



LOCAL GOVERNMENT UNIT OF TAGUDIN

**CITIZEN'S CHARTER
2020 (3rd Edition)**



Message

As public servants, much has been expected from us. We have been given the opportunity to be of service to the people and municipality and that, it is but right and proper that we accord them with the efficiency, effectiveness and sincerity in our governance. The privilege that we have to lead, guide and shepherd our ministry and calling is a gift from God. He entrusted us this Local Government Unit of Tagudin, hence, we shall do His will to provide utmost services for the welfare of our townspeople.

Our vision to be the NesTown of Prosperity or “Umok ti Nam-ay” has been crafted through our concerted efforts including representatives of the different National Line Agencies, Civil Society Organizations, Educational Institutions and other stakeholders. It is then our mission to Shepherd our Ministry so that we could realize our vision.

For purposes of transparency, efficacy and ease of doing business and other transactions, we are guided by our Citizens Charter. This would likewise ensure that our clienteles get the quality and prompt services that they deserve.

God bless!


ROQUE S. VERZOSA, JR.
Servant Leader *fu*



Republic of the Philippines
Province of Ilocos Sur
MUNICIPALITY OF TAGUDIN
OFFICE OF THE SANGGUNIANG BAYAN



Sponsored by: Hon. Eugene L. Fernandez

RESOLUTION NO. 129

Series of 2020

ADOPTING THE **UPDATED CITIZEN'S CHARTER** OF THE MUNICIPAL
GOVERNMENT OF TAGUDIN, ILOCOS SUR

WHEREAS, duly submitted to this body for its review and adoption is the **Updated Citizen's Charter** of the Tagudin Municipal Government which revised the Citizen's Charter which was adopted by this same body by virtue of **Resolution No. 087, Series of 2009** and its second edition by virtue of **Resolution No. 135, series of 2012**;

WHEREAS, the **Updated Citizen's Charter** encompasses all the different frontline services being provided by the various departments/working units of the Tagudin Municipal Government, in accord to the provisions of Republic Act No. 9485, otherwise known as the "**Anti-Red Tape Act of 2007**;"

NOW, THEREFORE, on motion by SB Member Eugene L. Fernandez jointly seconded by SB Members Rosalinda Q. Mina and Jonathan B. Andaya, the Sangguniang Bayan of Tagudin, Ilocos Sur in regular session assembled RESOLVED, to adopt as it hereby adopts the **Updated Citizen's Charter** of the Municipal Government of Tagudin, Ilocos Sur;

RESOLVED FURTHER, to furnish copies of this resolution to offices concerned for their information.

UNANIMOUSLY ADOPTED, this 13th day of July, 2020.



ARVIN P. ANDAYA
Member


FATIMA L. PAGADUAN
Member


JONATHAN B. ANDAYA
Member


ROSALINDA Q. MINA
Member


EUGENE L. FERNANDEZ
Member


NELSON V. CUARESMA
Member



MANUEL PEDRO Q. BUNOAN
Member


ONOFRE EMERITO L. BAYUGA
Member


RYAN DICKSON L. DE LOS SANTOS
Ex-Officio Member (SKP)


ROSTOM L. LAMADRID
ABC Vice President


CERTIFIED CORRECT:


GERONIMO R. LASTIMOZA
Secretary to the Sanggunian

ATTESTED:


BERNARDO F. TOVERA, JR.
Vice Mayor & Presiding Officer

APPROVED:


ROQUE S. VERZOSA, JR.
Municipal Mayor
Date: 07/20/2020
PUN-125-2020



Republic of the Philippines
Province of Ilocos Sur
MUNICIPALITY OF TAGUDIN

Office of the Mayor



EXECUTIVE ORDER NO. 44

Series of 2020

TO : ATTY. VIZMARF V. LAZAGA, Municipal Administrator
MS. MARINA I. BALICOCO, MGSO
MS. ADELAIDA Z. CORPUZ, Municipal Treasurer
MS. MELANIE V. GABRIEL, MGDH I (HRMO)
EnP FREDIE A. VEDANIA, MPDC
ENP AIZA MARIE L. LANUZA, EMS II/MENRO-DESIGNATE
EnP MARK LOUIE S. FAJARDO, Administrative Officer V
MR. FREDDIE PAUL L. RINGOR, Computer Programmer I
MS. LLWELYN F. FAJARDO, Tourism Operations Assistant
MS. JOANA ROSEANNE B. LACASANDILE, AAIll

SUBJECT : Reorganization of the Service Delivery Excellence Program (SDEP) Team

DATE : June 16, 2020

1. Pursuant to the provisions of R.A. 9485 known as "The Anti-Red Tape Act of 2007" and its implementing rules and regulations and the Civil Service Commission's (CSC) Service Delivery Excellence Program, hence, there is a need to organize a team to update the Citizen's Charter of the municipality in order to enhance the delivery of public services as a critical component of a good governance.

2. Composition of the SDEP Team:

Team Leader : MS. MELANIE V. GABRIEL, MGDH I (HRMO)

Members : ATTY. VIZMARF V. LAZAGA, Municipal Administrator
MS. MARINA I. BALICOCO, MGSO
MS. ADELAIDA Z. CORPUZ, Municipal Treasurer
EnP FREDIE A. VEDANIA, MPDC
ENP AIZA MARIE L. LANUZA, EMS II/MENRO-Designate

Head, Secretariat & Documentation: MR. FREDDIE PAUL L. RINGOR, Computer Programmer I

Members : EnP MARK LOUIE S. FAJARDO, Administrative Officer V
MS. LLWELYN F. FAJARDO, Tourism Operations Assistant
MS. JOANA ROSEANNE B. LACASANDILE, AAIll

3. Duties and Functions:

- 3.1. Evaluate and document systems and procedures in delivering a particular service;
- 3.2. Streamline operations of basic frontline services as well as other core functions;
- 3.3. Update and package the Citizen's Charter; and
- 3.4. Evaluate and monitor the dissemination and effectiveness of the SDEP.

4. Effectivity. This order shall take effect immediately.

Done this 16th day of June 2020, Tagudin, Ilocos Sur.


ROQUE S. VERZOSA, JR.)
SERVANT LEADER



I. Mandate

The Local Government Unit of Tagudin is mandated to ensure and support the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among residents, maintain peace and order, and preserve the comfort and convenience of the inhabitants as stated in Section 16 of R.A. 7160 otherwise known as The Local Government Code of 1991.

II. Vision

NesTown of Prosperity (*Umok ti Nam-ay*)

III. Mission

Sheperding, our Ministry

IV. Service Pledge

The Local Government Unit of Tagudin serves with utmost humility, equity, understanding and sincerity by consistently maintaining the highest level of accountability, professionalism and performance; ensuring that all services are absolutely transparent, effective, efficient, relevant and responsive towards the total client's satisfaction – inspired by our ever enduring attitude, character, love and passion.



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MUNICIPAL MAYOR'S OFFICE

External Services

1. Mayor's Clearance

The Mayor's Office Clearance is issued to individuals needing this document stating that he/she has no pending case filed with the Office of the Mayor.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Tagudin only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance (1 original)			Barangay Hall	
Community Tax Certificate (1 original)			Barangay Hall / Municipal Treasury Office	
Police Clearance (1 original)			Tagudin Municipal Police Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents personally at the Mayor's Office *Make sure to secure the Order of Payment that will be issued	1. Receive required documents and check for completeness 1.1. Issue Order of Payment if all required documents were given 1.2. Start processing the request	None	2 minutes	<i>Administrative Aide III</i> Mayor's Office
2. 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	2. Accept the payment based on the Order of Payment 2.1. Issue the Official Receipt	PHP 130	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Return to the Mayor's Office and submit the Official Receipt for processing and release of Clearance	3. Check the Official Receipt 3.1. Secure signature and thumb mark of client	None	5 minutes	<i>Administrative Aide III</i> Mayor's Office

	3.2. Secure Mayor's signature 3.3. Issue the Clearance to the client			
TOTAL:		PHP 130.00	9 minutes	

2. Request for General Services (Properties, Vehicles and Equipment)

Citizens and government agencies who are in dire need of various general services from the government must secure permission from the Local Chief Executive.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request or fill-up visitor's slip at the Mayor's Office	1. Receive written request or visitor's slip	None	2 minutes	<i>Administrative Aide III</i> Mayor's Office
2. Wait for processing	2. Process request	None	5 minutes	<i>Administrative Aide III</i> Mayor's Office
3. Receive advice	3. Provide approved / disapproved request *If request is approved, advise client to proceed at the General Services Office	None	1 minute	<i>Administrative Aide III</i> Mayor's Office
TOTAL:		None	8 minutes	

3. Request for Ambulance (Elective Case / Non-Emergency)

Tagudinians who need ambulance to attend their scheduled medical check-up or operation must secure permission from the Local Chief Executive.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit written request or fill-up visitor's slip at the Mayor's Office	1. Receive written request or visitor's slip	None	1 minute	<i>Administrative Aide III</i> Mayor's Office
2. Wait for processing	2. Process request	None	1 minute	<i>Administrative Aide III</i> Mayor's Office
3. Receive instruction	3. Provide approved request *Advice client to proceed to Municipal Health Office	None	1 minute	<i>Municipal Mayor</i> Mayor's Office
4. Proceed to Municipal Health Office and submit approved request	4. Receive approved request and schedule date of travel	None	1 minute	<i>Municipal Health Officer</i> or <i>Public Health Nurse</i> Municipal Health Office
TOTAL:		None	4 minutes	

4. Request for Ambulance (Emergency Cases)

Ambulance is provided to all Tagudinians who are in need of emergency medical conveyance.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Municipal Disaster Risk Reduction and Management Office Hotline Number 0939-400-8004	1. Receive call/ request and act the emergency request	None	15 seconds	<i>MDRRMO Rescue Team MDRRMO</i>
TOTAL:		None	15 seconds	

5. Request for Blood Replacement

Blood replacement is provided to Tagudinians that are undergoing medical emergency situations.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Blood transfusion prescription (1 original)			Hospital	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1. Receive requirement 1.1. Advice to proceed to the Municipal Blood Coordinator at the Municipal Nutrition Action Office	None	3 minutes	<i>Administrative Aide III</i> Mayor's Office
2. Fill-up and submit blood request form and promissory note 2.1. Wait for processing	2. Assist in filling-up blood request form and promissory note 2.1. Verify and process request 2.2. Secure signature of endorsement letter	None	5 minutes	<i>Administrative Aide III</i> or <i>Municipal Blood Coordinator</i> Municipal Nutrition Action Office
3. Receive instruction and pertinent documents such as endorsement letter and promissory note	3. Advice client and provide endorsement letter and promissory note	None	1 minute	<i>Administrative Aide III</i> or <i>Municipal Blood Coordinator</i> Municipal Nutrition Action Office
4. Proceed to ITRMC Laboratory and submit approved endorsement letter	4. Receive endorsement letter	None	1 minute	ITRMC-NVBSP Section City of San Fernando, La Union
TOTAL:		None	10 minutes	



MUNICIPAL AGRICULTURE OFFICE

External Services

6. Technical Assistance on Agricultural Services

Agricultural services are provided to individuals that require technical assistance on their crops, livestock, poultry or fisheries.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the logbook indicating the purpose	1. Provide logbook to client for signing in	None	1 minute	<i>Administrative Aide III</i> Municipal Agriculture Office
2. Undergo consultation	2. Attend to client's problem/concern	None	10 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
3. Accompany the technologist for ocular inspection and examination	3. Conduct ocular inspection and examination	None	4 hours	<i>Agricultural Technologist</i> Municipal Agriculture Office
4. Receive the recommendation and prescription	4. Provide recommendations	None	3 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
5. Assist in the treatment of animals and apply recommendations to crop	5. Conduct treatment of animals 5.1. Demonstrate and supervise application of recommendations to crops	None	2 hours	<i>Agricultural Technologist</i> Municipal Agriculture Office
TOTAL:		None	6 hours and 14 minutes	

7. Branding

Branding is served to livestock upon request of the owner for identification.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up animal logbook for scheduling	1. Assist client in filling-up the logbook	None	1 minute	<i>Administrative Aide III</i> Municipal Agriculture Office
2. Receive schedule	2. Provide schedule 2.1. Issue order of payment	None	1 minute	<i>Agricultural Technologist</i> Municipal Agriculture Office
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	3. Accept the payment based on the Order of Payment 3.1. Issue the Official Receipt	PHP 5 per cattle + P30 documentary stamp	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
4. Wait for the technologist on the scheduled date of branding	4. Conduct inspection and branding	None	4 hours	<i>Agricultural Technologist</i> Municipal Agriculture Office
5. Wait for the processing of branding registration	5. Process branding registration	None	1 day	<i>Agricultural Technologist</i> Municipal Agriculture Office
6. Receive branding registration	6. Release branding registration	None	1 minute	<i>Administrative Aide III</i> Municipal Agriculture Office
TOTAL:		PHP 35.00	1 day, 4 hours and 5 minutes	



MUNICIPAL ASSESSOR'S OFFICE

External Services

8. Transfer of Tax Declaration

The transfer of Tax Declaration is a service provided to assist new lot owners in acquiring new Tax Declaration based on OCT/TCT/eCAR

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supporting documents (e.g. Deed of Sale & other conveyance) (1 original)		Notary Public Lawyer or at the Public Attorney's Office		
Certificate of Tax Payment or Latest Official Tax Receipt (1 original)		Municipal Treasury Office		
Certificate Authorizing Registration, if not the owner or Special Power of Attorney (1 original)		Notary Public Lawyer or at the Public Attorney's Office		
Approved Subdivision Plan (1 original)		DENR (CENRO)/ respective private geodetic engineer who performed survey		
Sketch Plan (if untitled, for approval) (1 original)		DENR (CENRO)		
Payment of Endorsement Fee PHP 200 (1 original)		Municipal Treasury Office		
Certified Photocopy of OCT/TCT PHP 80 and Conveyance PHP 80 (1 original)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive required documents and check for completeness	None	5 minutes	<i>Administrative Aide III, Draftsman III or Taxmapper I</i> Municipal Assessor's Office
2. Wait for processing	2. Process documents	None	2 hours	<i>Taxmapper I, Draftsman III or Local Assessment Operations Officer II</i> Municipal Assessor's Office
3. Receive recommended Tax Declaration	3. Issue recommended Tax Declaration 3.1. Advice client to proceed to the	None	2 minutes	<i>Municipal Assessor</i> Municipal Assessor's Office

	Provincial Assessor's Office for the approval and release of new Tax Declaration			
TOTAL:		Please refer to the requirements	2 hours and 7 minutes	

9. Acquiring Real Property Documents (True Copy, Certification and Photocopy)

The acquisition of True Copy, Certification and Photocopy of real property documents is issued to individuals who intend to apply for building permit, fencing permit, zoning certification, loans or to be used as reference and other legal purposes not limited to the aforementioned intentions.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For non-owner applicants: Duly notarized Special Power of Attorney (1 original)			Notary Public Lawyer or at the Public Attorney's Office	
Affidavit of Consent/Authorization (1 original)			Notary Public Lawyer or at the Public Attorney's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and fill-up request form 1.2. Wait for verification	1. Receive required documents and check for completeness 1.1. Verify records 1.2. Issue Order of Payment 1.3. Start processing the request	None	10 minutes	<i>Administrative Aide III, Taxmapper I or Draftsman III</i> Municipal Assessor's Office
2. 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	2. Accept the payment based on the Order of Payment 2.1. Issue the Official Receipt	Certified True Copy of Tax Declaration and Certification PHP 130 Photocopy of Tax Declaration or Vicinity Map PHP 80	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office

3. Return to the Municipal Assessor's Office and submit the Official Receipt for processing	3. Check the Official Receipt 3.1. Process documents	None	20 minutes	<i>Administrative Aide III</i> Municipal Assessor's Office
4. Receive True Copy, Photocopy or Certification of real property	4. Issue True Copy, Photocopy or Certification of real property	None	2 minutes	<i>Administrative Aide III</i> Municipal Assessor's Office
TOTAL:		Please refer to above fees	34 minutes	

10. Assessment of New/Undeclared Building

The assessment of new or undeclared building is a service rendered to individuals that intend to secure tax declaration for their building.

Office or Division:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Survey Plan (1 original)			Private Surveyor	
Latest Tax Declaration of lot (1 original)			Municipal Assessor's Office	
Current Tax Receipt (1 original)			Municipal Treasury Office	
Building Permit/Plan (1 original)			Private Engineer	
Certificate of Occupancy (1 original)			Municipal Engineering Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and fill-up sworn statement form 1.1. Wait for verification	1. Receive required documents and check for completeness 1.1. Verify records 1.2. Issue Order of Payment 1.3. Start processing the request	None	5 minutes	<i>Draftsman III, Taxmapper I or Local Assessment Operations Officer II Municipal Assessor's Office</i>
2. 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	2. Accept the payment based on the Order of Payment 2.1. Issue the Official Receipt	Inspection Fee PHP 200 Endorsement Fee PHP 200	2 minutes	<i>Revenue Collection Clerk Municipal Treasury Office</i>
3. Return to the Municipal Assessor's Office and submit the Official Receipt for	3. Check the Official Receipt 3.1. Conduct Inspection	None	2 hours	<i>Local Assessment Operations Officer II Municipal Assessor's Office</i>

processing	3.2. Process documents			
4. Receive new Tax Declaration	4. Issue new Tax Declaration 4.1. Advice client to proceed to the Provincial Assessor's Office for the approval and release of new Tax Declaration	None	2 minutes	<i>Municipal Assessor</i> Municipal Assessor's Office
TOTAL:		PHP 400.00	2 hours and 9 minutes	

11. Assessment of New/Undeclared Land

The assessment of new or undeclared building is a service rendered to individuals that intend to secure tax declaration for their building.

Office or Division:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment of Inspection PHP 200 and Endorsement Fee PHP 200 (1 original)		Municipal Treasury Office		
11 years back taxes (all original)		Municipal Treasury Office		
Sworn Statement of the Owner (2 original)		Notary Public Lawyer or at the Public Attorney's Office		
Affidavit of Ownership with more than 30 years of occupancy (2 original)		Notary Public Lawyer or at the Public Attorney's Office		
Affidavit of Adjoining Owners (2 original)		Notary Public Lawyer or at the Public Attorney's Office		
Affidavit from Cadastral Survey Claimant, if applicable (2 original)		Notary Public Lawyer or at the Public Attorney's Office		
Certification from the Brgy. Captain (2 original)		Barangay Hall		
Certification of Alienable and Disposable Land, No Public Land Application, and V-37 (2 original each)		Community Environment and Natural Resources Office (CENRO) Southern Ilocos Sur, Brgy. Bitalag, Tagudin, Ilocos Sur		
Certification from the DPWH, if applicable		Department of Public Works and Highways (DPWH) Candon City, Ilocos Sur		
Certification from the Department of Tourism, if applicable PHP 130 (2 original)		Tourism Promotions Office		
Certification from the Municipal Assessor noted by Municipal Mayor (2 original)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive required documents and check for completeness 1.1. Verify records 1.2. Start processing the request	None	5 minutes	<i>Draftsman III, Taxmapper I or Local Assessment Operations Officer II</i> Municipal Assessor's Office
2. Wait for processing	2. Conduct Inspection	None	2 hours	<i>Local Assessment Operations Officer II</i>

	2.1. Process documents			Municipal Assessor's Office
3. Receive recommended Tax Declaration	3. Issue recommend Tax Declaration 3.1. Advice client to proceed to the Provincial Assessor's Office for the approval and release of new Tax Declaration	None	2 minutes	<i>Municipal Assessor</i> Municipal Assessor's Office
TOTAL:		Please refer to the requirements	2 hours and 7 minutes	

12. Reassessment/ Reclassification of Land

The reassessment or reclassification of land is a service rendered to individuals that intend to reassess or reclassify their lot property.

Office or Division:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of the owner or Authorized representative (1 original)		Concerned Client Notary Public Lawyer or at the Public Attorney's Office		
Certification stating that the land is not productive for agricultural purposes PHP 130 (1 original)		Municipal Agriculture Office		
Certification of Reclassification/Conversion of Agricultural Lands (CRAL) (1 original)		Sangguniang Bayan Office - Committee on Reclassification/Conversion of Agricultural Lands (CRAL)		
Tax Declaration (1 original)		Municipal Assessor's Office		
Current Tax Receipt (1 original)		Municipal Treasury Office		
Payment of Inspection PHP 200 and Endorsement Fee PHP 200 (1 original)		Municipal Treasury Office		
Conversion Certificate (1 original)		Department of Agrarian Reform (DAR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive required documents and check for completeness 1.1. Verify records 1.2. Start processing the request	None	5 minutes	<i>Administrative Aide III Draftsman III or Local Assessment Operations Officer II Municipal Assessor's Office</i>
2. Wait for processing	2. Process documents 2.1. Conduct inspection	None	2 hours	<i>Taxmapper I, Draftsman III or Local Assessment Operations Officer II Municipal Assessor's Office</i>

3. Receive recommended Tax Declaration	3. Issue recommend Tax Declaration 3.1. Advice client to proceed to the Provincial Assessor's Office for the approval and release of new Tax Declaration	None	2 minutes	<i>Municipal Assessor</i> Municipal Assessor's Office
TOTAL:		Please refer to the requirements	2 hours and 7 minutes	

13. Tie-up of Unknown Real Property

Tie-up of unknown real property unit is a service rendered to individuals that intend to declare their ownership to a particular real property.

Office or Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request addressed to the Provincial Assessor through the Municipal Assessor (3 original)			Concerned Client	
Tax Declaration (1 original)			Municipal Assessor's Office	
Current Tax Receipt (1 original)			Municipal Treasury Office	
Payment of Inspection PHP 200 (1 original)			Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive required documents and check for completeness 1.1. Schedule conduct of inspection 1.2. Start processing the request	None	5 minutes	<i>Administrative Aide III, Taxmapper I, or Draftsman III</i> Municipal Assessor's Office
2. Wait for Processing	2. Conduct inspection 2.1. Prepare recommended Tax Declaration and Field Appraisal and Assessment Sheet (FAAS)	None	2 hours	<i>Taxmapper I, or Draftsman III</i> Municipal Assessor's Office
3. Receive recommended Tax Declaration	3. Issue recommended Tax Declaration 3.1. Advice client to proceed to the Provincial	None	2 minutes	<i>Municipal Assessor</i> Municipal Assessor's Office

	Assessor's Office for the approval and release of new Tax Declaration			
TOTAL:		Please refer to the requirements	2 hours and 7 minutes	



MUNICIPAL CIVIL REGISTRY

External Services

14. Batch Request System (BReQS) for PSA Documents

PSA documents are provided to individuals by collecting requests every Thursday and secure at PSA Region 1.

Office or Division:	Municipal Civil Registry (MCR)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Authorization letter (1 original) and ID of the document owner together with requester's ID are required, if he/she is not any of the following: <ol style="list-style-type: none"> 1. Owner of the document 2. His/Her parent 3. His/Her spouse 4. His/Her direct descendant 5. His/Her legal guardian/institution-in-charge, if minor 			Concerned Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit application form	1. Receive and verify application form 1.1. Issue Order of Payment	None	2 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry
2. Pay the required service fee/s	2. Receive payment and issue official receipt	First copy – PHP 100.00 For each additional copy up to 4 copies – PHP 25.00	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Submit official receipt and pay fee/s for the PSA document/s 3.1. Receive acknowledgement	3. Receive official receipt and PSA Document/s fee/s 3.1. Provide acknowledgement receipt for the PSA	Birth Certificate – PHP 155.00 Death Certificate – PHP 155.00	3 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i>

receipt for the PSA Document/s fee/s	Document/s fee/s	Marriage Certificate – PHP 155.00 CENOMAR/ CEMAR – PHP 210.00		Municipal Civil Registry
4. Wait for processing	4. Process PSA Document/s	None	5 working days	<i>Administrative Aide III or Administrative Aide IV Municipal Civil Registry</i>
5. Receive PSA document/s	5. Issue PSA document/s	None	2 minutes	<i>Administrative Aide III or Administrative Aide IV or Registration Officer I Municipal Civil Registry</i>
TOTAL:		Please refer to above fees	5 days and 9 minutes	

15. Request for the Issuance of Birth, Death and Marriage Certificate

Birth, Death and Marriage Certificate is issued to individuals who need official document/s for all legal intents and purposes.

Office or Division:	Municipal Civil Registry (MCR)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Identification Card of requesting party B. Authorization letter (1 original) and ID of the document owner together with requester's ID are required, if he/she is not any of the following: 1. Owner of the document 2. His/Her parent 3. His/Her spouse 4. His/Her direct descendant 5. His/Her legal guardian/institution-in-charge, if minor			Concerned Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit application form	1. Receive and verify application form 1.1. Issue Order of Payment	None	10 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry
2. Pay the required fees	2. Receive payment and issue official receipt 2.1. Print requested document	For each copy of requested document – PHP 100.00 Documentary Stamp – PHP 30.00 Note: 1. No fees shall be	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office

		collected from certified blood galloners (donors) 2. MSWDO certified indigents		
3. Submit official receipt and receive requested document	3. Receive official receipt and issue requested document	None	1 minute	<i>Administrative Aide III or Administrative Aide IV or Registration Officer I Municipal Civil Registry</i>
TOTAL:		Please refer to above fees Depends on the number of copies	13 minutes	

16. Birth, Death and Marriage Registration

Birth, Death and Marriage registration is done to declare official current status of an individual

Office or Division:	Municipal Civil Registry (MCR)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit registration form	1. Receive and verify registration form	None	2 minutes	<i>Administrative Aide III or Administrative Aide IV or Registration Officer I</i> Municipal Civil Registry
2. Wait for processing	2. Process documents	None	10 minutes	<i>Administrative Aide III or Administrative Aide IV or Registration Officer I</i> Municipal Civil Registry
3. Receive copy of the document	3. Issue copy of document	None	1 minute	<i>Administrative Aide III or Administrative Aide IV or Registration Officer I</i> Municipal Civil Registry
TOTAL:		None	13 minutes	

17. Application for the Issuance of Marriage License

The application for the issuance of Marriage License is issued to couples who desire to get married.

Office or Division:	Municipal Civil Registry (MCR)		
Classification:	Complex		
Type of Transaction:	G2C		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Certificate of No Marriage (CENOMAR) (1 original)		Philippine Statistic Authority Region 1	
Birth Certificate and/or Baptismal Certificate (1 original)		Municipal Civil Registry or Church concerned	
Parent's CONSENT if one or both of the contracting party is 18-21 years of age (1 original)		Parent of one or both contracting parties	
Parent's ADVICE if one or both of the contracting party 21-25 years of age (1 original)		Parent of one or both contracting parties	
PRE-MARRIAGE COUNSELING (Family Planning Seminar at the RHU(1 original)		Municipal Health Office	
MARRIAGE COUNSELING at the Office of the MSWDO (1 original)		Municipal Social Welfare and Development Office	
TREE PLANTING Certification issued by the Barangay Captain (1 original)		Barangay Hall	
"ADAL-KASAR" Certification from the Parish Priest (1 original)		Church concerned	
Responsible Parenthood and Family Planning Certificate issued by Heads of other religions (1 original)		Concerned Church	
LEGAL CAPACITY TO CONTRACT MARRIAGE issued by Consular Office, Manila, if one of the contracting party is a foreigner (1 original)		Consular Office	
COURT DECREE with Certificate of Finality, if the contracting party is divorced, previous marriage is annulled, former spouse is declared presumptively dead (1 original)		Trial Court	
DEATH CERTIFICATE of the Deceased Spouse if one contracting party is a widower/widow (1 original)		Philippine Statistic Authority Region 1 or Municipal Civil Registry	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and evaluate submitted requirements	None	3 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry
2. Fill-up draft application form 2.1. Wait for the preparation of final application form 2.2. Review entries and sign application form	2. Assist in the review of entries in the application 2.1. Prepare final application form 2.2. Issue Order of Payment	None	6 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry
3. Pay the required fees	3. Receive payment and issue official receipt	1. Application Fee – PHP 250.00 2. Marriage License Fee – PHP 100.00 3. Pre-Marriage Counseling – PHP 100.00 4. Marriage Counseling – PHP 100.00 5. Tree Planting Inspection – PHP 100.00 6. Solemnization Fee – PHP 500.00 7. Marriage Sponsor's Fee – PHP 100.00 per sponsor	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office

4. Wait for processing	4. Process document 4.1. Print requested document 4.2. Issue return slip	None	10 calendar days	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry
5. Receive Marriage License	5. Issue Marriage License	None	2 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry
TOTAL:		Please refer to above fees Depends on the number of sponsor	10 days 13 minutes	

18. Correction of Entries

This service is rendered to individuals with incorrect entries on their PSA documents.

Office or Division:	Municipal Civil Registry (MCR)
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS FOR CLERICAL ERROR AND CHANGE OF FIRST NAME BASED ON R.A. 9048	WHERE TO SECURE
Copy of Certificate of Live Birth/Death/Marriage issued by PSA (1 original)	Philippine Statistics Office
Copy of the Certificate containing errors issued by the Municipal Civil Registrar (1 original)	Municipal Civil Registry
Birth Certificate (1 original)	Philippine Statistics Office or at the Municipal Civil Registry
Baptismal Certificate (1 original)	Concerned Church
Certified copy of the Voter's Registration Record/Voter's Affidavit (1 original)	COMELEC
Service Record and Employer's Clearance (no administrative case), if employed (1 original)	Concerned Employer
Notarized Affidavit of non-employment, if not employed (1 original)	Notary Public Lawyer or at the Public Attorney's Office
GSIS Record, SSS Record, Medical Record, Business Record, Driver's License, Insurance Policies, Income Tax Return, NBI Clearance, PNP Clearance, Court Clearance, Barangay Clearance, Postal ID, Passport, Seaman Book, Diploma, Transcript of Records, or Student Permanent Record (Form 137) (any of the aforementioned documents applicable – all original)	Concerned Agencies
Marriage Certificate, if married (1 original)	Philippine Statistics Office or at the Municipal Civil Registry
Land Titles/Certificate of Land Transfer (1 original)	Municipal Assessor's Office
Special Power of Attorney, if petitioner is not the document owner (1 original)	Notary Public Lawyer or at the Public Attorney's Office
CHECKLIST OF REQUIREMENTS FOR CLERICAL ERROR ON MONTH AND/OR DAY OF BIRTH AND SEX BASED ON R.A. 10172	WHERE TO SECURE
Copy of Certificate of Live issued by PSA (1 original)	Philippine Statistics Office

Copy of the Certificate containing errors issued by the Municipal Civil Registrar (1 original)		Municipal Civil Registry		
Baptismal Certificate or Affidavit of non-availability (1 original)		Concerned Church		
Elementary Student's Permanent Record (Form 137) or affidavit of non-availability of elementary student permanent record or certification from school of non-availability or destroyed records (1 original)		Concerned School		
Medical Record or Affidavit of non-availability of medical record (1 original)		Concerned Hospital		
Medical Certification issued by an accredited government physician that document owner has not undergone sex change or transplant (1 original)		Municipal Health Office or any Public Hospital		
Affidavit that document owner did not undergo sex change/transplant (1 original)		Notary Public Lawyer or at the Public Attorney's Office		
NBI Clearance (1 original)		National Bureau of Investigation		
PNP Clearance (1 original)		Philippine National Police		
Court Clearance (1 original)		Municipal Circuit Trial Court or Regional Trial Court		
Employer's Clearance of no administrative case, if employed (1 original)		Concerned Employer		
Notarized Affidavit of non-employment, if not employed (1 original)		Notary Public Lawyer or at the Public Attorney's Office		
Special Power of Attorney, if petitioner is not the document owner (1 original)		Notary Public Lawyer or at the Public Attorney's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and fill-up application form Note: Petition for correction of entry on sex shall be filed personally by concerned person (Rule 3.2 of Admin. Order 1 series of 2012)	1. Receive and evaluate submitted requirements 1.1. Issue Order of Payment if all required documents were given 1.2. Start preparing the petition for correction	None	3 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry
2. Pay the required fees at the Municipal Treasury Office by showing	2. Accept the payment based on the Order of Payment	Clerical Error – PHP 1,000 Change of	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office

the Order of Payment *Make sure to secure Official Receipt that will be issued upon payment	2.1. Issue the Official Receipt	First Name, Place of Birth or Gender – PHP 3,000 Documentary Stamp – PHP 30		
3. Return to the Municipal Civil Registry and submit the Official Receipt 3.1. Wait for processing and instruction	3. Check official receipt 3.1. Provide instruction: For Clerical Error: 3-6 months For Change of First Name, Place of Birth or Gender: 6 months - 1 year	None	3 minutes	<i>Administrative Aide III or Administrative Aide IV or Registration Officer I</i> Municipal Civil Registry
TOTAL:		Please refer to above fees	8 minutes	

19. Late Registration

This service is rendered to individuals that were not registered after birth, marriage or death.

Office or Division:	Municipal Civil Registry (MCR)
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Negative certification of birth (1 original)	Philippine Statistics Office
B. If the person is less than 18 years old:	
1. Duly accomplished Certificate of Live Birth (4 original);	Municipal Civil Registry
2. Accomplish Affidavit for delayed registration at the back of the Certificate of Live Birth. In case the party seeking delayed registration of an illegitimate child is not the mother, the party shall in addition to the foregoing facts declare in a sworn statement the present whereabouts of the mother; (1 original)	Notary Public Lawyer or at the Public Attorney's Office
3. Any two (2) of the following documentary evidences which may show the name of the child, date and place of birth and the name of mother and name of the father if child has been acknowledged: (any of 2 original documents available)	
a. Student Permanent Record (Form 137)	Concerned School
b. Baptismal Certificate	Concerned Church
c. Income Tax Return	Bureau of Internal Revenue
d. Medical Certificate	Concerned Hospital or Birthing Center
e. Voter's Registration Record	Commission on Election (COMELEC)
f. Passport	Department of Foreign Affairs Region 1
g. NBI Clearance	National Bureau of Investigation
h. SSS Membership Form	Social Security System
i. Insurance Policies	Concerned Insurance Company
j. Immunization Card	Municipal Health Office
4. Affidavit of two (2) disinterested persons who might have witnessed or known the birth of the child subject for delayed registration; (1 original)	Notary Public Lawyer or at the Public Attorney's Office
5. Affidavit of explanation why registration was delayed (1 original)	Notary Public Lawyer or at the Public Attorney's Office

<p>C. If person is eighteen (18) old or over, he shall apply for registration of his birth and the requirements shall be:</p> <ol style="list-style-type: none"> 1. All the requirements for a child who is less than eighteen years old (please see abovementioned requirements) 2. Marriage Certificate (contract), if married (1 original) 		<p>Concerned Agencies and Church</p> <p>Philippine Statistics Office or Municipal Civil Registry</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and fill-up application form	<p>1. Receive and evaluate submitted requirements</p> <p>1.1. Issue Order of Payment if all required documents were given</p> <p>1.2. Start processing the request</p>	None	3 minutes	<p><i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry</p>
<p>2. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment</p> <p>*Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Accept the payment based on the Order of Payment</p> <p>2.1. Issue the Official Receipt</p>	PHP 500	2 minutes	<p><i>Revenue Collection Clerk</i> Municipal Treasury Office</p>
<p>3. Return to the Municipal Civil Registry and submit the Official Receipt</p> <p>3.1. Wait for processing</p> <p>3.2. Receive personal copy of birth certificate</p>	<p>3. Check official receipt</p> <p>3.1. Issue certificate</p>	None	2 minutes	<p><i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry</p>
TOTAL:		PHP 500.00	7 minutes	



MUNICIPAL ENGINEERING OFFICE

External Services

20. Building Permit

Building Permit is issued to individuals, firms or corporation or any agency or instrumentality of the government who intend to erect, construct, alter, repair, move, convert or demolish any building or structures.

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Zoning Clearance (1 original)		Municipal Planning and Development Office		
Certified True Copy of Tax Declaration (Residential) (1 original)		Municipal Assessor's Office		
Updated O.R. of Real Property Tax (1 original)		Concerned Client or at the Municipal Treasury Office		
Affidavit of Consent (if lot is not owned by the applicant) (1 original)		Notary Public Lawyer or at the Public Attorney's Office		
Barangay Clearance (1 original)		Barangay		
Building Permit Form (1 original)		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up form and submit requirements 1.1. Undergo briefing *Proceed to Bureau of Fire Protection to pay Fire Fund Fee and secure Fire Safety Evaluation Certificate	1. Receive and evaluate requirements 1.1. Conduct briefing and advice to proceed to Bureau of Fire Protection to pay Fire Fund Fee 1.2. Prepare Endorsement Letter for the Fire Safety Evaluation Certificate	None	10 minutes	<i>Administrative Aide III or Engineering Assistant or Municipal Engineer</i> Municipal Engineering Office
2. Bring Official Receipt at the Engineering Office and submit Fire Safety Evaluation Certificate 2.1. Wait for the	2. Receive Official Receipt and Fire Safety Evaluation Certificate 2.1. Provide estimated building permit fee	None	10 minutes	<i>Administrative Aide III or Engineering Assistant or Municipal Engineer</i> Municipal

estimated building permit fee				Engineering Office
3. Pay building permit fee at the Municipal Treasury Office	3. Accept the payment 3.1. Issue the Official Receipt	Based on Revised Revenue Code of 2016 1% of total cost of the building	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
4. Return to Municipal Engineering Office and submit Official Receipt 4.1. Wait for processing	4. Receive and check official receipt 4.1. Process documents	None	30 minutes	<i>Administrative Aide III</i> or <i>Engineering Assistant</i> Municipal Engineering Office
5. Receive Building Permit	5. Release Building Permit 5.1. Issue final inspection certificate	None	1 minute	<i>Administrative Aide III</i> or <i>Engineering Assistant</i> Municipal Engineering Office
TOTAL:		1% of total cost of the building	53 minutes	

21. Certificate of Occupancy

Certificate of Occupancy is provided to individuals that secure permit to occupy the constructed building or structure.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Issued Building Permit (1 original)			Municipal Engineering Office	
Zoning Clearance (1 original)			Municipal Planning and Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and evaluate requirements	None	1 minute	<i>Engineering Assistant or Municipal Engineer</i> Municipal Engineering Office
2. Wait for processing	2. Conduct inspection 2.1. Prepare documents	None	1 hour	<i>Municipal Engineer</i> <i>Engineering Assistant</i> Municipal Engineering Office
3. Receive Certificate of Occupancy	3. Release Certificate of Occupancy	None	1 minute	<i>Engineering Assistant</i> Municipal Engineering Office
TOTAL:		None	1 hour and 2 minutes	

22. Local Building Official Clearance

Local Building Official Clearance is issued to individuals, firms or corporation or any agency or instrumentality of the government who have already erected, constructed, altered, repaired, moved or converted any building or structures.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Zoning Clearance (1 original)		Municipal Planning and Development Office		
Certified True Copy of Tax Declaration (Residential) (1 original)		Municipal Assessor's Office		
Updated O.R. of Real Property Tax (1 original)		Concerned Client or at the Municipal Treasury Office		
Affidavit of Consent (if lot is not owned by the applicant) (1 original)		Notary Public Lawyer or at the Public Attorney's Office		
Barangay Clearance (1 original)		Barangay		
Issued Building Permit (1 original)		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements 1.1. Wait for checking/review of documents	1. Receive and evaluate requirements 1.1. Issue Order of Payment if all required documents were given 1.2. Start processing the request	None	10 minutes	<i>Engineering Assistant or Municipal Engineer</i> Municipal Engineering Office
2. 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	2. Accept the payment based on the Order of Payment 2.1. Issue the Official Receipt	Based on Revised Revenue Code of 2016 1% of total cost of the building	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Return to	3. Receive and	None	45 minutes	<i>Administrative Aide III</i>

Municipal Engineering Office and submit Official Receipt 3.1. Wait for processing	check official receipt 3.1. Process documents			or <i>Engineering Assistant</i> Municipal Engineering Office
4. Receive LBO Clearance	4. Release Building Permit 4.1. Issue final inspection certificate	None	1 minute	<i>Administrative Aide III</i> or <i>Engineering Assistant</i> Municipal Engineering Office
TOTAL:		1% of total cost of the building	58 minutes	



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)

External Services

23. Issuance of MENRO Certification in Securing Cutting & Transport Certification

Certification is issued to individuals or agencies that are securing permit to cut tree/s and transport wood products.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from the Barangay Captain (1 original)		Barangay Hall		
Location/Vicinity Map (1 original)		Concerned client		
Photos of Trees to be cut (printed)		Concerned client		
Resolution of the Sangguniang Barangay, if public place (1 original)		Barangay Hall		
Resolution of the PTCA, if school compound (1 original)		Concerned School		
Copy of the Title or Tax Declaration, if private land (1 original)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements *Make sure to secure the Order of Payment that will be issued	1. Receive requirements 1.1. Issue Order of Payment if all required documents were given	None	5 minutes	<i>Administrative Aide III</i> or <i>MENRO</i> <i>MENRO</i>
2. 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	2. Accept the payment based on the Order of Payment 2.1. Issue the Official Receipt	MENRO Certification & Documentary Stamp (cutting and transport of any forest products) PHP 145 + Inspection Fee PHP 100 Note: PHP 5 per additional	2 minutes	<i>Revenue Collection Clerk</i> <i>Municipal Treasury Office</i>

		tree		
3. Return to MENRO and submit the Official Receipt	3. Check the Official Receipt	None	1 minute	<i>Administrative Aide III or MENRO MENRO</i>
4. Wait for processing	4. Process request 4.1. Field/Site inspection 4.2. Notify client through text or call	None	1 day	<i>Administrative Aide III or MENRO MENRO</i>
5. Receive certification	5. Release certification	None	2 minutes	<i>Administrative Aide III MENRO</i>
TOTAL:		Please refer to above fees	1 day and 10 minutes	

24. Issuance of MENRO Environmental Certification

Environmental Certification is issued to business owners that are securing Mayor's Business Permit.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt PHP 100 (1 original)			Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official receipt and fill-up form	1. Receive official receipt and assist in filling-up form 1.1. Evaluate filled-up form	None	5 minutes	<i>Administrative Aide III</i> or <i>MENRO</i> <i>MENRO</i>
2. Wait for processing 2.1. Undergo environmental orientation/briefing	2. Process request 2.1. Conduct environmental orientation/briefing	None	10 minutes	<i>Administrative Aide III</i> or <i>MENRO</i> <i>MENRO</i>
3. Receive certification	3. Release certification	None	2 minutes	<i>Administrative Aide III</i> <i>MENRO</i>
TOTAL:		None	17 minutes	

25. MENRO Products (Bricks, Organic Compost and Seedlings)

MENRO Products are provided to individuals or agencies that are interested to avail.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form *Make sure to secure the Order of Payment that will be issued	1. Assist in filling-up request form 1.1. Check for availability of products 1.2. Issue Order of Payment for organic compost and seedlings	None	3 minutes	<i>Administrative Aide III</i> or <i>MENRO</i> MENRO
2. 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	2. Accept the payment based on the Order of Payment 2.1. Issue the Official Receipt	Seedlings: *Forest trees and ornamental plants – PHP 5 *Fruit and Vegetable Seeds – PHP 5 *Asexually propagated seedlings (grafted) – PHP 50 *Bamboo seedlings – PHP 50	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Return to MENRO and submit the Official Receipt 3.1. Receive	3. Check the Official Receipt 3.1. Process request 3.2. Provide	None	3 minutes	<i>Administrative Aide III</i> or <i>MENRO</i> MENRO

instruction	instruction and/or schedule of delivery 3.3. Conduct inspection for 1 day, if bricks are requested			
TOTAL:		Please refer to above fees Depends on the availed MENRO products	8 minutes	

26. Special Hauling of Segregated Wastes

The special hauling of segregated wastes is provided to individuals or agencies with accumulated wastes from garbage-generating activities such as but not limited to construction, scheduled pruning, or the like.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form *Make sure to secure the Order of Payment that will be issued	1. Assist in filling-up request form 1.2. Issue Order of Payment	None	3 minutes	<i>Administrative Aide III</i> or <i>MENRO</i> MENRO
2. 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	2. Accept the payment based on the Order of Payment 2.1. Issue the Official Receipt	PHP 125 per truckload	3 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Return to MENRO and submit the Official Receipt	3. Check the Official Receipt 3.1. Provide instruction and/or schedule of inspection	None	3 minutes	<i>Administrative Aide III</i> or <i>MENRO</i> MENRO
4. Wait for inspection and hauling at the site	4. Conduct inspection and hauling	None	1 day	<i>Administrative Aide III</i> or <i>MENRO</i> and <i>Waste Collectors</i> MENRO
TOTAL:		PHP 125.00	1 day and 9 minutes	



MUNICIPAL GENERAL SERVICES OFFICE

External Service

27. Borrowing/Rentals of Properties and Equipment

Various general services are provided to citizens and government agencies.

Office or Division:	Municipal General Services Office (MGSO)			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved request letter or request form (1 original)			Office of the Mayor – Releasing Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request letter or request form *Make sure to secure the Order of Payment that will be issued	1. Receive approved request letter or request form 1.1. Issue Order of Payment, if applicable	None	1 minute	<i>Administrative Aide III</i> or <i>Supply Officer II</i> Municipal General Services Office
2. 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	2. Accept the payment based on the Order of Payment 2.1. Issue the Official Receipt	Based on Revised Revenue Code of 2016 Section 6B.01. page 51 to 52	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Return to MGSO and submit the Official Receipt 3.1. Wait for schedule of delivery or use of property or equipment	3. Check the Official Receipt 3.1. Provide schedule of delivery or use of property or equipment	None	1 minute	<i>Administrative Aide III</i> or <i>Supply Officer II</i> Municipal General Services Office
TOTAL:		None	4 minutes	



MUNICIPAL HEALTH OFFICE

External Services

28. Sanitary Permit

Sanitary Permit is issued to individuals who intend to operate business.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (1 original)		Municipal Treasury Office		
Fire Clearance (1 original)		Bureau of Fire Protection		
Laboratory Result (Urinalysis, Sputum, Fecalalysis) (1 original)		Municipal Health Office		
Pre-inspection Sheet (1 original)		Municipal Health Office		
1x1 picture (1 original)		Concerned Client		
Barangay Business Permit (1 original)		Barangay Hall		
Community Tax Certificate (Cedula) (1 original)		Barangay Hall or Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive requirements	None	5 minutes	<i>Rural Sanitary Inspector</i> Municipal Health Office
2. Wait for processing	2. Process request documents	None	30 minutes	<i>Rural Sanitary Inspector</i> Municipal Health Office
3. Receive sanitary permit	3. Release sanitary permit	None	1 minute	<i>Rural Sanitary Inspector</i> Municipal Health Office
TOTAL:		None	36 minutes	

29. Healthcare Services

Health services are provided to individuals who are in need of medical attention.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Information Desk	1. Attend to the query	None	1 minute	<i>Public Health Nurse</i> Municipal Health Office
2. Proceed to Medical Records	2. Provide Medical Records	None	5 minutes	<i>Public Health Nurse</i> Municipal Health Office
3. Proceed to Admitting Section	3. Admit client	None	10 minutes	<i>Public Health Nurse</i> Municipal Health Office
4. Proceed to Doctor's Office for Medical Examination	4. Undertake medical examination	None	30 minutes	<i>Municipal Health Officer</i> Municipal Health Office
5. Proceed to Nurse's Station for nursing care	5. Provide nursing care	None	20 minutes	<i>Public Health Nurse</i> Municipal Health Office
TOTAL:		None	1 hour and 6 minutes	

30. Request for Medical Certificate

Medical Certificate is issued to individuals who need official status of their health.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Information Desk	1. Attend to the query	None	1 minute	<i>Public Health Nurse</i> Municipal Health Office
2. Proceed to Medical Records	2. Provide Medical Records	None	5 minutes	<i>Public Health Nurse</i> Municipal Health Office
3. Proceed to Admitting Section	3. Admit client	None	10 minutes	<i>Public Health Nurse</i> Municipal Health Office
4. Proceed to Doctor's Office for Medical Examination	4. Undertake medical examination	None	30 minutes	<i>Municipal Health Officer</i> Municipal Health Office
5. Proceed to Nurse's Office and wait Medical Certificate 5.1. Receive Medical Certificate	5. Prepare and provide Medical Certificate	None	20 minutes	<i>Rural Sanitary Inspector</i> Municipal Health Office
TOTAL:		None	1 hour and 6 minutes	

31. Referral in the Absence of MHO

Referral in the absence of MHO is issued to individuals who seek medical attention to secondary or tertiary hospital.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Information Desk	1. Attend to the query	None	1 minute	<i>Public Health Nurse</i> Municipal Health Office
2. Proceed to Medical Records	2. Provide Medical Records	None	5 minutes	<i>Public Health Nurse</i> Municipal Health Office
3. Proceed to Admitting Section	3. Admit client	None	10 minutes	<i>Public Health Nurse</i> Municipal Health Office
4. Wait for the Public Health Nurse to accomplish referral slip to Ilocos Sur District Hospital Tagudin or to Ilocos Training and Regional Medical Center	4. Accomplish referral slip to Ilocos Sur District Hospital (ISDH) Tagudin or to Ilocos Training and Regional Medical Center (ITRMC)	None	5 minutes	<i>Public Health Nurse</i> Municipal Health Office
5. Ride at the ambulance	5. Instruct Ambulance Driver on Duty to transfer patient	None	5 minutes	<i>Public Health Nurse</i> Municipal Health Office
TOTAL:		None	26 minutes	

32. Request for Death Certificate

Death Certificate is issued to the immediate relatives of a departed individual for registration at the Municipal Civil Registry.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Information Desk	1. Attend to the query	None	1 minute	<i>Public Health Nurse</i> Municipal Health Office
2. Proceed to Medical Records	2. Provide Medical Records	None	5 minutes	<i>Public Health Nurse</i> Municipal Health Office
3. Proceed to Rural Sanitary Inspector and fill-up death certificate form	3. Assist in the filling-up of form	None	5 minutes	<i>Rural Sanitary Inspector</i> Municipal Health Office
4. Proceed to LCR and wait for the encoding of Death Certificate	4. Encode and print Death Certificate	None	10 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> or <i>Registration Officer I</i> Municipal Civil Registry
5. Proceed to embalmer for signature	5. Check and sign Death Certificate	None	1 minute	<i>Embalmer</i> Funeral Parlor
6. Proceed to Municipal Health Office for the signing of Death Certificate	6. Verify and sign Death Certificate	None	10 minutes	<i>Municipal Health Officer</i> Municipal Health Office
7. Proceed to LCR and submit Death Certificate for registration	7. Check and register death certificate 7.1. Issue copies of	None	10 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i>

7.1. Receive personal copies of Death Certificate	Death Certificate and advice to submit a copy at the Municipal Health Office			or <i>Registration Officer I</i> Municipal Civil Registry
8. Submit 1 copy to the Municipal Health Office	8. Receive copy of Death Certificate	None	1 minute	<i>Rural Sanitary Inspector</i> Municipal Health Office
TOTAL:		None	43 minutes	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

External Services

33. Locational Clearance

Locational Clearance is issued to individuals as prerequisite for the issuance of Building Permit.

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Tax Declaration (1 original) <ul style="list-style-type: none"> If AGRICULTURAL – Conversion with DA 		Municipal Assessor's Office Municipal Agriculture Office		
Official Receipt of Real Property Tax Payment (1 original)		Municipal Treasury Office		
Barangay Clearance (1 original)		Barangay Hall		
Duly Accomplished Application Form (2 original)		Municipal Planning and Development Office		
Duly Accomplished Affidavit of Lot Ownership (2 original)		Notary Public Lawyer or at the Public Attorney's Office		
Affidavit of Consent (If building owner is not the owner of the lot) (2 original)		Notary Public Lawyer or at the Public Attorney's Office		
Other Supporting Documents (1 original): <ul style="list-style-type: none"> Deed of Sale Deed of Donation Adjudication, etc. 		Notary Public Lawyer or at the Public Attorney's Office		
Floor Plan (For structures with a floor area of less than 36 sqm.) (1 original)		Architecture and Engineer		
Building Plan (For structures with a floor area of 36 sqm. or more) (1 original)		Architecture and Engineer		
Special Power of Attorney (If signatory is not the owner) (1 original)		Notary Public Lawyer or at the Public Attorney's Office		
Letter of Authorization (if other than the applicant/building owner will process papers) or Special Power of Attorney (1 original)		Concerned Client Notary Public Lawyer or at the Public Attorney's Office		
Others as may be necessary.		Concerned agency/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and undergo orientation/briefing of requirements	1. Issue list of basic requirements/ application form 1.1. Conduct briefing	None	5 minutes	<i>Zoning Officer II</i> MPDO

2. Submit duly accomplished forms and documents for checking	2. Evaluate requirements	None	8 minutes	<i>Zoning Officer II MPDO</i>
3. Wait for the result of the onsite validation/ inspection	3. Conduct onsite validation/ inspection 3.1. Inform client with the result of the inspection 3.2. Issue order of payment	None	1 day	<i>Zoning Officer II MPDO</i>
4. Pay Locational Clearance fee	4. Issue Official	Based on Zoning Ordinance of 2019	2 minutes	<i>Revenue Collection Clerk Municipal Treasury Office</i>
5. Receive Locational Clearance	5. Log and issue Locational Clearance	None	3 minutes	<i>Revenue Collection Clerk Municipal Treasury Office</i>
TOTAL:		Based on Zoning Ordinance of 2019	1 day and 18 minutes	

34. Issuance of Requested Data and Information

Data and information are given to researchers for academic purposes and feasibility study.

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of Transaction:	G2C, G2G and G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit request form	1. Receive request form	None	2 minutes	<i>Administrative Aide III or Project Development Assistant MPDO</i>
2. Wait for requested data/information	2. Retrieve and prepare requested data/information	None	10 minutes	<i>Administrative Aide III or Project Development Assistant MPDO</i>
3. Receive data/information	3. Release data/information	None	1 minute	<i>Administrative Aide III or Project Development Assistant MPDO</i>
TOTAL:		None	13 minutes	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services

35. Assistance to Individual in Crisis (AICS)

Financial assistance is provided to individuals who are in crisis (medical, financial and burial).

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Residency/Indigency (1 original)		Barangay Hall		
Official Receipt of expenses (all original)		Concerned business establishments		
Statement of Accounts (1 original)		Concerned agencies and professionals		
Endorsement Letter (1 original)		Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements, fill-up forms 1.1. Undergo evaluation/interview	1. Receive and evaluate requirements 1.1. Assist client in filling up forms. 1.2. Conduct evaluation/ interview	None	10 minutes	<i>Administrative Aide III or Administrative Aide IV or Registered Social Worker MSWDO</i>
2. Wait for processing	2. Process documents for preparation of check	None	3 working days	<i>Administrative Aide III or Administrative Aide IV or Registered Social Worker MSWDO</i>
3. Receive check	3. Issue check	None	1 minute	<i>Administrative Aide III or Administrative Aide IV or Registered Social Worker MSWDO</i>
TOTAL:		None	3 working days and 11 minutes	

36. Senior Citizen I.D.

Senior Citizen I.D. is issued to elderlies for them to enjoy benefits that help ease their financial and health burdens, enhance their quality of life, and enable them to continue contributing to society.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Senior Citizens			
CHECKLIST OF REQUIREMENTS FOR NEW APPLICANTS		WHERE TO SECURE		
Latest 1x1 picture (2 copies)		Concerned Senior Citizen		
Certificate of Residency (if not registered voter) (1 original)		Barangay Hall		
Oath of Allegiance from the embassy concerned and Certificate of Residency, if dual citizen (1 original)		Concerned Embassy		
Passport (if migrant) (1 photocopy)		Concerned Senior Citizen		
CHECKLIST OF REQUIREMENTS FOR REPLACEMENT		WHERE TO SECURE		
Affidavit of lost ID (1 original)		Notary Public Lawyer or at the Public Attorney's Office		
Certificate of Residency (1 original)		Barangay Hall		
Latest 1x1 picture (2 copies)		Concerned Senior Citizen		
Replacement Fee PHP 100 (1 original)		Municipal Treasury Office		
CHECKLIST OF REQUIREMENTS FOR RENEWAL		WHERE TO SECURE		
Latest 1x1 picture (2 copies)		Concerned Senior Citizen		
Old ID		Concerned Senior Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submit requirements	1. Assist client in filling up forms and receive requirements	None	5 minutes	Administrative Aide III or Administrative Aide IV or Registered Social Worker MSWDO
1.1. Undergo evaluation/interview	1.1. Conduct evaluation/interview			
2. Wait for processing	2. Process documents for ID preparation	None	5 minutes	Administrative Aide III or Administrative Aide IV or Registered Social

				<i>Worker MSWDO</i>
3. Receive Senior Citizen ID	3. Issue Senior Citizen ID	None	2 minutes	<i>Administrative Aide III or Administrative Aide IV or Registered Social Worker MSWDO</i>
TOTAL:		None	12 minutes	



MUNICIPAL TREASURY OFFICE

External Services

37. Real Property Tax (RPT)

Real property tax is annually collected to individuals who own lot property/ies.

Office or Division:	Municipal Treasury Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Previous RPT official receipt (1 original)			Concerned Client or at the Municipal Treasury Office	
Tax Declaration (1 original or 1 photocopy)			Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous RPT Official Receipt or Tax Declaration	1. Receive, verify and assess account in the RPT System	None	1 minute	<i>Revenue Collection Clerk</i> Municipal Treasury Office
2. Pay the required fees	2. Receive payment	Based on assessed value 1% of AV (Basic) 1% of AV (SEF)	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Receive RPT Official Receipt	3. Issue official receipt	None	1 minute	<i>Revenue Collection Clerk</i> Municipal Treasury Office
TOTAL:		1% of AV (Basic) 1% of AV (SEF)	4 minutes	

38. Business Permit and Licensing

Mayor's Permit and Licensing is issued to operate a business, pursue an occupation or calling, or undertake an activity within the municipality.

Office or Division:	Municipal Treasury Office (MTO)			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Business Clearance (new and renewal) (1 original)			Barangay Hall	
BIR Clearance (new and renewal) (1 photocopy)			Bureau of Internal Revenue - Tagudin	
Zoning Clearance (1 original)			Municipal Planning and Development Office	
DTI Registration (new) (1 photocopy)			DTI Negosyo Center – Tagudin	
Recent 1x1 ID Picture (new) (1 copy)			Concerned Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and present requirements	1. Assist, receive and evaluate application form	None	5 minutes	<i>License Inspector II</i> Municipal Treasury Office
2. Wait for the assessment of fees 2.1. Pay the required fees	2. Assess fees to be paid 2.1. Receive payment and issue official receipt	Based on Revised Revenue Code of 2016 page 4 to 24	5 minutes	<i>Local Revenue Collection Officer and Revenue Collection Clerk</i> Municipal Treasury Office
3. Secure and submit other requirements: Fire Clearance, Sanitary Permit and Environment Clearance *Receive Mayor's Permit	3. Receive other requirements. 3.1. Release Mayor's Permit	None	5 minutes	<i>License Inspector II</i> Municipal Treasury Office
TOTAL:		Based on Revised Revenue Code of 2016	15 minutes	

39. Motorized Tricycle Operator's Permit

Motorized Tricycle Operator's Permit (MTO) is a document granting franchise or license to a person, natural or juridical, allowing him/her to operate tricycles-for-hire over specified zones.

Office or Division:	Municipal Treasury Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
O.R./C.R. of Motor Vehicle			Concerned Client	
TODA Certification			TAFETODA President	
PAG-IBIG Number			PAG-IBIG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1. Receive and evaluate requirements	None	2 minutes	<i>License Inspector II</i> Municipal Treasury Office
2. Wait for the assessment of fees 2.1. Pay the required fees	2. Assess fees to be paid 2.1. Receive payment and issue official receipt	Based on Revised Revenue Code of 2016 page 33, section 4k.02	5 minutes	<i>Local Revenue Collection Officer and Revenue Collection Clerk</i> Municipal Treasury Office
3. Wait for Processing *Receive Mayor's Permit	3. Secure MTO at the Sangguniang Bayan 3.1. Release MTO	None	20 minutes	<i>License Inspector II</i> Municipal Treasury Office
TOTAL:		None	27 minutes	

40. Community Tax Certificate (CTC)

Community Tax Certificate is issued individuals needed for all legal intents and purposes.

Office or Division:	Municipal Treasury Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Cards containing salient information such as but not limited to complete name, address, signature, photo and among others			Concerned Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide personal information	1. Receive and prepare CTC	None	1 minute	<i>Revenue Collection Clerk Municipal Treasury Office</i>
2. Pay the required fee/s	2. Receive payment	Based on Revised Revenue Code of 2016 (depends on the income)	2 minutes	<i>Revenue Collection Clerk Municipal Treasury Office</i>
3. Receive CTC	3. Issue CTC	None	1 minute	<i>Revenue Collection Clerk Municipal Treasury Office</i>
TOTAL:		Depends on the income	4 minutes	

41. Official Receipt

Official receipt is issued for all services rendered.

Office or Division:		Municipal Treasury Office (MTO)		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of payment			Concerned Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment	1. Receive and validate order of payment	None	1 minute	<i>Revenue Collection Clerk</i> Municipal Treasury Office
2. Pay the required fee/s	2. Receive payment	Based on Revised Revenue Code of 2016 and other ordinances	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Receive Official Receipt	3. Issue official receipt	None	1 minute	<i>Revenue Collection Clerk</i> Municipal Treasury Office
TOTAL:		Based on Revised Revenue Code of 2016 and other ordinances	4 minutes	



INFORMATION AND COMMUNICATION TECHNOLOGY UNIT

External Service

42. Request for Information and Communication Technology Support/Assistance

ICT assistance is provided to individuals and agencies that need tech support.

Office or Division:	Information and Communication Technology (ICT) Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved request letter or request form (1 original)			Office of the Mayor – Releasing Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request letter or request form	1. Receive approved request letter or request form	None	1 minute	<i>Administrative Aide III or Computer Maintenance Technologist I or Computer Programmer I ICT Unit</i>
2. Wait for schedule of service	2. Provide schedule of service	None	1 minute	<i>Administrative Aide III or Computer Maintenance Technologist I or Computer Programmer I ICT Unit</i>
TOTAL:		None	2 minutes	



OFFICE OF THE SANGGUNIANG BAYAN

External Service

43. Request for Photocopies of Municipal Ordinances, Resolutions, or Minutes of the Meetings

Photocopies of Municipal Ordinances, Resolutions and Minutes are given to researchers for academic purposes and information dissemination.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit request form	1. Receive request form	None	5 minutes	<i>Administrative Aide III</i> or <i>Administrative Assistant II</i> or <i>Local Legislative Staff Officer II</i> Office of the Sangguniang Bayan
2. Wait for requested ordinances/resolutions/minutes	2. Retrieve and process requested ordinances/resolutions/minutes	None	20 minutes	<i>Administrative Aide III</i> or <i>Administrative Assistant II</i> or <i>Local Legislative Staff Officer II</i> Office of the Sangguniang Bayan
3. Receive photocopy of requested ordinances/resolutions/minutes	3. Release photocopy of requested ordinances/resolutions/minutes	None	1 minute	<i>Administrative Aide III</i> or <i>Administrative Assistant II</i> or <i>Local Legislative Staff Officer II</i> Office of the Sangguniang Bayan
TOTAL:		None	26 minutes	



TOURISM PROMOTIONS OFFICE

External Services

44. Tourist Guiding and Reception

Tourist guiding and reception service is provided to tourists and pilgrims who seek adventure, leisure and fun.

Office or Division:	Tourism Promotions Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit request form	1. Receive request form	None	1 minute	<i>Tourism Officer Designate</i> or <i>Tourism Operations Assistant</i> Tourism Promotions Office
2. Wait for processing	2. Process request	Religious inclined tour package PHP 5/pax Adventure & pleasure tour package PHP 20/pax Good governance tour package PHP 20/pax	5 minutes	<i>Tourism Officer Designate</i> or <i>Tourism Operations Assistant</i> Tourism Promotions Office
3. Receive official receipt and instruction	3. Provide official receipt and Tour Guide	None	1 minute	<i>Tourism Officer Designate</i> or <i>Tourism Operations Assistant</i> Tourism Promotions Office
TOTAL:		Depends on tour package choice	7 minutes	

45. Tourism and Cultural Heritage Research

Tourism and cultural data are given to researchers for academic purposes.

Office or Division:	Tourism Promotions Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved request letter or request form (1 original)			Office of the Mayor – Releasing Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request letter or request form	1. Receive approved request letter or request form	None	1 minute	<i>Tourism Officer Designate</i> or <i>Tourism Operations Assistant</i> Tourism Promotions Office
2. Wait for processing	2. Process request	None	30 minutes	<i>Tourism Officer Designate</i> or <i>Tourism Operations Assistant</i> Tourism Promotions Office
3. Receive tourism and/or cultural data	3. Provide tourism and/or cultural data	None	1 minute	<i>Tourism Officer Designate</i> or <i>Tourism Operations Assistant</i> Tourism Promotions Office
TOTAL:		None	32 minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD).</p> <p>Contact Details: Tel. No.: (077) 652-1740 Fax. No. (077) 652-1167 Mobile 1: 0949-996-9094 Mobile 2: 0917-777-5540 Email: tagudin2714ilocosur @gmail.com</p>
How feedback is processed?	<p>Every Friday, the Public Assistance and Complaint Desk Officer (PACDO) opens the drop box and consolidate all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Local Chief Executive for verification and relayed to concerned offices for them to answer within three (3) days of receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the aforementioned contact details.</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD).</p> <p>Complaints can also be filed via telephone, mobile phone, fax or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the aforementioned contact details.</p>

How complaints are processed?	<p>The PACDO opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the PACDO shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The PACDO will create a report after the investigation and shall submit it to the Local Chief Executive for appropriate action.</p> <p>The PACDO will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the aforementioned contact details.</p>
Contact Information of LGU-Tagudin, Ilocos Sur	<p>Tel. No.: (077) 652-1740</p> <p>Fax. No. (077) 652-1167</p> <p>Mobile 1: 0949-996-9094 smart</p> <p>Mobile 2: 0917-777-5540 globe</p> <p>Email: tagudin2714ilocosur @gmail.com</p> <p>Website: tagudin.gov.ph</p> <p>Facebook: www.facebook.com/tagudin2714ilocosur (Tagudin Ilocos Sur)</p> <p>Address: New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, 2714 Ilocos Sur</p>



VII. List of Offices

Office	Address	Contact Information
Municipal Mayor's Office	2 nd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Tel. No.: (077) 652-1740 Fax. No. (077) 652-1167 Mobile 1: 0949-996-9094 Mobile 2: 0917-777-5540 Email: tagudin2714ilocosur@gmail.com Website: tagudin.gov.ph Facebook: www.facebook.com/tagudin2714ilocosur (Tagudin Ilocos Sur)
Municipal Vice Mayor's Office, Office of the Sangguniang Bayan Members and Office of the Secretary to the Sangguniang Bayan	2 nd floor, north wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	VM Mobile 1: 0905-242-9699 VM Mobile 2: 0949-489-9316 SB Sec Mobile: 0916-657-1169
Municipal Administrator's Office (MAdmO)	2 nd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile 1: 0998-315-6155 Mobile 2: 0905-248-5052
Municipal Accounting Office (MAccO)	2 nd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile 1: 0920-954-4699 Mobile 2: 0917-581-0227
Municipal Agriculture Office (MAgrO)	Ground floor, north wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile 1: 0920-954-4696 Mobile 2: 0917-511-0030
Municipal Assessor's Office (MAssO)	Ground floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0928-966-1952
Municipal Budget Office (MBO)	2 nd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile 1: 0929-968-5387 Mobile 2: 0916-204-1646

Office	Address	Contact Information
Municipal Civil Registry (MCR)	Ground floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0928-344-3023
Municipal Disaster Risk Reduction and Management Office (MDRRMO) and Public Order and Safety Office (POSO)	Ground floor entrance Tagudin Farmer's Civic Center, Real Street, Brgy. Magsaysay, Tagudin, Ilocos Sur	Hotline: 0939-400-8004
Municipal Engineering Office (MEO)	2 nd floor, center section New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0939-315-3888
Municipal Environment and Natural Resources Office (MENRO)	3 rd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	
Municipal General Services Office (MGSO)	Ground floor, north wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile 1: 0920-954-4695 Mobile 2: 0917-302-3529
Municipal Health Office (MHO)	People's Center, San Antolin Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0947-274-6551
Municipal Human Resource Management Officer (MHRMO)	2 nd floor, north wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0939-237-5514
Municipal Nutrition Action Office (MNAO)	3 rd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0923-088-7951
Municipal Planning and Development Office (MPDO)	3 rd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0929-742-3565
Municipal Social Welfare and Development Office (MSWDO)	Ground floor, north wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0920-852-0497
Municipal Treasury Office (MTO)	Ground floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0920-954-4698

Office	Address	Contact Information
Economic Enterprise (EE)	2 nd floor, Yellow Market, National Highway, Brgy. Del Pilar, Tagudin, Ilocos Sur	Mobile: 0947-734-1923
Information and Communication Technology (ICT) Unit	3 rd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0919-004-4039
Internal Audit Services (IAS)	3 rd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0908-629-0508
Office of the Senior Citizens Affairs (OSCA)	Ground floor, north wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0929-456-2019
Person with Disability Affairs Office (PDAO)	Ground floor, north wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0928-673-0183
Public Employment Service Office (PESO)	2 nd floor, south wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile: 0917-568-7934
Tourism Promotions Office (TPO)	Ground floor, north wing New Tagudin Town Hall, San Anselmo Street, Brgy. Rizal, Tagudin, Ilocos Sur	Mobile 1: 0909-076-7433 Mobile 2: 0997-706-8106