL		None	1 minute	
For employees with No ATM 1. Present ID to Cashier Window	1. Verify ID	None	1 minute	Christie Ann Panganiban LRCO II Lerma Cusi LTOO I Chelsey Fajardo Admin Officer I
2. Affix signature on the payroll	2. Assist client in affixing his/her signature on the payroll	None	30 seconds	Christie Ann Panganiban LRCO II Lerma Cusi LTOO I Chelsey Fajardo Admin Officer I
3. Receive salary	3. Release the salary	None	30 seconds	Christie Ann Panganiban LRCO II Lerma Cusi LTOO I Chelsey Fajardo Admin Officer I
TOTAL		None	2 minutes	

PAYMENT OF HONORARIA AND SOCIAL PENSION

Office/Division	Office of the Municipal Treasurer-Cash Section			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen, G2G-Government to Government			
Who may avail	For Honoraria: MLGOO/BFP Chief/PNP Chief/MTC Judge-Fiscal/OSCA Head/ASTBS For Social Pension: All qualified senior citizens			
CHECKLIST OF REQUIREMENTS				
For Honoraria: Valid Identification Card For Social Pension: Senior ID (original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to the Cashier Window	1. Receive and verify the ID	None	1 minute	Chelsey Fajardo Admin Officer I Maria Flora Marquez Admin Aide II
2. For Honoraria: Sign in the received payment portion of the disbursement voucher and check registry and return documents For Social Pension : Affix signature on the payroll	3. For Honoraria : Check/Verify details of acknowledgement of payment. For Social Pension: Assist the client affixing his/her signature on the payroll	None	30 seconds	Chelsey Fajardo Admin Officer I Maria Flora Marquez Admin Aide II
3. Receive honoraria check/social pension	4. Release the honoraria check/ social pension	None	30 seconds	Chelsey Fajardo Admin Officer I Maria Flora Marquez Admin Aide II
TOTAL		None	2 minutes	



RELEASE OF CHECKS

Office/Division	Office of the Municipal Treasurer-Cash Section
Classification	Simple
Type of Transaction	G2C- Government to Citizen, G2G-Government to Government
Who may avail	1. All contractors and suppliers of the Local Government Unit 2. Any LGU employees who are entitled to claim payment from the LGU 3. Any qualified individual who need financial assistance

CHECKLIST OF REQUIREMENTS

For Contractors/Suppliers/Any qualified individual: Valid Identification
Representative: 1. SPA (1 original)
2. Present valid ID of person being represented and 1 photocopy
3. Present valid ID of the representative and 1 photocopy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to cashier and submit required documents	Receive the requirements and verify the validity	None	1 minute	Chelsey Fajardo Admin Officer I Maria Flora Marquez Admin Aide II
2. Sign in the Check register	Give the check register to the claimant and have him/her sign in the receiving colum	None	1 minute	Chelsey Fajardo Admin Officer I Maria Flora Marquez Admin Aide II
3. Receive the check	Release the check	None	1 minute	Chelsey Fajardo Admin Officer I Maria Flora Marquez Admin Aide II
TOTAL		None	3 minutes	

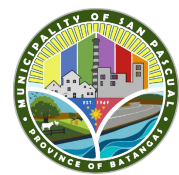
PAYMENT AND ISSUANCE OF ACCOUNTABLE FORM #51 TO BARANGAYS

Office/Division	Office of the Municipal Treasurer-Cash Section
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail	Barangay Treasurer of LGU San Pascual

CHECKLIST OF REQUIREMENTS

1. Accomplished Requisition & Issue Vouchers (RIV)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements as stated	1. Verifies document	None	1 minute	Lerma Cusi LTOO I Maria Flora Marquez Admin Aide II
2. Pay the required fee	2. Receives payment and issue Official Receipt	PHP176.00	1 minute	Lerma Cusi LTOO I Maria Flora Marquez Admin Aide II
3. Sign the logbook 3.1 Receive the Accountable Form#51	3. Records the transaction in logbook 3.1 Release accountable form #51	None	2 minutes	Lerma Cusi LTOO I Maria Flora Marquez Admin Aide II
TOTAL		Php176.00	4 minutes	



ISSUANCE & REMITTANCE OF FORM #0016 TO & FROM BARANGAYS OF LGU SAN PASCUAL

Office/Division	Office of the Municipal Treasurer-Cash Section			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Barangay Treasurer of LGU San Pascual			
CHECKLIST OF REQUIREMENTS				
1. Accomplished Requisition & Issue Vouchers (RIV)				
2. Accomplished Report of Collection & Deposit (RCD)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Issuance & Remittance of Form #0016</i> 1. Present the requirements as stated	1. Verifies document	None	1 minute	Lerma Cusi LTOO I Christie Ann Panganiban LRCO II Maria Flora Marquez Admin Aide II
<i>For Issuance of Form #0016</i> 2. Sign on the logbook <i>For Remittance of Form #0016</i> 2. Present Used From #0016 with the corresponding payment	<i>For Issuance of Form #0016</i> 2. Records the transaction in logbook <i>For Remittance of Form #0016</i> 2. Check & verify used #0016	<i>For Issuance of Form #0016</i> None <i>For Remittance of Form #0016</i> Refer to RCD	<i>For Issuance of Form #0016</i> 1 minute <i>For Remittance of Form #0016</i> 2 minutes	Lerma Cusi LTOO I Maria Flora Marquez Admin Aide II Christie Ann Panganiban LRCO II
<i>For Issuance of Form #0016</i> 3. Receive Form #0016 <i>For Remittance of Form #0016</i> 3. Receive Copy of RCD	<i>For Issuance of Form #0016</i> 3. Release Form #0016 <i>For Remittance of Form #0016</i> 3. Release Copy of RCD	None	<i>For Issuance of Form #0016</i> 1 minute <i>For Remittance of Form #0016</i> 1 minute	Lerma Cusi LTOO I Maria Flora Marquez Admin Aide II Christie Ann Panganiban LRCO II
TOTAL		<i>For Remittance of Form #0016</i> Refer to RCD	<i>For Issuance of Form #0016</i> 3 minutes <i>For Remittance of Form #0016</i> 4 minutes	Lerma Cusi LTOO I Maria Flora Marquez Admin Aide II Christie Ann Panganiban LRCO II

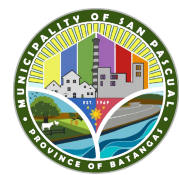
COLLECTION OF TAXES, BID DOCS & OTHER PAYMENTS DUE TO LGU

Office/Division	Office of the Municipal Treasurer-Cash Section			
Classification	Simple			
Type of Transaction	G2C-Government to Client			
Who may avail	Transacting Public			
CHECKLIST OF REQUIREMENTS				
1. For Taxes: BIR Form 1702Q				
2. For Bid Docs: Order of Payment from BAC				
3. For Other Payments due to LGU: Disbursement Voucher/Notice of Collection or Disallowances				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements stated	1. Verifies document	None	1 minute	Lerma Cusi LTOO I Maria Flora Marquez Admin Aide II
2. Pay the required fee	2. Receives payment and issue Official Receipt	Refer to Order of Payment Slip	1 minute	Lerma Cusi LTOO I Maria Flora Marquez Admin Aide II
3. Sign the logbook 3.1 Receive Official Receipt	3. Records the transaction in logbook 3.1 Release Official Receipt	None	1 minute	Lerma Cusi LTOO I Maria Flora Marquez Admin Aide II
TOTAL		Refer to Order of Payment Slip	3 minutes	



OFFICE OF THE MUNICIPAL ASSESSOR

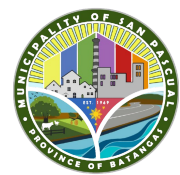
External Services



1. SIMPLE TRANSFER OF TAX DECLARATION

Transfer of Tax Declaration is done in order to reflect the new owner of the property for taxation purposes.

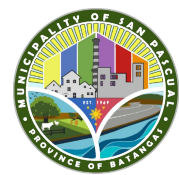
Office or Division:		Office of the Municipal Assessor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Real property owners/duly-authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Conveyance		Notary Public		
Certificate Authorizing Registration		Bureau of Internal Revenue		
Registry No.		Registry of Deeds		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1.1 Check the completeness and validity of the requirements.	None	5 minutes	Assessment Clerk/ Tax Mapper
	1.2 Check the records on file		3 minutes	
2. Pay the necessary fees to the Municipal Treasurer's Office (window 3) and present to this office	2.1 Verify and record the Official Receipt	Sale consideration multiply by 0.002 as transfer fee	3 minutes	Assessment Clerk/ Tax Mapper
	2.2 Prepare Field Appraisal and Assessment Sheet		12 minutes	Local Assessment Operation Officer
	2.3 Type the new Tax Declaration, Assign new Tax Declaration Number		10 minutes	Assessment Clerk / Tax Mapper
	2.4 Cancel Old Tax Declaration		10 minutes	Assessment Clerk
	2.5 Verify, Check and sign the document		5 minutes	Municipal Assessor
3. Wait, Receive and check the document	3.1 Log the new Tax Declaration and release	None	10 minutes	Assessment Clerk
TOTAL:		58 minutes		



2. ASSESSMENT/ RE-ASSESSMENT OF REAL PROPERTY

Re-assessment is due to change in area, actual and predominant use, subdivision/consolidation and correction of tie-up.

Office or Division:		Office of the Municipal Assessor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Real property owners/duly-authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Building Plan		Signed by Registered Civil Engineer and Bldg. Official		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1.1 Check the completeness and validity of the requirements	None	5 minutes	Assessment Clerk/ Tax Mapper
	1.2 Evaluate documents and set schedule for field inspection		10 minutes	Municipal Assessor
	1.3 Conduct Field Inspection		1 day after the request	Local Assessment Operation Officer/ Illustrator
	1.4 Prepare Field Appraisal and Assessment Sheet		10 minutes	
	1.5 Type the new Tax Declaration	None	10 minutes	Assessment Clerk
	1.6 Verify, Check and sign the document for approval		10 minutes	Municipal Assessor
2. Wait and receive and check the new document	2.1 Log the new Tax Declaration and release	None	5 minutes	Assessment Clerk/ Tax Mapper
TOTAL:			1 DAY and 50 MINUTES	



3. Issuance of Certified True Copy of Tax Declaration

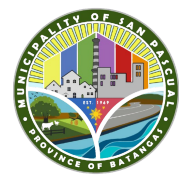
Certified True Copy of Tax Declaration in requested by anybody who has legal interest to the property, usually being used for payment of Capital Gain Tax, Transfer Tax and Transfer Fee as required by the Bureau of Internal Revenue. It is also required in court litigation, transfer of property and other legal purpose.

Office or Division:		Office of the Municipal Assessor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Real property owners/duly-authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1.1 Check the completeness and validity of the requirements	None	2 minutes	Assessment Clerk/ Tax Mapper
	1.2 Check the records on file	None	3 minutes	Assessment Clerk/ Tax Mapper
	1.3 Type the certification	None	10 minutes	Assessment Clerk/ Tax Mapper
2. Pay the necessary fees to the Municipal Treasurer's Office (window 3) and present to the Assessor's Office	2.1 Verify and record the Official Receipt	PHP 110.00	3 minutes	Assessment Clerk/ Tax Mapper
	2.2 Sign the requested document and have it sealed		2 minutes	Municipal Assessor/ Asst. Municipal Assessor
	2.3 Log the requested certification and Certified True Copy of Tax Declaration and release		2 minutes	Assessment Clerk
TOTAL:		PHP 110.00	22 minutes	



OFFICE OF THE MUNICIPAL HEALTH OFFICER

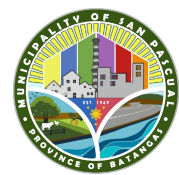
External Services



1. NATIONAL IMMUNIZATION PROGRAM

To reduce morbidity and mortality rates due to vaccine preventable diseases.
Provide additional protection to identified vulnerable groups from other VPDs through evidence based new vaccines and technologies.

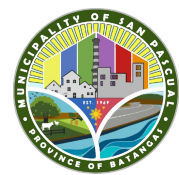
Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Pregnant women and 0-12 months old infants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Take the personal data and vital signs and record to immunization card	None	5 minutes	Midwife on duty OMHO
	1.2 Conduct immunization	None	2 minutes	Nurse/Midwife on duty OMHO
	1.3 Issue immunization card	None	5 minutes	Midwife on duty OMHO
TOTAL:		12 minutes		



2. PRE-MARRIAGE COUNSELLING

Pre-Marriage Counseling (PMC) refers to providing would-be- couples with a basis for making an informed and responsible decision about marriage as mandated by law under PD 965 and Article 16 of the New Family Code of 1991.

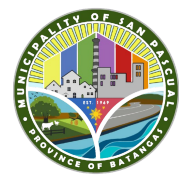
Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Marriage applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Clients data collection	None	5 minutes	Midwife on duty OMHO
2. Listen to the lecture/counseling	2.1 Conduct counseling on Responsible Parenthood including Maternal Basic Services and Family Planning Methods	None	1 hour and 30 minutes	Nurse OMHO
	2.2 Issue Certificate of PMC	None	5 minutes	MHO/MSWDO OMHO/OMSWDO
TOTAL:		1 hour and 40 minutes		



3. REPRODUCTIVE HEALTH CARE

Reproductive health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity, in all matters relating to the reproductive system and to its functions and processes.

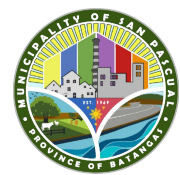
Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Men and Women of reproductive age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Take the personal data of client	None	5 minutes	<i>Midwife on duty</i> OMHO
	1.2 Conduct counseling on FP methods	None	30 minutes	<i>Nurse</i> OMHO
	1.3 Get the vital signs and record	None	3 minutes	<i>Midwife on duty</i> OMHO
	1.4 Provision of appropriate FP methods	None	5 minutes	<i>Nurse</i> OMHO
	1.5 Issue FP Service Record Card	None	2 minutes	<i>Nurse</i> OMHO
TOTAL:		45 minutes		



4. MATERNAL HEALTH CARE SERVICES

Maternal & Child health care services is a major health care mechanism that aims to promote the comprehensive maternal care program for pregnant and lactating mothers, including the infant care programs.

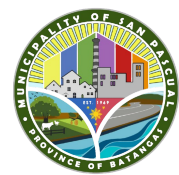
Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Pregnant Women And Postpartum Mother		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Take the personal data, obstetrical history, vital signs and record in the ITR	None	5 minutes	Midwife on duty OMHO
	1.2 Provision of physical examination and recording	None	5 minutes	Midwife on duty OMHO
	1.3 Patients who need further examination are referred to the physician for further management	None	5 minutes	MHO OMHO
	1.4 Issue booklet ni Nanay at ni Baby	None	2 minutes	Midwife on duty OMHO
TOTAL:		17 minutes		



5. OUT-PATIENT DEPARTMENT (CONSULTATION)

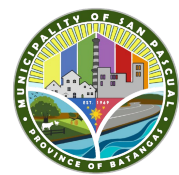
Out-patient services consist of medical and dental services given to any person/ individuals seeking treatment and attention.

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Take the personal data and vital signs and record in the ITR	None	5 minutes	Midwife on duty OMHO
	1.2 Conduct physical examination and consultation	None	10 minutes	MHO OMHO
	1.3 Dispensed necessary available medicines	None	5 minutes	Nurse/Midwife on duty OMHO
	1.4 Health Education, advice, instruct on medication, lifestyle modification and dietary restrictions.	None	5 minutes	Nurse/Midwife on duty OMHO
	1.5 Fill up forms necessary for NHTS and 4Ps patients	None	2 minutes	Nurse/Midwife on duty OMHO
	1.6 Issue Medical Certificate	None	2 minutes	MHO OMHO
TOTAL:		29 minutes		



6. DISPENSING OF MEDICINE – COMPLETE TREATMENT PACK

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Patients qualified to be registered in the NomCom program with diabetes and hypertension		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Take the personal data and vital signs and record in the ITR	None	5 minutes	Midwife on duty OMHO
	1.2 Conduct physical examination and consultation	None	10 minutes	MHO OMHO
	1.3 Prescribed the needed medicines	None	5 minutes	MHO OMHO
	1.4 Fill-up Risk Assessment Form	None	5 minutes	Nurse/Midwife on duty OMHO
	1.5 Provide free medicines to the patient and give instructions	None	3 minutes	Nurse/Midwife on duty OMHO
TOTAL:		28 minutes		



7. TB DOTS CLINIC

The TB-DOTS clinic is a diagnostic and therapeutic unit that caters patients diagnosed with TB or suspected of having TB. The Directly Observed Treatment Strategy (DOTS) is the most effective approach in the diagnosis, treatment, and control of TB.

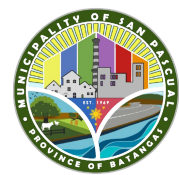
Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All presumptive TB, All Referred patients from private clinics, MDR patients decentralized from the consortium		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Take the patients personal data, history taking and vital signs and record in the ITR	None	5 minutes	Midwife on duty OMHO
	1.2 Collect initial sputum specimen & submit to the Medical Technologist. Instruct patient for the second collection of sputum.	None	5 minutes	Medical Technologist OMHO
	1.3 Fill up NTP laboratory request form for sputum examination	None	2 minutes	Nurse/Midwife on duty OMHO
	1.4 Instruct patient to return after 2 days for sputum result	None	2 minutes	Nurse/Midwife on duty OMHO
TOTAL:		14 minutes		



8. ANTI-TUBERCULOSIS SERVICE

To reduce TB burden (TB incidence and TB mortality).

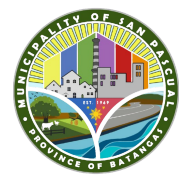
Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All presumptive TB, All Referred patients from private clinics, MDR patients decentralized from the consortium		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Anti-Tuberculosis Service	1.1 Diagnostic:			
	1.1a If sputum microscopy result is negative, request patient for chest x-ray	None	2 minutes	Nurse/Midwife on duty OMHO
	1.1b Submit result of CXR to MHO	None	15 minutes	MHO OMHO
	1.1c If positive for CXR enroll patient	None		
	1.1d If negative CXR re-evaluate patient and treat accordingly	None	15 minutes	Nurse on duty OMHO
	1.1e If sputum microscopy result is positive, enroll patient to TB registry, start treatment after cough clinic counselling and issue NTP Identification Card	None	3 minutes	
	1.1f Instruct patient to return after 3 days for ADRx	None	2 minutes	Nurse on duty OMHO
	1.2 Endorse to the midwife in charge and to Treatment partner in charge	None	2 minutes	Nurse on duty OMHO
TOTAL:		39 minutes		



9. DIRECT SPUTUM SMEAR MICROSCOPY

The most common diagnostic test used to detect tuberculosis is microscopic examination of stained sputum or other clinical material smeared on a glass slide.

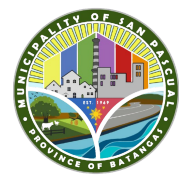
Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All presumptive TB, All Referred patients from private clinics		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Direct Sputum Smear Microscopy	1.1 Smear and fix the specimen collected and submit slides to Medical Technologist.	None	5 minutes	Midwife on duty OMHO
	1.2 Examine specimen	None	10 minutes	Medical Technologist OMHO
	1.3 Record the results, give copy to NOD and attach to patients chart	None	3 minutes	Medical Technologist OMHO
TOTAL:		18 minutes		



10. ADVERSE DRUG REACTION

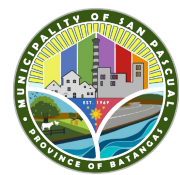
An adverse drug reaction (ADR) is an unwanted or harmful reaction experienced following the administration of a drug or combination of drugs under normal conditions of use and is suspected to be related to the drug. An ADR will usually require the drug to be discontinued or the dose reduced.

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All presumptive TB, All Referred patients from private clinics		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Adverse Drug Reaction	1.1 Patient was instructed to return after 3 rd day for ADRx	None	3 minutes	<i>Nurse on duty</i> OMHO
	1.2 Evaluate patient for any adverse drug reaction		5 minutes	<i>Nurse on duty</i> OMHO
	1.3 Instruct patient where to report for his/her daily intake of TB drugs and follow up sputum schedule and follow up check-up	None	3 minutes	<i>Nurse on duty</i> OMHO
	1.4 Issue TB drug supply to treatment partner	None	2 minutes	<i>Nurse on duty</i> OMHO
TOTAL:		13 minutes		



11. COUGH CLINIC COUNSELING

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All presumptive TB, All Referred patients from private clinics, MDR patients decentralized from the consortium		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cough Clinic Counseling	1.1 Provide/conduct info-education about TB disease and Control and the importance of the DOTS for short course chemotherapy with patient's treatment partner	None	2 hours	Midwife assigned staff on rotation basis OMHO
	1.2 Discuss the outcomes, commitment of patients and contact tracing	None		
TOTAL:		2 hours		



12. DENTAL HEALTH SERVICE

Oral disease continues to be a serious public health problem in the Philippines. Although preventable, these diseases affect almost every Filipino at one point or another in his or her lifetime. The goal is to prevent complications such as tooth decay (cavities) and gum disease and to maintain the overall health of your mouth.

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Public and private individual who needs assistance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Get medical history and blood pressure	None	3 minutes	<i>Dental Aide</i> OMHO
	1.2 Perform mouth examination	None	2 minutes	<i>Dental Aide</i> OMHO
	1.3 Cleaned and sterilized used instruments and worked area	None	2 minutes	<i>Dental Aide</i> OMHO
	1.4 Provide extraction if necessary	None	15 minutes	<i>Public Health Dentist</i> OMHO
	1.5 Conduct dental health education	None	30 minutes	<i>Public Health Dentist</i> OMHO
	1.6 Dental certificate processed and issued after treatment	None	10 minutes	<i>Public Health Dentist</i> OMHO
	Total:		1 hour and 2 minutes	



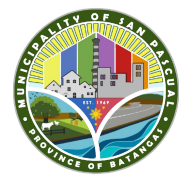
13. ISSUANCE OF SANITARY PERMIT AND HEALTH CERTIFICATE

Attends to the environmental sanitation of the community. It establishes and takes charge of various programs in eliminating and controlling filth related diseases. Major programs include Water Supply Sanitation, Food Sanitation, Insect and rodent control, abatement of nuisances, public places sanitation, promotion of sanitary facilities like sanitary toilet provision and proper solid waste management, enforcement of health and sanitations laws, policies and guidelines.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Any person being engaged in food and non-food establishment in the Municipality of San Pascual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and signed application form for Sanitary Permit Issuance (whether renewal or initial) 2. Barangay Permit to Operate Business Additional Requirements: For food establishments a. 2pcs. 1x1 pictures b. Laboratory results :Chest X-ray Urinalysis,fecalalysis, Hepa A – for food handlers For refilling stations a. operational permit b. monthly bacteriological water analysis, semi-annual physico-chemical water analysis For commercial establishments a. For non food handlers like teachers, security guards, bank employees, company employees etc. – Chest X-ray b. For funeral parlors – Embalmers’ license, LTO from DOH c. For drugstores – LTO from Food and Drugs Administration (FDA) and Pharmacist’s license For agricultural establishments such as poultries and piggeries – Environmental Compliance Certificate from DENR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form for sanitary permit	1.1 Issue application form		10 minutes	Resident Sanitary Inspector OMHO
2. Submit application form and requirements for evaluation	2.1 Receive documents, Verify the completeness of documents; enter data at proper log book based on the		10 minutes	Resident Sanitary Inspector OMHO



	category of business, prepare the Sanitary permit form			
	2.2 Recommend Sanitary Permit Issuance with complete documents for MHO approval		10 minutes	<i>Resident Sanitary Inspector OMHO</i>
3. P.E of Food handlers	3.1 Medical Examination and signing of health cards	100.00	5 minutes	<i>MHO OMHO</i>
	3.2 Sign and Approve Sanitary Permit		5 minutes	<i>MHO OMHO</i>
4. Claim Sanitary Permit	4.1 Release Approved Sanitary Permit	50.00	3 minutes	<i>Resident Sanitary Inspector OMHO</i>
TOTAL:		150.00	43 minutes	



14. BIRTHING FACILITY PRE-NATAL CONSULTATION

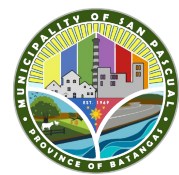
Collaborating with Local Government Units in establishing sustainable, cost-effective approach of delivering health services that ensure access of disadvantaged women to acceptable and high quality maternal and newborn health services and enable them to safely give birth in health facilities near their homes.

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Pregnant Women		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Take the personal data, FHT, EDC, LMP and vital signs and record in the ITR	None	5 minutes	Midwife on duty OMHO
	1.2 Conduct physical examination and consultation	None	10 minutes	MHO OMHO
	1.3 Dispensed necessary prescribed vitamins/ medicines.	None	5 minutes	Nurse/Midwife on duty OMHO
	1.4 Health Education, Pre-natal Vitamins, FF-ups, medication, dietary restrictions, diagnostics (ultrasound, blood tests, etc.)	None	5 minutes	Nurse/Midwife on duty OMHO
	1.5 Fill up forms necessary for PhilHealth patient.	None	2 minutes	Nurse/Midwife on duty OMHO
TOTAL:		27 minutes		



15. BIRTHING FACILITY (GIVING BIRTH)

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Full term Pregnant women without complication G2-G3 for NSD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Take the personal data, FHT, EDC, LMP and vital signs and record in the ITR	None	5 minutes	Midwife on duty OMHO
	1.2 Conduct physical examination and consultation	None	10 minutes	MHO OMHO
	1.3 Monitor progress of labor. Assist patient on giving birth initiate Unang Yakap while Newborn care rendered and delivery of placenta.	None	As per progress of labor	MHO/Nurse/Midwife on duty OMHO
	1.4 Rooming - in	None		Nurse/Midwife on duty OMHO
	1.5 Post-Natal Care monitoring and new born monitoring	None		Nurse/Midwife on duty OMHO
	1.6 Post-natal Care and medications given per order	None	As per order	Nurse/Midwife on duty OMHO
	1.7 Assessed patient for discharge	None		MHO OMHO
	1.8 Discharged patient as per order by MHO and advised mother on the schedule of baby for new born screening after 24 hrs within 48 hrs.	None		Nurse/Midwife on duty OMHO
	1.9 Perform the New Born Screening of the baby as scheduled and gives the results once available.	None		Medical Technologist OMHO
	Total:			



16. OUT-PATIENT DEPARTMENT (VIAA-VISUAL INSPECTION THRU ACETIC ACID)

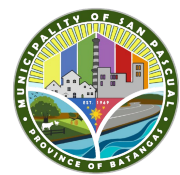
To sustain advocacy on early detection and prevention of reproductive health diseases and cervical cancer.

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Women of Reproductive Age		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the needed data	1.1 Take the personal data, vital signs including the SSS and record in the VIAA FORM	None	5 minutes	Midwife on duty OMHO
	1.2 Conduct Health Education about the VIAA examination	None	10 minutes	MHO/Nurse trained OMHO
	1.3 Performs the VIAA	None	5 minutes	MHO/Nurse OMHO
	1.4 Explain the results, conducts Health Education, advice and instruct on medication as per order by MHO.	None	5 minutes	MHO/Nurse/Midwife on duty OMHO
TOTAL:		25 minutes		



**OFFICE OF THE
MUNICIPAL
SOCIAL WELFARE AND
DEVELOPMENT
OFFICER**

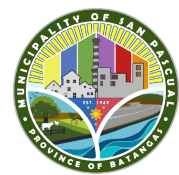
External Services



1. DONATION AICS (AIDS TO INDIVIDUAL AND CRISIS SITUATION)

Office or Division:		Office of the Municipal Social Welfare & Devt. Officer		
Classification:		Complex		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Individual experiencing crisis and need assistance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical:				
Barangay Clearance		Barangay where the client is a resident		
Certificate of Indigency		Barangay where the client is a resident		
Medical Abstract o Medical Certificate		Attending Physician / Office of Municipal Health Officer		
Photocopy of Valid ID		c/o Client		
For Death:				
Barangay Clearance		Barangay where the client is a resident		
Certificate of Indigency		Barangay where the client is a resident		
Death Certificate		c/o Client		
Photocopy of Valid ID		c/o Client		
For Education:				
Barangay Clearance		Barangay where the client is a resident		
Certificate of Indigency		Barangay where the client is a resident		
Registration Form or Certification of Enrollment		School the student attended		
Form 137		School the student attended		
Photocopy of Valid ID		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and fill-up financial assistance logbook. Indicate if burial, medical or educational assistance.	1.1 Assist the Client in filling out the information needed.	None	1 minute	<i>Administrative Aide I (Job Order)</i> OMSWDO
2. Submit the requirements	2.1 Check/verify the completeness of the requirements presented.	None	2 minutes	<i>Administrative Aide VI</i> OMSWDO
3. Proceed to the Social Worker	3.1 Interview the Client and prepare a Social Case Study Report.	None	15 minutes	<i>MSWDO / SWO</i> <i>//</i> OMSWDO

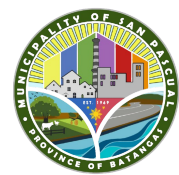
4. Secure a copy of Social Case Study and proceed to the Office of the Municipal Mayor for the Endorsement Letter	4.1 Prepare Endorsement Letter	None	15 minutes	<i>Secretary / OMM</i>
For Financial Assistance from Municipality: Coordinate with OMSWDO	Financial Assistance from Municipality: Prepare and process Obligation Request for issuance of check	None	3 days	<i>Administrative Aide VI</i> OMSWDO <i>Municipal Budget Officer</i> OMBO <i>Municipal Accountant</i> OMA <i>Municipal Mayor</i> OMM <i>Municipal Treasurer</i> Office Personnel from Agency/Institution
For Financial Assistance from other Government Agencies: Proceed to the agency/institution where to seek assistance				
TOTAL:		3 days and 33 minutes		



2. Issuance of Person with Disability (PWD) Card

Issuance of ID Cards for persons with Disabilities is mandated by The Magna Carta for Persons with Disabilities to enable them to avail of privileges and benefits.

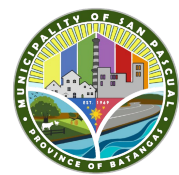
Office or Division:		Office of the Municipal Social Welfare & Devt. Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Disable Persons (0-59 years old)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Birth Certificate		c/o Client		
Medical Certification with Disability Diagnosis		c/o Client		
2 pcs. 1x1 picture and 1 pc. whole body picture		c/o Client		
Barangay Clearance		c/o client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out completely at the PWD logbook, submit the necessary requirements and fill-out the Philippine Registry Form.	1.1 Check completeness of the submitted form and requirements.	None	5 minutes	<i>Personnel</i> OMSWDO
	1.2 Process the Philippine Registry Form for PWD	None	5 minutes	<i>Personnel</i> OMSWDO
	1.3 Have the ID signed by the Municipal Mayor.	None	5 minutes	<i>Personnel</i> OMSWDO OMM
2. Wait for the release of PWD membership ID	5.1 Release ID	None	2 minutes	<i>Personnel</i> OMSWDO
TOTAL:		17 minutes		



3. PROGRAM FOR SENIOR CITIZENS

Issuance of OSCA ID, Purchase Booklet for Medicines and Purchase Booklet for Local Commodities.

Office or Division:		Office of the Municipal Social Welfare & Devt. Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Senior Citizens (60 years old and above)		
CHECKLIST OF REQUIREMENTS				
Photocopy of Birth Certificate		c/o Client		
2 pcs. 1x1 picture		c/o Client		
Barangay Clearance		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and sign the application form for Senior Citizen.	1.1 Accept filled-out form and requirements and check completeness.	None	5 minutes	<i>Personnel</i> OMSWDO
	1.2 Accomplish necessary documents based on request.	None	5 minutes	<i>Personnel</i> OMSWDO
	1.3 Have the documents signed by the MSWDO and Municipal Mayor.	None	10 minutes	<i>MSWDO</i> OMSWDO <i>Municipal Mayor</i> OMM
	1.4 Advise client of the availability of requested document.	None	2 minutes	<i>Personnel</i> OMSWDO
2. Claim requested document.	2.1 Released document.	None	2 minutes	<i>Personnel</i> OMSWDO
TOTAL:		24 minutes		



4. SOLO PARENT REGISTRATION

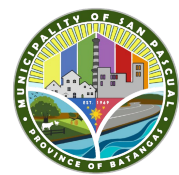
Solo Parent Identification as mandated by RA 8972 can be availed by solo parents who have been qualified as such by the MSWD shall likewise be entitled to avail of any benefits/services provided in the law. Solo parent shall be issued upon approval by any local government unit as recommended by the Social Worker of the Municipality.

Office or Division:		Office of the Municipal Social Welfare & Devt. Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Solo Parents 18-59 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Solo Parent Certification of Residency		c/o Client		
Birth Certificate (photocopy) of children 18 years old and below		c/o Client		
Certificate of Employment		c/o Client		
Death Certificate of Spouse (if deceased)		c/o Client		
Affidavit of Solo Parent		c/o Client		
1 pc. 1x1 picture		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Fill-out and sign the application form.	1.1 Accept requirements and check completeness.	None	10 minutes	Staff OMSWDO
	1.1 Issue Solo Parent ID with ID Number	None	10 minutes	Staff OMSWDO
2. Wait for the membership ID.	2.1 Have the membership ID signed by the MSWDO and Municipal Mayor	None	5 minutes	MSWDO OMSWDO Municipal Mayor OMM
TOTAL:		25 minutes		



OFFICE OF THE MUNICIPAL AGRICULTURIST

External Services



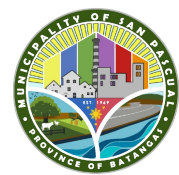
1. SECURING CONTRACT FOR CATTLE DISPERSAL PROGRAM

Farmers who would like to raise livestock may avail of the Cattle Dispersal Program. Under this program, the Office of the Municipal Agriculturist will provide the initial stock, the farmer then raises the livestock.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Cattle Dispersal Recipients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Office of the Municipal Agriculture of the interest in Cattle Dispersal Program	1.1 Record the personal data of the client.	None	2 minutes	<i>Administrative Aide III</i> MAO
	1.2 Interview the client about cattle raising.	None	10 minutes	<i>Officer-in-Charge</i> MAO
2. Secure a copy of agreement. Submit a copy of Residence Certificate and picture.	2.2 Fill-out the information at the contract and sign.	None	10 minutes	<i>Officer-in-Charge / Administrative Aide III</i> MAO
3. Proceed to Window 3 or 4 Collection Section for payment of fees pertaining to the contract.	3.1 Issue Official Receipt (OR). Release the Certificate of Ownership.	PHP 87.00	5 minutes	<i>Revenue Clerk</i> MTO
4. Proceed to Office of the Municipal Mayor for the contract signing.	4.1 Approve and sign the contract.	None	5 minutes	<i>Municipal Mayor</i> OMM



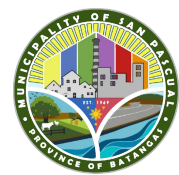
5. Present the signed Contract by the Municipal Mayor to the Office of Municipal Agriculture.	5.1 Assist the applicant in transferring the cattle from the previous recipient.	None	1 day	Officer-in-Charge MAO
TOTAL:		PHP 87.00	1 day and 32 minutes	



2. ANTI-RABIES VACCINATION

Veterinary services are rendered to ensure and promote animal health as well as the owner’s welfare. Vaccination against hemorrhagic septicemia, hog cholera, and anti-rabies is also done to prevent or abate occurrence of such diseases.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Responsible Pet (dog or cat) Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the vaccination of pet dog or cat.	1.2 Record data/information of the client and the pet (dog or cat)	None	2 minutes	Senior Administrative Assistant II MAO
	1.3 Provide instructions to client about the anti-rabies vaccination and proper handling of pets.	None	5 minutes	Officer-in-Charge MAO
2. Prepare and perform proper handling of pets during vaccination.	2.1 Prepare and perform the proper vaccination needed to the pets.	None	3 minutes	Senior Administrative Assistant II MAO
TOTAL:		10 minutes		



3. ISSUANCE OF ANIMAL INSPECTION CERTIFICATE (AIC)

This Certificate is for the shipment/transport of animals for slaughter, growing and breeding purposes and by product of poultry.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Poultry and Livestock Raisers, Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Animal Inspection Certificate (AIC)	1.1 Interview client and fill-up information on the AIC	None	2 minutes	Senior Administrative MAO
	1.2 Inform client the importance and need of having AIC. Let the client sign the AIC.	None	5 minutes	Officer-in-Charge MAO
2. Proceed to Window 3 or 4 Collection Section for payment of fees pertaining to the contract.	2.1 Issue Official Receipt (OR).	100.00	3 minutes	Revenue Clerk MTO
3. Submit one (1) copy of AIC at Office of the Municipal Agriculture	3.1 Inform the client to proceed to PVO and present the AIC for the issuance of VHC.	None	1 minute	Senior Administrative Assistant II / Administrative Aide III
TOTAL:		11 minutes		



OFFICE OF THE MUNICIPAL ENGINEER

External Services



1. SECURING BUILDING, SANITARY, ELECTRICAL, MECHANICAL, FENCING & OTHER PERMITS

Building Permit is a document issued by the Building Official to an applicant before they proceed to construct a project in order to ensure the safety of the work.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Building, Sanitary, Electrical Permits				
Tax Declaration		Office of the Municipal Assessor		
Tax Clearance		Municipal Treasurer's Office		
Written Consent of the Land Owner		Law Office (In case the applicant is not the registered owner of the lot)		
Plans and Specifications of the Building (4sets) duly certified by a Licensed Civil Engineer		Licensed Civil Engineer		
Bill of Materials (2copies)		Provided by the applicant with sign & sealed by Civil Engrn.		
Locational Clearance		Office of the Municipal Planning and Coordinator		
Brgy. Permit to construct		Barangay where the structure will be constructed		
DPWH Clearance (If property is located along the National Road)		Department of Public Works and Highways		
For Mechanical Permit				
Tax Declaration		Office of the Municipal Assessor		
Tax Clearance		Municipal Treasurer's Office		
Plans and Specifications duly certified by a Licensed Mechanical Engineer		Licensed Mechanical Engineer		
Bill of Materials(2 copies)		Applicant		
Locational Clearance		Office of the Municipal Planning and Coordinator		
Brgy. Permit to construct		Barangay where the structure will be constructed		
For Fencing Permit				
Photocopy of TCT		Provided by the applicant		
Photocopy of Lot /Site Plan		Office of the Municipal Assessor		
Photocopy of Tax Clearance		Municipal Treasurer's Office		
Photocopy of Contract of Lease (if not owned by the applicant)		Provided by the applicant (notarized)		
Brgy. Permit to construct		Barangay where the structure will be constructed		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application forms and other requirements from the Engineering Office	1.1 Brief applicants about the requirements	None	10 minutes	Administrative Aide IV
2. Submit the accomplish form and other supporting documents	2.1 Receive, review the submitted plans and assess the different fees to be paid to the Office of the Treasurer	Depends upon the structure area of the building to be constructed	20 minutes	Engineer I



3. Sets schedule for ocular inspection	3.1 Site Inspection	None	2 hours	Engineer I Building Official
4. Pay the necessary building permit fees at window 2 or 3 (Collection Section)	4.1 Issue corresponding receipt	None	5 minutes	Revenue Collection Clerk I
5. Return to the Engineering Office	5.1 Process/approve the permit	None	20 minutes	Administrative Aide I
6. Receive the approved document	6.1 Record the secured permit Release the document. Retain one (1) copy as office file	None	3 minutes	Administrative Aide I
TOTAL:		2 hours and 58 minutes		



2. ISSUANCE OF FINAL ELECTRICAL INSPECTION / COMPLETION

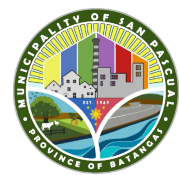
The electrical inspection will check on the: adequacy, suitability and serviceability of your electrical appliances.

Office or Division:		Office of the Municipal Engineer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Building, Sanitary, Electrical Permits				
Tax Declaration		Office of the Municipal Assessor		
Tax Clearance		Municipal Treasurer's Office		
Written Consent of the Land Owner		Law Office (In case the applicant is not the registered owner of the lot)		
Load Schedule & Electrical Plan duly certified by a Licensed Professional Electrical Engineer		Licensed Professional Electrical Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Clearance form and CFEI Form	1.1 Brief applicants about the requirements	None	10 minutes	Engineer I Electrical Inspector
2. Submit the accomplished CFEI forms and other supporting documents	2.1 Receive, review the submitted and assess the different fees to be paid to the Treasurer's Office	None	10 minutes	Engineer I Electrical Inspector
3. Sets schedule for ocular inspection	3.1 Site Inspection	None	2 hours	Engineer I Electrical Inspector
4. Pay the necessary permit fees at Window 2 or 3 (Collection Section)	4.1 Issues corresponding Official Receipt	P 420.00 – 3,500.00	5 minutes	Revenue Collection Clerk I
5. Secure Fire Safety Inspection Certificate	5.1 Assess the building/ location and sign the certificate for approval	None	15 minutes	BFP Personnel
6. Return to engineering Department for the Issuance of Certificate of Final Electrical Inspection	6.1 Approve and issue/ release of Certificate of Final Electrical Inspection	None	10 minutes	Electrical Inspector Electrical Engineer Building Official
7. Receive the document	7.1 Release and retain one (1) copy as office file	None	2 minutes	
TOTAL:		2 hours and 52 minutes		



OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER

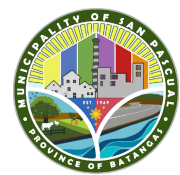
External Services



1. CERTIFICATION OF EMPLOYMENT/SERVICE RECORDS

The Human Resource Development Division Issues Service Records indicating the inclusive dates of actual service rendered, designation, status of appointment annual salary and its adjustment records of leave without pay

Office or Division:		Office of the Human Resource Management Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Current/Former Municipal officials and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		Current/former Municipal officials/employees		
Special Power of Attorney (SPA)		Representative of current/former Municipal officials/employees		
Valid Identification card (ID)		Representative and current/former Municipal officials/employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Requisition Form and submit to receiving clerk.	1.1 Assess Requisition Form and validate the requirements. Verify client data. Instruct the client for payment.	None	3 minutes	<i>Administrative Aide II</i> OHRM
2. Proceed to Window 3 / 4 (Collection Section) for fees.	2.1 Issue official receipt. Encode payment date.	PHP 100.00	3 minutes	<i>Revenue Clerk</i> MTO
3. Present Official receipt to Administrative Aide I	3.1 Validate Official Receipt. Retrieve and process documents. Attach Official Receipt details.	None	5 minutes	<i>Administrative Aide I</i> OHRM
	3.2 Review document. Sign document.	None	2 minutes	<i>HRMO</i> OHRM
4. Log on the record book and receive the documents.	4.1 Record the documents.	None	2 minutes	<i>Administrative Aide I</i> OHRM
TOTAL:		PHP 100.00	15 minutes	



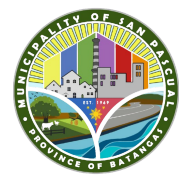
2. REQUEST FOR TERMINAL LEAVE / LEAVE CREDITS / CERTIFICATE OF COMPENSATORY CREDITS / TRAVEL ORDER

Office or Division:		Office of the Human Resource Management Officer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Current Municipal officials and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		Current/former Municipal officials/employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Requisition Form and submit to receiving clerk.	1.1 Assess Requisition Form.	None	2 minutes	<i>Administrative Aide II / I</i> OHRM
2. Fill up Leave Form/Certificate of COC/Travel Order Form and secure signature from Supervisor.	2.1 Review Documents. Retrieve and process documents.	None	2 minutes	<i>Administrative Aide II / I</i> OHRM
	2.2 Review Documents. Sign Documents.	None	2 minutes	<i>HRMO</i> OHRM
	2.3 Sign Documents	None	2 minutes	<i>Municipal Mayor</i> OMM
3. Log on the record book and receive the documents.	3.1 Record the documents and return to client.	None	2 minutes	<i>Administrative Aide II / I</i> OHRM
TOTAL:		10 minutes		



**OFFICE OF THE
HUMAN RESOURCE
MANAGEMENT
OFFICER
(PUBLIC EMPLOYMENT
SERVICE)**

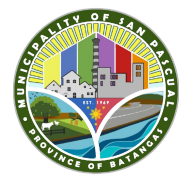
External Services



1. Application for No Objection Certificate (NOC) for Special Recruitment Activity (SRA) or Local Recruitment Activity (LRA)

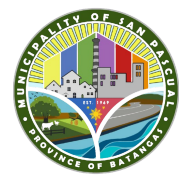
This certificate is issued to certify that the Local Government Unit has no objection on the recruitment activity that will take place.

Office or Division:		Office of the Human Resource Management – PESO		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Employer/Company, Private and Recruitment Placement		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DIRECT EMPLOYER/COMPANY – Letter of Intent, DTI/SEC Registration, Phil-jobnet Registration, Mayors Permit, Job Vacancy		c/o Client		
PRIVATE & RECRUITMENT PLACEMENT AGENCY - Letter of Intent, DTI/SEC Registration, Phil-jobnet Registration, Mayors Permit, Job Vacancy, Private & Recruitment Agency License (for PRPA), DO-18A Registration (for contractor and sub-contractor)		c/o Client		
OVERSEAS AGENCY - Letter of Intent, DTI/SEC Registration, Phil-jobnet Registration, Mayors Permit, POEA License, Approved Job Orders		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Employment Service Office (PESO) and submit the requirements.	1.1 Receives and checks the completeness of the requirements. Validates the documents submitted and endorse the client to PESO Manager.	None	3 minutes	<i>Labor and Employment Assistant OHRMO</i>
2. Proceed to the PESO Manager for approval.	2.1 Settles the venue and schedule of the recruitment activity. Approves the application.	None	5 minutes	<i>PESO Manager OHRMO</i>
	2.2 Prepares the No Objection Certificate (NOC). Forward the NOC to PESO Manager for signature.	None	2 minutes	<i>Labor and Employment Assistant/PESO Manager OHRMO</i>
	2.3 Release NOC.	None	1 minute	<i>Labor and Employment Assistant OHRMO</i>
TOTAL:			11 minutes	



2. Application for Posting of Job Vacancies

Office or Division:		Office of the Human Resource Management – PESO		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Employer/Company, Private and Recruitment Placement		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DIRECT EMPLOYER/COMPANY – Letter of Intent, DTI/SEC Registration, Phil-jobnet Registration, Mayors Permit, Job Vacancy		c/o Client		
PRIVATE & RECRUITMENT PLACEMENT AGENCY - Letter of Intent, DTI/SEC Registration, Phil-jobnet Registration, Mayors Permit, Job Vacancy, Private & Recruitment Agency License (for PRPA), DO-18A Registration (for contractor and sub-contractor)		c/o Client		
OVERSEAS AGENCY - Letter of Intent, DTI/SEC Registration, Phil-jobnet Registration, Mayors Permit, POEA License, Approved Job Orders		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Employment Service Office (PESO) and submit the requirements.	1.1 Receives and checks the completeness of the requirements. Validates the documents submitted and endorse the client to PESO Manager.	None	3 minutes	<i>Labor and Employment Assistant</i> OHRMO
2. Proceed to the PESO Manager for approval.	2.1 Verify and settle the application for posting. Approves the application.	None	5 minutes	<i>PESO Manager</i> OHRMO
	2.2 Files Job Vacancies. Post Job Vacancies.	None	2 minutes	<i>Labor and Employment Assistant</i> OHRMO
TOTAL:		10 minutes		



3. Application for Referral Letter

A referral letter is issued to support and testify the applicant’s skills, experience and/or achievements when applying for a job.

Office or Division:		Office of the Human Resource Management – PESO		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All job seekers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume/BIO-Data		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Employment Service Office (PESO) and submit the requirements.	1.1 Receives the resume/bio-data. 1.2 Interview the applicant and review qualifications. 1.3 Prepare the referral letter.	None	3 minutes	<i>Labor and Employment Assistant</i> OHRMO
2. Proceed to the PESO Manager for verification and approval.	2.1 Verify and settle the application. 2.2 Sign the referral letter.	None	5 minutes	<i>PESO Manager</i> OHRMO
	2.3 Release the referral letter	None	2 minutes	<i>Labor and Employment Assistant</i> OHRMO
TOTAL:		10 minutes		



4. Issuance for Certificate of Compliance/PESO Certificate

In compliance with Municipal Ordinance No. 8 Series of 2020 also known as Employment Localization Ordinance of the Municipality of San Pascual, Batangas, Certificate of Compliance is required for Business Registration.

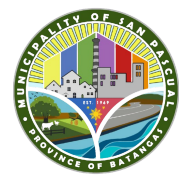
Office or Division:	Office of the Municipal Administrator – PESO
Classification:	Simple
Type of Transaction:	G2C - Government to Client

Who may avail:		Employers within San Pascual, Batangas		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Employees (Name, Address, Position)		c/o Client		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Employment Service Office (PESO) and submit the requirements.	1.1 Receives and review the requirements. 1.3 Prepare the Certificate	None	3 minutes	AGNES BRUCAL
2. Proceed to Windows 1 or 2 for payment.	2.1 Issue official receipt	Php 110	2 minutes	Revenue Collection Clerk / MTO
3. Proceed to the PESO Manager for verification and approval.	2.1 Sign the referral letter.	None	3 minutes	AGNES BRUCAL
	2.2 Release the certification	None	2 minutes	AGNES BRUCAL
TOTAL:		10 minutes		



OFFICE OF THE ADMINISTRATOR (BUSINESS PERMIT AND LICENSING SECTION)

External Services



1. BUSINESS PERMIT

The Local Government Code authorizes the LGU to impose taxes, fees and other charges on business entities in order to generate revenue. The Business Permits and Licensing Section (BPLS) under the Office of the Administrator were tasked to implement several provisions of the existing Municipal Tax Ordinance. Its main objective is to require all business establishments to register and secure Business License and pay the required taxes and fees prior start of operations. Said permit shall be renewed annually, before the 20th of January, but oftentimes extended up to the end of February, as a means of consideration to the taxpayers, provided however, that it is being supported by a Sangguniang Bayan resolution.

Office or Division:		Business Permit and Licensing Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Business:				
Valid ID and Picture		c/o Client		
Barangay Business Permit		Barangay where the business is located		
DTI/SEC Registration		DTI/SEC		
SSS & Philhealth Registration/Clearance		SSS & Philhealth		
Land Tax Clearance		Office of the Municipal Assessor		
Lease Contract (if rent)		c/o Client		
Sanitary/Health Permit		Office of the Municipal Health Officer		
Zoning & Building Permit		OMPDC / Office of the Municipal Engineer		
Environmental Clearance Certificate		DENR		
Fire Safety Clearance		BFP		
For Renewal:				
Valid Identification Card (ID)		Land Tax Clearance		
Financial Statement or BIR Quarterly Reports		Health Cards for Food & Non-Food Handler/s DTI / SEC Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the requirements to the receiving officer.	1.1 Verify and check the completeness and the authenticity of the requirements, provide Business Application Form to the client	None	10 minutes	<i>Licensing Staff</i> BPLO
2. Fill up the given Business Application Form and return to the Licensing Staff for review.	2.1 Review the form and its requirements. Ensure that the form is fully and correctly filled up. Instruct the client to go to the Officer in Charge of	None	15 minutes	<i>Licensing Staff</i> BPLO

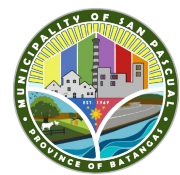


	Assessment in the Treasurer's Office to determine the amount to be paid.			
3. Proceed to Window 3 or 4 (Collection Section) for payment of fees	3.1 Check the Official Receipt. Copy the details of payment in the Business Owner's Index Card, then return the Official Receipt to the client.	For New Business: the amount to be paid shall be based on the capital investment For Renewal: the amount to be paid shall be based on the gross receipts of the previous year's operation	15 minutes	<i>Revenue Clerk</i> MTO
4. Return to the BPLO and present the Official Receipts	4.1 Advise the client to wait for the preparation of the Business License to operate. Record and log the document for reference and submit the prepared Mayor's Permit to the Office of the Municipal Mayor for signature	None	15 minutes	<i>Licensing Staff</i> BPLO
5. Received the Mayor's Permit and other supporting documents	5.1 Release the Mayor's Permit with seal as proof of registration and issued corresponding Business Plate and acknowledged the receipt thru the logbook.	None	5 minutes	<i>Licensing Staff</i> BPLO
TOTAL:		1 hour		

REQUIREMENTS FOR RENEWAL OF BUSINESS PERMIT



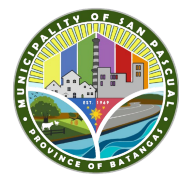
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out the application form Submit/complete the required documents for capital/gross sales assessment	1.1 Receive, check/validate the submitted documents Encode the details of the business information for registration	None	10 minutes	BPLO License Inspector II License Inspector I
2 Proceed to MTO Collection Section for payment of Cedula Issuance of tax order of payment for Business Permit	2.1 Monitor and check the endorsement made by the MPDC, MEO, RHU and BFP to mark the scanned document complete 2.2 Ensure that Official Receipt had been verified by the above offices and FSIC are complied with.	For Mayor's Permit Fee – See Section 35 of Revised Revenue Code 2020 pages 28-30 For Business Tax- See Section 7 of Revised Revenue Code 2020 pages 10-19	2 minutes	Local Revenue Collection Officer II
3 Present the Official Receipt to BPLS and acknowledge the receipt of Business Permit, Barangay Business Clearance and Business Plate	3.1 Verify the Official Receipt Print and release the Business Permit together with the Barangay Business Clearance and the Business plate	None	10 minutes	Admin Aide IV Admin Aide IV
		TOTAL:	22 minutes	



REQUIREMENTS FOR BUSINESS CLOSURE

CHECKLIST	
Barangay Business Closure Certificate	Philhealth Clearance (for big companies)
Affidavit of Closure / Corporate Secretary's Affidavit (for SEC Registered Business)	SSS Clearance (for big companies)
DTI Cancellation	Surrender of Old Permit / Business Plate
Financial Statements / BIR Quarterly Reports	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the requirements to the Receiving Officer to check the completeness of the required documents	1.1Receive, check/validate the required documents prior to closure	None	5 minutes	BPLO License Inspector II License Inspector I
2 Receive the Tax Order of Payment and pay the required Closure fee at the Collection Section Acknowledge the release of the Closure Certificate	2.1 Issue the Tax Order of Payment Check the Official Receipt of payment Issue the Closure Certificate, client to acknowledge the issuance.	Closure Fee based on the previous Gross Sales Closure Fee (Business Tax- See Section 7 of Revised Revenue Code 2020 pages 10-19)	5 minutes	Local Revenue Collection Officer II BPLO
		TOTAL	10 minutes	



1. APPLICATION TO LEASE MARKET STALL

This application is intended for a business minded people who are willing to make business here in our Public Market. In this way, we are going to fill in the vacant stalls that are still available and would be a great advantage for an additional income to us.

Office or Division:		Office of the Administrator Public Market Services		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Person or his/ her duly Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For First Applicant				
Letter of Intent		Provided by the applicant		
Certificate of Vacancy		Public Market Office		
Brgy. Business Clearance		Barangay where the client is a resident		
Photocopy of 2 valid ID's		Provided by the applicant		
Community Tax Certificate (Cedula)		Municipal Treasurer Office Collection Section		
Certificate to Construct (if applicable)		Municipal Engineering Office		
Duly notarized contract signed by the stall owner and mayor		Provided by the applicant		
For Goodwill Continuity				
Community Tax Certificate (Cedula)		Municipal Treasurer Office Collection Section		
Duly notarized contract signed by the stall owner, and mayor		Provided by the applicant		
Official Receipts Issued for monthly rentals and goodwill		Provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Present all the requirements to the Receiving Officer	1.1 Evaluate the completeness and validity of requirements. 1.2 Issue Certificate 1.3 Provide application form	None	5 minutes	Admin Aide Market Master
2. Fill up application to Lease Market Stall	2.1 Review the application. Sign and record on the Log Book. 2.2 Instruct the client to pay the necessary fees	None	8 minutes	Admin Aide



3. Pay the necessary Market Clearance Fee at Market Office	3.1 Issue Official Receipt. 3.2 Record the details of the payment to the card 3.3 Instruct the client to process the contract, have it signed and notarized	P 80.00 – Certificate + Goodwill or Advance & Deposit (price varies) + Application Fee (P100.00) – regular/ P3,000.00 - commercial	3 minutes	Revenue Collection Clerk Admin Aide
4. Submit a copy of Contract of Lease, one for Market Office and another for our Collection	4.1 Receive, verify and file the document submitted. 4.2 Advice the client to process the Business Permit at BPLS	None	4 minutes	Admin Aide
TOTAL:			20 minutes	

2. ISSUANCE OF CERTIFICATION/ MARKET CLEARANCE

Certification / Market Clearance is one of the requirements of our stall owners to provide when applying and/ or renewing Business Permit. This is to ensure that the owner is updated with their payment related to Market Fees.

Office or Division:		Office of the Administrator Public Market Services		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Person or his /her duly Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Market Clearance		Provided by the stall owner		
Brgy. Business Clearance		Barangay where the client is putting up business		
Latest/ Current OR		Provided by the stall owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Present all the requirements to the Receiving Officer	1.1 Evaluate the completeness and validity of requirements. 1.2 Update the record 1.3 Issue Market Clearance	None	5 minutes	Admin Aide Market Master
2. Pay the necessary fee	2.1 Issue Official Receipt	P 80.00	2 minutes	Revenue Collection Clerk



3. Safe keep the Clearance	3.1 Advice the client to proceed to BPLS for the renewal of Business Permit	None	1 minute	Admin Aide
TOTAL:		20 minutes		

3. MONITOR USAGE OF ELECTRICITY

Every 15th of the month, it is part of our duty to monitor the consumption of electricity of each stall owners who avail for a sub meter. Payment due date is every 15th of the month thereafter.

Office or Division:		Office of the Administrator Public Market Services		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Person or his /her duly Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Reading		Public Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show their sub meter for reading	1.1 Read and log present reading 1.2 Compute based on the rate per kilowatt hour provided by Meralco 1.3 Inform stall owners to pay together with other monthly dues	None	5 minutes	Admin Aide Market Master
TOTAL:		5 minutes		

4. COLLECTION OF MONTHLY DUES

Monthly Rental is specified on their Contract of Lease depends on the square meter, the location and class they belongs. Additional payment were made for goodwill if not yet fully paid and their monthly electric consumption that is due every 15th of the month.

Office or Division:		Office of the Administrator Public Market Services	
Classification:		Simple	
Type of Transaction:		G2C - Government to Client	
Who may avail:		Person or his /her duly Authorized Representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None		None	

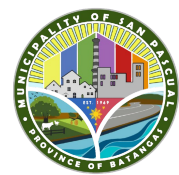


CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show their sub meter for reading	1.1 Compute the total amount to be paid: rental, electric and goodwill or advance payment/ deposit if applicable. Note: To add penalty if delayed payment.	None	3 minutes	Revenue Collection Clerk
2. Pay the necessary fees.	2.1 Receive payment and issue Official Receipt. 2.2 Update the Record	varies	2 minutes	Revenue Collection Clerk
TOTAL:		5 minutes		

5. ISSUANCE OF CASH TICKETS

Cash Ticket is issued to our Talipapa, Bagsakan and Ambulant vendors given a specified space he/she may use for a specified time allowed and is good for one day only. Addition to this, we issue ticket for Parking and Delivery purposes, amount depends on type of vehicle and transaction they made.

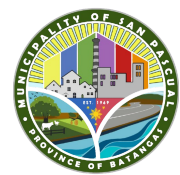
Office or Division:		Office of the Administrator Public Market Services		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Person or his /her duly Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the amount to be paid	1.1 Assess the amount for payment	None	1 minute	Admin Aide
2. Pay the necessary fees.	2.1 Receive payment and issue Cash Ticket. 2.2 Torn in half the cash tickets before issuance to prevent usage for other purposes.	varies	2 minutes	Ticket Checker
TOTAL:		3 minutes		



6. CALIBRATION OF WEIGHING SCALE

Weighing scales needs to be calibrated before we use it in our business. Once calibrated, the owner opts to request for a Certificate only if needed.

Office or Division:		Office of the Administrator Public Market Services		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Person or his /her duly Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Weighing Scale		Provided by the Client		
Official Receipt		Municipal Treasurer Office/ Collection Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the amount to be paid	1.1 Check the type and weight of the weighing scale. 1.2 Ask if they are required for a Certificate, optional	None	1 minute	Revenue Collection Clerk
2. Pay the necessary fees.	2.1 Receive payment and issue Official Receipt.	10 kgs & below- P241.00 more than 10kgs – P337.00	1 minutes	Revenue Collection Clerk
3. Show proof of payment and weighing scale	3.1 Record on the logbook. 3.2 Calibrate the weighing scale. 3.3 For those with Certificate, visit Treasurer’s Office to have it signed.	None	2 minutes	Admin Aide Municipal Treasurer
TOTAL:		4 minutes		



7. MEAT INSPECTION

Inspection was done to ensure safety of the meat sold in our Market.

Office or Division:		Office of the Administrator Public Market Services		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Person or his /her duly Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Meat for Sale		Provided by the Client		
MIC (Meat Inspection Certificate)		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Present the meat for sale in our Market and Talipapa	1.1 Check the seal and issued MIC.	None	2 minutes	Admin Aide
TOTAL:		2 minutes		



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the feedback form and drop it at the designated drop box at the Information Desk. Contact Info: (043)980-704 / sanpascualinfo@gmail.com
How feedbacks are processed?	Every Friday, the Administrative Officer IV opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within seventy two (72) hours of the receipt of the feedback. The answer of the concerned office is then relayed to the concerned client. For inquiries and follow-ups, clients may contact this telephone number: (043)980-704
How to file a complaint?	Answer the Client's Complaint Form and drop it at the designated drop box at the Information Desk. For inquiries and follow-ups, clients may contact this telephone number: (043)980-704
How complaints are processed?	The Administrative Officer IV opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation that the complaint is meritorious, the Administrative Officer IV shall start the investigation and forward the complaint to the relevant office for their explanation. The Administrative Officer IV will create a report after the investigation and shall submit it to the Local Chief Executive for Appropriate Action and will give the feedbacks to the concerned client. For inquiries and follow-ups, clients may contact this telephone number: (043)980-704
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 1-Arta (2782) PCC: 8888 CCB: (043) 724-5494



LIST OF OFFICES

Office	Address	Contact Information
Office of the Municipal Mayor	Aquino Ave. Poblacion San Pascual Batangas	
Office of Municipal Planning and Development Coordinator	Aquino Ave. Poblacion San Pascual Batangas	
Office of the Municipal Civil Registrar	Aquino Ave. Poblacion San Pascual Batangas	
Office of the Municipal Budget Officer	Aquino Ave. Poblacion San Pascual Batangas	
Office of the Municipal Treasurer	Aquino Ave. Poblacion San Pascual Batangas	
Office of Municipal Assessor	Aquino Ave. Poblacion San Pascual Batangas	
Office of the Municipal Health Officer	Aquino Ave. Poblacion San Pascual Batangas	
Office of Municipal Social Welfare and Development Officer	Aquino Ave. Poblacion San Pascual Batangas	
Office of Municipal Agriculturist	Aquino Ave. Poblacion San Pascual Batangas	
Office of the Municipal Engineer	Aquino Ave. Poblacion San Pascual Batangas	
Office of the Human Resource Management	Aquino Ave. Poblacion San Pascual Batangas	
Office of the Municipal Administrator /Business Permit and Licensing Section	Aquino Ave. Poblacion San Pascual Batangas	
Office of the Municipal Administrator /Public Market Services	Aquino Ave. Poblacion San Pascual Batangas	

