Republic of the Philippines
Province of Pampanga
MUNICIPALITY OF APALIT

CITIZEN'S CHARTER
2025 (1st Edition)

Republic of the Philippines
Province of Pampanga
MUNICIPALITY OF APALIT

CITIZEN'S CHARTER
2025 (1st Edition)

I. Mandate:

The Anti-Red Tape Authority (ARTA) ensure the efficient implementation of Republic Act No. 11032, otherwise known as the" Ease of Doing Business and Efficient Government Service Delivery" Act of 2018 to serve the people of Apalit, Pampanga with dignity and transparency.

II. Vision:

By 2030, APALIT is a leading component city with dynamic economy and fiscal stability, God-loving and empowered citizenry living in a progressive, healthy safe and resilient community led by an efficient government.

III. Mission:

We shall be the catalyst of a participatory governance that will ensure a speedy delivery of services, sustained economic growth and development that will create equal opportunities to all; continual infrastructure improvement thereby safeguarding a dynamic, safe healthy and peaceful environment conducive to learning, sports and eco-tourism; and moving forward while being fully dedicated to the preservation and promotion of local cultural heritage.

IV. Service Pledge:

We the Officials and Employees of the Municipal Government of Apalit commit to serve the people, stakeholders and partners the best way possible, imbued with the values of:

A ctive, timely and efficient service
for the ***P*** eople of Apalit
A nchored in a strong
governance and ***L*** eadership
with ***I*** ntegrity and ***T*** ransparency

LIST OF SERVICES

Office	Address	Contact Information
Office of the Municipal Mayor	Gonzales Avenue, San Juan, Apalit, Pampanga	pampanga_apalit@yahoo.com
Office of the Municipal Vice-Mayor	Gonzales Avenue, San Juan, Apalit, Pampanga	pampanga_apalit@yahoo.com
Office of the Sangguniang Bayan	Gonzales Avenue, San Juan, Apalit, Pampanga	sb.apalit@gmail.com
Office of the Municipal Engineer	Gonzales Avenue, San Juan, Apalit, Pampanga	engineeringofficialapalit@gmail.com
Office of the Municipal Planning & Development Coordinator	Gonzales Avenue, San Juan, Apalit, Pampanga	mpdcapalit@gmail.com
Office of the Budget Officer	Gonzales Avenue, San Juan, Apalit, Pampanga	nestymacs@yahoo.com
Office of the Human Resource Management Officer	Gonzales Avenue, San Juan, Apalit, Pampanga	hrmoapalit@yahoo.com hr.apalit@gmail.com
Office of the Municipal Treasurer	Gonzales Avenue, San Juan, Apalit, Pampanga	bustamanteelizabeth09@yahoo.com
Office of the Municipal Accountant	Gonzales Avenue, San Juan, Apalit, Pampanga	munofapalit@yahoo.com
Office of the Municipal Assessor	Gonzales Avenue, San Juan, Apalit, Pampanga	assessorapalit@gmail.com
Office of the Civil Registrar	Gonzales Avenue, San Juan, Apalit, Pampanga	lcroapalit@gmail.com
Office of the Municipal Agriculturist	Gonzales Avenue, San Juan, Apalit, Pampanga	fitscapalit12@yahoo.com
Office of the Municipal Social Welfare and Development Officer	Gonzales Avenue, San Juan, Apalit, Pampanga	mswdo.apalit@gmail.com
Rural Health Unit I	Gonzales Avenue, San Juan, Apalit, Pampanga	apalitrhuone@gmail.com
Rural Health Unit II	Gonzales Avenue, San Juan, Apalit, Pampanga	rhuapalitii@gmail.com
Rural Health Unit III	Gonzales Avenue, San Juan, Apalit, Pampanga	rhu3apalit@gmai.com
DILG Office (Apalit)	Gonzales Avenue, San Juan, Apalit, Pampanga	dilgr3papalit@gmail.com
COMELEC Office (Apalit)	Gonzales Avenue, San Juan, Apalit, Pampanga	comelecapalit5402@gmail.com
Municipal Risk Reduction Management Office	Gonzales Avenue, San Juan, Apalit, Pampanga	apalit.mdrrmo@gmail.com r3.pam.mdrrm.apalit@gmail.com
Public Employment Service Office	Gonzales Avenue, San Juan, Apalit, Pampanga	apalit_peso@yahoo.com

Office of the Municipal Mayor
External Service

1. Issuance of Mayor's Clearance, and Certification

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

These are usually required for:

- Employment Application (Local or Abroad)
- Work Immersion (Senior High school students)
- Application for Electrical Connection
- Application for Water Connection
- Other Legal Purposes

Office or Division:	**Office of the Municipal Mayor**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Constituents of the Municipality of Apalit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ 1 copy Barangay Clearance (Original)	- Barangay Hall
✓ 1 copy of Police Clearance/NBI Clearance (Original)	- PNP Municipal Station
✓ 1 copy of Community Tax Certificate (Original)	- Barangay Hall - Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the employee-in-charge all the documentary requirements.	1. Receives and evaluate the submitted documents.	NONE	2 minutes	Admin. Aide I
2. Wait while the employee-in-charge prepares the Mayor's Clearance/ Certification.	2. Prepares the Mayor's Clearance/ Certifications, and issue order of payment.	NONE	2 minutes	Admin. Aide I
3. Proceed to the Cashier and pay the Mayor's Clearance/ Certification.	3. Receives the payment and issue Official Receipt.	₱200.00	5 minutes	*Cash Clerk (Treasurer's Office)*
4. Present the Official Receipt.	4. Receive the Official Receipt and print the Mayor's Clearance/ Certification.	NONE	2 minutes	Admin. Aide I
5. Wait while the Mayor/ Authorized Officer signs the requested Mayor's Clearance/ Certifications.	5. The Mayor or the Authorized Officer signs and seals the Mayor's Clearance/ Certifications.	NONE	1 minute	Municipal Mayor/ Authorized Officer
6. Receive the signed and sealed	6. Log the document in Logbook. Issue the	NONE	1 minute	Admin. Aide I

Clearance/ Certification	signed and sealed Clearance/ Certification.			
TOTAL:		₱200.00	13 minutes	

2. Issuance of Mayor's Permit to Work

The Mayor's Permit to Work is issued to non-resident individuals needing this document that states that he/she is permitted to work within the jurisdictions of the Municipality

These are usually required for:

- Employment Application (Local)
- Work Immersion (Senior High School students)

Office or Division:	**Office of the Municipal Mayor**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Non-Residents of Apalit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ 1 copy Barangay Clearance (Original)	- Barangay Hall
✓ 1 copy of Police Clearance (Original) /NBI Clearance	- PNP Municipal Station
✓ 1 copy of Community Tax Certificate (Original)	- Barangay Hall - Municipal Treasurer's Office
✓ 1 copy of Mayor's Clearance (Original)	- Home Municipality/ City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait while the Mayor's Office Staff register the name of the Client in Mayor's Office Logbook	1. Register in the Mayor's Office Logbook	NONE	1 minute	Admin. Aide I
2. Present to the employee-in-charge all the documentary requirements	2. Receives and evaluate the documentary requirements by the client	NONE	2 minutes	Admin. Aide I
3. Wait while the employee-in-charge prepares and prints the Mayor's Permit to Work	3. Prepares and print the Mayor's Clearance/ Certifications	NONE	5 minutes	Admin. Aide I
4. Proceed to the Treasurer's Office and Pay the Mayor's Permit to Work Fee	4. Receives the payment and issue a receipt.	₱200.00	5 minutes	*Cash Clerk (Treasurer's Office)*
5. Wait while the Mayor/ Authorized Officer signs the requested Mayor's Permit to Work	5. The Mayor or the Authorized Officer signs and seals the Mayor's Permit to Work	NONE	1 minute	Municipal Mayor/ Authorized Officer

6. Receive the signed and sealed Mayor's Permit to Work	6. Issue the signed and sealed Mayor's Permit to Work	NONE	1 minute	Admin. Aide I
	TOTAL:	₱200.00	15 minutes	

3. Issuance of Special Permits

Issuance of Special Permits for:

- Motorcades
- Marathons, Fun Runs, Races
- Processions, Parades, Rallies, and Assemblies
- Shows
- Hanging of Streamers and Tarpaulins
- Marketing Promotions Activities

Office or Division:	**Office of the Municipal Mayor**
Classification:	Simple
Type of Transaction:	G2C/G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ 1 copy Letter of request addressed to the Mayor, stating purpose, date, time, and duration of the activity (Original)	- Requesting Party PNP/TMG
✓ 1 copy Recommendation from the Roads and Traffic Administration (RTA) where the use or closure of roads, streets, and/or thoroughfares are concerned;	- PNP/TMG
✓ 1 copy Route Plan (For Motorcades, marathons/Fun Runs, Parades, Races)	- Requesting Party
✓ 1 copy Venue plan for performances, shows, concerts.	- Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait while the Mayor's Office Staff register the name of the Client in Mayor's Office Logbook	1. Register in the Mayor's Office Logbook	NONE	1 minute	Admin. Aide I
2. Present to the employee-in-charge all the documentary requirements	2. Receives and evaluate the documentary requirements by the client	NONE	2 minutes	Admin. Aide I
3. Wait while the employee-in-charge prepares and prints the Mayor's Special Permit	3. Prepares and print the Mayor's Certification	NONE	10 minutes	Admin. Aide I
4. Proceed to the Treasurer's Office and Pay the Mayor's Special Permit Fee	4. Receives the payment and issue Official Receipt	Refer to Article R. *(Permit Fee for the Conduct of Group and*	5 minutes	Cash Clerk *(Treasurer's Office)*

		Promotional Activities) of Revenue Code 2023.		
5. Wait while the Mayor/ Authorized Officer signs the requested Mayor's Special Permit	5. The Mayor or the Authorized Officer signs and seals the Mayor's Special Permit	NONE	2 minutes	Municipal Mayor/ Authorized Officer
6. Receive the signed and sealed Mayor's Special Permit	6. Issue the signed and sealed Mayor's Special Permit	NONE	30 seconds	Admin. Aide I
	TOTAL:	NONE	20 minutes, 30 seconds	

4. Provision of Assistance to Individuals in Crisis Situations (AICS)

Provisions of timely and appropriate aid to individuals or families in stressful situations.

Office or Division:	**Office of the Municipal Mayor**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All constituents of the Municipality who are in need of assistance

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Medical/Financial Assistance:	
✓ 1 photocopy of Medical Certificate/ Clinical Abstract	- Attending Physician/ Hospital
✓ 1 photo copy Prescription/ Hospital Bill Medical/ Lab. Requests	
✓ 1 photo copy Barangay Certificate of Indigency	- Barangay Hall
✓ 1 photocopy Valid ID	
For Burial Assistance:	
✓ 1 photocopy Death Certificate/ Funeral Contract	- Municipal Civil Registrar/ Funeral Parlor

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Wait while the Mayor's Office Staff register the name of the Client in the Logbook	1. Register in the Logbook	NONE	1 minute	Admin. Aide I
2. Present to the employee-in-charge all the documentary requirements	2. Receives and evaluate the documentary requirements by the client	NONE	2 minutes	Admin. Aide I
3. Answer the Interview	3. Interview the client and assess the need of the client	NONE	10 minutes	Admin. Aide I
4. Wait while the officer-in-charge prepare the AICS slip	4. Prepares the AICS Slip	NONE	5 minutes	Admin. Aide I
5. Received the AICS Slip and proceed to the MSWDO	5. Issue the AICS Slip	NONE	2 minutes	Admin. Aide I
	TOTAL:		20 minutes	

5. Issuance of Employment Recommendations/Endorsements

Employment Recommendations are issued to constituents seeking employment. It is an important document for job applicants as it confirms the skills and capabilities written on his/her resume

These are usually required for:

- Employment Application (Local)
- Application for Job Promotion
- On the Job Trainings
- Any other documents relative to his/her application

Office or Division:	**Office of the Municipal Mayor**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All residents of Apalit			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ 1 copy Application Letter (original)		- Requesting Party		
✓ 1 copy Resume (original)		- Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Wait while the Mayor's Office Staff register the name of the Client in Mayor's Office Logbook	1. Register in the Mayor's Office Logbook	NONE	1 minute	Admin. Aide I
2. Present to the employee-in-charge all the documentary requirements	2.1. Receives and evaluate the documentary requirements by the client and; 2.2. Forward the documents to the LCE/ Municipal Administrator	NONE	5 minutes	Admin. Aide I
3. Answer brief Interview	3. Interview the Client	NONE	3 minutes	Admin. Aide I
4. Wait while the employee-in-charge prepares and prints the Recommendation Letter	4. Prepares and print the Mayor's Recommendation/ Endorsement	NONE	10 minutes	Admin. Aide I
5. Wait while the Mayor/ Authorized Officer signs the requested Mayor's	5. The Mayor/ Authorized Officer signs the Mayor's Recommendation/ Endorsement	NONE	1 minute	LCE/ Municipal Administrator

Recommendation/ Endorsement				
6. Receive the signed and Mayor's Low-Income Certification	6. Issue the Recommendation/ Endorsement to the Client	NONE	30 seconds	Admin. Aide I
	TOTAL:	NONE	20 minutes, 30 seconds	

6. Issuance of Endorsement for Medical/Financial Assistance

Endorsement is given to all constituents Medical Assistance

Office or Division:	**Office of the Municipal Mayor**
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All residents of Apalit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ 3 photocopies of Medical Abstract/Medical Certificate	- Hospital/Attending Physician of the Patient
✓ 3 photocopies of Hospital Bill/Treatment Protocol	
✓ 3 photocopies of Treatment Cost/Laboratory Request	
✓ 3 photocopies of Barangay Certificate of Indigency	- Barangay Hall
✓ 3 photocopies of 2 Valid I.D.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait while the Mayor's Office Staff register the name of the Client in Mayor's Office Logbook	1. Register in the Mayor's Office Logbook	NONE	1 minute	Admin. Aide I
2. Present to the employee-in-charge all the documentary requirements	2.1. Receives and evaluate the documentary requirements by the client and;	NONE	3 minutes	Admin. Aide I
	2.2. Forward the documents to the LCE/ Municipal Administrator			
3. Wait while the LCE assess the documents presented	3. Assess the documents presented. *Approval/ Disapproval*	NONE	5 days	LCE
4. Wait for the notification	4. Notify the Client	NONE	5 minutes	Admin. Aide I
5. In case of Request Approval, return to the Office and Answer the Brief Interview	5. Interview the Client	NONE	10 minutes	LCE
6. Wait while the employee-in-charge prepares the Endorsement	6. Prepare and issue the Endorsement	NONE	3 minutes	Admin. Aide I

7. Receives the Endorsement and submit it to the MSWDO for the preparation of Intake Sheet and processing of the Medical/ Financial Assistance	7. File Documents	NONE		Admin. Aide I
	TOTAL:	NONE	5 days, 21 minutes	

Office of the Municipal Mayor
Internal Service

7. Subscription of SALN

Office or Division:	**Office of the Municipal Mayor**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	✓ LGU Electives and Employees			
	✓ Barangay Officials and Offices			
	✓ DepEd Employees			
	✓ Other Government Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ 3 copies of prepared documents		- Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Wait while the Mayor's Office Staff register the name of the Client in Mayor's Office Logbook	1. Register in the Mayor's Office Logbook	NONE	1 minute	Admin. Aide I
2. Present to the employee-in-charge all the documentary requirements	2.1. Receives and evaluate the documentary requirements by the client and;	NONE	5 minutes	Admin. Aide I
	2.2. Forward the documents to the LCE			
3. Wait while the LCE affix his signature	3. Assess and signs the documents	NONE	2 minutes	LCE
4. Receive the signed documents	4. Dry seal the documents and issue to the Client	NONE	1 minute	Admin. Aide I
	TOTAL:	NONE	9 minutes	

Office of the Municipal Engineer/Building Official
External Service

8. Securing Building Permit

A Building Permit is required prior to the construction, erection, alteration, major repair, renovation, or conversion of any building/structure owned by government or private entities
The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 1 year.

Office or Division:	**Office of the Building Official**
Classification:	Complex
Type of Transaction:	G2B/G2C/G2G
Who may avail:	Applicant/Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application Forms *(signed and sealed by the professionals and signed by the owner)* 2. In case the applicant is the registered owner of the lot: *1. Certified true copy of OCT/TCT on file with the Registry of Deeds (3 copies)* *2. Tax Declaration (3 copies)* *3. Current Real Property Tax Receipt/Tax Clearance (3 copies)* 3. In case the applicant is **NOT** the registered owner of the lot, in addition to the above, duly **NOTARIZED** copy of the Contract of Lease/Deed of Sale or a **Notarized** Authority to Construct 4. **Set of Plans** (**5** sets, duly signed and sealed by Architect/Engineer concern and conform of owner on plans) 5. **Bill of Materials** (**5** sets, duly signed and sealed on every page by Architect/Engineer concern) 6. **Specifications** (**5** sets, duly signed and sealed on every page by Architect/ Engineer concern) 7. **Structural analysis** for building more than one storey (3 sets, signed and sealed by structural engineer) / CERTIFICATION of Structural Stability signed by a Structural Engineer for Existing Structures that will undergo Addition of Floors. 8. Photocopy of PRC I.D. and PTR with specimen signature by Architect/Engineer concern (**2** copies) 9. Location Plan (**3** copies) 10. Locational clearance (Municipal Planning and Development Office MPDO) 11. Construction Safety and Health Program Certificate (DOLE)	- Black Application Forms and Affidavit of Project Final Cost are to be provided by the **Office of the Building Official** - Blank Locational Clearance forms are to be provided by the MPDC Office - Rest of Requirements to be provided by owner

12. **Soil Boring Test** (3 Storey and above Buildings) 13. **Secretary's Certificate** for **Corporation**/ **Partnership Resolution** for **Partnership Applicants** 14. **Cedula** of the Applicant (Current)-Photocopy only 15. **Sign permit** signed and sealed by the Engineer concern and conform by the owner if building have signages 16. **NOTARIZED Affidavit of Project Final Cost** (for Fire Safety Evaluation Clearance)- four copies *Note: For Building along the Mc Arthur Highway (National Road) secure Road right of way clearance from DPWH.*				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Accomplished Application Forms and Building Plans (Office of the Building Official)	1.1. Review of Plans and Document Evaluation	NONE	45 minutes	MGDH-I
	1.2. Endorsement to the Bureau of Fire Protection for Safety Evaluation Certificate	NONE	5 working days for FSEC(BFP) from the date of Endorsement	MGDH/ Draftsman I/ Engineering Aide
	1.3. Assessment and Issuance of Order of Payment	See Index Meo-1	10 minutes	MGDH/ Draftsman I/ Engineering Aide
2. Present the Order of Payment to the Cashier	2. Receive the Order of Payment and Issue Official Receipt	See Index Meo-1	10 minutes	Cash Clerk (Treasurer's Office)
3. Present receipt and secure the Building Permit	3.1. Process the Building Permit	NONE	20 minutes	MGDH/ Draftsman I/ Engineering Aide
	3.2. Issuance and Approval of Building Permit	NONE	10 minutes	MGDH/ Draftsman I/ Engineering Aide
	3.3. Releasing of Building Permit	NONE	5 minutes	MGDH/ Draftsman I/ Engineering Aide
	TOTAL:	See Index Meo-1	5 days, 1 hour, 40 minutes	

9. Securing Occupancy Permit

An Occupancy Permit is required prior to the occupancy of any building/structure owned by government or private entities. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 1 year.

Office or Division:	**Office of the Building Official**
Classification:	Complex
Type of Transaction:	G2B/G2C/G2G
Who may avail:	Applicant/Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Logbook 2. As-Built Plans, Bill of Materials (Actual) and Specifications (Actual) 3. Fire Safety Inspection Certificate 4. Signed and Sealed Completion Certificates and duly notarized (3 copies)	- Rest of Requirements to be provided by owner - Bureau of Fire Protection - Office of the Building Official

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Accomplished Application Forms and Building Plans (Office of the Building Official)	1.1. Review of Plans and Document Evaluation	NONE	15 minutes	MGDH-I
	1.2. Endorsement to the Bureau of Fire Protection for Safety Evaluation Certificate	NONE	10 minutes	Draftsman I/ Engineering Aide
2. Assist the Inspection Team in inspecting the structure/building	2.1. Joint Inspection of the Building (Building Official & BFP)	NONE	2 hours	MGDH-I/ Draftsman I
	2.2. Assessment and Issuance of Order of Payment	See Index Meo-3	5 minutes	MGDH-I
3. Present the Order of Payment to the Cashier	3. Receive the Order of Payment and Issue Official Receipt	See Index Meo-3	10 minutes	Cash Clerk (Treasurer's Office)
4. Present receipt and secure the Occupancy Permit	4.1. Approval and Issuance of Occupancy Permit	NONE	5 minutes	OIC – Mun. Engineer/ Building Official
	4.2. Releasing of Certificate of Occupancy Permit	NONE	5 minutes	MGDH-I/ Engineering Aide
	TOTAL:	See Index Meo-2	2 hours, 50 minutes	

10. Securing Electrical Permit

An Electrical Permit is required prior to the installation of electrical facilities in any building/structure owned by government or private entities. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 1 year.

Office or Division:	**Office of the Building Official**
Classification:	Complex
Type of Transaction:	G2B/G2C/G2G
Who may avail:	Applicant/Client

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Electrical Permit Application Form Signed by Electrical Engineer	- Building Official
2. Electrical Plans	
3. Barangay Clearance	- Barangay Hall
4. Community Tax Certificate	- Barangay Hall - Municipal Treasurer's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Divulge information relevant to the structure (Office of the Building Official)	1. Review of Plans and Document Evaluation	NONE	10 minutes	Draftsman I/ Engineering Aide
2. Submission of Requirements (Office of the Building Official)	2.1. Receives and assess the submitted documents	NONE	10 minutes	Draftsman I/ Engineering Aide
	2.2. Prepares the application forms	NONE	15 minutes	MGADH-I/ Draftsman I
	2.3. Issues Order of Payment	See Index Meo-2	5 minutes	MGADH-I/ Draftsman I
3. Present the Order of Payment to the Cashier	3. Receive the Order of Payment and Issue Official Receipt	See Index Meo-2	10 minutes	Cash Clerk (Treasurer's Office)
4. Present receipt and wait for the requested permit.	4.1. Processing of Electrical Permit and Plans	NONE	10 minutes	Draftsman I/ Engineering Aide
	4.2. Approval of Electrical Permit	NONE	5 minutes	OIC – Mun. Engineer/ Building Official
5. Receive the requested Electrical Permit	5. Issue the requested Electrical Permit	NONE	1 minute	Draftsman I/ Engineering Aide
	TOTAL:	See Index Meo-3	1 hour, 10 minutes	

NEW SCHEDULE OF FEES AND OTHER CHARGES

Index MEO-1 (Building Permit):

1. Bases of Assessment
   a. Character of occupancy or use of building/structure
   b. Cost of construction
   c. Floor area
   d. Height
2. Regardless of the type of construction the cost of construction of any building/structure for the purpose of assessing the corresponding fees shall be based on the following table:

Table II.G.1 On Fixed Cost of Construction per Sq. Meter

Location	Group		
All Cities and Municipalities	A, B, C, D, E, G, H, I	F	J
	₱10,000.00	₱8,000.00	₱6,000.00

3. Construction/addition/renovation/alteration of buildings/structures under Group/s and Sub-Divisions shall be assessed as follows:

   a. Division A-1:

Area in sq. meters			Fee per sq. meters
I.	Original complete construction up to 20.00 sq. meters	-	₱2.00
II.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	-	₱2.40
III.	Above 20.00 sq. meters to 50.00 sq. meters	-	₱3.40
IV.	Above 50.00 sq. meters to 100.00 sq. meters	-	₱4.80
V.	Above 100.00 sq. m to 150 sq. meters	-	₱6.00
VI.	Above 150.00 sq. meters	-	₱7.20

   b. Division A-2:

Area in sq. meters			Fee per sq. meters
I.	Original complete construction up to 20.00 sq. meters	-	₱3.00
II.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	-	₱3.40
III.	Above 20.00 sq. meters to 50.00 sq. meters	-	₱5.20
IV.	Above 50.00sq meters to 100.00 sq. meters	-	₱8.00
V.	Above 150.00 sq. meters	-	₱8.40

   c. Divisions B-1/C-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/I-1 and J-1, 2, 3:

Area in sq. meters			Fee per sq. meters
I.	Up to 5,000	-	₱23.00
II.	Above 5,000 to 6,000	-	₱22.00
III.	Above 6,000 to 7,000	-	₱20.50
IV.	Above 7,000 to 8,000	-	₱19.50
V.	Above 8,000 to 9,000	-	₱18.00
VI.	Above 9,000 to 10,000	-	₱17.00
VII.	Above 1,000 to 1,500	-	₱16.00
VIII.	Above 15,000 to 20,000	-	₱15.00
IX.	Above 20,000 to 30,000	-	₱14.00
X.	Above 30,000	-	₱12.00

d. Divisions C-2/D-1, 2, 3:

Area in sq. meters			Fee per sq. meters
I.	Up to 5,000	-	₱12.00
II.	Above 5,000 to 6,000	-	₱11.00
III.	Above 6,000 to 7,000	-	₱10.20
IV.	Above 7,000 to 8,000	-	₱9.60
V.	Above 8,000 to 9,000	-	₱9.00
VI.	Above 9,000 to 10,000	-	₱8.40
VII.	Above 1,000 to 1,500	-	₱7.20
VIII.	Above 15,000 to 20,000	-	₱6.60
IX.	Above 20,000 to 30,000	-	₱6.00
X.	Above 30,000	-	₱5.00

e. Divisions J-2 structures shall be assessed 50% of the rate of the principle building of which they are accessories (Section 3.a to 3.d)

Index MEO-2 (Electrical Fees):

4. The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures.
   a. Total Connected Load (kVA):

Total Connected Load (kVa)			Fees	
I.	5 kVA or less	-	₱100.00	
II.	Over 5 kVA to 50 kVA	-	₱200.00	+₱20.00/kVa
III.	Over 50 kVA to 300 kVA	-	₱1,100.00	+₱10.00/kVa
IV.	Over 300 kVa to 1,500 kVA	-	₱3,600.00	+₱5.00/kVa
V.	Over 1,500 kVA to 6,000 kVA	-	₱9,600.00	+₱2.50/kVa
VI.	Over 6,000 kVA	-	₱20,800.00	+₱1.50/kVa

   b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA):

Total Transformer/UPS/Generator Capacity			Fees	
I.	5 kVA or less	-	₱40.00	
II.	Over 5 kVA to 50 kVA	-	₱40.00	+₱4.00/kVa
III.	Over 50 kVA to 300 kVA	-	₱220.00	+₱2.00/kVa
IV.	Over 300 kVa to 1,500 kVA	-	₱720.00	+₱1.00/kVa
V.	Over 1,500 kVA to 6,000 kVA	-	₱1,920.00	+₱0.50/kVa
VI.	Over 6,000 kVA	-	₱4,170.00	+₱0.25/kVa

   c. Pole/Attachment Location Plan Permit:

			Fees
I.	Power Supply Pole Location	-	₱30.00 per pole
II.	Guying Attachment	-	₱30.00 per attachment

This applies to designs/installations within the premises.

   d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Use of Character of Occupancy		Electric Meter		Wiring Permit Issuance
I.	Residential	₱15.00	-	₱15.00
II.	Commercial/Industrial	₱60.00	-	₱36.00
III.	Institutional	₱30.00	-	₱12.00

5. Mechanical Fees

a. Refrigeration, Air Conditioning and Mechanical Ventilation

			Fees
I.	Refrigeration (cold storage), per ton or fraction thereof	-	₱30.00
II.	Ice Plants, per ton or fraction thereof	-	₱60.00
III.	Packaged/Centralized Air Conditioning Systems: Up to 100 tons, per ton	-	₱90.00
IV.	Every ton or fraction thereof above 100 tons	-	₱40.00
V.	Window type air conditioners, per unit	-	₱60.00
VI.	Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent	-	₱40.00
VII.	In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.	-	

For evaluation purposes:

0.90 kW per ton, for compressors 1.2 to 5 tons capacity
0.80 kW per ton, for above 5 up to 50 tons capacity
0.90 kW per ton, for compressors above 50 tons capacity

b. Escalators and Moving Walks, Funicular and the like:

			Fees
I.	Escalator and moving walk, per kW or fraction thereof	-	₱10.00
II.	Escalator and moving walks up to 20.00 lineal meters or fraction thereof	-	₱20.00
III.	Every lineal meter or fraction thereof in excess of 20.00 lineal meters	-	₱10.00
IV.	Funicular per kW or fraction thereof	-	₱200.00
	(a) Per lineal meter travel	-	₱20.00
V.	Cable car per kW or fraction thereof	-	₱40.00
	(a) Per lineal meter travel	-	₱5.00

c. Elevators per unit:

			Fees
I.	Motor driver dumbwaiters	-	₱10.00
II.	Construction elevators for material	-	₱20.00
III.	Passenger elevators	-	₱10.00
IV.	Freight elevators		₱10.00
V.	Car elevators		₱20.00

d. Boilers per kW:

			Fees
I.	Up to 7.5 kW	-	₱500.00
II.	Above 7.5 kW to 22 kW	-	₱700.00
III.	Above 22 kW to 37 kW	-	₱900.00
IV.	Above 37 kW to 52 kW	-	₱1,200.00
V.	Above 52 kW to 67 kW	-	₱1,400.00
VI.	Above 67 kW to 74 kW	-	₱1,600.00
VII.	Every kW or fraction thereof above 74 kW		₱5.00

Index MEO-3 (Certificates of Use or Occupancy):

a. Divisions A-1 and A-2 Buildings:

Building Cost			Fees
I.	Costing up to ₱150,000.00	-	₱100.00
II.	Costing more than ₱150,000.00 up to ₱400,000.00	-	₱200.00
III.	Costing more than ₱400,000.00 up to ₱850,000.00	-	₱400.00
IV.	Costing more than ₱850,000.00 up to ₱1,200,000.00	-	₱800.00
V.	Every million or portion thereof in excess of ₱1,200,000.00	-	₱800.00

b. Divisions B-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/and I-1 Buildings:

Building Cost			Fees
I.	Costing up to ₱150,000.00	-	₱200.00
II.	Costing more than ₱150,000.00 up to ₱400,000.00	-	₱400.00
III.	Costing more than ₱400,000.00 up to ₱850,000.00	-	₱800.00
IV.	Costing more than ₱850,000.00 up to ₱1,200,000.00	-	₱1,000.00
V.	Every million or portion thereof in excess of ₱1,200,000.00	-	₱2,000.00

c. Divisions C-1, 2/D-1, 2, 3 Buildings:

Building Cost			Fees
I.	Costing up to ₱150,000.00	-	₱150.00
II.	Costing more than ₱150,000.00 up to ₱400,000.00	-	₱250.00
III.	Costing more than ₱400,000.00 up to ₱850,000.00	-	₱600.00
IV.	Costing more than ₱850,000.00 up to ₱1,200,000.00	-	₱900.00
V.	Every million or portion thereof in excess of ₱1,200,000.00	-	₱900.00

d. Division J-I Buildings/structures:

			Fees
I.	With floor area up to 20.00 sq. meters	-	₱50.00
II.	With floor area above 20.00 sq. meters up to 500.00 sq. meters	-	₱240.00
III.	With floor area above 500.00 sq. meters up to 1,000.00 sq. meters	-	₱360.00
IV.	With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters	-	₱480.00
V.	With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters	-	₱1,200.00
VI.	With floor area above 10,000.00 sq. meters	-	₱2,400.00

e. Division J-2 Structures:

			Fees
I.	Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.	-	
II.	Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d. above.	-	
III.	Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:	-	
	a. First 10.00 meters of height from the ground	-	₱800.00
	b. Every meter of fraction thereof in excess of 10.00 meters	-	₱50.00
	c. Change in Use/Occupancy per square meter of fraction thereof of are affected	-	₱5.00

Annual Inspection Fees:

a. Divisions A-1 and A-2:

			Fees
I.	Single detached dwelling units and duplexes are not subject to annual inspections.		
II.	If the owner request inspections, the fee for each of the services enumerated below is	-	₱120.00
	- Land Use Conformity		
	- Architectural Presentability		
	- Structural Stability		
	- Sanitary and Health Requirements		
	- Fire-Resistive Requirements		

b. Divisions B-1/D-1, 2, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/ and I-4, Commercial, Industrial Institutional buildings and appendages shall be assessed area as follows:

			Fees
I.	Appendage of up to 3.00 cu. Meters/unit	-	₱150.00
II.	Floor area to 100.00 sq. meters	-	₱120.00
III.	Above 100.00 sq. meter up to 200.00 sq. meters	-	₱240.00
IV.	Above 200.00 sq. meters up to 350.00 sq. meters	-	₱580.00
V.	Above 350.00 sq. meters up to 500.00 sq. meters	-	₱720.00
VI.	Above 500.00 sq. meters up to 750.00 sq. meters	-	₱960.00
VII.	Above 750.00 sq. meters up to 1,000.00 sq. meters		₱1,200.00

VIII.	Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters		₱1,200.00

c. Divisions C-1, 2, Amusement Houses, Gymnasia and the like:

			Fees
I.	First class cinematographs or theaters	-	₱1,200.00
II.	Second class cinematographs or theaters	-	₱720.00
III.	Third class cinematographs or theaters	-	₱520.00
IV.	Grandstands/Bleachers, gymnasia and the like	-	₱720.00

Certifications:

		Fees
a. Certified true copy of building permit	-	₱50.00
b. Certified true copy of Certificate of Use/Occupancy	-	₱50.00
c. Issuance of Certificate of Damage	-	₱50.00
d. Certified true copy of Certificate of Damage	-	₱50.00
e. Certified true copy of Electrical Certificate	-	₱50.00
f. Issuance of Certificate of Gas Meter Installation	-	₱50.00
g. Certified true copy of Certificate of Operation	-	₱50.00
h. Other Certifications	-	₱50.00

Office of the Municipal Planning and Development Coordinator
External Service

11. Securing Locational Clearance for Building Permit

ALL ENTERPRISES and private persons constructing a new building or applying for expansion/renovation are required to secure a Locational Clearance upon for Building Permit. This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per the Apalit Comprehensive Land Use Plan (CLUP).

Office or Division:	**Municipal Planning and Development Office**
Classification:	Simple
Type of Transaction:	G2B/G2C/G2G
Who may avail:	Applicant/Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Application Form for Locational Clearance, duly notarized (3 copies)	- Municipal Planning and Development Office
✓ Perspective duly signed by Civil Engineer	- Civil Engineer/ Architect
✓ (1 set)	
✓ Lot Plan with Vicinity Map (1 copy)	- Geodetic Engineer
✓ Bill of Materials/Project Cost (1 copy)	- Civil Engineer/ Architect
✓ Transfer of Certificate of Title (TCT) of Deed of Sale (1 copy)	- Register of Deeds (Certified True Copy)
✓ Real Property Tax Declaration (1 copy)	- Municipal Assessor Office
✓ Certificate of Real Property Tax (1 copy)	- Municipal Assessor Office
✓ Environmental Clearance Certificate (ECC), when applicable	- MENRO/DENR
✓ If Lot is not owned:	- Lot Owner
- Contract of Lease (1 copy)	
- Authorization of Occupy Lot	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarize application form	1. Accept and assess submitted application form, Issue Order of Payment	NONE	15 minutes	Municipal Planning and Development Officer
2. Pay at the Municipal Treasurer's Office	2. Accept payment and issue Official Receipt	See Board of Commissioners Resolution No. 912 Series of 2013	5 minutes	Admin. Aide II *(Treasurer's Office)*
3. Submit Official Report and Complete Requirements	3. Accept and assess submitted requirements	NONE	15 minutes	Municipal Planning and Development Officer
4. Wait for the documents	4. Prepare Locational Clearance for	NONE	25 minutes	Zoning Administrator

	signature of the Zoning Administrator			
5. Receive Locational Clearance	5. Issue signed Locational Clearance	NONE	5 minutes	Data Controller
	TOTAL:	See Board of Commissioners Resolution No. 912 Series of 2013	1 hour, 5 minutes	

12. Securing Zoning Clearance for Business Permit

ENTERPRISES are required to secure a Zoning Clearance upon application for Business Permit to ensure that the building/business is allowed in the chosen location as per the Apalit Comprehensive Land Use Plan (CLUP).

Office or Division:	**Municipal Planning and Development Office**			
Classification:	Simple			
Type of Transaction:	G2B/G2C/G2G			
Who may avail:	Applicant/Client			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Business License Application/ Assessment Form		- Municipal Treasurer's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Business License Application Form	1. Accept and assess submitted Business License application form. Check the location of the business against the land use plan	NONE	10 minutes	Data Controller
2. Site Inspection	2. If site inspection is required, frontline officer refers the same to the Zoning Administrator, Zoning Official or their authorized representative. Site inspection is usually required for new enterprises	NONE	3 hours	Zoning Administrator
3. Pay at the Municipal Treasurer's Office	3. Accept Payment and issue Official Receipt	₱300.00	5 minutes	Admin. Aide II *(Treasurer's Office)*
4. Wait for the documents	4. Prepare the Zoning Clearance for Approval	NONE	15 minutes	Zoning Administrator
5. Receive Locational Clearance	5. Issue signed Locational Clearance	NONE	10 minutes	Zoning Administrator
	TOTAL:	₱300.00	3 hours, 40 minutes	

13. Securing Certificate of Site Zoning Classification

SITE ZONING Classification is requested for record and reference purposes. The Comprehensive Land Use Plan (CLUP) was last updated during the year 2006

Office or Division:	**Municipal Planning and Development Office**			
Classification:	Simple			
Type of Transaction:	G2B/G2C/G2G			
Who may avail:	Applicant/Client			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Business License Application/ Assessment Form		- Municipal Treasurer's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request Accept with complete requirements	1. Accept and assess submitted requirements 1.1. Issue Order of Payment	NONE	10 minutes	Zoning Administrator
2. Pay at the Municipal Treasurer's Office	2. Accept Payment and issue Official Receipt	₱720.00	5 minutes	Admin. Aide II *(Treasurer's Office)*
3. Wait for the documents	3. MPDC Staff does research, review and verification	NONE	3 hours	Zoning Administrator
4. Receives the Certificate of Site Zoning Classification	4. Issuance of Certificate	NONE	4 hours	Zoning Administrator
	TOTAL:	₱720.00	7 hours, 15 minutes	

FEES:	
Zoning/Locational Clearance	**Clearance Fee**
A. Single Residential structure attached or Detached	
1. ₱100,000 and below	₱288.00
2. Over ₱100,000 but not more than ₱200,000	₱576.00
3. Over ₱200,000	₱720.00 +1/10 of 1% in excess of ₱200,000.00
B. Apartments/Townhouses	
1. ₱500,000 and below	₱1,440.00
2. Over ₱500,000 but not more than ₱2M	₱2,160.00
3. Over ₱2M	₱3,600.00 +1/10 of 1% in excess of ₱2M regardless of the number of doors
C. Dormitories	
1. ₱2M and below	₱3,600.00
2. Over ₱2M	₱3,600.00 +1/10 of 1% in excess of ₱2M
D. Institutional (Project Cost of which is)	
1. Below ₱2M	₱2,880.00
2. Over ₱2M	₱2,880.00 +1/10 of 1% in excess of ₱2M
E. Commercial, Industrial and Agro-Industrial (Project cost of which is)	
1. Below ₱100,000	₱1,440.00
2. Over ₱100,000 but not more than ₱500,000	₱2,160.00
3. Over ₱500,000 but not more than ₱1M	₱2,880.00
4. Over ₱1M but not more than ₱2M	₱4,320.00
5. Over ₱2M	₱7,200.00 +1/10 of 1% in excess of ₱2M
F. Special Uses/Special Projects	
(Gasoline Station, Cell Sites, Slaughter House, Treatment Plans, Etc.)	
1. Below ₱2M	₱7,200.00
2. Over ₱2M	₱7,200.00 +1/10 of 1% in excess of ₱2M
G. Alteration/Expansion (Affected areas/Cost only)	Same as original application
END OF TRANSACTION	

Municipal Disaster Risk Reduction and Management Office
External Service

14. Request for Fire Incident Certificate

The Fire Incident Certificate is issued to individuals needing this document that states that he/she has suffered loss in a fire incident.

Certifications are issued to affirm the validity of information for work or request for financial aid.

Office or Division:	**MDRRMO – Operations and Warning Section**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ 1 Valid Government Issued ID with Apalit Postal Address (1 Original, 1 Photocopy)	- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA
✓ One (1) Original Copy of Fire Incident Report -Should contain the name, address, time of incident, the extent of the damage, and accompanied with photos	- Bureau of Fire Protection

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certification and present the Fire Incident Report from BFP with	1.1. Receives and validate report.	NONE	1 minute	Operations and Warning Section Chief MDRRMO – IT Staff
	1.2. Prepare the certification	NONE	5 minutes	Operations and Warning Section Chief MDRRMO – IT Staff
	1.3. Submit the certification for signing of the Local DRRM Officer stamped with the MDRRMO Dry Seal for validity	NONE	2 minutes	Operations and Warning Section Chief MDRRMO – IT Staff
2. Receive the certification and sign in the logbook as proof of acceptance	2. Present three copies of the document, ensuring that one signed duplicate is retained for filing. Ensure that the requesting party sign the logbook upon receipt.	NONE	1 minute	Operations and Warning Section Chief MDRRMO – IT Staff
	TOTAL:	NONE	9 minutes	

15. Request for Flooding/Typhoon Incident Certificate

The Flooding Incident Certificate is issued to individuals needing this document that states that he/she has suffered loss in a flooding/typhoon incident.

Certifications are issued to affirm the validity of information for work or request for financial aid.

Office or Division:	**MDRRMO – Operations and Warning Section**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ 1 Valid Government Issued ID with Apalit Postal Address (1 Original, 1 Photocopy)	- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA
✓ One (1) Original Copy of Barangay Report ✓ -Should contain the name, address, nature of incident, how the property was damaged, and accompanied with photos	- Barangay Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certification and present the Flooding/Typhoon Incident Report from their respective barangay with photos of the damaged property	1.1. Receives and validate report.	NONE	1 minute	Operations and Warning Section Chief MDRRMO – IT Staff
	1.2. Prepare the certification	NONE	5 minutes	Operations and Warning Section Chief MDRRMO – IT Staff
	1.3. Submit the certification for signing of the Local DRRM Officer stamped with the MDRRMO Dry Seal for validity	NONE	2 minutes	Operations and Warning Section Chief MDRRMO – IT Staff
2. Receive the certification and sign in the logbook as proof of acceptance	2. Present three copies of the document, ensuring that one signed duplicate is retained for filing. Ensure that the requesting party sign the logbook upon receipt.	NONE	1 minute	Operations and Warning Section Chief MDRRMO – IT Staff
	TOTAL:	NONE	9 minutes	

16. Request for Flooding/Typhoon-based Crop Damage Incident Certificate

The Flooding/Typhoon-based Crop Damage Certificate is issued to individuals needing this document that states that he/she has suffered crop loss in a flooding/typhoon incident.

Certifications are issued to affirm the validity of information for work or request for financial aid.

Office or Division:	**MDRRMO – Operations and Warning Section**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ 1 Valid Government Issued ID with Apalit Postal Address (1 Original, 1 Photocopy)	- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA
✓ One (1) Original Copy of Crop Damage Assessment Report -should contain at least the date of assessment, location, assessor details, weather condition during the event, crop type, cause of damage, affected area, damage severity -should be signed by the Municipal Agriculturist with seal	- Department of Agriculture
✓ One (1) Original Copy of Barangay Report -Should contain the name, address, date and nature of incident, how the crops were damaged, and accompanied with photos	- Barangay Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certification and present the Original Crop Damage Assessment Report and Barangay Report and present one (1) valid ID within 1 week from the time of the Crop Damage Incident	1.1. Receives and validate report.	NONE	1 minute	Operations and Warning Section Chief MDRRMO – IT Staff
	1.2. Prepare the certification	NONE	5 minutes	Operations and Warning Section Chief MDRRMO – IT Staff
	1.3. Submit the certification for signing of the Local DRRM Officer stamped with the MDRRMO Dry Seal for validity	NONE	2 minutes	Operations and Warning Section Chief MDRRMO – IT Staff

2. Receive the certification and sign in the logbook as proof of acceptance	2. Present three copies of the document, ensuring that one signed duplicate is retained for filing. Ensure that the requesting party sign the logbook upon receipt.	NONE	1 minute	Operations and Warning Section Chief MDRRMO – IT Staff
	TOTAL:	NONE	9 minutes	

17. Request for DRRM-Related Data

Data such as hazard maps, GIS Shapefiles, Photo Documents and Plans are issued to individuals needing these documents for research purposes only

Office or Division:	**MDRRMO – Research and Planning Division**			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Request Letter Signed by Academic Heads/ School Supervisor (for students)/Officer/Supervisor -Should contain at least the Company/School Name, Address, Contact information (Phone Number, Email), Date, and Purpose of the requested data		- Academic Head's Office/ Principal's Office/ School Director's Office/Supervisor's Office		
✓ 1 Valid Government ID/School ID (1 copy)		- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request Letter and One (1) Valid Government ID/Student ID	*1.* Receives the required documents and check for completeness	NONE	1 minute	Research and Planning Section Chief MDRRMO – IT Staff
	2. Approval of the request: MDRRM Officer evaluate the type of data needed and if it conforms with the Data Privacy Act	NONE	2 minutes	Municipal DRRM Officer
	3. Upon approval, the R&P Section Chief will check for the availability of data requested and prepare for copying if available	NONE	10 minutes	Research and Planning Section Chief MDRRMO – IT Staff
2. Receive the requested data and sign in the Logbook as proof of acceptance	2. Release the requested data and have the requesting party sign the Logbook upon receipt	NONE	1 minutes	Research and Planning Section Chief MDRRMO – IT Staff
	TOTAL:	NONE	14 minutes	

18. Request for Trainings/Orientation on Disaster Risk Reduction and Climate Change Adaptation

Trainings are conducted by the MDRRMO for organized groups, public and private schools, and public and private offices requiring Water Safety Orientation, Earthquake Orientation and Drills, DRRM Orientation, CBDRRM Training and other related activities.

Office or Division:	**MDRRMO – Admin. And Training Section**
Classification:	Complex
Type of Transaction:	G2C, G2G, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Request Letter Signed by Academic Heads/ School Supervisor (for students/teachers) or Officer/Supervisor (for professionals). It should include the following details • Company/School Name • Address • Contact information (Phone Number, Email) • Date • Purpose of the Training • Training Details • Proposed date and time • Venue • Number of expected participants • Available resources (training room, sound system, etc.)	- Academic Head's Office/ Principal's Office/ School Director's Office/ Supervisor's Office
✓ 1 Valid Government ID/School ID (1 photocopy)	- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter and One (1) Valid Government ID/School ID	1.1. Receives the required documents and check for completeness	NONE	1 minute	Admin. And Training Section Chief/ MDRRMO – IT Staff
	1.2. The section chief reviews the training schedule for availability. If the requested date is unavailable, the section chief coordinates with the resource person to reschedule the	NONE	5 minutes	Admin. And Training Section Chief/ MDRRMO – IT Staff

	training to the next available date			
	1.3. The Admin. and Training Section chief designates training personnel or team.	NONE	1 minute	Admin. And Training Section Chief
	1.4. Training Team prepares the subject presentation and materials if needed	NONE	1 day	Training Team Leader
2. Assist the MDRRMO Training Team/course monitor on the specified date	2. MDRRMO Training team/course monitor implements/conducts the training within the specified training date	NONE	Within the specified duration of the training date	Admin. And Training Section Chief
	TOTAL:	NONE	1 day, 7 minutes	

19. Request for Basic Life Support and Safety First-Aid Training

DOH-certified MDRRMO trainers conduct Basic Life Support and Standard First Aid (BLS-SFA) training for organized groups, schools, and public or private offices in need of life-saving skills.

Office or Division:	**MDRRMO – Admin. And Training Section**
Classification:	Complex
Type of Transaction:	G2C, G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Request Letter Signed by Academic Heads/ School Supervisor (for students/teachers) or Officer/Supervisor (for professionals). It should include the following details • Company/School Name • Address • Contact information (Phone Number, Email) • Date • Purpose of the Training • Training Details • Proposed date and time • Venue • Number of expected participants • Available resources (training room, sound system, etc.)	- Academic Head's Office/ Principal's Office/ School Director's Office/Supervisor's Office
✓ 1 Valid Government ID/School ID (1 copy)	- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter and One (1) Valid Government ID/School ID	1.1. Receives the required documents and check for completeness	NONE	3 minutes	Admin. And Training Section Chief/ MDRRMO – IT Staff
	1.2. The section chief reviews the Training Schedule for availability. If the requested date is unavailable, the section chief coordinates with the resource person to reschedule the training to the next available date	NONE	5 minutes	Admin. And Training Section Chief/ MDRRMO – IT Staff

	1.3. The Admin and Training Section Chief appoints a course director, and the director will formulate a program for the training and assemble a training team.	NONE	1 minute	Admin. and Training Section Chief
2. Assist the MDRRMO Training Team/course monitor on the specified date	2. MDRRMO Training team/course monitor implements/conducts the training within the specified training date	NONE	3 days	Duty Team Leader
3. Receive the training certificates and ID and sign in the Logbook as proof of acceptance	3. Release Training Certificates and ID and have the requesting party sign the Logbook upon receipt	NONE	1 month after the training	BLS – SFA Team Leader
	TOTAL:	NONE	1 month, 3 days, 9 minutes	

20. Request for Medical Assistance for Planned Events outside the Municipality

Medical Assistance is provided on planned events outside the Municipality where trained first-aiders are deployed to ensure the safety of participants and in case of emergency incidents

Office or Division:	**MDRRMO – Operations and Warning Section**
Classification:	Complex
Type of Transaction:	G2C, G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Request Letter signed by the Department head noted by Local Chief Executive - Should be at least 5 working days before the desired schedule of the activity) - Should contain the following details: - Department Name - Address - Contact information (Phone Number, Email) - Date - Event details - Date and Time - Venue - Number of expected participants - Available resources (Tents, Tables, Chairs, etc.)	- Head or Representative of the Requesting Group/Institution/Organization/Government Unit
✓ 1 Valid Government ID/School ID (1 copy)	- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter and One (1) Valid Government ID/School ID	1.1. Receives the required documents and check for completeness	NONE	1 minute	Operations and Warning Section Chief/ MDRRMO Staff
	1.2. Forward the request letter to the Office of the Mayor for Approval	NONE	10 minutes	Operations and Warning Section Chief/ MDRRMO Staff
	1.3. Once approved, the Operations and Warning Section Chief prepares the team to be deployed	NONE	2 minutes	Operations and Warning Section Chief
2. Assist the deployed team upon arrival to the event	2. Prepare supplies and equipment and deploy on day of event	NONE	1 day	MDRRMO Deployment Team
	TOTAL:	NONE	1 day 13 minutes	

21. Request for CCTV Review

CCTV Review provide a clear and accessible process for individuals to request and view CCTV footage with the aid of the PNP.

Office or Division:	**MDRRMO – Operations and warning**
Classification:	Complex
Type of Transaction:	G2C, G2G, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Official Copy of Police report and/ or Certified True Copy of Barangay Blotter Report for documentation and proof of legal purpose in acquiring/viewing of the CCTV Footage	- Police Station or Precinct and Barangay where the incident occurred
✓ Minimum of 8GB USB to save a copy of the footage upon approval, completion, and submission of requirement	-
✓ Presence of PNP personnel for assistance to the requesting party	- Municipal Police Station
✓ Summon request from Regional Trial Court (RTC) or Municipal Trial Court (MTC) for legal case	- RTC or MTC
✓ One (1) Valid Government ID (1 photocopy)	- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Police Station for assistance of CCTV Review	1. Municipal Police Station gathers information and provides PNP Uniformed Personnel for supervision of CCTV Review	NONE	5 minutes	PNP Personnel
2. Proceed to the MDRRMO Office and Fill up forms with complete signatories for CCTV Footage Review	2.1. Verify police report and endorse request for CCTV Review to Operations and warning Section	NONE	1 minute	MDRRMO – IT Staff
	2.2. Orient client with data protection laws and privacy regulations of CCTV Review and sign the Non-Disclosure Agreement form	NONE	3 minutes	Operations and Warning Section Chief/ PNP Personnel
	2.3. Access CCTV Footage for viewing	NONE	dependent on the length of footage for review	CCTV Operator

	2.4. Have the requesting party and PNP Personnel sign in the logbook of CCTV Review and release certification*	NONE	1 minute	MDRRMO – IT Staff
	TOTAL:	NONE	10 minutes	

- All footage provided are **NOT** for sale/ duplication/ reproduction/ uploading in any sites and/ or shown to the general public
- It is strictly **PROHIBITED** to record the CCTV footage using your mobile phone or other gadget and devices without submitting the required documents, the Apalit DRRMO will not acknowledge any videos taken in secret or covertly without the knowledge of the staff.
- A certification will be issued to all **officially released** footage and will only be considered valid with the said document.

Municipal Disaster Risk Reduction and Management Office
Internal Service

22. Request for Medical Assistance for Planned Events within the Municipality

Medical Assistance is provided on planned events of the LGU and it's Departments where trained first-aiders are deployed to ensure the safety of participants and in case of emergency incidents.

Office or Division:	**MDRRMO – Operations and Warning Section**
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	All LGU Departments

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
✓ Request Letter signed by the Department head noted by Local Chief Executive - Should be at least 5 working days before the desired schedule of the activity) - Should contain the following details: - Department Name - Address - Contact information (Phone Number, Email) - Date - Event details - Date and Time - Venue - Number of expected participants - Available resources (Tents, Tables, Chairs, etc.)	- Head or Representative of the Government Unit
✓ 1 Valid Government ID/School ID (1 copy)	- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request Letter and One (1) Valid Government ID/School ID	1.1. Receives the required documents and check for completeness	NONE	1 minute	Operations and Warning Section Chief/ MDRRMO Staff
	1.2. Forward the request letter to the Municipal DRRM Officer for Approval	NONE	10 minutes	Operations and Warning Section Chief/ MDRRMO Staff
	1.3. Once approved, the Operations and Warning Section Chief prepares the team to be deployed	NONE	2 minutes	Operations and Warning Section Chief
2. Assist the deployed team upon arrival to the event	2. Prepare supplies and equipment and deploy on day of event	NONE	1 day	MDRRMO Deployment Team
	TOTAL:	NONE	1 day 13 minutes	

23. Request for Basic Life Support and Safety First-Aid Training

DOH-certified MDRRMO trainers conduct Basic Life Support and Standard First Aid (BLS-SFA) training for organized groups, schools, and public or private offices in need of life-saving skills.

Office or Division:	**MDRRMO – Admin. And Training Section**			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All LGU Departments			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Request Letter Signed by the Department Head and noted by the Municipal Mayor • Department Name • Address • Contact information (Phone Number, Email) • Date • Purpose of the Training • Training Details • Proposed date and time • Venue • Number of expected participants • Available resources (training room, sound system, etc.)		- Head or Representative of the Government Unit		
✓ 1 Valid Government ID/School ID (1 copy)		- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request Letter and One (1) Valid Government ID/School ID	1.1. Receives the required documents and check for completeness	NONE	3 minutes	Admin. And Training Section Chief/ MDRRMO – IT Staff
	1.2. The section chief reviews the Training Schedule for availability. If the requested date is unavailable, the section chief coordinates with the resource person to reschedule the training to the next available date	NONE	5 minutes	Admin. And Training Section Chief/ MDRRMO – IT Staff

	1.3. The Admin and Training Section Chief appoints a course director, and the director will formulate a program for the training and assemble a training team.	NONE	1 minute	Admin. and Training Section Chief
2. Assist the MDRRMO Training Team/course monitor on the specified date	2. MDRRMO Training team/course monitor implements/conducts the training within the specified training date	NONE	3 days	Duty Team Leader
3. Receive the training certificates and ID and sign in the Logbook as proof of acceptance	3. Release Training Certificates and ID and have the requesting party sign the Logbook upon receipt	NONE	1 month after the training	BLS – SFA Team Leader
	TOTAL:	NONE	1 month, 3 days, 9 minutes	

24. Lending of Equipment and Tools

Tools and equipment are lent to requesting agencies to augment in the conduct of trainings, disaster operations and other related services.

Office or Division:	**MDRRMO – Admin. And Training Section**			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All LGU Departments			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Request Letter Signed by the Department Head and noted by the Municipal Mayor • Department Name • Address • Contact information (Phone Number, Email) • Date • Purpose of the loan		- Head or Representative of the Government Unit		
✓ 1 Valid Government ID (1 original, 1 copy)		- SSS/GSIS/UMID/LTO/PRC/DFA/OSCA		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request Letter	1.1. Receives the required documents and check for completeness	NONE	3 minutes	Admin. And Training Section Chief/ Logistics Staff
	1.2. The section chief reviews and approves or rejects the request letter	NONE	5 minutes	Admin. And Training Section Chief/ Logistics Staff
	1.3. Upon approval, the Logistics Staff checks for the availability of the tool/ equipment	NONE	5 minutes	Logistics Staff
2. Accomplish the Borrower's Form attached with a photocopy of the Borrower's ID	2.1. Give the borrowers form to the client	NONE	1 minute	Logistics Staff
	2.2. Receive the form and check for completeness	NONE	1 minute	Logistics Staff
3. Receive the requested tool/ equipment and sign	3.1. Give instructions for care and usage	NONE	1 minute	Logistics Staff

in the Logbook as proof of acceptance	3.2. Release of issue the tool/ equipment requested			Logistics Staff
4. Return the borrowed item clean and in good condition 1-2 days after used attached with photo documentation of its use and sign in the Logbook as proof of return	4. Accept the tool/ equipment and check for any damage and general condition and have the borrower sign in the Logbook as proof of return (Repair/replacement of any damage of the borrowed tool/ equipment shall be shouldered by the borrower	NONE	5 minutes	Logistics Staff
	TOTAL:	NONE	21 minutes	

Municipal Human Resource Management Office
External Service

25. Securing Certificate of Employment

Resigned or retired municipal government employees may request copies of a Certificate of Employment from the Municipal Human Resource Management Officer.

These are usually used for:

- Securing employment with other firms or agencies after resignation from the municipal government.
- And other legal purposes that may benefit the requesting client.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Resigned and Retired Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Certificate of Employment at the HRM Office.	1. Prepare and print the Certificate of Employment.	NONE	5 minutes	HRM Assistant *(HRMO)*
2. Wait for the requested Certification.	2.1. HRM Officer sign the requested Certificate of Employment.	NONE	1 minute	HRM Officer *(HRMO)*
	2.2. Register in the Requested Documents Logbook.	NONE	2 minutes	HRM Assistant *(HRMO)*
3. Receive the requested Certificate of Employment.	3. Issue the Certificate of Employment to the requesting client.	NONE	1 minute	HRM Assistant *(HRMO)*
	TOTAL:	NONE	9 minutes	

26. Securing Service Records

Resigned or retired municipal government employees may request copies of a Service Record from the Municipal Human Resource Management Officer.

These are usually used for:

- Securing employment with other firms or agencies after resignation from the municipal government.
- And other legal purposes that may benefit the requesting client.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Resigned and Retired Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Service Record at the HRM Office.	1. Prepare and print the Service Record.	NONE	5 minutes	HRM Assistant *(HRMO)*
2. Wait for the requested Service Record.	2.1. HRM Officer sign the requested Service Record.	NONE	1 minute	HRM Officer *(HRMO)*
	2.2. Register in the Requested Documents Logbook.	NONE	2 minutes	HRM Assistant *(HRMO)*
3. Receive the requested Service Record.	3. Issue the Service Record to the requesting client.	NONE	1 minute	HRM Assistant *(HRMO)*
	TOTAL:	NONE	9 minutes	

27. Securing Leave Records

Resigned or retired municipal government employees may request copies of a Leave Records from the Municipal Human Resource Management Officer.

These are usually used for:

- Securing employment with other firms or agencies after resignation from the municipal government.
- And other legal purposes that may benefit the requesting client.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Resigned and Retired Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Leave Records at the HRM Office.	1. Prepare and print the Leave Records.	NONE	5 minutes	HRM Assistant *(HRMO)*
2. Wait for the requested Leave Records.	2.1. HRM Officer sign the requested Leave Records.	NONE	1 minutes	HRM Officer *(HRMO)*
	2.2. Register in the Requested Documents Logbook.	NONE	2 minutes	HRM Assistant *(HRMO)*
3. Receive the requested Leave Records.	3. Issue the Leave Records to the requesting client.	NONE	1 minute	HRM Assistant *(HRMO)*
	TOTAL:	NONE	9 minutes	

28. Issuance of Appointment for Permanency

Civilian Job Seekers/Applicants and Municipal Government Employee/s is/are issued permanent appointment/s if found qualified for the vacancy/ies.

Office or Division:	**Municipal Human Resource Management Office**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Qualified Civilian Job Seekers/Applicants residing within the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Application Letter (1 copy)	- From Applicants/Employees
✓ Personal Data Sheet (4 copies)	- HRMO
✓ Work Experience Sheet (4 copies)	- HRMO
✓ Training Certificates (1 copy)	- From Applicants/Employees
✓ Diploma and Transcript of Records (1 copy)	- From Applicants/Employees School
✓ Authenticated Certificate of Eligibility/ Rating/ License (1 copy)	- Civil Service Commission
✓ PSA Birth Certificate (1 copy)	- Philippine Statistics Authority
✓ Marriage Certificate **if married* (1 copy)	- LCR Office/ Philippine Statistics Authority
✓ Medical Certificate (1 copy)	- Municipal Health Officer
✓ NBI Clearance (1 copy)	- National Bureau of Investigations
✓ SALN (2 copies)	- HRMO
✓ TIN Number	- BIR
✓ Pag-Ibig	- Pag-Ibig
✓ Philhealth Number	- Philhealth

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Letter specifying the position desired to the HRMO	1. Receive the Application Letter	NONE	3 minutes	HRM Assistant *(HRMO)*
2. Submit Personal Data Sheets with Work Experience Sheets, Training Certificates, Diploma & Transcript of Records.	2. Receive and check Personal Data Sheets with Work Experience Sheets, Training Certificates, Diploma & Transcript of Records as to correctness and authenticity.	NONE	15 minutes	HRM Assistant *(HRMO)*
3. Attend HRMPSB for assessment & deliberation.	3. Conduct HRMPSB for assessment & deliberation of applicants	NONE	2 hours	HRM Officer *(HRMO)*
4. Wait to be notified for the result of the deliberation.	4. Notify the Applicants for the result of the deliberation	NONE	2 days	HRM Assistant *(HRMO)*

5. Submit the rest of the requirements	5. Receive and check the requirements as to correctness and authenticity.	NONE	10 minutes	HRM Assistant *(HRMO)*
6. Wait while the HRMO employee-in-charge prepare and print the Appointment Papers	6. Prepare and print the Appointment Papers.	NONE	3 hours	HRM Assistant *(HRMO)*
7. Wait while the Appointment Papers are signed by the signatories	7. The Municipal HRM Officer, Municipal Department Head and the Municipal Mayor sign the Appointment Papers	NONE	1 hour	HRM Assistant *(HRMO)*
8. Wait for the release of the approved papers by the CSC Field Office, City of San Fernando, Pampanga	8. Follow-up the release of the approved Appointment Papers at the CSC Field Office, City of San Fernando, Pampanga	NONE		HRM Officer/ HRM Assistant *(HRMO)*
	TOTAL:	NONE	2 days, 6 hours, 28 minutes	

Municipal Human Resource Management Office
Internal Service

29. Securing Certificate of Employment

Municipal government employees may request copies of the Certificate of Employment from the Municipal Human Resource Management Officer.

These certificates are typically required for:

- GSIS, BIR, SSS Membership
- Salary Loans and other types of loans
- Credit card applications
- And other legal purpose that may benefit the requesting party.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Certificate of Employment at the HRM Office.	1. Prepare and print the Certificate of Employment.	NONE	5 minutes	HRM Assistant *(HRMO)*
2. Wait for the requested Certification.	2.1. HRM Officer sign the requested Certificate of Employment.	NONE	1 minute	HRM Assistant *(HRMO)*
	2.2. Register in the Requested Documents Logbook.	NONE	2 minutes	HRM Officer *(HRMO)*
3. Receive the requested Certificate of Employment.	3. Issue the Certificate of Employment to the requesting client.	NONE	1 minute	HRM Assistant *(HRMO)*
	TOTAL:	NONE	9 minutes	

30. Securing Service Records

Municipal government employees may request copies of the Service Record from the Municipal Human Resource Management Officer.

These certificates are typically required for:

- GSIS, BIR, SSS Membership
- Salary Loans and other types of loans
- Credit card applications
- And other legal purpose that may benefit the requesting party.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Service Record at the HRM Office.	1. Prepare and print the Service Record.	NONE	5 minutes	HRM Assistant *(HRMO)*
2. Wait for the requested Service Record.	2.1. HRM Officer sign the requested Service Record.	NONE	1 minute	HRM Officer *(HRMO)*
	2.2. Register in the Requested Documents Logbook.	NONE	2 minutes	HRM Assistant *(HRMO)*
3. Receive the requested Service Record.	3. Issue the Service Record to the requesting client.	NONE	1 minute	HRM Assistant *(HRMO)*
	TOTAL:	NONE	9 minutes	

31. Securing Leave Records

Municipal government employees may request copies of the Leave Records from the Municipal Human Resource Management Officer.

These certificates are typically required for:

- Retirement and Terminal Leave Purposes
- And other legal purpose that may benefit the requesting party.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Leave Records at the HRM Office.	1. Prepare and print the Leave Records.	NONE	5 minutes	HRM Assistant *(HRMO)*
2. Wait for the requested Leave Records.	2.1. HRM Officer sign the requested Leave Records.	NONE	1 minute	HRM Officer *(HRMO)*
	2.2. Register in the Requested Documents Logbook.	NONE	2 minutes	HRM Assistant *(HRMO)*
3. Receive the requested Leave Records.	3. Issue the Leave Records to the requesting client.	NONE	1 minute	HRM Assistant *(HRMO)*
	TOTAL:	NONE	9 minutes	

32. Securing Landbank Loan Application Forms

Municipal government employees may request the HRMO for Landbank loan application forms and a list of requirements to apply for a loan.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Application Form		- HRMO		
✓ Latest Pay slips (1 copy)		- Office of the Municipal Accountant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Landbank Loan Application Form at the HRM Office.	1. Print and issue the requested Application Form along with list of requirements.	NONE	1 minute	HRM Assistant *(HRMO)*
2. Complete the requirements, accomplish the loan application forms to be submitted at the HRM Office.	2.1. Check if the loan application form is completely and properly accomplished.	NONE	5 minutes	HRM Assistant *(HRMO)*
	2.2. Encode, and prepare the documents for processing the Loan.	NONE	10 minutes	HRM Assistant *(HRMO)*
3. Wait while the signatories sign the transmittal form	3. The signatories sign the transmittal form.	NONE	5 minutes	HRM Officer/ Municipal Treasurer/ Municipal Mayor *(Mayor's Office)*
4. Wait for the approval of the applied loan.	4. Submit the forms and other requirements to Landbank Apalit branch.	NONE	10 minutes	Admin. Aide I *(Treasurer's Office)*
5. Avail the applied loan.	5. Process and Approve the Loan Application.	NONE		Landbank Employee-in-Charge *(Landbank)*
	TOTAL:	NONE	31 minutes	

33. Securing Locator Slip

Municipal government employees may request Locator Slips from the Municipal Human Resource Management Officer for activities, events, or errands that require leaving the permanent station or workplace during office hours.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Communication Letter (1 copy)		- Requesting Government Agencies		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Locator Slip at the HRM Office.	1.1. Prepare and print the requested Locator Slip.	NONE	5 minutes	HRM Assistant *(HRMO)*
	1.2. Register in the Requested Document Logbook	NONE	2 minutes	HRM Assistant *(HRMO)*
2. Receive the requested Locator Slip.	2. Issue the requested Locator Slip	NONE	1 minute	HRM Assistant *(HRMO)*
3. Submit the requested Locator Slip to the *Municipal Administrator *(for Dept. Heads)* *Dept. Heads *(Rank and File)* for signature.	3. Sign the requested Locator Slip	NONE	5 minutes	Municipal Administrator *(SB Office)* Dept. Head *(Concerned Dept. Head Office)*
4. Furnish a copy to the HRM Office.	4. Receive and File the Locator Slip.	NONE	1 minute	HRM Assistant *(HRMO)*
	TOTAL:	NONE	14 minutes	

34. Securing Travel Abroad Permit Papers

Municipal government employees may request Travel Abroad Permit documents from the HRMO for business or leisure trips. These documents may be required at the airport before boarding.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Travel Abroad Permit Documents at HRM Office.	1. Prepare and print the requested documents.	NONE	15 minutes	HRM Assistant *(HRMO)*
2. Wait for the requested documents.	2.1. HRM Officer sign the requested document. ✓Application for Leave ✓Certificate of Employment ✓Certificate of No Pending Case ✓Clearance Form No. 7 *(if more than 30 days)*	NONE	5 minutes	HRM Officer *(HRMO)*
	2.2. Register in the Requested Document Logbook	NONE	2 minutes	HRM Assistant *(HRMO)*
3. Receives the requested documents to be signed by the concerned signatories.	3. Issue the requested documents.	NONE	1 minute	HRM Assistant *(HRMO)*
4. Submit the Travel Abroad Permit Papers to the concerned signatories.	4. Sign the Travel Abroad Permit Papers ✓Travel Abroad Permit ✓Application for Leave ✓Clearance Form No. 7 *(if more than 30 days)*	NONE	10 minutes	HRM Officer/ Mun. Treasurer/ Mun. Accountant/ Municipal Mayor *(Mayor's Office)*
5. Receive the Travel Abroad Permit Papers	5. Issue the Travel Abroad Permit Papers	NONE	2 minutes	Admin. Aide I *(Mayor's Office)*
6. Furnish a copy to the HRM Office.	6. Receive and file the Travel Abroad documents.	NONE	1 minute	HRM Assistant *(HRMO)*
	TOTAL:	NONE	36 minutes	

35. Securing Travel Order Slip

Municipal government employees may request copies of Travel Order Slips from the HRMO for official work or business trips. These slips are typically required to claim per diem allowances.

Office or Division:	**Municipal Human Resource Management Office**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Government of Apalit Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Communication Letter (1 copy)		- Requesting Government Agencies		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Travel Order Slip at the HRM Office.	1.1. Prepare and print the requested Travel Order Slip.	NONE	5 minutes	HRM Assistant *(HRMO)*
	1.2. Register in the Requested Document Logbook	NONE	2 minutes	HRM Assistant *(HRMO)*
2. Receive the requested Travel Order Slip	2. Issue the Travel Order Slip	NONE	1 minute	HRM Assistant *(HRMO)*
3. Submit the requested Locator Slip to the Municipal Administrator for signature.	3. Sign the Travel Order Slip.	NONE	1 minute	Municipal Administrator *(SB Office)*
4. Furnish a copy to the HRM Office.	4. Receive and File the Travel Order Slip.	NONE	1 minute	HRM Assistant *(HRMO)*
	TOTAL:	NONE	13 minutes	

36. Issuance of Appointment for Promotion

Municipal Government Employees are issued appointment for promotion if found qualified for the vacancy.

Office or Division:	**Municipal Human Resource Management Office**
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Government of Apalit Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Personal Data Sheet (4 copies)	- HRMO
✓ Work Experience Sheet (4 copies)	
✓ IPCR **2 consecutive semester* (1 copy)	
✓ Training Certificates	- From Applicant/Employees
✓ License/ Eligibility/ Ratings	- Civil Service Commission
✓ Medical Certificate	- Municipal Health Office
✓ NBI Clearance	- National Bureau of Investigations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Personal Data Sheets with Work Experience Sheets and Training Certificates to the HRMO employee-in- charge.	1. Receive and check the Personal Data Sheets with Work Experience Sheets and Training Certificates as to correctness and authenticity.	NONE	15 minutes	HRM Assistant *(HRMO)*
2. Attend HRMPSB for assessment and deliberation.	2. Conduct HRMPSB for assessment & deliberation of the employee to be promoted.	NONE	10 minutes	HRM Officer *(HRMO)*
3. Wait to be notified for the result of the deliberation.	3. Notify the Employee to be promoted on the result of the deliberation.	NONE	2 days	HRM Assistant *(HRMO)*
4. Submit the requirements.	4. Receive and check the requirements.	NONE	10 minutes	HRM Assistant *(HRMO)*
5. Wait while the HRMO employee-in-charge prepares and prints the Appointment Papers.	5. Prepare and print the Appointment Papers	NONE	3 hours	HRM Assistant *(HRMO)*
6. Waits while the Appointment Papers are signed by the signatories.	6. The HRM Officer, Municipal Dept. Head and Municipal Mayor sign the Appointment Papers	NONE	1 hour	Municipal Mayor *(Mayor's Office)* HRM Officer *(HRMO)* Dept. Heads

7. Waits for the release of the Approved Appointment Papers	7. Follow-up the release of the approved Appointment Papers at the CSC Field Office, City of San Fernando, Pampanga	NONE		HRM Officer/ HRM Assistant *(HRMO)*
	TOTAL:	NONE	2 days, 6 hours, 25 minutes	

Office of the Municipal Treasurer
Business and Investment Services
External Service

37. Calibration of Weighing Scale

All business establishments are required to have their weights and measures tested and calibrated to protect and ensure consumers that all the goods and commodities they buy are exact in weighs/measures and in good conditions

Office or Division:	**Office of the Municipal Treasurer**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Owners/Users of Weighing Scales			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Letter Request		- Owners/Clients copy		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Weighing Scale for testing	1. Calibrate and seal Weighing Scale. Order Client to pay.	NONE	15 minutes	Admin. Aide II *(Treasurer's Office)*
2. Pay Due Fee	2. Accept payment and issue OR	Refer to Article I *(Fee for Sealing and Licensing of Weights and Measures)* of Revenue Code 2023	5 minutes	Admin. Aide II *(Treasurer's Office)*
	TOTAL:	NONE	20 minutes	

Fees for Sealing and Licensing of Weights and Measures	**Amount of Fees**
a. For sealing linear metric measurers:	
Not over 1 meter	₱150.00
Over 1 meter	₱200.00
b. For sealing metric measurers of capacity:	
Not over 10 liters	₱150.00
Over 10 liters	₱200.00
c. For sealing metric instruments of weights:	
Not more than 30 kgs	₱200.00
More than 30 kgs but not more than 300 kgs	₱250.00
More than 300 kgs but not more than 3,000 kgs	₱350.00
More than 3,000 kgs	₱550.00
d. For sealing apothecary balance of precision:	₱150.00
e. For sealing scale or balance with complete set of weights:	
For each scale or balances or other balances with complete set of weights for use there with	₱600.00
For each extra weight	₱150.00
f. For each and every re-testing and re-sealing of weights and measures instruments including gasoline pumps outside the office upon request of the owner or operator, an additional service charge of ₱150.00 for each instrument shall be collected.	

38. Payment of Franchise Fees, Motorized Tricycles Operator's Permit (MTOP), Clearance and Certification Fees, Registration Fees and Miscellaneous

Clients come to the billing section of the Municipal Treasurers Office with a service slip of payment.

Office or Division:	**Office of the Municipal Treasurer**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Service Slip		- Concerned Offices		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Service Slip/ Order of Payment	1. Check Service Slip	NONE	15 minutes	Admin. Aide II *(Treasurer's Office)*
2. Pay Due Fee	2. Accept payment and issue Official Receipt	Refer to Article L. *(Permit fees on Tricycle Operation and Clearance, Certification, Registration, and Miscellaneous Fees)* of Revenue Code 2023	5 minutes	Admin. Aide II *(Treasurer's Office)*
	TOTAL:		20 minutes	

39. Securing Community Tax Certificate (Individual/Corporation)

Community Tax Certificate (CTC) serves as one of the proofs of residence of an individual and is used for compliance in entering into a business transaction.

Office or Division:	**Office of the Municipal Treasurer**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All of legal age			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Answered posted queries on a Service Slip		- Municipal Treasurer's Office - Barangay Hall		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit accomplished Service Slip	1. Check Service Slip and prepares CTC		5 minutes	Admin. Aide II *(Treasurer's Office)*
2. Pay Due Fee	2. Accept payment	**For Individual** ₱1.00 for every ₱1,000.00 declared gross receipts or earnings derived from Business; ₱1.00 for every ₱1,000.00 declared salaries or gross receipts derived from exercise of profession during the preceding year. **For Corporation** A. ₱500.00 for basic community tax; B. Additional	4 minutes	Admin. Aide II *(Treasurer's Office)*

		Community Tax (tax not exceed ₱10,000.00); ₱2.00 for every ₱5,000.00 declared earning derived from business in the Philippines during the preceding year.		
3. Receives and sign the CTC	3. Issue Community Tax Certificate		1 minute	Admin. Aide II *(Treasurer's Office)*
	TOTAL:		10 minutes	

40. Payment of Real Property Tax

Clients come to the billing section of the Municipal Treasurers Office with Order of Payment slip.

Office or Division:	**Office of the Municipal Treasurer**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Order of Payment		- Municipal Assessors Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Order of Payment/ Previous Official Receipt/ Statement of Account.	1. Check Order of Payment/ Previous Official Receipt/ Statement of Account	NONE	10 minutes	Admin. Aide I *(Treasurer's Office)*
2. Pay Due Fee	2. Accept payment and issue Official Receipt	As per declared assessed value of property	5 minutes	Admin. Aide I *(Treasurer's Office)*
	TOTAL:		15 minutes	

41. Applying for New Business Permit (Walk-In)

A Business Permit is required prior to operation of a Business. This permit is only a privilege and not a right, subject to revocation and closure of Business establishment for any violation of existing Laws, Ordinances, and Conditions set forth in the Permit.

Office or Division:	**Office of the Municipal Treasurer**
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	All Business Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR WALK IN – NEW BUSINESS APPLICATION SUBMISSION OF THE FOLLOWING DOCUMENTS:	
a. Proof of Business Registration *(Original Copy and 1 Photo Copy)*	- Securities and Exchange Commission *(for corporations)* - Department of Trade and Industry *(for sole proprietorships)* - Cooperative Development Authority Registration *(for cooperatives)*
b. Basis for Computing Taxes, Fees, Charges	- Declaration of Business Capitalization by the Owner of Business Entity
c. Copy of Occupancy Permit	- Office of the Municipal Engineer
d. Contract of Lease *(If Lessee)* *(Original Copy and 1 Photo Copy)*	- Lessor of Property
✓ **Additional Requirements for New Application:**	
a. Community Tax Certificate *(Original Copy and 1 Photo Copy)*	- Municipal Treasurer's Office
b. BSP Clearance for Money Changers, Money Remittances and Pawnshops *(Original Copy and 1 Photo Copy)*	- Bangko Sentral ng Pilipinas
c. Special Power of Attorney (SPA)/ Authorization Letter *(If representative)* *(Original Copy and 1 Photo Copy)*	- Owners/ Clients copy
d. Tax Declaration *(if Lessor of Lot or Building)* *(Original Copy and 1 Photo Copy)*	- Office of the Municipal Assessor
CLEARANCES TO BE SECURED BEFORE PROCEEDING TO STEP 1:	
✓ Sanitary Permit	- Rural Health Sanitary Inspector
✓ Building Permit/ Occupancy Permit *(for new applicant)*	- Municipal Engineering Office
✓ Zoning Clearance	- Municipal Planning and Development Coordinator
✓ Fire Safety Inspection Certificate	- Bureau of Fire Protection
✓ Environmental Clearance	- MENRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Apply the filled-out application form with complete **ASSESSMENT**	1. Review/Verify application details and submitted requirements.	NONE	30 minutes	Mun. Treasurer/ BPLO *(Business One Stop Shop)*

2. Pay Business, Taxes, Fees and Charges	2. Accept Payment and Issue Official Receipt	Refer to Chapter 2 *(Municipal Taxes)* on Revenue Code 2023	5 minutes	Revenue Collection Clerk *(Treasurer's Office)*
3. Claim Business Permit, Plate/Sticker	3. Release/Issue Business Permit	NONE	5 minutes	Mayor's Office Staff *(Mayor's Office)*
	TOTAL:		40 minutes	

42. Renewal of Business Permit (Walk-In)

A Business Permit is required prior to operation of a Business. This permit is only a privilege and not a right, subject to revocation and closure of Business establishment for any violation of existing Laws, Ordinances, and Conditions set forth in the Permit.

Office or Division:	**Office of the Municipal Treasurer**
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	All Business Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR WALK IN – RENEWAL BUSINESS APPLICATION SUBMISSION OF THE FOLLOWING DOCUMENTS:	
a. Basis for Computing Taxes, Fees, Charges (Original Copy and 1 Photo Copy)	- Income Tax Returns/ Sworn Statement of Gross Sales/ Receipts
✓ **Additional Requirements for Renewal:**	
a. Community Tax Certificate *(Original Copy and 1 Photo Copy)* b. Prior Year Print-Out Tax Order of Payment or Business Permit c. BSP Clearance for Money Changers, Money Remittances and Pawnshops *(Original Copy and 1 Photo Copy)* d. Special Power of Attorney (SPA)/ Authorization Letter *(If representative) (Original Copy and 1 Photo Copy)* e. Certificate of Compliance *(for Gasoline Stations and LPG Retailers) (Original Copy and 1 Photo Copy)*	- Municipal Treasurer's Office - Owners/ Client Copy - Bangko Sentral ng Pilipinas - Notary Office/Public Attorney Office - Department of Energy
CLEARANCES TO BE SECURED BEFORE PROCEEDING TO STEP 1:	
✓ Sanitary Permit ✓ Building Permit/ Occupancy Permit *(for new applicant)* ✓ Zoning Clearance ✓ Fire Safety Inspection Certificate ✓ Environmental Clearance	- Rural Health Sanitary Inspector - Municipal Engineering Office - Municipal Planning and Development Coordinator - Bureau of Fire Protection - MENRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Apply the filled-out application form with complete requirements and wait for the **ASSESSMENT**	1. Review/Verify application details and submitted requirements.	NONE	30 minutes	Mun. Treasurer/ BPLO *(Business One Stop Shop)*
2. Pay Business, Taxes, Fees and Charges	2. Accept Payment and Issue Official Receipt	Refer to Chapter 2 *(Municipal Taxes)* on	5 minutes	Revenue Collection Clerk *(Treasurer's Office/*

		Revenue Code 2023		*LBP Link.Biz Portal)*
3. Claim Business Permit, Plate/Sticker	3. Release/Issue Business Permit	NONE	5 minutes	Mayor's Office Staff *(Mayor's Office)*
	TOTAL:		40 minutes	

43. Applying for New Business Permit (Online)

A Business Permit is required prior to operation of a Business. This permit is only a privilege and not a right, subject to revocation and closure of Business establishment for any violation of existing Laws, Ordinances, and Conditions set forth in the Permit.

Office or Division:	**Office of the Municipal Treasurer**			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All Business Operators			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
FOR ONLINE – NEW BUSINESS APPLICATION SUBMIT/UPLOAD THE FOLLOWING DOCUMENTS:				
a. Proof of Business Registration *(Original Copy and 1 Photo Copy)* b. Basis for Computing Taxes, Fees, Charges c. Copy of Occupancy Permit d. Contract of Lease *(If Lessee)* *(Original Copy and 1 Photo Copy)*		- Income Tax Returns/ Sworn Statement of Gross Sales/ Receipts - Declaration of Business Capitalization by the Owner of Business Entity - Office of the Municipal Engineer - Lessor of Property		
✓ **Additional Requirements for New Application:**				
a. Community Tax Certificate *(Original Copy and 1 Photo Copy)* b. BSP Clearance for Money Changers, Money Remittances and Pawnshops *(Original Copy and 1 Photo Copy)* c. Special Power of Attorney (SPA)/ Authorization Letter *(If representative)* *(Original Copy and 1 Photo Copy)* d. Tax Declaration *(if Lessor of Lot or Building)* *(Original Copy and 1 Photo Copy)*		- Municipal Treasurer's Office - Bangko Sentral ng Pilipinas - Notary Office/Public Attorney Office - Office of the Municipal Assessor		
CLEARANCES TO BE SECURED BEFORE PROCEEDING TO STEP 1:				
✓ Sanitary Permit ✓ Building Permit/ Occupancy Permit *(for new applicant)* ✓ Zoning Clearance ✓ Fire Safety Inspection Certificate ✓ Environmental Clearance		- Rural Health Sanitary Inspector - Municipal Engineering Office - Municipal Planning and Development Coordinator - Bureau of Fire Protection - MENRO		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Apply online with submission/uploading of complete requirements and wait for the **ASSESSMENT**	1. Review/Verify application details and submitted requirements.	NONE	30 minutes	Mun. Treasurer/ BPLO *(iBPLS PORTAL)*

2. Pay Business, Taxes, Fees and Charges	2. Accept Payment and Issue Official Receipt	Refer to Chapter 2 *(Municipal Taxes)* on Revenue Code 2023	5 minutes	*LBP Link Biz Portal*
3. Claim Business Permit, Plate/Sticker	3. Release/Issue Business Permit	NONE	5 minutes	Mayor's Office Staff *(Mayor's Office)*
	TOTAL:		40 minutes	

44. Renewal of Business Permit (Online)

A Business Permit is required prior to operation of a Business. This permit is only a privilege and not a right, subject to revocation and closure of Business establishment for any violation of existing Laws, Ordinances, and Conditions set forth in the Permit.

Office or Division:	**Office of the Municipal Treasurer**
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	All Business Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR ONLINE – RENEWAL OF BUSINESS APPLICATION SUBMIT/UPLOAD THE FOLLOWING DOCUMENTS:	
a. Proof of Business Registration *(Original Copy and 1 Photo Copy)* b. Basis for Computing Taxes, Fees, Charges c. Copy of Occupancy Permit d. Contract of Lease *(If Lessee)* *(Original Copy and 1 Photo Copy)*	- Income Tax Returns/ Sworn Statement of Gross Sales/ Receipts - Declaration of Business Capitalization by the Owner of Business Entity - Office of the Municipal Engineer - Lessor of Property
✓ **Additional Requirements for New Application:**	
a. Community Tax Certificate *(Original Copy and 1 Photo Copy)* b. BSP Clearance for Money Changers, Money Remittances and Pawnshops *(Original Copy and 1 Photo Copy)* c. Special Power of Attorney (SPA)/ Authorization Letter *(If representative)* *(Original Copy and 1 Photo Copy)* d. Certificate of Compliance *(for Gasoline Stations and LPG retailers)* *(Original Copy and 1 Photo Copy)*	- Municipal Treasurer's Office - Bangko Sentral ng Pilipinas - Notary Office/Public Attorney Office - Department of Energy
CLEARANCES TO BE SECURED BEFORE PROCEEDING TO STEP 1:	
✓ Sanitary Permit ✓ Building Permit/ Occupancy Permit *(for new applicant)* ✓ Zoning Clearance ✓ Fire Safety Inspection Certificate ✓ Environmental Clearance	- Rural Health Sanitary Inspector - Municipal Engineering Office - Municipal Planning and Development Coordinator - Bureau of Fire Protection - MENRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply online with submission/uploading of complete requirements and wait for the **ASSESSMENT**	1. Review/Verify application details and submitted requirements.	NONE	30 minutes	Mun. Treasurer/ BPLO *(iBPLS PORTAL)*

2. Pay Business, Taxes, Fees and Charges	2. Accept Payment and Issue Official Receipt	Refer to Chapter 2 *(Municipal Taxes)* on Revenue Code 2023	5 minutes	*LBP Link Biz Portal*
3. Claim Business Permit, Plate/Sticker	3. Release/Issue Business Permit	NONE	5 minutes	Mayor's Office Staff *(Mayor's Office)*
	TOTAL:		40 minutes	

TAXES, FEES AND CHARGES ON BUSINESS

Section 2A.02. Imposition of Tax. There is hereby imposed on the following persons who establish, operate, conduct or maintain their respective business within the municipality a graduated business tax in the amounts hereafter prescribed:

(a) *On manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders or liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:*

Amount of Gross Sales/ Receipts for the Preceding Calendar Year:	**Tax Per Annum**
Less than ₱10,000.00	₱217.25
₱10,000.00 or more but less than ₱15,000.00	₱290.40
₱15,000.00 or more but less than ₱20,000.00	₱398.42
₱20,000.00 or more but less than ₱30,000.00	₱580.80
₱30,000.00 or more but less than ₱40,000.00	₱871.20
₱40,000.00 or more but less than ₱50,000.00	₱1,088.45
₱50,000.00 or more but less than ₱75,000.00	₱1,742.95
₱75,000.00 or more but less than ₱100,000.00	₱2,178.00
₱100,000.00 or more but less than ₱150,000.00	₱2,909.50
₱150,000.00 or more but less than ₱200,000.00	₱3,630.00
₱200,000.00 or more but less than ₱300,000.00	₱5,082.00
₱300,000.00 or more but less than ₱500,000.00	₱7,260.00
₱500,000.00 or more but less than ₱750,000.00	₱10,560.00
₱750,000.00 or more but less than ₱1,000,000.00	₱13,200.00
₱1,000,000.00 or more but less than ₱2,000,000.00	₱18,150.00
₱2,000,000.00 or more but less than ₱3,000,000.00	₱21,780.00
₱3,000,000.00 or more but less than ₱4,000,000.00	₱26,136.00
₱4,000,000.00 or more but less than ₱5,000,000.00	₱30,492.00
₱5,000,000.00 or more but less than ₱6,500,000.00	₱32,371.30
₱6,500,000.00 or more	₱32,371 + at a rate not exceeding 49.5% of 1% in excess of ₱6,500,000.00

The preceding rates shall apply only to the amount of domestic sales of manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated under paragraph (c) of this Section.

(b) *On wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:*

Amount of Gross Sales/ Receipts for the Preceding Calendar Year:	Tax Per Annum
Less than ₱1,000.00	₱23.98
₱1,000.00 or more but less than ₱2,000.00	₱43.23
₱2,000.00 or more but less than ₱3,000.00	₱66.00
₱3,000.00 or more but less than ₱4,000.00	₱94.82
₱4,000.00 or more but less than ₱5,000.00	₱132.00
₱5,000.00 or more but less than ₱6,000.00	₱159.50
₱6,000.00 or more but less than ₱7,000.00	₱188.43
₱7,000.00 or more but less than ₱8,000.00	₱217.25
₱8,000.00 or more but less than ₱10,000.00	₱246.07
₱10,000.00 or more but less than ₱15,000.00	₱290.40
₱15,000.00 or more but less than ₱20,000.00	₱362.45
₱20,000.00 or more but less than ₱30,000.00	₱435.60
₱30,000.00 or more but less than ₱40,000.00	₱580.80
₱40,000.00 or more but less than ₱50,000.00	₱871.20
₱50,000.00 or more but less than ₱75,000.00	₱1,306.80
₱75,000.00 or more but less than ₱100,000.00	₱1,742.40
₱100,000.00 or more but less than ₱150,000.00	₱2,468.40
₱150,000.00 or more but less than ₱200,000.00	₱3,194.40
₱200,000.00 or more but less than ₱300,000.00	₱4,356.00
₱300,000.00 or more but less than ₱500,000.00	₱5,860.80
₱500,000.00 or more but less than ₱750,000.00	₱8,712.00
₱750,000.00 or more but less than ₱1,000,000.00	₱11,616.00
₱1,000,000.00 or more but less than ₱2,000,000.00	₱13,200.00
₱2,000,000.00 or more	₱13,200 + at a rate not exceeding 66% of 1% in excess of ₱2,000,000.00

The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers herein provided for.

(c) *On exporters, and on manufacturers, millers, producers, wholesalers, distributors. dealers or retailers of essential commodities enumerated hereunder at a rate not exceeding one-half (1/2) of the rates prescribed under subsections (a), (b), and (d) of this Article;*

(1) Rice and Corn;
(2) Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and agricultural marine, and fresh water products, whether in their original state or not;
(3) Cooking oil and cooking gas;
(4) Laundry soap, detergents, and medicine;
(5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;
(6) Poultry feeds and other animal feeds;
(7) School supplies;
(8) Cement

For purposes of this provision, the term exporters shall refer to those who are principally engaged in the business of exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. The amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one half (1/2) of the rates prescribed under paragraphs (a), (b), and (d) of this Article.

(d) *On retailer of essential commodities Section 7 (item d) the rate if tax shall be in accordance with the following schedule:*

Amount of Gross Sales/ Receipts for the Preceding Calendar Year:	Rate of Tax Per Annum
₱400,000.00 or less	2.64%
More than ₱400,000.00	1.32%

The rate of two percent (2.4%) per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (₱400,000.00) while the rate of one percent (1.2%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (₱400,000.00).

However, barangays shall have the exclusive power to levy taxes on stores whose gross sales or receipts of the preceding calendar year does not exceed Thirty Thousand Pesos (₱30,000.00) subject to existing laws and regulations.

(e) *On retailer of all other commodities classified as "non-essentials"*

Gross Sales/Receipts for the preceding year	Rate of Tax Per Annum
₱400,000.00 or less	4.8%
More than ₱400,000.00	2.4%

The rate of two percent (4.8%) * per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (₱400,000.00) while the rate of one percent (2.4%) * per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (₱400,000.00).

(f) *On contractors and other independent contractors in accordance with the following schedule:*

Amount of Gross Sales/ Receipts for the Preceding Calendar Year:	Tax Per Annum
Less than ₱5,000.00	₱36.03
₱5,000.00 or more but less than ₱10,000.00	₱80.47
₱10,000.00 or more but less than ₱15,000.00	₱138.00
₱15,000.00 or more but less than ₱20,000.00	₱217.25
₱20,000.00 or more but less than ₱30,000.00	₱362.45
₱30,000.00 or more but less than ₱40,000.00	₱507.65
₱40,000.00 or more but less than ₱50,000.00	₱726.00
₱50,000.00 or more but less than ₱75,000.00	₱1,161.60

₱75,000.00 or more but less than ₱100,000.00	₱1,742.40
₱100,000.00 or more but less than ₱150,000.00	₱2,613.60
₱150,000.00 or more but less than ₱200,000.00	₱3,484.80
₱200,000.00 or more but less than ₱250,000.00	₱4,791.60
₱250,000.00 or more but less than ₱300,000.00	₱6,098.40
₱300,000.00 or more but less than ₱400,000.00	₱8,131.20
₱400,000.00 or more but less than ₱500,000.00	₱10,890.00
₱500,000.00 or more but less than ₱750,000.00	₱12,210.00
₱750,000.00 or more but less than ₱1,000,000.00	₱13,530.00
₱1,000,000.00 or more but less than ₱2,000,000.00	₱15,180.00
₱2,000,000.00 or more	₱15,180 + at a rate not exceeding 66% of 1% in excess of ₱2,000,000.00

For purposes of this section, the tax on multi-year projects undertaken general engineering, general building, and specialty contractors shall initially be based on the total contract price, payable in equal annual installments within the project term.

Upon completion of the project, the taxes shall be recomputed on the basis of the gross receipts for the preceding calendar years and the deficiency tax, If there be any, shall be collected as provided in this Code or the excess tax payment shall be refunded.

In cases of projects completed within the year, the tax shall be based upon the contract price and shall be paid upon the issuance of the Mayor's Permit.

(g) *On banks and other financial institutions, at the rate of fifty percent of one percent (55% of 1%) of the gross receipts of the preceding calendar year derived from interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property, and profit from exchange or sale of property, insurance premium. All other income and receipts not herein enumerated shall be excluded in the computation of the tax:*

(h) *On the businesses hereunder enumerated:*

(1) Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bars, carinderias or food caterers;
(2) Amusement places, including places wherein customers thereof actively participate without making bets or wagers, including but not limited to night clubs, or day clubs, cocktail lounges, cabarets or dance halls, karaoke bars, skating rinks, bath houses, swimming pools, exclusive clubs such as country and sports clubs, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, ferris wheels, swings, shooting galleries, and other similar contrivances, theaters and cinema houses, boxing stadia, race tracks, cockpits and other similar establishments.
(3) Commission Agents;
(4) Lessor, dealers, brokers of real estate;
(5) On travel agencies and travel agents;

(6) On boarding houses, pension houses, motels, apartments, apartelles, and condominiums
(7) Subdivision owners/ Private Cemeteries and Memorial Parks
(8) Privately-owned markets;
(9) Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
(10) Operators of Cable Network System
(11) Operators of computer services establishment
(12) General consultancy services
(13) All other similar activities consisting essentially of the sales of services for a fee.

Amount of Gross Sales/ Receipts for the Preceding Calendar Year:	Tax Per Annum
Less than ₱5,000.00	₱36.03
₱5,000.00 or more but less than ₱10,000.00	₱80.47
₱10,000.00 or more but less than ₱15,000.00	₱138.00
₱15,000.00 or more but less than ₱20,000.00	₱217.25
₱20,000.00 or more but less than ₱30,000.00	₱362.45
₱30,000.00 or more but less than ₱40,000.00	₱507.65
₱40,000.00 or more but less than ₱50,000.00	₱726.00
₱50,000.00 or more but less than ₱75,000.00	₱1,161.60
₱75,000.00 or more but less than ₱100,000.00	₱1,742.40
₱100,000.00 or more but less than ₱150,000.00	₱2,613.60
₱150,000.00 or more but less than ₱200,000.00	₱3,484.80
₱200,000.00 or more but less than ₱250,000.00	₱4,791.60
₱250,000.00 or more but less than ₱300,000.00	₱6,098.40
₱300,000.00 or more but less than ₱400,000.00	₱8,131.20
₱400,000.00 or more but less than ₱500,000.00	₱10,890.00
₱500,000.00 or more but less than ₱750,000.00	₱12,210.00
₱750,000.00 or more but less than ₱1,000,000.00	₱13,530.00
₱1,000,000.00 or more but less than ₱2,000,000.00	₱15,180.00
₱2,000,000.00 or more	₱15,180 + at a rate not exceeding 66% of 1% in excess of ₱2,000,000.00

PERMIT AND REGULATORY FEES

Article A. Mayor's Permit Fee on Business

Section 3A.01. Imposition of Fee. There shall be collected an annual fee for the issuance of a Mayor's Permit to operate a business, pursue an occupation or calling, or undertake an activity within the municipality.

The permit fee is payable for every distinct or separate business or place where the business or trade is conducted. One line of business of trade does not become exempt by being conducted with some other business of trade for which the permit fee has been obtained and the corresponding fee paid for.

For purpose of the Mayor's Permit Fee, the following Philippine definition of business size is here by adopted:

Enterprise Scale	Asset Limit	Work Force
Micro	₱200,000.00 and below	1-5
Cottage	More than ₱200,000.00 - ₱500,000.00	6-10
Small	More than ₱500,000.00 - ₱5M	11-99
Medium	More than ₱5M - ₱20M	100-199
Large	Over ₱20M	200 and above

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

(a) On Business subject to graduated Fixed Taxes		Amount of Tax Per Annum
1.	On Manufacturers/Importers/Producers	
	Micro	₱330.00
	Cottage	₱660.00
	Small	₱1,320.00
	Medium	₱2,640.00
	Large	₱6,600.00
2.	On Manufacturers/Importers/Producers	
	Rural, Thrift and Savings Banks	₱2,640.00
	Commercial, Industrial and Development Banks	₱6,600.00
	Universal Banks	₱9,240.00
3.	On Other Financial Institutions	
	Small	₱2,640.00
	Medium	₱5,280.00
	Large	₱9,240.00
4.	On Contractors/Service Establishments	
	Micro	₱330.00
	Cottage	₱660.00
	Small	₱1,320.00
	Medium	₱1,980.00
	Large	₱2,640.00
5.	On Wholesalers/Retailers/Dealers or Distributors	
	Micro	₱330.00
	Cottage	₱660.00
	Small	₱1,320.00
	Medium	₱1,980.00
	Large	₱2,640.00
6.	Other Businesses	
	Micro	₱330.00
	Cottage	₱660.00
	Small	₱1,320.00
	Medium	₱1,980.00
	Large	₱2,640.00

The following are additional set of Mayor's Permit Fees for the so-called "sin" goods and activities because of the "social dimensions" involved it is justifiable to fix higher rates of permit fees:

Retail dealers in foreign liquors	₱264.00
Retail dealers in domestic liquors	₱132.00
Retailers of distilled spirits	₱132.00
Retailers of fermented liquors	₱132.00
Tobacco dealers	₱132.00
Retail dealers of manufactured tobacco	₱132.00
Amusement places	₱132.00
Golf Courses, etc.	₱132.00

Article B. Service Charge for Garbage Collection

Section 5B.01. Imposition of Fee. There shall be collected from every owner or operator of a business establishment an annual garbage generation and collection and environmental fees in accordance with the following schedule:

		Amount
A.	Accommodation Establishment	
	- Multiple dwelling/apartment style	₱100.00/unit/month
B.	Industrial and Manufacturer	
	- Annual gross of at least ₱5M	₱83.00/day
	- Annual gross of at least ₱1M but not exceeding ₱5M	₱40.00/day
	- Annual gross of at least ₱500,000.00 but not exceeding ₱1M	₱22.00/day
	- Annual gross below ₱500,000.00	₱15.00/day
C.	Commercial Establishments	
	- Malls	₱50.00/day
	- Supermarket	₱50.00/day
	- Fast Food Chain, Restaurants	₱50.00/day
	- Hotels & Motels	₱15.00/day
	- Fast Food Store	₱10.00/day
	- Gasoline & Service Station	₱13.00/day
	- Lumberyard & Hardware	₱10.00/day
	- Appliance Dealer	₱10.00/day
	- Motor Vehicle Dealer	₱10.00/day
	- Grocery	₱10.00/day
	- Dry Goods Store	₱10.00/day
	- Fish, Meat & Chicken Vendor	₱13.00/day
	- Vegetable & Fruit Vendor	₱13.00/day
	- Carinderias & Eateries	₱10.00/day
	- Glassware Store	₱10.00/day
	- Bakery & Bakeshop Store	₱10.00/day
	- Shoe Store	₱10.00/day
	- Barber & Beauty Shop	₱10.00/day
	- Dress & Tailoring Shop	₱10.00/day
	- Flower Shop	₱10.00/day
	- Music & Record Shop	₱10.00/day
	- Copying Machine, Wood Frames & Photography Shop	₱10.00/day

	- Pet Shop	₱10.00/day
	- LPG Shop	₱10.00/day
	- Auto Supplies	₱10.00/day
D.	Hospital & Medical Institutions	
	- Hospital	₱15.00/day
	- Medical Clinics w/ Confinement Facilities	₱13.00/day
	- Medical & Dental Clinic w/ X-ray, Ultrasound, CT Scan	₱13.00/day
	- Drug Stores	₱10.00/day
	- Optometrist Shop	₱9.00/day
E.	Financial Institutions	
	- Banks	₱10.00/day
	- Financing & Credit Loan	₱7.00/day
	- Pawnshops & Jewelry Shop	₱7.00/day
	- Insurance & Bonding Company	₱7.00/day
F.	Educational Institutions	
	- Universities & Colleges	₱10.00/day
	- High Schools & Vocational Schools	₱10.00/day
	- Elementary, Nurseries & Kinder Schools	₱10.00/day
G.	Energy, Transport & Communication	
	- Bus/Mini-Bus Companies with Terminals	₱10.00/day
	- Electric Company	₱10.00/day
	- Telephone & Communications	₱10.00/day
	- Water Service Company	₱10.00/day
	- TV, Cable, Radio Stations	₱10.00/day
	- Air Transport Terminals	₱10.00/day
H.	Entertainment	
	- Cinemas	₱7.00/day
	- Cockpit Arenas	₱10.00/day
	- Night Clubs, Videoke Bar	₱7.00/day
	- Billiards & Pool Shop	₱7.00/day
	- Bowling Alleys	₱7.00/day
	- Swimming Resorts with Entrance Fees	₱7.00/day
I.	Private Offices	
	- Accounting, Layer, Real Estate, Advertising, Insurance, Travel Agency, Etc.	₱7.00/day
J.	Agricultural	
	- Piggery, Poultry and Cattle Farm	₱7.00/day
	- Nursery Orchids & Flower Grower	₱7.00/day
	- Poultry, Agricultural Farms Store	₱7.00/day
K.	Repair Shops	
	- Motor Vehicle Repair Shops	₱7.00/day
	- Battery and Electric Shops	₱7.00/day
	- Appliance Repair Shops	₱7.00/day
L.	Wholesalers and Dealers	
	- Chicken Dealer with Chicken Dressing House	₱10.00/day
	- Coconut & Buko Dealer w/ wholesale	₱10.00/day
	- Beer & Softdrink	₱7.00/day
	- Meat Dealer	₱7.00/day
	- Fruit & Vegetable	₱7.00/day

M.	Others	
	- Machine Shop	₱7.00/day
	- Brake & Clutch Bonding Shop	₱7.00/day
	- Vulcanizing & Junk Shops	₱7.00/day
	- Gravel & Sand	₱7.00/day
	- Iron & Metal Craft	₱7.00/day
	- Sash & Wood Craft	₱7.00/day
	- Coffin & Casket Maker	₱7.00/day
	- Memorial Park	₱9.00/day
	- Funeral Parlor	₱7.00/day
	- Furniture Stores	₱7.00/day
	- Public & Private Stall holders	₱7.00/day
	- Warehouse of any kind	₱7.00/day
	- Food Stands, Barbeque Stands and Vegetable Stands & Other Items	₱7.00/day
	- Cold Storage (Retailer)	₱7.00/day
	- Accounting, Bookkeeping, Auditing & Other Allied Services	₱7.00/day
	- Paint, Advertising & Art Shop	₱7.00/day
	- Small Sari-Sari Store (Barangay)	₱7.00/day

Article C. Urban Greening Development Fees

Section 5C.01. Imposition of Fee. All business establishments shall pay a Greening Development Fee in the amount of ₱500.00.

Section 5C.02. Time of Payment. The fee imposed in this article shall be paid to the Municipal Treasurer or his/her authorized representative annually within the first twenty (20) days of January of every year. This fund shall be deposited in the Municipality's General Fund and shall be utilized for the Urban Greening projects and maintenance.

Article D. Environmental Inspection Fees

Section 5D.01. Imposition of Fee. An environmental inspection fee in the amount of two hundred fifty pesos (₱250.00) shall be imposed and collected together with the basic services/fees enforced in the application of the Mayor's Permit and its renewal.

Section 5D.02. Time of Payment. The fee imposed in this article shall be paid to the Municipal Treasurer or his/her authorized representative annually within the first twenty (20) days of January of every year.

45. Retiring a Business Permit

ENTERPRISES that have closed or ceased to exist, or whose ownership has changed, must file with the MTO an application for Retirement of Business. This should be done to update the LGU's records and to avoid accumulation of tax payments and penalties.

Office or Division:	**Office of the Municipal Treasurer**
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Any Registered Business Establishment Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ONLINE/WALK-IN SUBMISSION OF THE FOLLOWING REQUIRED DOCUMENTS:	
✓ Barangay Clearance for Business Closure (1 copy)	- Barangay Hall *(where business is located)*
✓ Letter of Intent address to the Mun. Mayor (Original Copy + 1 photocopy)	- Owner's/Client's Copy
✓ Sworn Statement of the Gross Sales or receipts for the current calendar year (Original Copy + 1 photocopy)	- Notary Office/Public Attorney Office
✓ Surrender Previous Permit or License and Business Plate (Original Copy)	- Owner's Copy

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Apply for Business Closure/Cancellation with complete requirements and wait for the **ASSESSMENT**	1. Review/Verify application details and requirements.	NONE	30 minutes	Mun. Treasurer/ BPLO
2. Pay Tax Due and Processing Fee	2. Accept payment and Issue Official Receipt	Processing Fee - ₱3,000.00 plus Tax (based on declared Gross Receipts) Refer to Revenue Code 2023	5 minutes	Revenue Collection Clerk
3. **CLAIM** Certificate of Closure	3. Issue Certificate of Closure		5 minutes	Admin. Aide I *(Mayor's Office)*
	TOTAL:		40 minutes	

46. Issuance of Motorized Tricycle Operator's Permit (MTOP) and Franchise

Tricycle Operators may request for the issuance of MTOP and Franchise

These are usually required for:

- LTO Registration

Office or Division:	**Office of the Municipal Treasurer**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Operators or TODA Members			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Duly accomplished Application Form ✓ Tricycle OR/CR ✓ TODA Certification		- Office of the Municipal Treasurer - LTO - TODA		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the motorized tricycle operators franchise permit form for signature	1. Receive and review submitted form and issue Order of Payment	NONE	10 minutes	Admin. Aide I
2. Present the Order of Payment and pay the corresponding fee at the Cashier	2. Receive and issue Official Receipt	Franchise Fee: ₱200.00 Sticker: ₱50.00	10 minutes	Cash Clerk *(Treasurer's Office)*
3. Return to the Franchising Office to present OR	3. Encode registration form to logbook	NONE	10 minutes	Admin. Aide I
4. Receive the Franchise and sticker	4. Issues the Franchise and sticker	NONE	5 minutes	Admin. Aide I
	TOTAL:	₱250.00	35 minutes	

Office of the Municipal Accountant
Internal Service

47. Securing Net Take Home Pay and Other Certification

Municipal Government Employees may request the Accounting Office for copies of the Net Take Home Pay and other Certification.

These are usually required for:

- PHIC, SSS Membership and Landbank
- Salary Loans and other form of Loans
- Hospital Confinement

Office or Division:	**Office of the Municipal Accountant**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Currently Employed, or Resigned Municipal Government of Apalit Employee			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. State the request for a copy of Net Take Home Pay and Other Certification	1.1. Inform the Municipal Accountant about the request.	NONE	5 minutes	Admin. Aide I *(Municipal Accounting Office)*
	1.2. Prepares and prints the Certificate of Net Take Home Pay/and other Certification	NONE	5 minutes	Admin. Aide I *(Municipal Accounting Office)*
	1.3. Give the Certificate of Net Take Home Pay/and other Certification to the Municipal Accountant	NONE	5 minutes	Admin. Aide I *(Municipal Accounting Office)*
	1.4. The Municipal Accountant signs the requested Net Take Home Pay/ and other certification	NONE	5 minutes	Mun. Accountant *(Municipal Accounting Office*
2. Sign on the Logbook and Receive the requested Net Take Home Pay and/ other Certification	2.1. Register in the Request for Net Take Home Pay and/ other Certification	NONE	2 minutes	Admin. Aide I *(Municipal Accounting Office)*
	2.2. Issues the Net Take Home Pay and/ other Certification	NONE	2 minutes	Admin. Aide I *(Municipal Accounting Office)*
	TOTAL:	NONE	20 minutes	

48. Securing PhilHealth & SSS Certification

Municipal Government Employees may request the Accounting Office for copies of Certification.

These are usually required for:

- Hospital Confinement
- Reconciliation of Contributions
- Retirement & Pension

Office or Division:	**Office of the Municipal Accountant**
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Currently Employed, or Resigned Municipal Government of Apalit Employee

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
NONE	NONE

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. State the request for a PhilHealth or SSS Certification.	1.1. Inform the Municipal Accountant about the request.	NONE	3 minutes	MGADH-1 *(Municipal Accounting Office)*
	1.2. Prepares and prints the PhilHealth or SSS Certification.	NONE	1 hour	MGADH-1 *(Municipal Accounting Office)*
	1.3. Give the PhilHealth or SSS Certification to the Municipal Accountant.	NONE	2 minutes	MGADH-1 *(Municipal Accounting Office)*
	1.4. The Municipal Accountant signs the PhilHealth or SSS Certification.	NONE	5 minutes	Mun. Accountant *(Municipal Accounting Office)*
2. Sign on the Logbook and Receive the PhilHealth or SSS Certification.	2.1. Register in the Request for PhilHealth or SSS Certification.	NONE	2 minutes	MGADH-1 *(Municipal Accounting Office)*
	2.2. Issues the PhilHealth or SSS Certification.	NONE	2 minutes	MGADH-1 *(Municipal Accounting Office)*
	TOTAL:		1 hour, 14 mins.	

49. Securing Copy of Annual Income Tax Return for Current Permanent Employees (Form 2316)

Municipal Government Employees may request the Accounting Office for copy of Annual Income Tax Return.

This is usually required for whatever legal purpose it may serve.

Office or Division:	**Office of the Municipal Accountant**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Currently Employed, or Resigned Municipal Government of Apalit Employee			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. State the request for a copy of ITR.	1.1. Inform the Municipal Accountant about the request.	NONE	3 minutes	Accounting Clerk III (Municipal Accounting Office)
	1.2. Prepare and print the Annual Income Tax Return	NONE	5 minutes	Accounting Clerk III *(Municipal Accounting Office)*
	1.3. Give the ITR to the Municipal Accountant	NONE	2 minutes	Accounting Clerk III *(Municipal Accounting Office)*
	1.4. The Municipal Accountant signs the Annual Income Tax Return	NONE	5 minutes	Mun. Accountant *(Municipal Accounting Office)*
2. Sign on the Logbook and Receive the requested Annual Income Tax Return	2.1. Register in the Request for Annual Income Tax Return Logbook	NONE	2 minutes	Accounting Clerk III *(Municipal Accounting Office)*
	2.2. Issues the Annual Income Tax Return	NONE	2 minutes	Accounting Clerk III *(Municipal Accounting Office)*
	TOTAL:		19 minutes	

50. Securing Creditable Final Tax Withheld at Source Form 2306 and 2307

Municipal Suppliers for Goods and services may request the Accounting Office for copies of the Creditable Final Tax Withheld at Source Form 2306 and 2307.

These are usually required for:

- BIR Filing

Office or Division:	**Office of the Municipal Accountant**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Municipal Suppliers for Goods and Services			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. State the request for the Creditable Final Tax Withheld at Source Form 2306/2307	1.1. Inform the Municipal Accountant about the request.	NONE	3 minutes	Accounting Clerk III (Municipal Accounting Office)
	1.2. Prepares and prints the Creditable Final Tax Withheld at Source Form 2306/2307	NONE	5 minutes	Accounting Clerk III (Municipal Accounting Office)
	1.3. Give the Creditable Final Tax Withheld at Source Form 2306/2307 to the Municipal Accountant	NONE	2 minutes	Accounting Clerk III (Municipal Accounting Office)
	1.4. The Municipal Accountant signs the Creditable Final Tax Withheld at Source Form 2306/2307	NONE	5 minutes	Mun. Accountant *(Municipal Accounting Office)*
2. Sign on the Logbook and Receive the requested Creditable Final Tax Withheld at Source Form 2306/2307	2.1. Register in the Request for the Creditable Final Tax Withheld at Source Form 2306/2307	NONE	2 minutes	Accounting Clerk III (Municipal Accounting Office)
	2.2. Issues the Creditable Final Tax Withheld at Source Form 2306/2307	NONE	2 minutes	Accounting Clerk III (Municipal Accounting Office)
	TOTAL:		19 minutes	

Office of the Municipal Assessor
External Service

51. Issuance of Declaration of Real Property Value (TAX DECLARATION) Under New Owner

Any person who shall transfer real property ownership to another shall notify the City Assessor and submit all necessary documents within sixty (60) days from the date of such transfer. A subsequent Declaration of Real Property Value (Tax Declaration) under the new owner will be issued based on the newly issued title.

Office or Division:	**Office of the Municipal Assessor**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Real Property Owners, Real Estate Brokers, subdivision developers & Banks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Certified true copy of New Transfer Certificate of Title (CTC) *(1 copy)* **Photocopies of the following:** ✓ Tax Clearance Certificate *(1 copy)* ✓ Certificate of Authorizing Registration *(1 copy)* ✓ Dead of Conveyance (Deed of Absolute Sale, Deed of Donation) / Extrajudicial Settlement of Estate (with Affidavit of Publication *(1 copy)* ✓ Valid ID of real property owner and or his/her authorized representative ✓ Authorization Letter signed by the Owner	- Registry of Deed (RD) - Municipal Treasurer's Office - Bureau of Internal Revenue - Property Owner/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Municipal Assessor's Office and fill out Request Form	1. Checks the documents as to completeness and validity. Issue Request Form and Order of Payment	NONE	5 minutes	Admin. Aide I
2. Present the Order of Payment and Pay the Transfer Fee at the Cashier.	2. Receives payment and issue Official Receipt	₱200.00	5 minutes	Cash Clerk *(Treasurer's Office)*
3. Present the Official Receipt for the Issuance of New Tax Declaration at Municipal Assessor's Office	3.1. Check the OR. Prepare the Real Property Field Appraisal & Assessment Sheet (RP-FAAS)	NONE	5 minutes	Admin. Aide I
	3.2. Check RP-FAAS and recommend approval of the transfer of Tax Declaration.	NONE	4 minutes	Admin. Aide I
	3.3. Review and approve the RP-FAAS.	NONE	4 minutes	Mun. Assessor

	3.4. Encode and print the Tax Declaration for final approval	NONE	5 minutes	Admin. Aide I
	3.5. Approve and sign the Tax Declaration.	NONE	1 minute	Mun. Assessor
	3.6. Request the client to sign in the Notice of Assessment and issue the new Tax Declaration/s.	NONE	1 minute	Mun. Assessor
	TOTAL:	₱200.00	30 minutes	

52. Issuance of Updated Tax Declaration Based on the Result of the Subdivision/ Consolidation/ Reclassification of the Real Property

The Municipal Assessor's Office issues updated Tax Declarations of parcels of land being reclassified based on actual use as found out during ocular inspections. Likewise, the Office issues updated tax declarations of parcels of land being consolidated/ segregated based on newly issued Certificates of Title/ Approved Plans

Office or Division:	**Office of the Municipal Assessor**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Real Property Owners, Real Estate Brokers, subdivision developers & Banks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Subdivision/ Consolidation:	
✓ Letter of Request *(1 copy)*	- Property Owner/s
✓ Authorization Letter signed by the owner *if applicable *(1 copy)*	
✓ Valid ID of Real Property Owner and or his/her authorized representative *(1 copy)*	
✓ Certified true copy of Individual Transfer Certificate of Titles *(1 copy)*	- Registry of Deeds (RD)
✓ Approved Subdivision Plan	- Bureau of Lands
✓ Ocular Inspection Report *if any *(1 copy)*	- Municipal Assessor's Office
✓ Tax Clearance *current year *(1 copy)*	- Municipal Treasurer's Office
For Reclassification:	
✓ Letter of Request *(1 copy)*	- Property Owner/s
✓ Authorization Letter signed by the owner *if applicable *(1 copy)*	
✓ Valid ID of Real Property Owner and or his/her authorized representative *(1 copy)*	
✓ Transfer Certificate of Title *(1 photocopy)*	- Property Owner / Registry of Deeds
✓ Approved Plan *(1 copy)*	- Bureau of Lands
✓ Barangay Certification *(1 copy)*	- Barangay Hall
✓ Development Permit with attached Sangguniang Bayan Resolution (if applicable)	- Sangguniang Bayan
✓ Zoning Certificate *(1 copy)*	- Municipal Zoning Administrator
✓ DAR Clearance *(1 copy)*	- Provincial Agrarian Reform Office (PARO)
✓ Ocular Inspection Report *(1 copy)*	- Municipal Assessor's Office
✓ Tax Clearance *current year *(1 copy)*	- Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Municipal Assessor's Office and fill out Request Form	1. Checks the documents as to completeness and validity. Issue Request Form and Order of Payment **if applicable*	NONE	10 minutes	Admin. Aide I

2. Present the Order of Payment and Pay the corresponding Fee at the Cashier.	2. Receives payment and issue Official Receipt **if applicable*	₱2,000.00	5 minutes	Cash Clerk *(Treasurer's Office)*
3. Present the Official Receipt for the schedule of inspection at Assessor's Office	3. Check the OR and set schedule of ocular inspection **if applicable*	NONE	10 minutes	Admin. Aide I
4. Extend cooperation during the ocular inspection.	4.1. Conduct ocular inspection. Advised the client of the release date of the Tax Declaration	NONE	1 day	Admin. Aide I
	4.2. Prepare the Real Property Field Appraisal & Assessment Sheet.	NONE	10 minutes per RPU	Admin. Aide I
	4.3. For consolidated/ Subdivision Real Property Units (RPUs): Assign Property Index Number (PIN)	NONE	Depends on the number of consolidated/ segregated RPUs	Admin. Aide I
	4.4. Check RP-FAAS and recommend approval of the transfer of Tax Declaration.	NONE	10 minutes per RPU	Admin. Aide I
	4.5. Review and approve the RP-FAAS	NONE	10 minutes per RPU	Mun. Assessor
	4.6. Encode and print the Tax Declaration.	NONE	10 minutes per RPU	Admin. Aide I
	4.7. Approve and sign the Tax Declaration	NONE	10 minutes	Mun. Assessor
5. Claim revised Tax Declaration at Assessor's Office	5. Issue Request Form and Order of Payment	NONE	5 minutes	Admin. Aide I
6. Present the Order of Payment and Pay the Transfer Fee at the Cashier.	6. Receive payment at issue Official Receipt	₱200.00 per T.D.	5 minutes	Cash Clerk *(Treasurer's Office)*
7. Claim the Tax Declaration at Assessor's Office	7. Check the Official Receipt. Request the client to sign in the Notice of Assessment, issue the document, and advise the client to secure State of Account (SOA) at the	NONE	5 minutes	Mun. Assessor

	Municipal Treasurer's Office			
8. Present the Tax Declaration for the Issuance of Statement of Account at Treasurer's Office	8. Prepare and issue the SOA	NONE	5 minutes	Cash Clerk *(Treasurer's Office)*
	TOTAL:	₱2,200.00	Maximum of 2 working days	

53. Issuance of Tax Declaration on Newly Discovered Real Property-Land

All real properties, whether taxable or tax-exempt shall be appraised at the current and fair market value prevailing in the Municipality. It shall be the duty of all persons, natural or juridical, owning or administering real property including the improvements there on within the Municipality, or their duly authorized representative to prepare or cause to prepare, and submit all the necessary documents showing proofs of ownership together with the notarized sworn statement declaring the true value of their property, to the Municipal assessor, within sixty (60) days after the acquisition of such property or upon completion or occupancy of the improvement, whichever comes earlier

Office or Division:	**Office of the Municipal Assessor**
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Real Property Owners/Banks/Persons with legal interest in ownership of real property

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Untitled Property:	
✓ Letter of Request *(1 copy)*	- Property Owner/s
✓ Authorization Letter signed by the owner *if applicable *(1 copy)*	
✓ Valid ID of Real Property Owner and or his/her authorized representative *(1 copy)*	
✓ Affidavit of Ownership/ Notarized Sworn Statement *(1 copy)*	
✓ Barangay Certificate	- Barangay Hall
✓ Approved Survey Plan prepared by licensed Geodetic Engineer duly approved by the Land Management Bureau *(1 copy)*	- Geodetic Engineer
Titled Property:	
✓ Letter of Request *(1 copy)*	- Property Owner/s
✓ Authorization Letter signed by the owner *if applicable *(1 copy)*	
✓ Valid ID of Real Property Owner and or his/her authorized representative *(1 copy)*	
✓ Affidavit of Ownership/ Notarized Sworn Statement *(1 copy)*	
✓ Certified True Copy of Title issued by the Registry of Deeds *(1 copy)*	- Registry of Deeds (RD)
✓ Certification issued by the LRA, Registry of Deeds that the original copy of title is intact and existing in said Registry Subject to ten years back taxes	
✓ Certified True Copy of Free Patent Homestead or Miscellaneous Sales application	-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the	1. Checks the documents as to	NONE	10 minutes	Admin. Aide I

Municipal Assessor's Office and fill out Request Form	completeness and validity. Issue Request Form and Order of Payment **if applicable*			
2. Present the Order of Payment and Pay the corresponding Fee at the Cashier.	2. Receives payment and issue Official Receipt **if applicable*	₱2,000.00	5 minutes	Cash Clerk *(Treasurer's Office)*
3. Extend cooperation during the ocular inspection.	3.1. Conduct ocular inspection. Advised the client of the release date of the Tax Declaration	NONE	1 day	Mun. Assessor/ Admin. Aide I
	3.2. Verify with concerned government agencies the validity of the requirements submitted by the client	NONE	5 days	Mun. Assessor
	3.3. Prepare the Real Property Field Appraisal & Assessment Sheet	NONE	10 minutes per RPU	Admin. Aide I
	3.4. Assign Property Index Number (PIN)	NONE	10 minutes per RPU	Admin. Aide I
	3.5. Check RP-FAAS and recommend approval of the transfer of Tax Declaration.	NONE	10 minutes per RPU	Admin. Aide I
	3.6. Review and approve the RP-FAAS	NONE	10 minutes per RPU	Mun. Assessor
	3.7. Encode and print the Tax Declaration.	NONE	10 minutes per RPU	Admin. Aide I
	3.8. Approve and sign the Tax Declaration	NONE	10 minutes	Mun. Assessor
4. Claim Tax Declaration at Assessor's Office	4. Issue Request Form and Order of Payment	NONE	5 minutes	Admin. Aide I
5. Present the Order of Payment and Pay the Transfer Fee at the Cashier.	5. Receive payment at issue Official Receipt	₱200.00 per T.D.	5 minutes	Cash Clerk *(Treasurer's Office)*
6. Claim the Tax Declaration at Assessor's Office	6. Check the Official Receipt. Request the client to sign in the Notice of Assessment, issue the document, and advise the client to secure State of	NONE	5 minutes	Mun. Assessor

	Account (SOA) at the Municipal Treasurer's Office			
7. Present the Tax Declaration for the Issuance of Statement of Account at Treasurer's Office	7. Prepare and issue the SOA	NONE	5 minutes	Cash Clerk *(Treasurer's Office)*
	TOTAL:	₱2,200.00	6 days, 1 hour, 30 minutes	

54. Issuance of Tax Declaration on Newly Discovered Real Property-Building/Machinery

For purposes of taxation, improvements (building/houses) shall be assessed upon completion/occupancy of the said improvements, in the name of the person/s owning or administering the same. Likewise, machineries shall be assessed on the year following the time of installation.

Office or Division:	**Office of the Municipal Assessor**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Real Property Owners/Banks/Persons with legal interest in ownership of real property *(walk-in and those who received notice of discovery of building & machinery)*

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Building:	
✓ Authorization Letter signed by the owner *if applicable *(1 copy)*	- Property Owner
✓ Valid ID of Real Property Owner and or his/her authorized representative *(1 copy)*	
✓ Building Plan *(1 copy)*	- Municipal Engineering Office
✓ Building Permit *(1 copy)*	
✓ Certificate of Occupancy/ Completion *(1 copy)*	
Machinery:	
✓ Itemized List of Machineries Installed with book value sworn by the owner/ responsible officer *(1 copy)*	- Property Owner/s
✓ Authorization Letter signed by the owner *if applicable *(1 copy)*	
✓ Valid ID of Real Property Owner and or his/her authorized representative *(1 copy)*	
✓ Notarized Sworn Statement *(1 copy)*	- Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Municipal Assessor's Office and fill out Request Form	1. Checks the documents as to completeness and validity. Issue Request Form and Order of Payment	NONE	5 minutes	Admin. Aide I
2. Present the Order of Payment and Pay the corresponding Fee at the Cashier.	2. Receives payment and issue Official Receipt **if applicable*	₱2,000.00	2 minutes	Cash Clerk *(Treasurer's Office)*
3. Extend cooperation during the ocular inspection.	3.1. Conduct ocular inspection. Advised the client of the release date of the Tax Declaration	NONE	1 day	Mun. Assessor/ Admin. Aide I
	3.2. Prepare the Real Property Field	NONE	4 minutes per RPU	Admin. Aide I

	Appraisal & Assessment Sheet			
	3.3. Check RP-FAAS and recommend approval of the transfer of Tax Declaration.	NONE	4 minutes per RPU	Admin. Aide I
	3.4. Review and approve the RP-FAAS	NONE	3 minutes per RPU	Mun. Assessor
	3.5. Encode and print the Tax Declaration.	NONE	2 minutes per RPU	Admin. Aide I
	3.6. Approve and sign the Tax Declaration	NONE	3 minutes per RPU	Mun. Assessor
4. Claim Tax Declaration at Assessor's Office	4. Issue Request Form and Order of Payment	NONE	2 minutes	Admin. Aide I
5. Present the Order of Payment and Pay the Transfer Fee at the Cashier.	5. Receive payment at issue Official Receipt	₱200.00 per T.D.	1 minute	Cash Clerk *(Treasurer's Office)*
6. Claim the Tax Declaration at Assessor's Office	6. Check the Official Receipt. Request the client to sign in the Notice of Assessment, issue the document, and advise the client to secure State of Account (SOA) at the Municipal Treasurer's Office	NONE	2 minutes	Mun. Assessor
7. Present the Tax Declaration for the Issuance of Statement of Account at Treasurer's Office	7. Prepare and issue the SOA	NONE	1 minutes	Cash Clerk *(Treasurer's Office)*
	TOTAL:	₱2,200.00	1 day, 30 minutes	

55. Issuance of Certified True Copies of Declarations of Real Property Value (Tax Declaration) and or document on File, Certifications of Property Holdings and Certifications of no Improvement/Cancelled Series of Tax Declarations/Traceback of Tax Declaration

The Municipal Assessor's Office issues Certified True Copies (CTC) of tax declarations, certifications of property holdings and certifications of no improvement for purposes of transfer of titles, loans, legal matters, medical assistance and other related matters.

Office or Division:	**Office of the Municipal Assessor**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Real Property Owners/Banks/Persons with legal interest in ownership of real property

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Photocopy of Transfer Certificate of Title *(1 copy)* ✓ Photocopy of Deed of Conveyance *(1 copy)* ✓ Valid ID of Real Property Owner and or his/her authorized representative *(1 copy)* ✓ Letter Request *(1 copy)* ✓ Authorization letter of the representative signed by the owner **if applicable (1 copy)*	- Property Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Municipal Assessor's Office and fill out Request Form	1.1. Checks the documents as to completeness and validity.	NONE	5 minutes	Admin. Aide I
	1.2. Verify the Clients Tax Declaration with the record on file.	NONE	2 minutes	Admin. Aide I
	1.3. Prepare the CTC of Tax Declaration and/or Certification. Issue Request form and Order Payment	NONE	5 minutes	Admin. Aide I
	1.4. Check and sign the documents.	NONE	5 minutes	Mun. Assessor
2. Present the Order of Payment and Pay the Transfer fee at the Cashier	2. Receives payment and issue Official Receipt	₱200.00 per T.D. or Certificate	2 minutes	Cash Clerk *(Treasurer's Office)*
3. Present the Official Receipt for the Issuance of Certified True Copy and/or Certification at Assessor's Office	3. Check the Official Receipt. Request the client to sign in the Release Logbook and issue the documents requested	NONE	2 minutes	Admin. Aide I
	TOTAL:	₱200.00	30 minutes	

56. Issuance of Tax Maps

Tax maps provide vital information on real properties and help identify property locations. Tax maps also establish a permanent link between real properties in the field and the property assessment and tax records in the City Assessor's Office.

Office or Division:	**Office of the Municipal Assessor**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Real Property Owners/Banks/Persons with legal interest in ownership of real property

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Valid ID of the Real Property Owner and/or his authorized representative *(1 copy)* ✓ Authorization letter of the representative signed by the owner **if applicable (1 copy)*	- Property Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form at Assessor's Office	1. Issue Request Form	NONE	5 minutes	Admin. Aide I
2. Fill-out request form at Assessor's Office	2. Verify with the record on file the location/ tax map of the client's real property	NONE	5 minutes	Admin. Aide I
3. Receive the Order of Payment Slip.	3. Prepare the Tax Map and issue Order of Payment Slip.	NONE	5 minutes	Admin. Aide I
4. Present the Order of Payment Slip at the Cashier.	4. Receives payment and issue Official Receipt	₱150.00	2 minutes	Cash Clerk *(Treasurer's Office)*
5. Present the Official Receipt for the Issuance of Certified Tax Map at Assessor's Office	5. Check the Official Receipt and request the client to the logbook.	NONE	5 minutes	Admin. Aide I
6. Receives the Certified Tax Map	6. Issue the document requested.	NONE	2 minutes	Admin. Aide I
	TOTAL:	₱150.00	24 minutes	

Office of the Local Civil Registrar
External Service

57. Issuance of Transcription of Certificate of Live Birth, Death and Marriage

CIVIL REGISTRY documents such as Birth, Death and Marriage certificates may be availed by securing a certified transcript or photo copy from the office.

These are usually required for:

- GSIS/ SSS
- BIR
- DFA
- Pag-Ibig
- Philhealth
- Veterans

For their claims, change status, church and discount from other hospital, church and government agencies.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Clients who are securing certified photocopy of the documents registered in this municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
✓ Valid ID **of any (Original and 1 photocopy)* ✓ Driver's License ✓ SSS ID ✓ UMID ID ✓ TIN ID ✓ Postal ID ✓ Voter's ID ✓ Passport ✓ Authorization letter **if the client is other than the documents owner*	- LTO Office - SSS Office - GSIS Office - BIR Office - POST Office - Comelec - DFA - Document Owner

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Certified True Copy of document	1. Verify, search and retrieve document. Issue order of Payment	NONE	5 minutes	Admin. Aide I *(LCR Office)*
2. Present the Order of Payment and pay the corresponding fee at the Cashier.	2. Process payment and issue Official Receipt	₱100.00	5 minutes	Cash Clerk *(Treasurer's Office)*
3. Wait while the MCR Officer signs the requested record/ certification	3. MCR Officer signs the requested record/ certification	NONE	5 minutes	MCR Officer *(LCR Office)*
4. Present the Official Receipt and receives the documents	4. Check the Official Receipt and release the transcription certificate	NONE	5 minutes	Admin. Aide I *(LCR Office)*
	TOTAL:	₱100.00	20 minutes	

58. Securing Certificate of Live Birth, Death and Marriage

CIVIL REGISTRY documents such as Birth, Death and Marriage certificates may be availed from the office.

These are usually required for:

- GSIS/ SSS
- BIR
- DFA
- Pag-Ibig
- Philhealth
- Veterans

For their claims, change status, church and discount from other hospital, church and government agencies.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Clients who are securing certified photocopy of the documents registered in this municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Valid ID **of any (Original and 1 photocopy)* ✓ Driver's License ✓ SSS ID ✓ UMID ID ✓ TIN ID ✓ Postal ID ✓ Voter's ID ✓ Passport ✓ Authorization letter **if the client is other than the documents owner*	- LTO Office - SSS Office - GSIS Office - BIR Office - POST Office - Comelec - DFA - Document Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit request slip	1. Verify, search and retrieve document. Issue order of Payment	NONE	5 minutes	Admin. Aide I *(LCR Office)*
2. Present the Order of Payment and pay the corresponding fee at the Cashier.	2. Process payment and issue Official Receipt	₱100.00	5 minutes	Cash Clerk *(Treasurer's Office)*
3. Wait while the Officer-in-Charge verify the documents.	3. Officer-in-charge checks and verify the documents. *- For Live Birth Certificate:* *- For Death and Marriage Certificate:*	NONE	3 minutes	Admin. Aide I *(LCR Office)/* Registration Officer I *(LCR Office)*

4. Wait Officer signs the requested record/ certification	4. Officer-in-charge sign the requested record/ certification	NONE	3 minutes	MCR Officer/ Registration Officer I/ Admin. Aide I *(LCR Office)*
5. Present the Official Receipt and receives the documents	5. Check the Official Receipt and release the transcription certificate	NONE	2 minutes	Admin. Aide I *(LCR Office)*
	TOTAL:	₱100.00	18 minutes	

59. Securing Timely Certificate of Live Birth, Death and Marriage

Documents such as Birth, Death and Marriage also known as Form 102, Form 103 and Form 97 may register by the Hospital, Birthing Clinic and Church from the office.

These are usually required for:

- GSIS/ SSS
- BIR
- DFA
- Pag-Ibig
- Philhealth
- Veterans

For their claims, change status, baptized in church, passporting and discount from other hospital, and government agencies

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Clients who are securing certified photocopy of the documents registered in this municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Valid ID **of any (Original and 1 photocopy)* ✓ Driver's License ✓ SSS ID ✓ UMID ID ✓ TIN ID ✓ Postal ID ✓ Voter's ID ✓ Passport ✓ Latest Cedula	- LTO Office - SSS Office - GSIS Office - BIR Office - POST Office - Comelec - DFA - Municipal Treasurer's Office - Barangay Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit documents	1. Receive and assess submitted documents	NONE	3 minutes	Admin. Aide I *(LCR Office)*
2. Wait for your name to be called and signed in the Informant Section	2. Process documents and issue Order of Payment	NONE	5 minutes	Admin. Aide I *(LCR Office)*
3. Present the Order of Payment and pay the corresponding fee at the Cashier.	3. Process payment and issue Official Receipt	₱100.00	3 minutes	Cash Clerk *(Treasurer's Office)*
4. If parents are not married in the Birth of their Child: *Client may proceed to Attorney's Office to Notarized the Affidavit of Acknowledgment*	4. Receive the document with notarized affidavit	NONE	5 minutes	Admin. Aide I *(LCR Office)*

	and Use the Surname of the Father				
5.	Wait while the Officer-in-charge verify the documents	5.	Officer-in-charge checks and verify the documents *- For Live Birth Certificate* *- For Death and Marriage Certificate:*		3 minutes	Admin. Aide I *(LCR Office)* Registration Officer I *(LCR Office)*
6.	Wait while the Officer-in-charge signs the submitted documents	6.	Officer-in-charge signs the document	NONE	3 minutes	MCR Officer/ Registration Officer I/ Admin. Aide I *(LCR Office)*
7.	Present the Official Receipt and receives the documents	7.	Check the Official Receipt and release the documents.		3 minutes	Admin. Aide I *(LCR Office)*
			TOTAL:	₱100.00	25 minutes	

60. Securing Late Registration of Live Birth, Death and Marriage

CIVIL REGISTRY documents such as Delayed Registration of Birth like ordinary registration made at the time of the event shall be filed at the Office of the Civil Registrar of the place where the event occurred, following the lapse of the reglementary period to register.

These are usually required for:

- GSIS/ SSS
- BIR
- DFA
- Pag-Ibig
- Philhealth
- Veterans

For their claims, change status, baptized in church, passporting and discount from other hospital, and government agencies

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Clients who are securing certified photocopy of the documents registered in this municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ PSA Negative Result **valid for 6 months after issue*	- PSA City of San Fernando, Pampanga
✓ Any of the following *(Original and 1 photocopy)* with place of birth indicated in Apalit, Pampanga	
✓ Baptismal Certificate	- Parish Church **where was baptized*
✓ Health Record or School Record	- Health Center/Hospital or School Attended
✓ Marriage Contract **if married*	- PSA City of San Fernando, Pampanga
✓ MDR	- Philhealth
✓ Funeral Service Certification	- Funeral Service
✓ Picture of Lapida	- Cemetery
✓ Old Marriage Contract **if License No. Indicated*	-
✓ Valid ID **of any (Original and 1 photocopy)*	
✓ Driver's License	- LTO Office
✓ SSS ID	- SSS Office
✓ UMID ID	- GSIS Office
✓ TIN ID	- BIR Office
✓ Postal ID	- POST Office
✓ Voter's ID	- Comelec
✓ Passport	- DFA
✓ Authorization letter **if the client is other than the documents owner (nearest family member)*	- Document Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and verify requirements. Issue application form	NONE	3 minutes	Admin. Aide I *(LCR Office)*

2. Fill-up form with complete and correct data	2. Encode data to PhilCris System and print	NONE	5 minutes	Admin. Aide I *(LCR Office)*
3. Wait for your name to be called and check the printed Form	3. If all data are correct. Print all 4 copies to be signed by the client and issue Order of Payment	NONE	5 minutes	Admin. Aide I *(LCR Office)*
4. Present the Order of Payment and pay the corresponding fee at the Cashier.	4. Process payment and issue Official Receipt	₱300.00	3 minutes	Cash Clerk *(Treasurer's Office)*
5. Proceed to Attorney's Office to Notarized the Affidavit and return the document to LCR and get claim stub	5. Receive the document with notarized affidavit and issue claim stub dated after 10 days	NONE	5 minutes	Admin. Aide I *(LCR Office)*
6. After the deadline, present claim stub and wait for your name to be called.	6. Officer-in-charge signs the document	NONE	3 minutes	MCR Officer/ Registration Officer I/ Admin. Aide I *(LCR Office)*
7. Present the Official Receipt and receives the documents	7. Check the Official Receipt and release the documents.	NONE	3 minutes	Admin. Aide I *(LCR Office)*
	TOTAL:	₱300.00	27 minutes	

61. Securing Out-of-Town Delayed Registration of Birth

CIVIL REGISTRY documents such as Delayed Registration of Birth to other province may be filed at the Office of the Civil Registrar of this municipality.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Clients who are born to other provinces

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ PSA Negative Result **valid for 6 months after issue*	- PSA City of San Fernando, Pampanga
✓ Any of the following *(Original and 1 photocopy)* with place of birth indicated	
✓ Baptismal Certificate	- Church **where was baptized*
✓ NBI Clearance	- National Bureau of Investigation
✓ Marriage Contract **if married*	- Philippine Statistics Office
✓ Police Clearance	- Police Station
✓ Postal ID	- Postal Office
✓ Barangay Clearance	- Barangay Hall
✓ Voter's Certification	- Comelec Office
✓ Valid ID **of any (Original and 1 photocopy)*	
✓ Driver's License	- LTO Office
✓ SSS ID	- SSS Office
✓ UMID ID	- GSIS Office
✓ TIN ID	- BIR Office
✓ Postal ID	- POST Office
✓ Passport	- DFA
✓ Other supporting documents to support the place of birth	- Document Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and verify requirements. Issue application form	NONE	3 minutes	Admin. Aide I *(LCR Office)*
2. Fill-up form with complete and correct data	2. Encode data to PhilCris System and print	NONE	5 minutes	Admin. Aide I *(LCR Office)*
3. Wait for your name to be called and check the printed Form	3. If all data are correct. Print all 4 copies to be signed by the client and issue Order of Payment	NONE	5 minutes	Admin. Aide I *(LCR Office)*
4. Present the Order of Payment and pay the corresponding fee at the Cashier.	4. Process payment and issue Official Receipt	₱300.00	3 minutes	Cash Clerk *(Treasurer's Office)*

5. Proceed to Attorney's Office to Notarized the Affidavit and return the document to LCR and get claim stub	5. Receive the document with notarized affidavit and issue claim stub dated after 10 days	NONE	5 minutes	Admin. Aide I *(LCR Office)*
6. After the deadline, present claim stub and wait for your name to be called.	6. MCR Officer signs the requested document	NONE	3 minutes	MCR Officer *(LCR Office)*
7. Present the Official Receipt and receives the documents	7. Check the Official Receipt and release the documents.	NONE	3 minutes	Admin. Aide I *(LCR Office)*
	TOTAL:	₱300.00	27 minutes	

62. Securing Advance Copy and Endorsement

CIVIL REGISTRY documents such as Birth, Death and Marriage may Advance and Endorse if the Document is not available from Philippine Statistics Office and Advance if they need the Security paper.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Clients who are securing Advance Copy and Endorsement of the documents registered in this municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
✓ Valid ID **of any (Original and 1 photocopy)* ✓ Driver's License ✓ SSS ID ✓ UMID ID ✓ TIN ID ✓ Postal ID ✓ Voter's ID ✓ Passport	- LTO Office - SSS Office - GSIS Office - BIR Office - POST Office - Comelec - DFA

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements	1. Receive and verify requirements. Issue Order of Payment	NONE	5 minutes	Admin. Aide I *(LCR Office)*
2. Present the Order of Payment and pay the corresponding fee at the Cashier.	2. Process payment and issue Official Receipt	*₱200.00/ **₱100.00	5 minutes	Cash Clerk *(Treasurer's Office)*
3. Wait while the MCR Officer signs the requested record/ certification.	3. MCR Officer signs the requested document	NONE	5 minutes	MCR Officer *(LCR Office)*
4. Present the Official Receipt and receives the documents	4. Check the Official Receipt and release the documents.	NONE	5 minutes	Admin. Aide I *(LCR Office)*
	TOTAL:	*₱200.00/ **₱100.00	20 minutes	

₱200 for Advance/Endorsement to PSA

****₱100 for Personal Copy Form 1A, 2A, 3A***

63. Securing an Application for Marriage License

Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside.

When the license is issued, the same shall be valid in any part of the Philippines for a period of 120 days from the date of issue, and shall be deemed automatically cancelled at the expiration of the said period if the contracting parties have not made use of it.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Clients who are applying marriage license

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Birth Certificate	- PSA **any outlet*
✓ CENOMAR **valid 4 months after date of issue*	
✓ LEGAL Capacity	- Embassy of the Philippines
✓ Divorce Paper	- Decision from the Court
✓ Valid ID **of parent for minors*	
*(Original and 1 photocopy) *of any*	
✓ Driver's License	- LTO Office
✓ SSS ID	- SSS Office
✓ UMID ID	- GSIS Office
✓ TIN ID	- BIR Office
✓ Postal ID	- POST Office
✓ Voter's ID	- Comelec
✓ Passport	- DFA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and verify requirements. Process the application form	NONE	5 minutes	Admin. Aide I *(LCR Office)*
2. Affirm and sign the process form	2. Issue Order or Payment	NONE	5 minutes	Admin. Aide I *(LCR Office)*
3. Present the Order of Payment and pay the corresponding fee at the Cashier.	3. Process payment and issue Official Receipt	*₱500.00/ **₱500.00/ ***₱250.00/ ****₱2.00	3 minutes	Cash Clerk *(Treasurer's Office)*
4. Submit Pre-Marriage Counselling Certificate	4. Schedule of release of Marriage License after 10 days of posting	NONE	2 minutes	Admin. Aide I *(LCR Office)*
5. Present the Official Receipt and receives the documents	5. Check the Official Receipt and release the documents.	NONE	5 minutes	Admin. Aide I *(LCR Office)*
	TOTAL:	₱1,252.00	20 minutes	

***₱500.00 for Marriage License**	****₱250.00 for Marriage Counselling**
****₱500.00 for Solemnization**	*****₱2.00 for License Fee**

64. Securing RA 9048/Correction of Clerical Error

CIVIL REGISTRY documents that have been inputted with incorrect data may be filed for correction to match the true details of said client.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Applicant/ Client/ Authorized Relative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Latest original PSA copy of documents to be corrected with 2 photocopies	- PSA City of San Fernando, Pampanga
✓ Baptismal Certificate with 2 photocopies	- Church **where was baptized*
✓ Earliest School Record **preferably Elementary *if not applicable High School or College* with 2 photocopies	- School **client attended*
✓ Voter's ID or Certification	- Comelec **where client is registered*
✓ Employment Record **if employed* with 2 photocopies	- Company **where client is currently employed*
✓ Certificate of Non-Employment **if not employed* with 2 photocopies	- Private Law Firm/Public Attorney's Office
✓ GSIS with 2 photocopies	- GSIS
✓ SSS Record with 2 photocopies	- SSS
✓ Civil Registry Records of Ascendants	- PSA City of San Fernando, Pampanga
✓ Residence Certificate or CEDULA	- Mun. Treasurer's Office **where client resides*
	- Barangay Hall **where client resides*
✓ Authorization letter **if the client is other than the documents owner (nearest family member)*	- Document Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the data to be corrected and submit complete requirements	1. Assess, and evaluate submitted requirements. Issue a receiving form of all the requirements submitted. **If incomplete, give the client a checklist of requirements needed.*	NONE	5 minutes	Admin. Aide I *(LCR Office)*
2. Acknowledge all procedures to be taken regarding the correction of the clerical error of the civil registry document	2. Inform the client with all the necessary details and steps of the correction to avoid misunderstandings and issue Order of Payment	NONE	10 minutes	Admin. Aide I *(LCR Office)*

3. Present the Order of Payment and pay the corresponding fee at the Cashier.	3. Process payment and issue Official Receipt	₱1000.00 **for Legal Instrument*	5 minutes	Cash Clerk *(Treasurer's Office)*
4. Present Official Receipt to the LCR Office	4. Prepare the Petition for Correction of Clerical Error and all the requirements submitted and have a posting of 10 days. After 10 days, the forms and records with be sent to PSA Manila for the correction. After the petition is approved, the document will be sent back to the LCR office. A Certificate of Finality with an annotated copy ofthe document will be settled again at the LCR Office and will be sent to PSA Manila in Edsa for further verification. If cleared, the Security Paper will be released and sent back to the LCR Office with the corrected details of the client. The LCR Office will the contact the Client to receive the corrected security paper	NONE	15 minutes	Admin. Aide I *(LCR Office)*
5. Present a valid ID **authorization letter if not the document owner and receive the corrected document*	5. Check the ID **authorization letter if not the document owner and receive the corrected document*	NONE	1 minute	Admin. Aide I *(LCR Office)*
	TOTAL:	₱1,000.00	36 minutes	
****Releasing of approved petition is determined by PSA Manila.***				
****10 days posting***				

65. Securing RA 10172 (Change of day and month of birthday and Gender/ Change of First name)

CIVIL REGISTRY documents that have been inputted with incorrect data may be filed for correction to match the true details of said client.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Applicant/ Client/ Authorized Relative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Latest original PSA copy of documents to be corrected with 2 photocopies	- PSA City of San Fernando, Pampanga
✓ Baptismal Certificate with 2 photocopies	- Church **where was baptized*
✓ Earliest School Record **preferably Elementary *if not applicable High School or College* with 2 photocopies	- School **client attended*
✓ Voter's ID or Certification	- Comelec **where client is registered*
✓ Employment Record **if employed* with 2 photocopies	- Company **where client is currently employed*
✓ Certificate of Non-Employment **if not employed* with 2 photocopies	- Private Law Firm/Public Attorney's Office
✓ GSIS with 2 photocopies	- GSIS
✓ SSS Record with 2 photocopies	- SSS
✓ Civil Registry Records of Ascendants	- PSA City of San Fernando, Pampanga
✓ Residence Certificate or CEDULA	- Mun. Treasurer's Office **where client resides*
✓ Authorization letter **if the client is other than the documents owner (nearest family member)*	- Barangay Hall **where client resides* - Document Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the data to be corrected and submit complete requirements	1. Assess, and evaluate submitted requirements. Issue a receiving form of all the requirements submitted. **If incomplete, give the client a checklist of requirements needed.*	NONE	5 minutes	Admin. Aide I *(LCR Office)*
2. Acknowledge all procedures to be taken regarding the correction of the clerical error of the civil registry document	2. Inform the client with all the necessary details and steps of the correction to avoid misunderstandings and issue Order of Payment	NONE	10 minutes	Admin. Aide I *(LCR Office)*

3. Present the Order of Payment and pay the corresponding fee at the Cashier.	3. Process payment and issue Official Receipt	₱3000.00 **for Legal Instrument*	5 minutes	Cash Clerk *(Treasurer's Office)*
4. Present Official Receipt to the LCR Office	4. Prepare the Petition for Correction of Clerical Error and all the requirements submitted and have a posting of 20 days. After 20 days, the forms and records with be sent to PSA Manila for the correction. After the petition is approved, the document will be sent back to the LCR office. A Certificate of Finality with an annotated copy of the document will be settled again at the LCR Office and will be sent to PSA Manila in Edsa for further verification. If cleared, the Security Paper will be released and sent back to the LCR Office with the corrected details of the client. The LCR Office will the contact the Client to receive the corrected security paper	NONE	15 minutes	Admin. Aide I *(LCR Office)*
5. Present a valid ID **authorization letter if not the document owner and receive the corrected document*	5. Check the ID **authorization letter if not the document owner and issue the corrected document*	NONE	1 minute	Admin. Aide I *(LCR Office)*
	TOTAL:	₱3,000.00	36 minutes	
****Releasing of approved petition is determined by PSA Manila.***				
****20 days posting***				

66. Securing RA 10172 9255 Legitimation/ Acknowledgement

AFFIDAVIT to Use the Surname of the father (AUSF) is an instrument executed in order to use the surname of the father. The AUSF is a registrable document.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Applicant/ Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Latest original PSA copy of Birth of Child ✓ Marriage Certificate of parent for Legitimation ✓ Parents ID and Appearance ✓ Affidavit of Paternity ✓ Affidavit of Acknowledgement ✓ Joint Affidavit of Legitimation ✓ Residence Certificate or CEDULA ✓ Form 1A of Legitimation	- PSA City of San Fernando, Pampanga - All requirement will be provided by the Client securing the legitimation and acknowledgment - All Affidavit are secured on any Attorney's Office - Mun. Treasurer's Office **where client resides* - Barangay Hall **where client resides* - Local Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements as well as the appearance of the Father **present Father's ID*	1. Assess the submitted requirements.	NONE	2 minutes	Admin. Aide I *(LCR Office)*
2. Wait for the Affidavit to use the Surname of the Father to be handed out to client.	2. Print out the finished copy of the Affidavit to use the Surname of the Father and let the client verify the details	NONE	5 minutes	Admin. Aide I *(LCR Office)*
3. Verify the details and both mother and father will sign the Affidavit	3. After verifying. Issue an Order of Payment	NONE	3 minutes	Admin. Aide I *(LCR Office)*
4. Present the Order of Payment and pay the corresponding fee at the Cashier.	4. Process payment and issue Official Receipt	₱1,000.00	5 minutes	Cash Clerk *(Treasurer's Office)*
5. Present Official Receipt to the LCR Office.	5. Accept official receipt and advise the client regarding the posting period and the processing of the papers in PSA East Avenue. Advise the client also to wait for the call of the	NONE	15 minutes	Admin. Aide I *(LCR Office)*

	LCR Office if the document is officially released.			
6. Wait for the notification of the LCR Office regarding the releasing of the Security Paper	6. After posting, the document will be sent to PSA East Avenue via LBC for further verification. Once verified, the paper will be released and sent back to the LCR Office where the staff will notify the client to claim the document	NONE		Admin. Aide I *(LCR Office)*
7. Claim the document at the LCR Office. Present any valid id for identification **authorization letter if not the document owner*	7. Check the ID **authorization letter if not the document owner and issue the document legitimation*	NONE	3 minutes	Admin. Aide I *(LCR Office)*
	TOTAL:	₱1,000.00	33 minutes	

67. Securing Supplemental Report on Security Paper

ALL CLIENTS with incomplete data on their Civil registry records may file for this petition in this municipality.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Applicant/ Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ PSA Birth Certificate	- PSA City of San Fernando, Pampanga
✓ Valid ID **of parent for minors* *(Original and 1 photocopy) *of any*	
✓ Driver's License	- LTO Office
✓ SSS ID	- SSS Office
✓ UMID ID	- GSIS Office
✓ TIN ID	- BIR Office
✓ Postal ID	- POST Office
✓ Voter's ID	- Comelec
✓ Passport	- DFA
✓ Supporting document for the supplemental of missing item	
✓ Residence Certificate or CEDULA	- Municipal Treasurer's Office - Barangay Hall
✓ Authorization letter **if the client is other than the documents owner (nearest family member)*	- Document Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements as well as the appearance of the Father **present Father's ID*	1. Assess the submitted requirements.	NONE	3 minutes	Admin. Aide I *(LCR Office)*
2. Wait for name to be called	2. Process documents and issue Order of Payment	NONE	3 minutes	Admin. Aide I *(LCR Office)*
3. Present the Order of Payment and pay the corresponding fee at the Cashier.	3. Process payment and issue Official Receipt	₱1,000.00	3 minutes	Cash Clerk *(Treasurer's Office)*
4. Present Official Receipt to the LCR Office.	4. Accept official receipt and advise the client regarding the posting period and the processing of the papers in PSA East Avenue. Advise the client also to wait	NONE	5 minutes	Admin. Aide I *(LCR Office)*

	for the call of the LCR Office if the document is officially released.			
	TOTAL:	₱1,000.00	14 minutes	

68. Securing Court Order of Cancellation, Annulment and Adoption

Client may file for court order regarding cancellation of civil registry, annulment of marriage and adoption of child.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Client who are born, married in Apalit, Pampanga

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cancellation: ✓ Court Order ✓ Court Decision ✓ Certificate of Authenticity ✓ Certificate of Finality ✓ Certificate of Cancellation **where the cancellation was filed* ✓ Birth Certificate	- All requirements will be provided by the Client from the Court and LCR Office where the cancellation is being filed - PSA City of San Fernando, Pampanga
Annulment: ✓ Court Order ✓ Court Decision ✓ Certificate of Finality ✓ Certificate from the LCR **where the annulment was filed* ✓ Marriage Contract	- All requirements will be provided by the Client from the Court and LCR Office where the cancellation is being filed - PSA City of San Fernando, Pampanga
Adoption: ✓ Court Order ✓ Court Decision ✓ Certificate of Finality ✓ Certificate of Authentication ✓ Birth Certificate ✓ Birth Certificate **with annotation* ✓ Residence Certificate or CEDULA	- All requirements will be provided by the Client from the Court and LCR Office where the cancellation is being filed - PSA City of San Fernando, Pampanga - Mun. Treasurer's Office **where client resides* - Barangay Hall **where client resides*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the submitted requirements.	NONE	3 minutes	Admin. Aide I *(LCR Office)*
2. Wait for client name to be called	2. Process the documents and issue Order or Payment	NONE	3 minutes	Admin. Aide I *(LCR Office)*
3. Present the Order of Payment and pay the corresponding fee at the Cashier.	3. Process payment and issue Official Receipt	See Payment Below	3 minutes	Cash Clerk *(Treasurer's Office)*
4. If parents are not married in the Birth of their Child:	4. Receive the documents with notarized affidavit.	NONE	5 minutes	Admin. Aide I *(LCR Office)*

Client may proceed to Attorney's Office to Notarized the Affidavit of Acknowledgment and Use the Surname of the Father	Issue Claim Stub and advise client to return after 10-15 days for annotation and verification			
5. Return after 10-15 days for annotation and verification	5. The documents will be sent to PSA East Avenue via LBC	NONE	3 minutes	Admin. Aide I *(LCR Office)*
6. Client may verify at PSA East Avenue or any PSA outlet	6. If released to the LCR Office, notify the Client	NONE	3 minutes	Admin. Aide I *(LCR Office)*
7. Claim the document at the LCR Office. Present any valid id for identification **authorization letter if not the document owner*	7. Check the ID **authorization letter if not the document owner and issue the document needed*	NONE	3 minutes	Admin. Aide I *(LCR Office)*
	TOTAL:	₱1,600.00 per documents	23 minutes	

Annulment:	***Cancellation and Adoption:***
₱1000.00 for Legal Instrument	*₱1000.00 Legal Instrument*
₱200.00 for Certification	*₱200.00 for LCR Certification (2 copies)*
₱200.00 for Marriage Certificate (2 copies)	*₱200.00 for Birth Form 1A (2 copies)*
₱200.00 for Marriage Certificate with annotation (2 copies)	*₱200.00 for Birth Certificate with annotation (2 copies)*

69. Securing Out of Town Migrant petition for Correction

Client may file for Out-of-Town Migrant petition for Correction if Municipality where the Civil registry record is too far.

Office or Division:	**Office of the Municipal Civil Registry Officer**
Classification:	Simple
Type of Transaction:	G2C/G2G
Who may avail:	Client who does not have any record in the municipality but want to correct their records

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Security Paper of Birth Certificate	- PSA City of San Fernando, Pampanga
✓ Marriage Certificate	- PSA City of San Fernando, Pampanga
✓ Baptismal	- Church **where was baptized*
✓ Barangay Clearance	- Barangay Hall **present residence*
✓ MDR	- Philhealth City of San Fernando
✓ Valid ID **of parent for minors (Original and 1 photocopy) *of any*	
✓ Driver's License	- LTO Office
✓ SSS ID	- SSS Office
✓ UMID ID	- GSIS Office
✓ TIN ID	- BIR Office
✓ Postal ID	- POST Office
✓ Voter's ID	- Comelec
✓ Passport	- DFA
✓ Affidavit of Discrepancy	- Any Attorney's Office
✓ Any document with correct entry for supporting documents	- Document Owner
✓ Police Clearance	- Municipal Police Station
✓ NBI Clearance	- National Bureau of Investigation
✓ School Records	- School **client has attended*
✓ Residence Certificate or CEDULA	- Mun. Treasurer's Office **where client resides*
	- Barangay Hall **where client resides*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the submitted requirements.	NONE	5 minutes	Admin. Aide I *(LCR Office)*
2. Client will sign the petition	2. Encode data and print. Issue order of payment	NONE	5 minutes	Admin. Aide I *(LCR Office)*
3. Present the Order of Payment and pay the corresponding fee at the Cashier.	3. Process payment and issue Official Receipt	₱1,000.00	2 minutes	Cash Clerk *(Treasurer's Office)*
4. Present the Official Receipt to the LCR Office and wait for	4. Receive the Official Receipt and advise client that the LCR Office will notify	NONE	3 minutes	Admin. Aide I *(LCR Office)*

	the notification from the LCR Office		them once the document is released.			
5.	Claim the document at the LCR Office. Present any valid id for identification **authorization letter if not the document owner*	5.	Check the ID **authorization letter if not the document owner and issue the document needed*	NONE	5 minutes	Admin. Aide I *(LCR Office)*
			TOTAL:	₱1,000.00	20 minutes	

Office of the Municipal Agriculturist
External Service

70. Enrollment/Updating of Farmers on Registry System for Basic Sectors in Agriculture (RSBSA)

Bonafide farmers, fisherfolks, vegetable growers and animal raisers should be enrolled on RSBSA as a basic tool of the Department of Agriculture on the provision of interventions from different banner programs and other partner agencies.

Office or Division:	**Office of the Municipal Agriculturist**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Listed on the masterlist of farmers, fisherfolks, vegetable growers and animal raisers in the municipality.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Xerox Copy of Government Issued I.D.	- Concerned Individual
✓ Proof of Ownership *(1 photocopy)*	
✓ Certificate of Land Title	- Registry of Deeds Office
✓ Tax Declaration	- Municipal Assessors Office
✓ Leasehold Agreement and Lease Rental for Tenanted Land	- Department of Agrarian Reform Office
✓ Others *(e.g. Barangay Certification)*	- Barangay Hall
✓ 2x2 picture *(2 pieces)*	- Concerned Individual

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook	1. Give the Log Book to the client.	NONE	1 minute	Agricultural Extension Worker
2. Request for enrollment/updating on RSBSA	2.1. Verify on the masterlist of farmers	NONE	3 minutes	Agricultural Extension Worker
	2.2. Check submitted requirements	NONE	2 minutes	Agricultural Extension Worker
3. Fill-out RSBSA Form/Slip A/Slip B	3.1. Assist farmers on filling out the RSBSA form/Slip A/Slip B	NONE	8 minutes	Agricultural Extension Worker
	3.2. Return the RSBSA form to Client for signature of Brgy. Capatin	NONE	1 minute	MAFC Chairman/ Municipal Agriculturist
4. Return the signed RSBSA Form	4.1. Check the completeness of the form	NONE	3 minutes	Agricultural Extension Worker
	4.2. Sign the RSBSA Form	NONE	1 minute	MAFC Chairman/ Municipal Agriculturist

5. Claim/Receive RSBSA Enrollment Client's Copy	5. Issue RSBSA Enrollment Client's Copy	NONE	1 minute	Agricultural Extension Worker
	TOTAL:	NONE	20 minutes	

71. Provision of Agricultural Inputs to Masterlisted Farmers

Provides Agricultural Inputs e.i., seeds, fertilizer, chemicals, and other agricultural inputs to qualified master listed rice farmers who are included on the Registry System on Basic Sectors of Agriculture (RSBSA).

The assigned Agricultural Extension Worker (AEW) together with the Barangay Agricultural and Fisheries Council (BAFC) Chairperson of concerned barangay will distribute the seeds and certify the correctness of awarded farmers.

Office or Division:	**Office of the Municipal Agriculturist**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	RSBSA Registered Farmers in this municipality.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ RSBSA Reference Number ✓ Government issued Valid I.D.		- DA RFO III/ OMA - Any Government Agencies issuing I.D.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the OMA to inquire/request for farm inputs	1. Check the availability of inputs and prepare the farmers mastelist	NONE	5 minutes	Agricultural Extension Worker
2. Signing of releasing forms and Client Satisfactory Form	2. AEW assured releasing forms were signed	NONE	5 minutes	Agricultural Extension Worker
3. Releasing of farm inputs	3. AEW & BAFC Chairperson distributed certified seeds	NONE	3 minutes	Agricultural Extension Worker
4. Photo documentation	4. AEW captured photo while releasing	NONE	2 minutes	Agricultural Extension Worker
	TOTAL:	NONE	15 minutes	

72. Application on Crop/ Animal Insurance

Crop insurance is availed by bonafide farmers and animal raisers to protect against either loss of their crops and animals due to natural disasters such as flood, drought, diseases or loss of revenue due to declines in the prices of agricultural commodities.

Office or Division:	**Office of the Municipal Agriculturist**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Masterlisted bonafide farmers, vegetable growers, fisherfolks and animal raisers in the mucipality.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ RSBSA Reference Number ✓ Government issued Valid I.D.		- DA RFO III/ OMA - Any Government Agencies issuing I.D.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request insurance of crops/animals	1. Verify on the masterlist of farmers/animal raisers	NONE	2 minutes	Agricultural Extension Worker
2. Fill-out application form	2. Assist farmers on filling out the insurance application form	NONE	5 minutes	Agricultural Extension Worker
3. Claim/Receive application form	3.1. Sign the application form	NONE	1 minute	Agricultural Extension Worker
	3.2. Record and file copy of application form	NONE	1 minute	Agricultural Extension Worker
	TOTAL:	NONE	10 minutes	

73. Issuance of Claim for Indemnity (CI) of insured crops, livestock and non-crops

Provision of Claim for Indemnity for crops, livestock and life insurance to insured farmers.

Office or Division:	**Office of the Municipal Agriculturist**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	RSBSA Registered Farmers in this municipality.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Photo of dead animals, damage crops, fishpond and life. ✓ Government issued Valid I.D.	- Concerned Individual - Any Government Agencies issuing I.D.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the MAO Office.	1. Give the Log Book to the client.	NONE	1 minute	Agricultural Extension Worker
2. Request to apply Claim for Indemnity	2.1. Assist farmers on filling out the indemnity form	NONE	5 minutes	Agricultural Extension Worker
	2.2. Assessment Filing and Reporting the notice of loss to PCIC if eligible to file claim for Indemnity	NONE	5 minutes	Agricultural Extension Worker
3. Sign in the Client Log Book at the MAO Office.	3. Inform farmer clientele to claim the check once approve.	NONE	1 minute	Municipal Agriculturist/ Agricultural Extension Worker
	TOTAL:	NONE	12 minutes	

74. Issuance of Farmers Certification

Farmers certification is issued to group and individual to prove that they are bonafide farmers, vegetable growers, fisherfolks, animal raisers, and FCA's in the locality to avail farmer benefits from different concerned agencies that can be used in any purposes such as loan application, accreditation, and for other agricultural activities

Office or Division:	**Office of the Municipal Agriculturist**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	RSBSA Registered Farmers in the municipality under Rice, Fisheries, High Value Commercial Crops, Fisheries, Livestock and Poultry			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Farmers must be included in general masterlist in any of the agricultural program banners ✓ Government issued Valid I.D.		- Office of the Municipal Agriculturist - Any Government Agencies issuing I.D.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client Log Book at the OMA.	1. Give the Log Book to the client.	NONE	1 minute	Agricultural Extension Worker
2. Request certification to AEW and submit requirements	2. Check the submitted requirements and verify on the masterlist of farmers	NONE	5 minutes	Agricultural Extension Worker of concern Barangay
3. Wait while preparing the certification	3.1. Prepare the certification	NONE	4 minutes	Agricultural Extension Worker
	3.2. Signing of the Certification	NONE	1 minute	Municipal Agriculturist
4. Claim Certification	4. Issue the document/s requested.	NONE	1 minute	Agricultural Extension Worker
	TOTAL:	NONE	12 minutes	

75. Issuance of Municipal Endorsement to Organize Farmers Group/Association

Endorsement is issued to legitimate Farmers' Cooperatives and Associations (FCA's) registered to SEC, DOLE, CDA to help them on availing farm equipment, machineries and post-harvest facilities on the Department of Agriculture and other partner agencies.

Office or Division:	**Office of the Municipal Agriculturist**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	RSBSA Registered Farmers in the municipality under Rice, Fisheries, High Value Commercial Crops, Fisheries, Livestock and Poultry

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Letter of Intent (1 Original copy, 1 photocopy)	- Concerned FCA's
✓ Board Resolution (1 Original copy, 1 photocopy)	- Concerned FCA's
✓ List of members with area & RSBSA (1 original copy, 1 photocopy)	- Concerned FCA's
✓ Certificate of Registration of the Association (1 photocopy)	- SEC/DOLE
✓ Certificate of Accreditation (1 photocopy)	- DA-RFO III
✓ Geotagged photo of production area and equipment shed (1 copy)	- Concerned FCA's

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the MAO Office.	1. Give the Log Book to the client.	NONE	1 minute	Agricultural Extension Worker
2. Request for municipal endorsement and present the requirements	2.1. Check the submitted requirements and verify members on RSBSA and masterlist of FCA's farmers	NONE	2 minutes	Agricultural Extension Worker
	2.2. Prepare municipal endorsement	NONE	5 minutes	Agricultural Extension Worker
	2.3. Sign the municipal endorsement	NONE	1 minute	Municipal Agriculturist
3. Claim/Receive municipal endorsement	3. Record and issue municipal endorsement	NONE	2 minutes	Agricultural Extension Worker
	TOTAL:	NONE	11 minutes	

76. Provision of Vegetable Seeds/Seedlings

Vegetable seeds are given to bonafide farmers, schools and backyard vegetable growers to be used for Gulayan sa Paaralan/Barangay, backyard vegetable farming and urban gardening

Office or Division:	**Office of the Municipal Agriculturist**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bonafide farmers, schools and backyard vegetable growersin the municipality.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Resident of Apalit, Pampanga		-		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client Log Book at the OMA.	1. Give the Log Book to the client.	NONE	1 minute	Agricultural Extension Worker
2. Request for vegetable seeds/seedlings	2. Provide requested vegetable seeds and prepare the recipient's form	NONE	3 minutes	Agricultural Extension Worker
3. Receive vegetable seeds and sign on recipient's form	3. Record and file recipient's form	NONE	2 minutes	Agricultural Extension Worker
4. Receive vegetable seeds	4. Released the requested vegetables seeds/seedlings	NONE	1 minute	Agricultural Extension Worker
	TOTAL:	NONE	7 minutes	

77. Vaccination of Anti-Rabies

Vaccination or immunization is administered to animals to treat diseases and to prevent occurrence of rabies. Animals must be three months old and above to qualify on vaccination.

Office or Division:	**Office of the Municipal Agriculturist**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pet owners of Resident of Apalit, Pampanga.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**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	Livestock Inspector
2. Request vaccination of animals	2.1. Conduct Interview	NONE	2 minutes	Livestock Inspector
	2.2. Record information of owners and pet		3 minutes	Livestock Inspector
3. Vaccination of animals	3. Administer vaccine on animals	NONE	2 minutes	Livestock Inspector
4. Wait and receive dog card or vaccination record	4. Fill-up and sign the Dog Card or Vaccination Record	NONE	2 minutes	Livestock Inspector
	TOTAL:	NONE	10 minutes	

78. Fisherfolk Registration

FishR is a standardize simplified national registration system of Municipal Fisherfolks for them to avail different intervention from the Bureau.

Office or Division:	**Office of the Municipal Agriculturist**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Fisherfolks, fishery operator and fishery worker in the municipality.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Government Issued ID (1 photocopy) ✓ Barangay Certificate		- Concerned Individual - Barangay Hall		
CLIENT STEPS	**AGENCY ACTION**	**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	Agricultural Extension Worker
2. Request for FishR Registration	2. Verification of requirements	NONE	1 minute	Agricultural Extension Worker
3. Fill-out FishR Registration form	3.1. Interview and assist on filling out the FishR Registration form	NONE	6 minutes	Agricultural Extension Worker
	3.2. Return the FishR Registration form to Client for signature of Brgy. Capatin	NONE	1 minute	Agricultural Extension Worker
4. Return the signed FishR Registration form	4.1. Check the completeness of the form	NONE	1 minute	Agricultural Extension Worker
	4.2. Encode on the FishR Database	NONE	5 minutes	Agricultural Extension Worker
	TOTAL:	NONE	15 minutes	

79. Dog Impounding Services

Catching/holding, adoption and euthanasia.

Office or Division:	**Office of the Municipal Agriculturist**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Municipality of Apalit			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NONE		NONE		
CLIENT STEPS	**AGENCY ACTION**	**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	Agricultural Extension Worker
2. Report about a stray dog in a given barangay	2.1. Conduct Interview about the incident and description of the dog	NONE	5 minutes	Agricultural Extension Worker
	2.2. Deployment of Facility Staff to catch the dog	NONE	20 minutes	Agricultural Extension Worker
	2.3. Hold the dog in the impounding facility	NONE	20 minutes	Agricultural Extension Worker
	Note: Dog owners can retake the dog upon proper orientation on responsible ownership and documentation pay the corresponding fee	₱500.00		Agricultural Extension Worker
	TOTAL:	₱500.00	46 minutes	

Municipal Social Welfare and Development Office
External Service

80. Securing a Social Case Study Report for Maintenance Medicine

A Social Case Study Report is a referral letter prepared by the MSWDO or Registered Social Worker for the concerned agencies like PCSO, Government and Private hospitals and referrals of clients to other service providers of other agencies concerned.

These are usually required for:

- Request for Maintenance Medicine
- Request for Medical procedure
- Hospital Bill Discounts

Office or Division:	**Municipal Social Welfare and Development Office**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent Citizen

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
✓ Certificate of Indigency *(1 photocopy)* ✓ Prescription *(1 photocopy)* ✓ Medical Certificate/ Clinical Abstract *(1 photocopy)* ✓ Valid ID	- Barangay Hall **where the citizen resides* - Hospital/ Clinic - Hospital/ Clinic signed by the Doctor -

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	Social Welfare Assistant
3. Interview with the MSWD Staff.	3. Interview the client and prepare the requested SCSR.	NONE	35 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested SCSR.	4. MSWD Staff dry seal the document and the MSWD Officer signs the requested SCSR.	NONE	5 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document.	5. End of transaction and the MSWD Staff files the receiving copy.	NONE	3 minutes	Social Welfare Assistant
	TOTAL:	NONE	56 minutes	

81. Securing a Social Case Study Report for Hospital Bill

A Social Case Study Report is a referral letter prepared by the MSWDO or Registered Social Worker for the concerned agencies like PCSO, Government and Private hospitals and referrals of clients to other service providers of other agencies concerned.

These are usually required for:

- Request for Maintenance Medicine
- Request for Medical procedure
- Hospital Bill Discounts

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Certificate of Indigency *(1 photocopy)* ✓ Medical Certificate/ Clinical Abstract *(1 photocopy)* ✓ Hospital Final Biling *(1 photocopy)* ✓ Valid ID		- Barangay Hall **where the citizen resides* - Hospital/ Clinic **signed by the Doctor* - Hospital/ Clinic -		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	Social Welfare Assistant
3. Interview with the MSWD Staff.	3. Interview the client and prepare the requested SCSR.	NONE	35 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested SCSR.	4. MSWD Staff dry seal the document and the MSWD Officer signs the requested SCSR.	NONE	5 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document.	5. End of transaction and the MSWD Staff files the receiving copy.	NONE	3 minutes	Social Welfare Assistant
	TOTAL:	NONE	56 minutes	

82. Securing a Social Case Study Report for Medical Procedure

A Social Case Study Report is a referral letter prepared by the MSWDO or Registered Social Worker for the concerned agencies like PCSO, Government and Private hospitals and referrals of clients to other service providers of other agencies concerned.

These are usually required for:

- Request for Maintenance Medicine
- Request for Medical procedure
- Hospital Bill Discounts

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Certificate of Indigency *(1 photocopy)* ✓ Medical Certificate *(1 photocopy)* ✓ Quotation of Medical Procedure *(1 photocopy)* ✓ Valid ID		- Barangay Hall **where the citizen resides* - Hospital/ Clinic **signed by the Doctor* - Hospital/ Clinic -		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	Social Welfare Assistant
3. Interview with the MSWD Staff.	3. Interview the client and prepare the requested SCSR.	NONE	35 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested SCSR.	4. MSWD Staff dry seal the document and the MSWD Officer signs the requested SCSR.	NONE	5 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document.	5. End of transaction and the MSWD Staff files the receiving copy.	NONE	3 minutes	Social Welfare Assistant
	TOTAL:	NONE	56 minutes	

83. Certificate of Indigency for PhilHealth Point of Service (POS) Program

Point of Service (POS Program) refers to the program provided by the GAA 2017 to register non-PhilHealth members into the NHIP, thereby providing them immediate entitlement to PhilHealth benefits, Certificate of Indigency for POS Program aims to assess requesting beneficiaries as financially incapable, therefore qualified to avail PhilHealth benefits on certain conditions

These are usually required for:

- Hospital Bill Discounts that are admitted in ward type of accommodation

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Certificate of Indigency *(1 photocopy)* ✓ POS Assessment Tool *(1 photocopy)* ✓ Assessment request from Hospital Social Service Social Worker *(1 photocopy)* ✓ Valid ID		- Barangay Hall **where the citizen resides* - MSWD Office - Hospital Social Service Department -		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	Social Welfare Assistant
3. Interview with the MSWD Staff.	3. Interview the client and prepare the POS Assessment Tool and Certificate of Indigency	NONE	35 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested certification.	4. MSWD Staff dry seal the document and the MSWD Officer signs the requested certification.	NONE	15 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document.	5. End of transaction and the MSWD Staff files the receiving copy.	NONE	3 minutes	Social Welfare Assistant
	TOTAL:	NONE	1 hour & 6 minutes	

84. Certificate of Indigency for Philippine Statistics Authority Discounts

This certification assesses the requesting citizen to be financially incapable to pay fees in full from Philippine Statistics Authority birth certificate clinical errors.

These are usually required for:

- For clerical errors on Birth Certificate
- For wrong entries on Birth Certificate

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Certificate of Indigency *(1 photocopy)* ✓ CEDULA ✓ No Business Permit Clearance ✓ No Property Clearance		- Barangay Hall **where the citizen resides* - Barangay Hall/ Municipal Hall - Mun. Treasurer's Office - Mun. Assessor's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	Social Welfare Assistant
3. Interview with the MSWD Staff.	3. Interview the client and prepare the PSA Certificate of Indigency	NONE	35 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested certification.	4. MSWD Staff dry seal the document and the MSWD Officer signs the requested certification.	NONE	15 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document.	5. End of transaction and the MSWD Staff files the receiving copy.	NONE	3 minutes	Social Welfare Assistant
	TOTAL:	NONE	1 hour & 6 minutes	

85. Certificate of Indigency to avail Legal Assistance to Public Attorney's Office

Under R. A. 9406, the PAO shall independently discharge its mandate to render, free of charge, legal representation, assistance and counseling to indigent persons in criminal, civil, labor, administrative and other quasi-judicial cases. In the exigency of the service, the PAO may be called upon by proper government authorities to render such service to other persons, subject to existing laws, rules and regulations. This certification assesses the requesting citizen to be financially incapable to pay fees of Private Lawyers" services.

These are usually required for:

- For free Legal Assistance to Public Attorney's services

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Certificate of Indigency *(1 photocopy)* ✓ CEDULA ✓ No Business Permit Clearance ✓ No Property Clearance ✓ Legal Documents *(1 photocopy)*		- Barangay Hall **where the citizen resides* - Barangay Hall/ Municipal Hall - Mun. Treasurer's Office - Mun. Assessor's Office - Public Attorney's Office/ Court		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	MSWDO/ Social Welfare Assistant
3. Assessment with the MSWDO and if Approved, the citizen proceeds to MSWD Staff for interview	3. Receives assessed documents from the MSWDO and proceeds to interview the client and prepare the Certificate of Indigency for PAO.	NONE	35 minutes	MSWDO/ Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested certification.	4. MSWD Staff dry seal the document and the MSWD Officer signs the requested certification.	NONE	15 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document.	5. End of transaction and the MSWD Staff files the receiving copy.	NONE	3 minutes	Social Welfare Assistant
	TOTAL:	NONE	1 hour, 6 mins	

86. Issuance of Solo Parent ID

RA8972 or also known as Solo Parent Welfare Act of 2000. A Solo Parent ID is a government-enforced ID for solo or single parents in the Philippines. Solo parents who carry such ID can enjoy certain government discounts and benefits.

These are usually required for:

- To avail the Parental Leave benefits
- Flexible work schedule for working single parents, others.

Office or Division:	**Municipal Social Welfare and Development Office**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Solo Parent Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UNMARRIED	
✓ Birth Certificate of the child or children	- PSA/ LCR
✓ Certificate of NO Marriage (CENOMAR)	- PSA/ LCR
✓ Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC and booklet, requirement numbers (2), (3) and (4) under this paragraph shall be submitted every year	- Public Attorney's Office/ Court
✓ Affidavit of barangay official attesting that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent.	- Barangay Hall where the citizen resides
DEATH OF SPOUSE	
✓ Birth Certificate of the child or children	- PSA/ LCR
✓ Marriage Certificate	- PSA/ LCR
✓ Death Certificate of the spouse	- PSA/ LCR
✓ Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC and booklet, only the sworn affidavit shall be submitted every year	- Public Attorney's Office/ Court
✓ Affidavit of barangay official attesting that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent.	- Barangay Hall where the citizen resides
DE FACTO SEPARATION	
✓ Birth Certificate of the child or children	- PSA/ LCR
✓ Marriage Certificate	- PSA/ LCR
✓ Judicial decree of legal separation of the spouse or, in the case of de facto separation, an affidavit of two (2) disinterested persons	- Public Attorney's Office/ Court

attesting to the fact of separation of the spouse; and ✓ Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC and booklet, requirement numbers (2), (3) and (4) under this paragraph shall be submitted every year ✓ Affidavit of barangay official attesting that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent.	- Public Attorney's Office/ Court - Barangay Hall where the citizen resides

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	MSWDO
3. Interview with the MSWDO.	3. Interview the client using the Solo Parent Form of MSWD Office	NONE	40 minutes	MSWDO
4. Wait for the schedule given by the MSWD Staff for the scheduled release of the ID	4.1. MSWD Staff schedule the citizen on when to claim the ID	NONE	2 days	Social Welfare Assistant
	4.2. End of transaction and the MSWD Staff encodes the records of the Solo Parent in the system.	NONE	10 minutes	Social Welfare Assistant
	TOTAL:	NONE	2 days, 63 minutes	

87. Issuance of Senior Citizen ID and Medicine/Purchase Booklet

Municipal's Office of the Senior Citizens Affairs provides Filipino citizen that are 60 years old and above a Senior Citizen ID. The requesting citizen must be a resident of Philippines for at least 6 months.

These are usually required for:

- To avail the Senior Citizen discount and benefits as mandated by RA9994
- Issuance of PhilHealth Form

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen that are 60 years old and above			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Valid ID (SSS, Voters ID, Passport, Driver's License, PRC, Birth Certificate, Marriage Contract) ✓ 1x1 Picture *(4 pcs.)* ✓ Filled out Application Form		- Government Issued IDs and Documents - Office of the Senior Citizens Affairs		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	MSWDO
3. Interview with the OSCA Staff.	3. Interview the client using the Senior Citizen Form of the OSCA.	NONE	40 minutes	MSWDO
4. Receives the requested ID and purchase booklet	4. End of transaction and the OSCA staff encodes the records of the Senior Citizen in the system	NONE	10 minutes	Social Welfare Assistant
	TOTAL:	NONE	1 hour, 3 minutes	

88. Issuance of Persons with Disability ID and Medicine/ Purchase Booklet

The PWD ID is the standard identification card for persons with disability (PWDs) in the Philippines. It can be used to avail of PWD benefits as mandated by the law and is valid for three years. PWDs in the Philippines can enjoy certain discounts and privileges under RA10754.

These are usually required for:

- To avail the PWD Discounts and benefits as mandated by RA10754

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons with Disability Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Valid ID (SSS, Voters ID, Passport, Driver's License, PRC, Birth Certificate, Marriage Contract) ✓ 1x1 Picture *(1 pc.)* ✓ 2x2 Picture *(2 pcs.)* ✓ Filled out Application Form ✓ Medical Certificate certified by MHO ✓ Barangay Residency Certification		- Government Issued IDs and Documents - MSWD Office - Hospital/ Clinic/ Mun. Health Officer - Barangay Hall		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	MSWDO
3. Interview with the PDAO Staff.	3. Interview the client using the PWD Form of PDAO Office	NONE	40 minutes	MSWDO
4. Wait for the schedule given by the PDAO Staff for the release of the ID and booklet.	4.1. PDAO Staff schedule the citizen on when to claim the ID and booklet	NONE	2 days	Social Welfare Assistant
	4.2. End of transaction and the PDAO Staff encodes the records of the PWD in the system	NONE	10 minutes	Social Welfare Assistant
	TOTAL:	NONE	2 days, 63 minutes	

89. Certificate of Indigency for School Tax Exemption

Educational services rendered by private educational institution duly accredited by DepED's income or gross receipts (tuition fees, matriculation fees and other school related fees) from educational institutions are not subject to VAT. The simple reason of the rule is to avoid the effect of VAT on the cost of education that the general public could capably educate and that in turn, the government could fulfill its obligation to provide quality education among its citizen.

These are usually required for:

- For School Tax Exemptions from tuition fees, matriculation fees and other school related fees.

Office or Division:	**Municipal Social Welfare and Development Office**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Certificate of Indigency *(1 photocopy)*	- Barangay Hall **where the citizen resides*
✓ Cedula	- Barangay Hall/ Mun. Treasurer's Office
✓ No Business Permit Clearance	- Mun. Treasurer's Office
✓ No Property Clearance	- Mun. Assessor's Office
✓ Certificate of School Balance *(1 photocopy)*	- School
✓ Certificate of Enrollment *(1 photocopy)*	- School
✓ Updated School Class Card *(1 photocopy)*	- School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	Social Welfare Assistant
3. Interview with the MSWD Staff.	3. Interview the client and prepare the Tax Exemption Certificate	NONE	25 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested certification	4. MSWD Staff dry seal the documents and MSWD Officer signs the requested certification	NONE	10 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document	5. End of transaction and the MSWD Staff files the receiving copy	NONE	2 minutes	Social Welfare Assistant
	TOTAL:	NONE	50 minutes	

90. Securing General Intake Sheet

A General Intake Sheet is a referral letter prepared at the MSWD Office for the concerned offices like Mayor's Office, Provincial Capitol and DSWD Field Office in securing medical, financial and burial assistance for indigent citizen.

These are usually required for:

- For Medical Assistance
- For Financial Assistance
- For Burial Assistance
- For Educational Assistance

Office or Division:	**Municipal Social Welfare and Development Office**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Certificate of Indigency *(1 photocopy)*	- Barangay Hall **where the citizen resides*
✓ Financial Assistance:	
✓ Educational Assistance:	
• Certificate of Balance • Enrollment Certificate • School ID	- School - School - School
✓ Burial Assistance:	
• Funeral Contract • Death Certificate	- Funeral Parlor - LCR/ PSA
✓ Medical Assistance:	
• Prescription • Medical Certificate/ Clinical Abstract	- Hospital - Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	Social Welfare Assistant
3. Interview with the MSWDO.	3. Interview the client and prepare the requested GIS	NONE	25 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested GIS	4. MSWD Staff dry seal the documents and MSWD Officer signs the requested GIS	NONE	10 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document	5. End of transaction and the MSWD Staff files the receiving copy	NONE	2 minutes	Social Welfare Assistant
TOTAL:		NONE	50 minutes	

91. Emergency Shelter Assistance

Emergency Shelter Assistance is a government response to provide financial assistance to household damaged by man-made and natural disasters. Houses that are totally or partially damaged are assessed before availing the service.

These are usually required for:

- House repair assistance requested at Municipal, Provincial and Regional Office.

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Certificate of Indigency *(1 photocopy)* ✓ Barangay Incident Report ✓ MDRRMO Incident Report ✓ Bureau of Fire Protection Incident Report ✓ Pictures/ Documentation ✓ Intake Sheet		- Barangay Hall **where the citizen resides* - Barangay Hall - MDRRM Office - BFP Office - Citizen requesting ESA - MSWD Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	MSWDO
3. Interview with the MSWD Staff.	3. Interview the client and prepare the requested ESA	NONE	25 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested ESA	4. MSWD Staff dry seal the documents and MSWD Officer signs the requested ESA	NONE	10 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document	5. End of transaction and the MSWD Staff files the receiving copy	NONE	2 minutes	Social Welfare Assistant
	TOTAL:	NONE	50 minutes	

92. Provision of Assistive Devices

A General Intake Sheet is prepared by a Social Worker to provide the requesting citizen the needed device for the use of their patient. The SCSR is then submitted to the Mayor's Office for final approval and releasing of the device.

These are usually required for:

- Request for provision of Assistive Device

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Certificate of Indigency ✓ Medical Certificate ✓ Whole Body Picture		- Barangay Hall **where the citizen resides* - Hospital/ Clinic - Requesting Citizen		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents if qualified for the service.	NONE	10 minutes	MSWDO
3. Interview with the MSWD Staff.	3. Interview the client and prepare the Intake Sheet	NONE	25 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the Intake Sheet	4. MSWD Staff dry seal the documents and MSWD Officer signs the Intake Sheet	NONE	10 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document and proceeds to the Mayor's Office to claim the assistive device	5. End of transaction and the MSWD Staff files the receiving copy	NONE	2 minutes	Social Welfare Assistant/ Mayor's Office Admin. Aide
	TOTAL:	NONE	50 minutes	

93. Assistance to Individual in Crisis Situation (AICS)

Assistance to Individuals in Crisis Situation is a devolved program by DSWD to LGUs which is defined as limited assistance in cash to individuals and families whose normal functioning has been hampered due to difficult situations caused by poor health conditions, natural and man-made calamities and other crisis situations

These are usually required for:

- For immediate support to beneficiaries in need of financial assistance

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Burial Assistance				
• Funeral Contract • Death Certificate		- Funeral Parlor		
✓ Medical Assistance				
• Medical Prescription • Hospital Bill		- Hospital		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Staff-in-charge register the name of the requesting citizen to the office Log Book	1. Register client in the office Logbook.	NONE	3 minutes	Mayor's Office Admin. Aide
2. Submit documents for assessment and verification.	2. Review submitted documents and assess the amount to be given to the requesting citizen	NONE	5 minutes	Mayor's Office Admin. Aide
3. Proceeds to the MSWD Office to log in the logbook and for filling out of the voucher	3. Register the client and conducts interview and prepare the voucher based on the assessed amount to be given	NONE	17 minutes	Social Welfare Assistant
4. Proceeds to the Budget Office for voucher signature	4. Register the name of the requesting citizen and the Budget Officer signs the voucher	NONE	5 minutes	Budget Officer
5. Proceeds to the Treasurer's Office for Cash releasing	5. Signs the voucher and release the cash indicated in the voucher.	NONE	5 minutes	Admin. Aide I (Treasurer's Office)
	TOTAL:	NONE	35 minutes	

94. Referral Letter

Referral for other services and assistance to other agencies for availment of needed/additional services such as legal, psychological, medical and transportation.

These are usually required for:

- Referral to Mariveles Mental Hospital
- Referral to Central Luzon Drug Rehabilitation

Office or Division:	**Municipal Social Welfare and Development Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Certificate of Indigency *(1 photocopy)*		- Barangay Hall **where citizen resides*		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at MSWD Office.	1. Register client in the office Logbook.	NONE	3 minutes	Social Welfare Assistant
2. Submit documents for assessment and verification.	2. Review submitted documents and forward it to the Social Worker for Assessment and interview	NONE	10 minutes	MSWDO
3. Interview with the MSWD Staff	3. Interview the client and prepare the requested referral letter	NONE	20 minutes	Social Welfare Assistant
4. Wait while the MSWD Officer signs the requested referral letter	4. MSWD Staff dry seal the document and the MSWD Officer signs the requested referral letter	NONE	10 minutes	MSWDO/ Social Welfare Assistant
5. Receives the requested document	5. End of transaction and the MSWD staff files the receiving copy	NONE	2 minutes	Social Welfare Assistant
	TOTAL:	NONE	50 minutes	

Office of the Municipal Health Officer (RHU I)
External Service

95. Availing of General Consultation/National Tuberculosis Program/Expanded Program on Immunization/Pre-natal and Treatment of Minor Medical Cases

Apalitenos may avail of general consultation and treatment of minor medical cases at the primary health care level from Monday to Friday, 8:00AM to 5:00PM. Also included in the service will be the diagnosis and treatment of Pulmonary Tuberculosis, provision of vaccines for children aged0-12 months, and pre-natal check-up for pregnant women.

Office or Division:	**Office of the Municipal Health Officer (RHU I)**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Apalitenos needing medical care at the primary health level			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Municipal Health Office/ Rural Health Unit	1. Register and secure patient's record using family member and take vital signs of the patient	NONE	30 minutes	Admin. Aide I
2. Answer the needed information	2.1. Take medical history and do physical examination of the patient *(vaccination will be provided for children schedule for vaccination)*	NONE	40 minutes	Mun. Health Officer/ Nurse/ Midwife
	2.2. Provide laboratory request if necessary		20 minutes *(exclusive of laboratory waiting time)*	
	2.3. Give prescription			
3. Proceed to pharmacy	2. Dispensing of prescribed medications	NONE	20 minutes	Admin. Aide I
	TOTAL:	NONE	1 hour, 50 minutes	

96. Availing of Birth Facility

Apalitenos who are about to give birth may avail of birthing facility services provided that they fulfill the criteria of women who may be accepted at the level of the RHU facility (*see Table 1*). The facility is open on an "on-call" basis, meaning the facility will be open if there is a patient about to give birth upon notice of the duty Midwife.

Office or Division:	**Office of the Municipal Health Officer (RHU I)**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All women about to give birth (provided they are uncomplicated pregnancies) needing medical care at the primary health level
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Health Office/ Rural Health Unit	1. Register and secure patient's record using family member and take vital signs of the patient	NONE	15 minutes	Birthing Staff
2. Answer the needed information	2. Take medical history check laboratory result and do physical examination of the patient	NONE	20 minutes	Midwife II
3. Proceed to pharmacy	3. Delivery of baby	NONE	40 minutes	Midwife II
4. Transfer to recovery room	4. Postpartum care provided *(health education, encouragement of breast feeding, vital signs monitoring)*	NONE	30 minutes	Midwife II
5. Settling of bills if no PhilHealth: **if with PhilHealth no balance billing*	5. Discharge of Patient after 24 hours of uneventful stay in Birthing Facility	**If no PhilHealth without new born screening:* ₱6,500.00 **If no PhilHealth but with newborn screening and hearing test:* ₱8,450.00	20 minutes	Midwife II
TOTAL:			2 hours, 5 minutes	

Table 1. Category C (General Level) OF WOMEN WHO MAY BE SEEN AT THE LEVEL OF THE RURAL HEALTH UNIT-BIRTHING CLINIC

CONDITION	INDICATION
Pregnant women in labor with or without PhilHealth	19-34 years old, G2P1-G4
	Normal History and Physical Examination Normal Blood Pressure Women with lower leg ederma but normal blood pressure Screening Laboratory test are normal (CBC, Urinalysis, HbsAg, OGCT, VDRL or RPR) Weight of first baby is 2.3 kg With disability (deaf and mute) Height at least 145 and gravida 2
Leaking Bag of Water	Amniotic Fluid is clear Time of leaking is less than 8 hours Cervical dilation at least 7 cm

97. Issuance of Medical Certificate, Medical Abstract, Change Gender, Death Certificate

The Municipal Health Office is in charge of the issuances of the following documents:

Purpose for the request of Medical Certificate/ Medical Abstract

- Physically Fit
- Pre-employment purposes
- Securing PWD ID
- For medical assistance
- Absence from work

Purpose for the request of Change Gender

- Passport purposes
- Board Exam purposes
- Marriage License
- Pre-employment

Office or Division:	**Office of the Municipal Health Officer (RHU I)**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Apalitenos needing Medical Certificate/ Medical Abstract/ Change Gender/ Death Certificate provided all requirements are complete

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate/ Medical Abstract: ✓ 1 original copy of Cedula/ Certificate of Residency (as may apply) ✓ 1 photocopy of Medical Record of the patient ✓ 1 copy of Picture of patient *(if patient is bedridden)*	- Mun. Treasurer's Office/ Barangay Hall - Hospital/ Attending Physician Relative
Death Certificate: ✓ 1 original copy of Certificate of Indigency ✓ 1 original copy of Medical Records *(if with SSS, Philhealth, GSIS, any form of insurance)*	- Barangay Hall - Hospital/ Attending Physician
Change Gender: ✓ Patient himself/ herself ✓ 1 original copy of birth certificate	- PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Health Office/ Rural Health Unit	1.1. *(Medical Certificate/ Medical abstract/ Change gender)* Register and fill out request form/ record and check if requirements are complete (ITR)	NONE	20 minutes	Medical Secretary
	1.2. Take medical history and do physical examination of the	NONE	30 minutes	Mun. Health Officer

	patient (med cert/med abstract/change gender)			
	1.3. Preparation of document and inform client to proceed in the Treasurer's Office and give the client order of payment	NONE	10 minutes	Medical Secretary
2. Payment to Treasurer's Office	2. Receive payment and Issuance of Official Receipt	**Medical Certificate:* ₱150.00 per copy Additional ₱75.00 for second copy ***Medical Abstract:* ₱150.00 per copy Additional ₱75.00 for second copy ****Change Gender:* ₱700.00 *****Death Certificate:* NONE	15 minutes	Cash Clerk *(Treasurer's Office)*
3. Claiming of requested document.	3. Release the document and sign in the logbook	NONE	5 minutes	Mun. Health Officer
	TOTAL:	*₱150.00/ **₱150.00/ ***₱700.00 Additional ₱75.00 for second copy	1 hour, 20 minutes	

98. Availing of Consultation and Extraction (Dental Services)

Dental services for both RHU 1, RHU 2, and RHU 3 are provided for by the municipal dentist. Services include (but not limited to) extraction, fluoride application, cleaning, oral examination. Health education/ preventive services offered also to all daycare centers in Apalit.

Office or Division:	**Office of the Municipal Health Officer (RHU I)**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Apalitenos needing dental services			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Dental Service of the Municipal Health Office	1. Register patient and take vital signs	NONE	10 minutes	Dental Aide
	2. Take medical history of the patient and do oral examination	NONE	20 minutes	Mun. Dentist
	3. Conduct tooth extraction	NONE	40 minutes	Mun. Dentist
	4. Give Prescription and advice the client for post extraction care	NONE	10 minutes	Mun. Dentist
	TOTAL:	NONE	80 minutes	

99. Availing of Health Certificate

Health certificates are issued to Apalitenos who wish to seek employment in establishments. The certificate is a necessary document for an individual to be employed since it ensures that the client or employee is physically and medically fit to be employed.

Office or Division:	**Office of the Municipal Health Officer (RHU I)**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Apalitenos who will be employed in a particular establishment

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Routing Laboratory: ✓ Chest X-Ray ✓ Complete Blood Count ✓ Urinalysis ✓ Fecalysis ✓ Hep B Screening *(when necessary)*	- Request to be secured at MHO Laboratory testing to be done in laboratories within Apalit

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Office of the Sanitary Inspector	1. Register patient and take vital signs	NONE	5 minutes	Sanitary Clerk
2. Submission of requirements	2. Take medical history of the patient and check laboratory results	NONE	10 minutes	Sanitation Inspector
3. Payment to Treasurer's Office	3. Order to pay	₱150.00	10 minutes	Cash Clerk *(Treasurer's Office)*
4. Present the receipt	4. Issuance of Health Certificate	NONE	5 minutes	Sanitation Inspector
	TOTAL:	NONE	30 minutes	

100. Availing of Sanitary Permit

Sanitary permits are requirements for establishments to function in the Municipality of Apalit.

Office or Division:	**Office of the Municipal Health Officer (RHU I)**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Apalitenos who will have establishments within the Municipality of Apalit

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
✓ All employees must have Health Certificate ✓ Satisfactory Monthly Water sampling for Refilling Station	- Sanitary Inspector
✓ For other food/ non-food establishment satisfactory monthly water sampling every 6 months	- From company On-site Inspection
✓ Non-food establishment ✓ Pollution Control Order First Aid Kit	- From Company

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements	1. Accept and assess submitted requirements. Issue order of payment	NONE	10 minutes	Sanitation Inspector
2. Payment to Treasurer's Office	2. Accept payment and Issue Official Receipt	**See payment below*	20 minutes	Cash Clerk *(Treasurer's Office)*
3. Wait for document to be processed	3. Prepare the Sanitary Permit	NONE	15 minutes	Sanitation Inspector
4. Present the Official Receipt and receive Sanitary Permit	4. Issue Sanitary Permit	NONE	10 minutes	Sanitation Inspector
	TOTAL:	NONE	55 minutes	

25 sq. m or more but less than 50 sq. m	**₱700.00**
50 sq. m or more but less than 100 sq. m	**₱1,000.00**
100 sq. m or more but less than 200 sq. m	**₱1,500.00**
200 sq. m or more but less than 500 sq. m	**₱1,500.00**
500 sq. m or more but less than 1,000 sq. m	**₱2,000.00**
1,000 sq. m or more	**₱2,500.00**

101. Availing of Laboratory Services

Laboratory services at present are on hold pending memorandum from PHO on what laboratory services may be performed. Present the following labs are done: NS1 Antigen, Urinalysis, H and H for pregnant women, DSSM and Gene Expert. Other laboratories are requested by the physicians and patients will have them processed outside.

Office or Division:	**Office of the Municipal Health Officer (RHU I)**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Apalitenos needing laboratory services			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Laboratory Request		- Attending Physician		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Laboratory with specific laboratory request	1. Register Client in the Logbook	NONE	10 minutes	Medical Technologist
2. Submit specimen	2. Extraction of blood, receive specimen sample	NONE	20 minutes	Medical Technologist
3. Wait for Lab Test	3.1. Run laboratory test and reading of results	NONE	1 hour	Medical Technologist
	3.2. Recording of results	NONE	15 minutes	
4. Payment to Treasurer's Office	4. Accept payment and Issue Official Receipt	*See payment below*	10 minutes	Cash Clerk *(Treasurer's Office)*
5. Present Official Receipt and Claiming of Results	5. Releasing of Result	NONE		
	TOTAL:	NONE	1 hour, 55 minutes	
***CBC**				**₱70.00**
***Platelet**				**₱50.00**
***Urinalysis**				**₱20.00**
***Fecalysis**				**₱20.00**
***Hepa B**				**₱100.00**
***ABO Typing**				**₱50.00**
***Dengue NS1**				**NONE**
***Sputum Result**				**NONE**

Office of the Municipal Health Officer (RHU II)
External Service

102. Availing of General Consultation/National Tuberculosis Program/Expanded Program on Immunization/Pre-natal and Treatment of Minor Medical Cases

AVAILMENT TIME: MONDAY TO FRIDAY 8:00-5:00
SERVICES OFFERED: CONSULTATION, DIAGNOSIS/TREATMENT OF PULMONARY TUBERCULOSIS, VACCINATION AND PRENATAL

Office or Division:	**Office of the Municipal Health Officer (RHU II)**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Apalitenos needing medical care at the primary health level

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Municipal Health Office/ Rural Health Unit	1. Register and secure patient's record using family member and take vital signs of the patient	NONE	30 minutes	Front Desk Officer
2. Answer the needed information	2.1. Take medical history and do physical examination of the patient *(vaccination will be provided for children schedule for vaccination)*	NONE	40 minutes	Rural Health Physician/ Nurse
	2.2. Provide laboratory request if necessary	NONE	20 minutes *(exclusive of laboratory waiting time)*	
	2.3. Give prescription	NONE		
3. Proceed to releasing of medicine	3. Dispensing of prescribed medications	NONE	20 minutes	RHU Staff
	TOTAL:	NONE	1 hour, 50 minutes	

103. Issuance of Medical Certificate, Medical Abstract, Change Gender, Death Certificate

The Municipal Health Office is in charge of the issuances of the following documents:

Purpose for the request of Medical Certificate/ Medical Abstract

- Physically Fit
- Pre-employment purposes
- Securing PWD ID
- For medical assistance
- Absence from work

Purpose for the request of Change Gender

- Passport purposes
- Board Exam purposes
- Marriage License
- Pre-employment

Office or Division:	**Office of the Municipal Health Officer (RHU II)**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Apalitenos needing Medical Certificate/ Medical Abstract/ Change Gender/ Death Certificate provided all requirements are complete

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate/ Medical Abstract:	
✓ 1 original copy of Cedula/ Certificate of Residency (as may apply)	- Mun. Treasurer's Office/ Barangay Hall
✓ 1 photocopy of Medical Record of the patient	- Hospital/ Attending Physician Relative
✓ 1 copy of Picture of patient *(if patient is bedridden)*	
✓ 1 copy of Valid ID	- Any valid id available
✓ 1 Vaccination Card	- Vaccination Site
Death Certificate:	
✓ 1 original copy of Certificate of Indigency	- Barangay Hall
✓ 1 original copy of Medical Records *(if with SSS, Philhealth, GSIS, any form of insurance)*	- Hospital/ Attending Physician
Change Gender:	
✓ Patient himself/ herself	- PSA
✓ 1 original copy of birth certificate	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Health Office/ Rural Health Unit	1.1. *(Medical Certificate/ Medical abstract/ Change gender)* Register and fill out request form/ record and check if requirements are complete (ITR)	NONE	20 minutes	PUBLIC HEALTH NURSE *(RHU II)*

	1.2. Take medical history and do physical examination of the patient (med cert/med abstract/ change gender)	NONE	30 minutes	Rural Health Physician
	1.3. Preparation of document and inform client to proceed in the Treasurer's office and give the client issuance order of payment	NONE	10 minutes	Rural Health Physician
2. Payment to Cashier	2. Receive payment and Issuance of Official Receipt	**Medical Certificate:* ₱150.00/ copy Additional ₱75.00/ second copy **Medical Abstract:* ₱150.00/ copy Additional ₱75.00/ second copy **Change Gender:* ₱700.00 **Death Certificate:* NONE	15 minutes	Designated Cashier *(RHU II)*
3. Claiming of document for (Medical Certificate/ Medical Abstract/Change Gender)	3. Release the document and sign in the logbook	NONE	5 minutes	Rural Health Physician
	TOTAL:	**Medical Certificate:* ₱150.00/ copy Additional	1 hour, 20 minutes	

	₱75.00/ second copy *Medical Abstract:* ₱150.00/ copy Additional ₱75.00/ second copy *Change Gender:* ₱700.00		

104. Availing of Laboratory Services

Laboratory services at present are on hold pending memorandum from PHO on what laboratory services may be performed. Present the following labs are done: NS1 Antigen, Urinalysis, H and H for pregnant women, DSSM and Gene Expert. Other laboratories are requested by the physicians and patients will have them processed outside.

Office or Division:	**Office of the Municipal Health Officer (RHU II)**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Apalitenos needing laboratory services			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Laboratory Request		- Attending Physician		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Laboratory with specific laboratory request	1. Register Client in the Logbook	NONE	10 minutes	Medical Technologist
2. Submit specimen	2. Extraction of blood, receive specimen sample	NONE	20 minutes	Medical Technologist
3. Wait for Lab Test	3.1. Run laboratory test and reading of results	NONE	1 hour	Medical Technologist
	3.2. Recording of results	NONE	15 minutes	
4. Payment to Treasurer's Office	3. Accept payment and Issue Official Receipt	*See payment below*	10 minutes	Cash Clerk *(Treasurer's Office)*
5. Present Official Receipt and Claiming of Results	4. Releasing of Result	NONE		
	TOTAL:	NONE	1 hour, 55 minutes	
***CBC**				**₱70.00**
***Platelet**				**₱50.00**
***Urinalysis**				**₱20.00**
***Fecalysis**				**₱20.00**
***Hepa B**				**₱100.00**
***ABO Typing**				**₱50.00**
***Dengue NS1**				**NONE**
***Sputum Result**				**NONE**

Office of the Municipal Health Officer (RHU III)
External Service

105. Availing of General Consultation/National Tuberculosis Program/Expanded Program on Immunization/Pre-natal and Treatment of Minor Medical Cases

Apalitenos may avail of general consultation and treatment of minor medical cases at the primary health care level from Monday to Friday, 8:00AM to 5:00PM. Also included in the service will be the diagnosis and treatment of Pulmonary Tuberculosis, provision of vaccines for children aged0-12 months, and pre-natal check-up for pregnant women.

Office or Division:	**Office of the Municipal Health Officer (RHU III)**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Apalitenos needing medical care at the primary health level			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Municipal Health Office/ Rural Health Unit	1. Register and secure patient's record using family member and take vital signs of the patient	NONE	30 minutes	Admin. Aide I
2. Answer the needed information	2.1. Take medical history and do physical examination of the patient *(vaccination will be provided for children schedule for vaccination)*	NONE	40 minutes	Rural Health Physician/ Nurse/ Midwife
	2.2. Provide laboratory request if necessary	NONE	20 minutes *(exclusive of laboratory waiting time)*	Rural Health Physician/ Nurse/ Midwife
	2.3. Give prescription	NONE		
3. Proceed to pharmacy	3. Dispensing of prescribed medications	NONE	20 minutes	Nurse
	TOTAL:	NONE	1 hour, 50 minutes	

106. Issuance of Medical Certificate, Medical Abstract, Change Gender, Death Certificate

The Municipal Health Office is in charge of the issuances of the following documents:

Purpose for the request of Medical Certificate/ Medical Abstract

- Physically Fit
- Pre-employment purposes
- Securing PWD ID
- For medical assistance
- Absence from work

Purpose for the request of Change Gender

- Passport purposes
- Board Exam purposes
- Marriage License
- Pre-employment

Office or Division:	**Office of the Municipal Health Officer (RHU III)**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Apalitenos needing Medical Certificate/ Medical Abstract/ Change Gender/ Death Certificate provided all requirements are complete

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate/ Medical Abstract:	
✓ 1 original copy of Cedula/ Certificate of Residency (as may apply)	- Mun. Treasurer's Office/ Barangay Hall
✓ 1 photocopy of Medical Record of the patient	- Hospital/ Attending Physician Relative
✓ 1 copy of Picture of patient *(if patient is bedridden)*	
✓ 1 copy of Valid ID	- Any valid id available
✓ 1 Vaccination Card	- Vaccination Site
Death Certificate:	
✓ 1 original copy of Certificate of Indigency	- Barangay Hall
✓ 1 original copy of Medical Records *(if with SSS, Philhealth, GSIS, any form of insurance)*	- Hospital/ Attending Physician
Change Gender:	
✓ Patient himself/ herself	- PSA
✓ 1 original copy of birth certificate	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Health Office/ Rural Health Unit	1.1. *(Medical Certificate/ Medical abstract/ Change gender)* Register and fill out request form/ record and check if requirements are complete (ITR)	NONE	20 minutes	Medical Secretary *(RHU III)*

	1.2. Take medical history and do physical examination of the patient (med cert/med abstract/ change gender)	NONE	30 minutes	Rural Health Physician *(RHU III)*
	1.3. Preparation of document and inform client to proceed in the Treasurer's office and give the client issuance order of payment	NONE	10 minutes	Rural Health Physician *(RHU III)*
2. Payment to Cashier	4. Receive payment and Issuance of Official Receipt	**Medical Certificate:* ₱150.00/ copy Additional ₱75.00/ second copy **Medical Abstract:* ₱150.00/ copy Additional ₱75.00/ second copy **Change Gender:* ₱700.00 **Death Certificate:* NONE	15 minutes	Designated Cashier *(RHU III)*
3. Claiming of document for (Medical Certificate/ Medical Abstract/Change Gender)	5. Release the document and sign in the logbook	NONE	5 minutes	Rural Health Physician *(RHU III)*
	TOTAL:	**Medical Certificate:* ₱150.00/ copy Additional	1 hour, 20 minutes	

	₱75.00/ second copy *Medical Abstract:* ₱150.00/ copy Additional ₱75.00/ second copy *Change Gender:* ₱700.00		

107. Availing of Laboratory Services

Laboratory services at present are on hold pending memorandum from PHO on what laboratory services may be performed. Present the following labs are done: NS1 Antigen, Urinalysis, H and H for pregnant women, DSSM and Gene Expert. Other laboratories are requested by the physicians and patients will have them processed outside.

Office or Division:	**Office of the Municipal Health Officer (RHU III)**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Apalitenos needing laboratory services			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Laboratory Request		- Attending Physician		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Laboratory with specific laboratory request	1. Register Client in the Logbook	NONE	10 minutes	Medical Technologist *(RHU III)*
2. Submit specimen	2. Extraction of blood, receive specimen sample	NONE	20 minutes	Medical Technologist *(RHU III)*
3. Wait for Lab Test	3.1. Run laboratory test and reading of results	NONE	1 hour	Medical Technologist *(RHU III)*
	3.2. Recording of results	NONE	15 minutes	
4. Payment to Cashier	3. Accept payment and Issue Official Receipt	**See payment below*	10 minutes	Designated Cashier *(RHU III)*
5. Present Official Receipt and Claiming of Results	4. Releasing of Result	NONE		
	TOTAL:	NONE	1 hour, 55 minutes	
***CBC**				**₱70.00**
***Platelet**				**₱50.00**
***Urinalysis**				**₱20.00**
***Fecalysis**				**₱20.00**
***Hepa B**				**₱100.00**
***ABO Typing**				**₱50.00**
***Dengue NS1**				**NONE**
***Sputum Result**				**NONE**

Public Employment Service Office
External Service

108. Securing Referrals (Local Employment for Applicants)

PESO provides employment assistance to jobseeker through referral. The office offers interview tips and guides on writing resume. We assist applicants through career guidance and counseling in choosing the position/job that will match their abilities and qualifications.

Office or Division:	**Public Employment Service Office**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Resident of Apalit			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Transcript of Record of Graduation Certificate (*2 photocopy)* ✓ Resume with 2x2 latest picture ✓ Employment Certificate **if available* ✓ Training Certificate **if available*		- From School/University where the applicants graduated - Provided by the applicant. - Issued by the previous employer. - Issued by the Training Center/Institutions.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present complete set of requirements	1. Receive and review the submitted requirements.	NONE	10 minutes	Senior Labor & Employment Officer *(PESO)*
2. Log on the applicant's logbook	2. Assist the client	NONE		Admin. Aide I *(PESO)*
3. Issuance of Referral Letter	3. Issue Referral Letter signed by the Department Head.	NONE	5 minutes	Senior Labor & Employment Officer *(PESO)*
	TOTAL:	NONE	15 minutes	

109. Special Program for Employment of Students (SPES)

Special Program for Employment of students (SPES) was created under Republic Act 7323, aims to help poor but deserving students and out-of-school youth in pursuing their education through employment during summer vacation.
The program is conducted every year. Participants are assigned to work as enumerator / office clerk. Work duration is 20 days and are entitled to at least minimum wage. Of this, 60% is paid by the employer (LGU); 40% IS PAID BY THE Department of Labor and Employment (DOLE). Applications are screened at PESO.

Students and out-of-school youth applying under SPES must the following criteria:

- 15 to 30 years old
- Enrolled during the present school year/ semester immediately preceding the summer vacation or a drop-out who intends to enroll again.
- Parent's net income after computed combined net taxable compensation income not exceed P189,504.00
- No failing grades

Office or Division:	**Public Employment Service Office**
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Resident of Apalit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Registration Form 09 with 3 pcs. ID pictures	- Provided by DOLE
Any of the following to attest to the student-applicant's age: ✓ Birth or Baptismal Certificate *(2 copies)*	- Provided by the student applicant - Issued by PSA
Any of the following to attest to the student-applicant's rating: ✓ Form 138 *(2 copies)* ✓ Certification by school registrar that student has passed during the previous semester or school year *(2 copies)* ✓ Certified true copy of the student's class card where the passing grade could be determined *(2 copies)*	- Provided by the student applicant - Issued by the School
Any of the following to attest to the student's family income: ✓ Latest income tax return of the parents/guardian *(2 copies)* ✓ Bureau of Internal Revenue (BIR) Certification that the parents do not file Tax Returns *(2 copies)*	- From the parents/guardian, Issued employer - Issued by the Bureau of Internal Revenue (BIR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SPES Orientation selected student-applicants will be informed to attend	1. Student-applicants must submit all requirements before the orientation	NONE	4 hours	Senior Labor & Employment Officer *(PESO)*

	the schedule orientation				
2.	SPES Registration Selected student-applicant must fill-up the SPES Registration Form	2. PESO Staff will provide the registration form	NONE	10 minutes	Senior Labor & Employment Officer *(PESO)*
3.	SPES Work Assignment Student- applicant must attend the meeting for the announcement of work assignments	3. Distribute forms to student-applicants for the work assignment	NONE	1 hour	Senior Labor & Employment Officer *(PESO)*
4.	Signing of SPES Contract student-applicants must fill-up the SPES Employment Contract	4. PESO Staff will provide the employment contract	NONE	10 minutes	Senior Labor & Employment Officer *(PESO)*
5.	Employment Period student- applicant must conduct the survey for 20days and are required to report every Monday on the Survey Conducted	5. Monitor students on area assigned	NONE	20 days	Senior Labor & Employment Officer/ Admin. Aide I *(PESO)*
6.	SPES Placement Report	6. Accomplish the SPES Placement Report for submission to DOLE	NONE	2 hours	Senior Labor & Employment Officer *(PESO)*
7.	Submission of Survey Forms and Reports Submission of summary of the result of the survey, surrender used and unused survey forms	7. Collect all used and unused survey forms. Receive the summary of the result of the survey	NONE	2 hours	Senior Labor & Employment Officer/ Admin. Aide I *(PESO)*
8.	Payroll Processing (60% salary) submit student-applicant final list for payroll noted by LCE to Accounting office.	8. Prepare the final list of SPES student-applicant	NONE	1 hour	Senior Labor & Employment Officer *(PESO)*
9.	SPES requirements complete requirements of student-applicant to be submitted to	9. Submits all requirements to DOLE	NONE	3 hours	Senior Labor & Employment Officer *(PESO)*

DOLE for the 40% salary				
	TOTAL:	NONE	20 days, 13 hours, 20 minutes	

110. Conduct of Skill Training

Office or Division:	**Public Employment Service Office**			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Resident of Apalit			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Passport Size Picture *(6 copies)*		- Provided by Applicants		
✓ Barangay Clearance *(original copy)*		- Barangay Hall		
✓ Birth Certificate/ Marriage Contract *(photocopy)*		- PSA		
✓ Copy of Transcript of Record/ Copy of School Diploma *(photocopy)*		- School/University **where applicant graduated*		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Registration of Trainees	1. Register on the TESDA barangay need survey form	NONE	10 minutes	Senior Labor & Employment Officer/ Admin. Aide I *(PESO)*
2. Conduct of Orientation	2. Register on the attendance sheet, discussion on the training requirements, duration and schedule	NONE	2 hours	Senior Labor & Employment Officer/ Admin. Aide I *(PESO)*
	TOTAL:	NONE	2 hours, 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM		
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the **Public Assistance and Complaints Desk.** Contact info: hr.apalit@gmail.com	
How feedbacks are processed	Every Friday, the Public Assistance & Complaints Desk Officer opens the drop box complies and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answers within three (3) days of receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups clients may contact the following Contact info: hr.apalit@gmail.com	
How to file a complaint	Answer the client feedback form and drop it at the designated drop box in front of the **Public Assistance and Complaints Desk.** Complaints can also be filed via e-mail. Make sure to provide the following information: - Name of person being complained - Incident - Evidence For inquiries and follow-ups clients may contact the following Contact info: hr.apalit@gmail.com	
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups clients may contact the following Contact info: hr.apalit@gmail.com	
Contact Information of CCB, PCC, ARTA	ARTA:	complaints@arta.gov.ph
		1-ARTA (2872)
	PCC:	8888
	CCB:	0908-881-6565 (SMS)