



**LOCAL GOVERNMENT UNIT
QUEZON, QUEZON**

CITIZEN'S CHARTER
2026 (1st EDITION)



Republic of the Philippines
Province of Quezon
MUNICIPALITY OF QUEZON
--o0o--

LOCAL GOVERNMENT UNIT OF QUEZON, QUEZON

CERTIFICATE OF COMPLIANCE

Year: 2026

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **JUAN F. ESCOLANO**, Filipino, of legal age, **Municipal Mayor** of the **Local Government Unit of Quezon, Quezon**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **Local Government Unit of Quezon, Quezon** including its **15 Offices** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2025 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

☒	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins, standees, others)
☒	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
☒	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.



- 4) The Citizen's Charter Handbook enumerates the following information:
 - a. Mandate, vision, mission, and service pledge of the agency;
 - b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

JUAN F. ESCOLANO
Municipal Mayor
LGU Quezon, Quezon



II. AGENCY PROFILE

1. MANDATE

To ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of the inhabitants of Quezon, Quezon.

2. VISION

“Ang QUEZON, QUEZON sa taong 2025, ay isang progresibong 4th class na bayan na kilala sa agri-eko-turismo, may matatag at ligtas na pamayanan, sa pamamahala ng mabuti at mahusay na lingkod bayan at nagkakaisang mamamayan na may pagpapahalaga sa pananampalataya, likas na yaman, sining at kultura.”

3. MISSION

To wholeheartedly and willingly serve with transparency, honesty, and compassion through the development programs aimed to uplift the standard of living and livelihood of the citizenry.

4. SERVICE PLEDGE

We, the officials and employees of the Municipal Government of Quezon, Quezon, pledge and commit to delivering quality public service as stated in this Citizen's Charter and to attending to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



III. LIST OF SERVICES

PAGE

OFFICE OF THE MUNICIPAL MAYOR

External Services

	-	-	-	11
Issuance of Mayor's Clearance/ Certification	-	-	-	12
Issuance of Mayor's Permit	-	-	-	13
Issuance of Endorsement (for scholarship)	-	-	-	14
Public Assistance: Financial / Medical Assistance	-	-	-	15
Issuance of Recommendation (for employment)	-	-	-	16
Issuance of Certificate of Unemployment	-	-	-	17
Issuance of Certificate of Appearance	-	-	-	18
Issuance of Affidavit of Loss	-	-	-	19
Issuance of Motorized Tricycle Operator's Permit	-	-	-	20-21
Setting Appointment with Mayor	-	-	-	22
Setting Schedule and Assisting Civil Wedding	-	-	-	23
Complaints and Grievances Handling	-	-	-	24

Internal Services

				25
Processing of Documents for signature of Municipal Mayor	-	-	-	26
Subscription of Oaths of Office	-	-	-	27
Subscription of Statement of Assets, Liabilities and Net Worth (SALN)				28
Incoming Communication & Correspondence	-	-	-	29
Accepting of Resignation Letter	-	-	-	30

ENVIRONMENTAL MANAGEMENT SECTION

				31
Collection of Segregated Biodegradables and Residuals	-	-	-	32
Promoting and Implementing Waste Reduction	-	-	-	33

GENERAL SERVICES SECTION

				34
Preparation Of Attachments of Disbursement Voucher				
Procurement of Goods, Infrastructure, Projects, And Consultancy Services	-	-	-	35
Issuance Of General Clearance	-	-	-	36
Inspection Of Deliveries of Goods and Services	-	-	-	37
JOB ORDER (Repairs and Cleaning)	-	-	-	38
Request For Logistics / Manpower Assistance (Sound System/ Tables/ Chairs/ Rostrum)				39
Procurement Of Common-Use Supplies and Equipment	-	-	-	40
Issuance Of Common-Use Supplies and Equipment, Pol (Petroleum, Oil, Lubricants), And Mobile and Internet Load	-	-	-	41

PUBLIC INFORMATION SECTION

42



Production Of Information Materials and Posting Via LGU Quezon, Quezon Public Information Office Facebook Page, And LGU Official Website	-	-	-	43
Coverage Of Municipal Events and Activities	-	-	-	44
Human Resource Management Section				
Internal Services				45
Issuance of Locator Slip	-	-	-	46
Processing of Leave Application	-	-	-	47
Issuance of Service Record/Certificate of Employment to retired/separated employees.	-	-	-	48
Issuance of Service Record/Certificate of Employment to active employees	-	-	-	49
Issuance of Certificate of Leave Balance	-	-	-	50
PUBLIC EMPLOYMENT SERVICE SECTION				
External Services	-	-	-	51
Employment Facilitation	-	-	-	52
Special Program for the Employment of Students (SPES)	-	-	-	53
Government Internship Program (GIP)	-	-	-	54
Extension of OWWA Services and Assistance	-	-	-	55
OFFICE OF THE SANGGUNIANG BAYAN				
Internal Services				56
Issuance of Motorized Tricycle Franchise / MTOP	-	-	-	57
Issuance of Certificate for CSO Accreditation	-	-	-	58-59
OFFICE OF THE MUNICIPAL ACCOUNTANT				
Internal Services				60
Receive and record barangay financial transaction document	-	-	-	61
Processing of Disbursement Vouchers	-	-	-	62-63
OFFICE OF THE MUNICIPAL AGRICULTURIST				
External Services				64
Registration on the Registry System for Basic Sectors of Agriculture (RSBSA)	-	-	-	65
Vegetable Seeds, Palay Seeds, Fertilizers	-	-	-	66
Veterinary Medicine or Vitamins	-	-	-	67
Artificial Insemination for Livestock (Cattle and Carabao)	-	-	-	68



Boat Registration (3 gross tonnage and below) and Gear Registration	-	-	-	69-71
Fish pen/ Fish Corral (Baklad) Registration	-	-	-	72-73
Crops, Livestock and Fisheries Insurance Application (PCIC)	-	-	-	74
Anti-Rabies Program (Vaccination)	-	-	-	75-76
Registration Assistance to Farmers'/Fishers' Organization/Cooperative	-	-	-	77
Facilitation of Access to Programs and Support Services	-	-	-	78
Cooperative/Organization Profiling and Accreditation	-	-	-	79

OFFICE OF THE MUNICIPAL ASSESSOR

External Services

				80
Verification Of Records	-	-	-	81-82
Issuance Of New Tax Declaration for Building/ Machinery/ Other Improvement	-	-	-	83-85
Issuance Of New Tax Declaration for Land (Titled / Untitled but Undeclared)	-	-	-	86-88
Transfer Of Tax Declaration for Land (Titled/Untitled)	-	-	-	89-91
Cancellation, Revision or Correction of Assessments	-	-	-	92-94
Annotation Or Cancellation of Loans or Mortgage, Bail Bond, Attachments, etc.	-	-	-	95-96
Issuance of Certified True Copy of Tax Declaration	-	-	-	97-98
Issuance Of Certifications: No Improvement, Aggregate LANDHOLDINGS, NO LAND TITLE Issuance of Certifications: No Improvement, Aggregate Landholdings, No Land Title	-	-	-	99-100
Issuance Of Certification of No Real Property	-	-	-	101-102

OFFICE OF THE MUNICIPAL BUDGET

				103
Processing of Obligation Request Form (OBR)	-	-	-	104-105
Processing of Annual Procurement Plan (APP), Approved Budget of the Contract (ABC), Activity Design	-	-	-	106-107
Review of Barangay Annual and Supplemental Budget	-	-	-	108-110
Preparation of the Municipal Budget	-	-	-	111-112
Request for the Balances/Availability of Appropriations, Allotments and Obligations	-	-	-	113-114
Certification of Availability of Appropriation	-	-	-	115

OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

				116
Registration of Certificate of Live Birth (Timely)	-	-	-	117-118
Registration of Certificate of Live Birth (Delayed)	-	-	-	119-120



Registration of Certificate of Death (Timely)	-	-	-	121
Registration of Certificate of Death (Delayed)	-	-	-	122-123
Registration of Certificate of Marriage (Timely)	-	-	-	124
Registration of Certificate of Marriage (Delayed)	-	-	-	125-126
Application for Marriage License	-	-	-	127-128
Issuance of Certification of Registered Documents	-	-	-	129
Registration of Legal Instruments (Legitimation)	-	-	-	130
Registration of Legal Instruments (Acknowledgment/Admission of Paternity)	-	-	-	131
Supplemental Report	-	-	-	132-133
Correction of Clerical Error (RA 9048)	-	-	-	134-136
Change of First Name (RA 9048)	-	-	-	137

OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT (MDRRMO)

External Services

				138
Request For Discussion-Based Exercise	-	-	-	139
Request For Operations-Based Exercise	-	-	-	140
Barangay Disaster Risk Reduction and Management Plan Review	-	-	-	141
Barangay Disaster Risk Reduction and Management Fund Investment Plan Review	-	-	-	142
Accreditation Of Community Disaster Volunteers	-	-	-	143-145
Review Of CCTV Footage	-	-	-	146
Request For Aerial Inspection	-	-	-	147
Assistance With Planned Events	-	-	-	148
Logistics/Equipment Support	-	-	-	149
Response To Accidents, Emergencies, Disasters, And Other Untoward Incidents	-	-	-	150

OFFICE OF THE MUNICIPAL ENGINEER

				151
Building Maintenance	-	-	-	152
Road And Other Horizontal Projects Repair	-	-	-	153
Excavation Clearance Processing	-	-	-	154
Preparation Of Detailed Engineering	-	-	-	155-156
Partial Billing for Horizontal & Vertical Projects	-	-	-	157
Final Billing for Horizontal & Vertical Projects	-	-	-	158
Time Extension for Horizontal & Vertical Projects	-	-	-	159
Project Suspension for Horizontal & Vertical Projects	-	-	-	160
Variation Order for Horizontal & Vertical Projects	-	-	-	161
Receiving/Releasing of Various Communications, Complaints, Requests, Billings, etc.	-	-	-	162-163



Issuance Of Certified Photocopies	-	-	-	164
Issuance Of Building Permits	-	-	-	165-168

OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

External Services

				169
Issuance Of Zoning Certification for Electrical Connection	-	-	-	170-172
Issuance Of Zoning / Locational Clearance for Building Permit	-	-	-	173-176
Issuance Of Zoning Certification for Land	-	-	-	177-178
Issuance Of Zoning Certification for Business Permit	-	-	-	179-182
EXCERPT FROM RESOLUTION NO. 2020-208	-	-	-	183-192

OFFICE OF THE MUNICIPAL HEALTH OFFICER

External Services

				193
Immunization Services	-	-	-	194
Patient Consultation Services	-	-	-	195-196
Pre-Natal Services	-	-	-	197-198
Family Planning Services	-	-	-	199-200
Birthing Services (Delivery)	-	-	-	201-202
Ambulance Services	-	-	-	203-205
National Tuberculosis Control Program	-	-	-	206-207
Botika ng Bayan	-	-	-	208
PhilHealth YAKAP (Yaman ng Kalusugan Program)	-	-	-	209-210
Nutrition Services	-	-	-	211
Dental Services	-	-	-	212
Render Rabies Control Services	-	-	-	213
Issuance of Medical Certificate/ Medico-Legal Certificates	-	-	-	214
Issuance of Sanitary Permit	-	-	-	215
Issuance of Certifications	-	-	-	216
Issuance of Certificate of Appearance	-	-	-	217
Issuance of Pre-Marriage Counseling Certificate	-	-	-	218-219
Preparation of Death Certificate	-	-	-	220

OFFICE OF THE MUNICIPAL HEALTH OFFICER

Internal Services

				221
Preparation and Processing of Documents	-	-	-	222-223
Receiving Incoming Communications	-	-	-	224
Encoding of Request for Travel and Offsetting	-	-	-	225
Encoding/Reporting and Printing of Reports	-	-	-	226-227
Conduct of Inventory of Medicines and Medical Supplies	-	-	-	228



Formulation of Work and Financial Plan under Philippine Multi-Sectoral Nutrition Program (PMNP)	-	-	-	229-230
Preparation of Proposed Annual Budget and Formulation of Plans	-	-	-	231-232

OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

External Services

Assistance to Individual in Crisis Situation (AICS)/Emergency Assistance, Medical Assistance, Burial Assistance, Transportation Assistance (Balik-Probinsya)	-	-	-	233
Issuance of Identification Card from Office of the Senior Citizen Affairs (OSCA), Medicine and Purchase Booklet	-	-	-	234-235
Issuance of Identification Card of Solo Parent and Medicine Booklet	-	-	-	236
Issuance of Identification Card of Solo Parent	-	-	-	237
Issuance of Certificate of Indigency	-	-	-	238
Social Case Study Report (Referrals) *Home Visit Not Required	-	-	-	239
Social Case Study Report (Referrals) *Home Visit Required	-	-	-	240
Pre-Marriage Orientation and Counseling	-	-	-	241-242
Provision of Supplemental Feeding	-	-	-	243
Early Childhood Care and Development	-	-	-	244
Government Service: Early Childhood Care and Development	-	-	-	245
	-	-	-	246-247

OFFICE OF THE MUNICIPAL TREASURER

External Services

Processing of Business Permits and Licenses	-	-	-	248
Securing Community Tax Certificate (CTC) or Cedula	-	-	-	249
Securing Various Certificates from the Municipal Treasurer's Office (Real Property Tax Clearance, Certificate of No Tax Liability, Certificate of Full Payment and Certificate of Business Tax Exempt)	-	-	-	250
Payment of Real Property Taxes	-	-	-	251
Payment of Fees and Charges	-	-	-	252
Issuance of Certification for Termination/Retirement of Business	-	-	-	253
Release of Checks to Payees (Suppliers/Creditors/Other Stakeholders)	-	-	-	254
Feedback and Complaints Mechanism	-	-	-	255
List of Offices	-	-	-	256
List of Offices with Designated Personnel	-	-	-	257-258
	-	-	-	259



OFFICE OF THE MUNICIPAL MAYOR

EXTERNAL SERVICES



1. ISSUANCE OF MAYOR'S CLEARANCE/CERTIFICATIONS

The Mayor's Clearance is issued to bonafide residents of the municipality stating the clearance has no pending case against him/her. Certifications are issued to attest to the status or level of achievement and to affirm the validity of the information.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All persons/individuals who are bonafide residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance (1 photocopy)		Local Police Station		
2. Barangay Clearance (1 photocopy)		Barangay Hall		
3. Latest Community Tax Certificate -CTC (1 photocopy)		Barangay Hall		
4. Official Receipt (original)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Office lobby	1.1. Give the Logbook to the client	None	3 minutes	Office Clerk Mayor's Office
2. Submit the required documents to table 2 or 3 for verification	2.1. Receive documents and check for completeness. 2.2. Issue Order of payment if all required documents were given. 2.3. Start processing the request	None	7 minutes	Office Clerk Mayor's Office
3. Pay the required fees at the treasurer's office	3.1. Accept payment base on the order Payment. 3.2. Issue the official receipt.	₱ 75.00 Mayor's Clearance ₱ 75.00 Certification fee	5 minutes	RCC 1 MTO
4. Return to the Mayor's Office for the processing and release of clearance or certification	4.1. Check the official receipt. 4.2. Issue the Certificate or Clearance to the Client.	None	1 minute	Office Clerk Mayor's Office
TOTAL		₱ 75.00	16 minutes	



2. ISSUANCE OF MAYOR'S PERMIT

The Mayor's Permit is a document issued to any person who shall establish, operate or conduct any business, trade or activity within the municipality.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All individuals engaged in any business			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance (1 photocopy)			Barangay Hall	
2. Latest Community Tax Certificate - CTC (1 photocopy)			Barangay Hall	
3. Official Receipt (original)			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Office lobby	1.1. Give the Logbook to the client	None	3 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Receive documents and check for completeness 2.2. Issue Order of Payment of all required documents were given 2.3. Start processing the request.	None	10 minutes	Office Clerk Mayor's Office
3. Pay the required fees at the treasurer's office	3.1. Accept payment base on the Order of Payment 3.2. Issue the Official Receipt	₱ 75.00 Certification fee / Clearance	7 minutes	RCC 1 MTO
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4.1. Check the Official Receipt 4.2. Issue the Permit to the Client	Amount varies (Fees are available at the MTO Citizen's Charter)	5 minutes	Office Clerk Mayor's Office
	TOTAL	Amount varies	25 minutes	



3. ISSUANCE OF ENDORSEMENT (FOR SCHOLARSHIP)

Endorsement is support, authorization, approval of something to show advocating to a person and endorsement have a brief detail about the information.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All deserving students within the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 photocopy)		Barangay Hall		
2. Latest Community Tax Certificate -CTC (1 photocopy)		Barangay Hall		
3. Official Receipt (original)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Office lobby	1.1. Give the Logbook to the client	None	3 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Check and forward to the Secretary of the Mayor for Appropriate action	None	10 minutes	Office Clerk Mayor's Office
	2.2. Prepares endorsement letter and forward it to the Mayor for signature		5 minutes	
	2.3. Signs the Endorsement Letter			
3. Receive Endorsement Letter	3.1. Releases of Endorsement Letter	None	2 minutes	Office Clerk Mayor's Office
TOTAL		None	20 minutes	



4. PUBLIC ASSISTANCE: FINANCIAL/MEDICAL ASSISTANCE

Interview and assessment/assistance of walk-in clients seeking medical, financial, burial, educational and other related services from the Office of the Municipal Mayor. Provide the necessary data for clients that need information or referral of clients to the concerned agencies/office.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All indigent individual/family		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of indigency of Claimant (original)		Barangay Hall		
2. Certificate of indigency of patient (original)		Barangay Hall		
3. Medical Abstract/Medical Certificate (original)		Hospital		
4. Hospital Bill (1 original)		Hospital		
5. Social Case Study Report (1 original)		Office of the MSWD		
6. Identification Card of Claimant (1 photocopy)		BIR, Post Office, PSA, SSS GSIS, Pag-ibig, School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Office lobby	1.1. Give the Logbook to the client	None	2 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Evaluates and assesses submitted requirements.	None	2 minutes	Office Clerk Mayor's Office
	2.2. Forward submitted documents to the Secretary to the Mayor	None		
	2.3. Reviews submitted documents	None	5 minutes	
	2.4. Forward documents to the Municipal Mayor	None	30 seconds	
	2.5. For interview of the client and approval of required document	None	5 minutes	
	2.6. Encodes endorsement/referral and forward to the municipal Mayor	None	5 minutes	
	2.7. Sign endorsement/referral		30 seconds	Office Clerk Mayor's Office
TOTAL		None	20 minutes	



5. ISSUANCE OF RECOMMENDATION (FOR EMPLOYMENT)

Recommendation is a document in which the writer assesses the qualities, characteristics, and capabilities of a person being recommended in terms of that individual's ability to perform a particular task.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Residence such as Barangay Clearance/Police Clearance/ NBI Clearance		Barangay Hall/ Police Station/ NBI Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Office lobby	1.1. Give the logbook to the client	None	2 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Check and forward to the secretary of the mayor for appropriate action	None	10 minutes	Office Clerk Mayor's Office
	2.2. Prepares endorsement letter and forward it to the mayor signature	None	5 minutes	
3. Receive recommendation letter	3.1. Releases of recommendation letter	None	2 minutes	Office Clerk Mayor's Office
TOTAL		None	19 minutes	



6. ISSUANCE OF CERTIFICATE OF UNEMPLOYMENT

A certifying for unemployment person who is actively searching for employment or to certify the head of the family for the purpose of tuition fees deduction or students' scholarship grants.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All unemployed residents of the municipality seeking this kind of certification			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate (1 photocopy)		Barangay Hall		
2. Latest Community Tax Certificate -CTC (1 photocopy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Office lobby	1.1. Give the logbook to the client	None	2 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Evaluates and assesses the submitted requirements	None	3 minutes	Office Clerk Mayor's Office
	2.2. Encodes and prints the required document		5 minutes	
	2.3. Forwards encoded document for Mayor signature.		3 minutes	
3. Receive Certificate of Unemployment	3.1. Releases of Certificate of Unemployment	None	3 minutes	Office Clerk Mayor's Office
	TOTAL	None	15 minutes	



7. ISSUANCE OF CERTIFICATE OF APPEARANCE

This certificate is issued to all personnel have an appeared from other office with travel order.

Office or Division:		Office of the Municipal Mayor			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizens			
Who may avail:		All personnel from other government agencies and barangay officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Travel Authority					
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the information desk	1.1.	Give the logbook to the client	None	2 minutes	<i>Office Clerk Mayor's Office</i>
2. Submit the required documents to the responsible frontline service personnel for verification	2.1.	Evaluates and assesses the submitted requirements	None	5 minutes	<i>Office Clerk Mayor's Office</i>
	2.2.	Encodes clients details and prints the certification	None	3 minutes	
	2.3.	Forwards encoded document for Mayor's signature			
	2.4.	Signs the encoded Certificate of Appearance			
3. Receive certificate of Appearance	3.1.	Releases of Certification of Appearance	None	3 minutes	<i>Office Clerk Mayor's Office</i>
	TOTAL		None	13 minutes	



8. ISSUANCE OF AFFIDAVIT OF LOSS

An Affidavit of loss is a document declaring that a security certificate has been lost or destroyed.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All residents that have lost documents (ID, books, passbook and ATM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Community Tax Certificate -CTC (1 photocopy)		Barangay Hall		
2. Barangay Certificate		Barangay Hall		
3. Official Receipt		Municipal Treasurer' s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the information desk	1.1. Give the logbook to the client	None	2 minutes	Office Clerk Mayor's Office
4. Submit the required documents to the responsible frontline service personnel for verification	4.1. Evaluates and assesses the submitted requirements	None	2 minutes	Office Clerk Mayor's Office
	4.2. Encodes clients details and prints the certification		3 minutes	
	4.3. Forwards encoded document for Mayor's signature			
5. Pay the required fees at the treasurer's office	5.1. Accept payment base on the Order of Payment	₱ 75.00 Affidavit fee	10 minutes	RCC 1 MTO
	5.2. Issue the official receipt.			
6. Return to the Mayor's Office for the processing and release of Clearance or Certification	6.1. Check the Official Receipt	None	5 minutes	Office Clerk Mayor's Office
	6.2. Issue the Certificate or Clearance to the Client			
TOTAL		₱ 75.00	22 minutes	



9. ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT

Motorcycle and Tricycle Operators conducting mobile or transport business in the Municipality.

Office or Division:		Office of the Municipal Mayor			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizens			
Who may avail:		All motorcycle and tricycle operators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. 1 copy of Original and photocopy of LTO issued OR and CR			Land Transportation Office		
2. 1 copy of Previous Franchise (for renewal of MTO)			Land Transportation Office		
3. 1 copy of Official Receipt			Municipal Treasurer' s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the Customer Logbook	1.1. Give the logbook to the client	None	1 minute	Office Clerk Mayor's Office	
2. Inspect the unit and the necessary documents be checked for validity	2.1. Inspect the motorcycle 2.2. Provide the application form to the client and assist him/her in filling up the same	None	30 minutes	Authorized Mayor's Office Personnel	
3. Pay the necessary fees/charges at the Municipal Treasury Office	3.1. Assess necessary fees/charges, collect payments, and forward all documents and official receipt to the Municipal Mayor's Office for Processing of MTO/Franchise 3.2. Assist the client in completing the required documents in case incomplete	Amount varies (Fees are available at the MTO Citizen's Charter)	15 minutes	BPLO Designate Mun. Treasury Office	
4. Submit all required documents and	4.1. Assess the required	None	15 minutes	Office Clerk Municipal Mayor's Office	



official receipts to the Municipal Mayor's Office for processing of MTOP/Franchise	documents and official receipts and prepare the MTOP/Franchise			
5. Claim MTOP/Franchise	5.1. Get a duplicate copy, record and release the MTOP/Franchise	None	15 minutes	Office Clerk Mayor's Office
	TOTAL	Amount varies	1 hour and 16 minutes	



10. SETTING APPOINTMENT WITH THE MAYOR

This service allows individuals, groups, or organizations to formally request a scheduled meeting with the Mayor to discuss concerns, present proposals, seek assistance, or raise official matters requiring executive attention. Requests are subject to availability of the Mayor's schedule and prioritization of urgent and official government functions.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All individuals, groups, or organizations with legitimate concerns, requests, or official matters requiring the attention of the Mayor.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter stating purpose of the meeting, preferred date, and contact details				
2. Valid Identification Card (government-issued or recognized ID)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/form personally, via email, or through authorized representative	1.1. Receive, record and review request; check completeness of details	None	10 minutes	<i>Office Clerk Mayor's Office</i>
	1.2. Evaluate request, coordinate with Mayor's calendar, and set tentative schedule based on availability and priority		1 working day	<i>Mayor's Secretary</i>
	1.3. Inform client of approved schedule via call, text, or email; provide instructions (e.g., required documents, arrival time)		Within the same day of scheduling	<i>Mayor's Secretary</i>
2. Arrive on scheduled date and time	2.1. Facilitate entry, log attendance, and assist during the meeting	None	Depends on meeting duration	<i>Office Clerk Mayor's Office</i>
TOTAL		None	1 working day	



11. SETTING THE SCHEDULE AND ASSISTING CIVIL WEDDING

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All couples of the municipality who wants to solemnize marriage		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Community Tax Certificate -CTC (1 photocopy)		Barangay Hall		
2. Barangay Certificate		Barangay Hall		
3. Official Receipt		Municipal Treasurer' s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the information desk	1.1. Give the logbook to the client	None	2 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Receive the documents	None	5 minutes	Office Clerk Mayor's Office
	2.2. Logs the details of the couple and the schedules of the civil wedding		25 minutes	
	2.3. On the schedule date, the secretary provides assistance in conducting the civil wedding			
3. The couples with the principal sponsors signed the Marriage License in front of solemnizing officer	3.1. The local Chief Executive also signed the license and return it to the Office of the Municipal Civil Registrar for record purposes	None	15 minutes	Office Clerk Mayor's Office
	TOTAL	None	47 minutes	



12. COMPLAINTS AND GRIEVANCES HANDLING

This service involves the receipt, evaluation, referral, and resolution of complaints and grievances against individuals, offices, or public services under the jurisdiction of the Mayor's Office. It ensures that concerns are properly documented, investigated, and acted upon in accordance with existing laws, rules, and regulations.

Office or Division:		Office of the Municipal Mayor		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Any individual, group, or organization with a complaint or grievance concerning any office, personnel, or service under the jurisdiction of the Mayor's Office.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complaint letter				
2. Supporting evidence (e.g., documents, photos, affidavits, or other relevant proof)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint (personally, online, or via representative)	1.1. Receive, record, and acknowledge complaint	None	10 minutes	<i>Office Clerk Mayor's Office</i>
	1.2. Evaluate complaint and refer to appropriate office/department		1-2 working days	<i>Administrative Officer</i>
	1.3. Conduct investigation, validation, and appropriate action		3-7 working days	<i>Concerned Office/Unit</i>
	1.4. Prepare and communicate results to client		1 working day	<i>Concerned Office/Unit Mayor's Office</i>
	TOTAL	None	7 working days	



OFFICE OF THE MUNICIPAL MAYOR

INTERNAL SERVICES



1. PROCESSING OF DOCUMENTS FOR SIGNATURE OF MUNICIPAL MAYOR

The Mayor affixes his signature, upon request, on public documents which he is authorized by law to sign in his capability as public official

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Departments and offices of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents to be signed		Local Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Office of the Mayor	1.1. Check and forward to the Secretary to the Mayor for appropriate action 1.2. Endorse the documents to the mayor for her perusal and signing 1.3. Check and sign the documents	None	5 minutes	<i>Office Clerk Mayor's Office</i> <i>Municipal Mayor</i>
2. Receive the signed documents	2.1. Record in a logbook and deliver the signed documents to the concern department and request the receiving personnel to sign	None	10 minutes	<i>Office Clerk Mayor's Office</i>
	TOTAL	None	15 minutes	



2. SUBSCRIPTION OF OATHS OF OFFICE

All Government Office take an oath or affirmation to uphold and defend the constitution to obey the laws, legal orders and decrees promulgated by the duly constituted authorities.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Sangguniang Bayan Members, Punong Barangay, Barangay Kagawad, Sangguniang Kabataan Chair, Sangguniang Kabataan Kagawad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community tax Certificate (1 original)		Municipal Treasurer's Office		
2. Personal Data Sheet (1 original)		Request Personnel		
3. Barangay Clearance (1 original)		Barangay Hall		
4. 2 x 2 ID Picture (2 original)		Request Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of the Municipal Mayor	1.1. Evaluates and assesses submitted documents	None	5 minutes	Office Clerk Mayor's Office
	1.2. Forwards submitted documents to the secretary to the mayor for review		5 minutes	
	1.3. Review the documents			
2. Go to the office of the Municipal Mayor for taking of oath of office	2.1. Forward document for signature of Mayor	None	10 minutes	Office Clerk Mayor's Office
	2.2. Oath taking			
3. Receive the signed oath of office	3.1. Release the oath of office	None	5 minutes	Office Clerk Mayor's Office
	TOTAL	None	25 minutes	



3. SUBSCRIPTION OF STATEMENT OF ASSETS, LIABILITIES AND NET WORTH (SALN)

Public Officials and Employees shall upon assumption of office and as often thereafter as may be required by law, submit a declaration under oath of his assets, liabilities and net worth.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Vice Mayor, Sangguniang Bayan Member, Punong Barangays, Barangay Kagawad, All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community tax Certificate (1 original)		Municipal Treasurer's Office		
2. SALN 3 original		Request Personnel		
3. Barangay Clearance (1 original)		Barangay Hall		
4. 2 x 2 ID Picture (2 original)		Request Personnel		
5. Government Issued ID (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of the Municipal Mayor	1.1. Evaluates and assesses submitted requirements	None	5 minutes	Office Clerk Mayor's Office
	1.2. Forwards submitted documents to the secretary to the mayor		4 minutes	
	1.3. Reviews submitted documents		1 minutes	
	1.4. Forwards documents for signature of mayor			
	1.5. Sign SALN			
2. Receives signed SALN	2.1. Releases signed SALN	None	5 minutes	Office Clerk Mayor's Office
	TOTAL	None	15 minutes	



4. INCOMING COMMUNICATION AND CORRESPONDENCE

Incoming communication and correspondence mean any telephonic, written, or in person contact to the department that is received by or ultimately directed to this office.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of various communication	1.1. Receive the communications presented and mark receiving copy with date and signature	None	5 minutes	Office Clerk Mayor's Office
	1.2. Communication letter will be forwarded to the secretary to the mayor for review and appropriate actions		1-3 days	
	1.3. Contact clients and issues responses			
	TOTAL	None	3 days & 5 minutes	



5. ACCEPTANCE OF RESIGNATION LETTER

Resignation is an act of an official or employee by which he/she voluntarily relinquishes in writing his/her position effective on a specific date which shall not be less than thirty (30) days from the date of such notice or earlier as mutually agreed upon by the employee and the appointing officer/authority.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Permanent LGU Employees / Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resignation letter	1.1. Receives resignation letter 1.2. Forward resignation letter to the mayor	None	2 minutes	Office Clerk Mayor's Office
2. Personal appearance to the Municipal Mayor	2.1. Interviews Client (official/employee) 2.2. Encodes acceptance letter of resignation of the employee. 2.3. Signs acceptance letter for the resignation	None	5 minutes 3 Minutes 30 seconds	Office Clerk Mayor's Office
3. Receives acceptance letter for resignation	3.1. Releases acceptance letter for resignation to the employee/ official	None	1 minute	Office Clerk Mayor's Office
	TOTAL		11 minutes. & 30 seconds	



OFFICE OF THE MUNICIPAL MAYOR ENVIRONMENT AND NATURAL RESOURCES

EXTERNAL SERVICES



1. COLLECTION OF SEGREGATED BIODEGRADABLES AND RESIDUALS

Scheduled Collection of Garbage

Office or Division:		MENRO		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business		
Who may avail:		Residents and Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Segregated		Residents and Business owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare segregated and specific type of waste in garbage bag and place it in common collection area.	1.1. Inspection of segregated waste at pick up area 1.2. Pick-up of segregated waste 1.3. Collection from municipal and Barangay MRF 1.4. Storing of segregated waste in centralized MRF of LGU	None	8 hours	SWMT Garbage Collectors MENRO
	TOTAL	None	8 hours	



2. PROMOTING AND IMPLEMENTING WASTE REDUCTION

Implementation of Solid Waste Management Act 2000

Office or Division:		MENRO		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business		
Who may avail:		Residents and Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Segregated		Residents and Business owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Practice waste reduction methods	1.1. Information dissemination to all barangay, school, and other NGOs 1.2. Stockpiling of plastic waste at central MRF 1.3. Recycling waste to bricks 1.4. Collection of Plastic by CEMEX Philippines	None	8 Hours	SWMT Sorter MENRO
TOTAL		None	8 hours	



**OFFICE OF THE MUNICIPAL MAYOR
GENERAL SERVICES
INTERNAL SERVICES**



1. PREPARATION OF ATTACHMENTS OF DISBURSEMENT VOUCHER PROCUREMENT OF GOODS, INFRASTRUCTURE PROJECTS, AND CONSULTANCY SERVICES

The attachments of vouchers including Purchase Order, Acceptance and Inspection Report, Requisition and Issue Slip / Inventory Custodian Slip / Property Acknowledgement Receipt, Waste Materials Report, and Pictures are being prepared as part of the requirements in the payment for services rendered or goods delivered, including claims on Infra, Supplies and Materials Maintenance, Security, and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, etc.

Office or Division:		ADMINISTRATIVE DIVISION		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Quezon Municipal Government Offices / Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BAC Forms		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BAC Forms are forwarded to the Administrative Division.	1.1. Receives and records documents / Conducts evaluation of completeness of documents	None	5 minutes per transaction	Administrative Staff
	1.2. Prepares attachments of the disbursement voucher upon delivery.		1 day	
2. Receive the documents.	2.1. Forwards the documents to the end user	None	5 minutes per transaction	Administrative Staff
	TOTAL	None	1 day and 10 minutes	



2. ISSUANCE OF GENERAL CLEARANCE

General Clearance is issued to government employees/officials who transferred to another government agency, retired, resigned, dismissed, or separated from the service. A clearance from his / her office certifying that he/she is cleared from the property accountability is the documentary requirement needed to support the issuance. (Sec. 161 of COA Circular 92-386)

Office or Division:	ADMINISTRATIVE DIVISION			
Classification:	Simple / Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Quezon Municipal Government Offices / Departments – Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Clearance Form (1 original copy)		Human Resource Management Office		
2. Office Clearance - No Property Accountability (1 original copy, 1 duplicate copy)		Concerned Department/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for processing of General Clearance, with complete requirements	1.1. Receives, records, evaluates, initials, and approves the request a. Rank-and-File & Contractual b. Department Heads/ Accountable Officers/Elected Officials	None	1 hour 5 working days	Administrative Staff GSO
2. Receives approved General Clearance	2.1. Releases approved Clearance	None	10 minutes	Administrative Staff
	TOTAL	None	Rank-&File & Contractual: 1 hour & 10 minutes Department Heads/ Accountable Officers/ Elected Officials: 5 Working days & 10 minutes	



3. INSPECTION OF DELIVERIES OF GOODS AND SERVICES

Inspection of deliveries by an authorized Technical Inspector is conducted to determine if the items conformed to the specifications set forth on the Purchase Order / Supplies Delivery Agreement and/or Contracts or Agreements.

Office or Division:		SUPPLY AND PROCUREMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon Municipal Government Offices / Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery Receipts		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits delivery receipts	1.1. Receives delivery receipt	None	5 minutes	<i>Procurement Services Staff</i>
	1.2. Inspects deliveries		1 day	<i>Procurement Services Staff</i>
	1.3. Submits inspection report for review, initials, and approval of the report		30 minutes	<i>Procurement Services Staff</i>
	1.4. Approves / Signs inspection column (AIR)		30 minutes	GSO
	TOTAL	None	1 day, 1 hour, and 5 minutes	



4. JOB ORDER (REPAIRS AND CLEANING)

The Job Order Form is being issued to the requesting offices that need the maintenance service of the department. It is also to monitor that the request for repair and/or cleaning of office furniture, equipment, and facilities had been acted on effectively and efficiently.

Office or Division:		ASSET AND PROPERTY DIVISION		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Quezon Municipal Government Offices / Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/verbal/phone request/email		Client		
2. Job Order Form		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request for repair/ maintenance/ cleaning	1.1. Receives, records & approves Request	None	5 minutes	<i>Administrative Staff</i>
2. Wait for action taken	2.1. Delegates the Job Order to the concerned personnel (electrician, utility, janitorial)	None	5 minutes	GSO
	2.2. Secures needed materials		10 minutes	<i>Supply Management Staff</i>
	2.3. Acts on the request		1 day	<i>Asset and Property Division Staff</i>
3. Signs the Job Order (Acknowledged portion)	3.1. Submits accomplished job order report	None	15 minutes	<i>Administrative Staff</i>
	TOTAL	None	1 day and 35 minutes	



5. REQUEST FOR LOGISTICS/MANPOWER ASSISTANCE (SOUND SYSTEM/TABLES/CHAIRS/ROSTRUM)

The office provides logistics such as tables, chairs, sound system, etc, as well as manpower assistance to government-sponsored and approved activities within the municipality.

Office or Division:	ASSET AND PROPERTY DIVISION			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C – Government to Citizen			
Who may avail:	Any individual, group, company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/verbal/phone request/email		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request for repair/ maintenance/ cleaning	1.1. Receives, records & approves Request	None	5 minutes	<i>Administrative Staff</i>
2. Wait for action taken	2.1. Checks availability of the requested logistics	None	5 minutes	<i>Supply Management Staff</i>
	2.2. Acts on the request		1 hour	<i>Asset and Property Division Staff</i>
3. Signs the logbook for the requested logistics	3.1. Logs the requested logistics	None	15 minutes	<i>Administrative Staff</i>
	TOTAL	None	1 hour and 25 minutes	



6. PROCUREMENT OF COMMON-USE SUPPLIES AND EQUIPMENT

The procurement of CSEs will be based on the result of the evaluation of whether all items are to be procured through agency-to-agency, public bidding, and/or other modes of procurement, or in some instances, items that are available on stocks can be withdrawn through RIS.

Office or Division:		SUPPLY AND PROCUREMENT DIVISION		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon Municipal Government Offices / Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. APP-CSE		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits APP-CSE	1.1. Receives APP-CSE	None	5 minutes	<i>Administrative Staff</i>
	1.2. Consolidates APP-CSE		14 days	<i>Supplies Management Staff</i>
	1.3. Prepares procurement documents		5 days	<i>Procurement Services Staff</i>
	1.4. Approves documents		1 day	GSO
TOTAL		None	20 days	



7. ISSUANCE OF COMMON-USE SUPPLIES AND EQUIPMENT, POL (PETROLEUM, OIL, LUBRICANTS), AND MOBILE AND INTERNET LOAD

Issuances of these CSEs, POL, and load to requesting offices and departments need to be supported with RIS to replenish the number of items issued to allocate to another procurement of supplies and or equipment.

Office or Division:		SUPPLY AND PROCUREMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon Municipal Government Offices / Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RIS		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits RIS	1.1. Receives RIS	None	5 minutes	<i>Administrative Staff</i>
	1.2. Check the availability of CSE, POL, and load		5 minutes	<i>Supplies Management Staff</i>
	1.3. Approves RIS		15 minutes	<i>GSO</i>
	1.4. Issues CSE, POL, and/or load		15 minutes	<i>Procurement Services Staff</i>
	TOTAL	None	40 minutes	



OFFICE OF THE MUNICIPAL MAYOR
PUBLIC INFORMATION
INTERNAL SERVICES



1. PRODUCTION OF INFORMATION MATERIALS AND POSTING VIA LGU QUEZON, QUEZON PUBLIC INFORMATION OFFICE FACEBOOK PAGE, AND LGU OFFICIAL WEBSITE

The Public Information Office produces information materials to raise the awareness of the general public on the local government unit's programs, projects, and activities. To reach a wider audience, especially with the increasing role of social media in promoting participatory governance for government instrumentalities to engage the general public, the Local Government Unit of Quezon maximizes the use of Facebook and its website for information dissemination and gathering feedback from its citizens. PIO handles the main Facebook Page of the LGU and its website.

Office or Division:		Public Information Office			
Classification:		Simple			
Type of Transaction:		G2G - Government to Government			
Who may avail:		All LGU Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Request for production (content, design/layout) and posting through the PIO Facebook Page and website. Must contain the following data: - Name of focal/representative from the requesting unit - Contact number/email address - Full details about the material request (what activity it will be used for, when it will be used, and the pertinent information that should be included in the material)		Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Transmit the request for production	1.1. Receive and review the request	None	15 minutes	PIO Staff	
	1.2. Design and layout the material and information		3 hours	PIO Staff	
	1.3. Approval of the design/layout		15 minutes	PIO	
2. Monitor the posting	2.1. Publish the information material via FB Page and LGU Website	None	5 minutes	PIO Staff	
	TOTAL	None	3 hours and 35 minutes		



2. COVERAGE OF MUNICIPAL EVENTS AND ACTIVITIES

The Public Information Office houses the official photographer/videographer of the Local Government, who can cover LGU events and activities. Photos/videos taken from activities/events may be used as materials for social media posts and as part of office reports

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All LGU Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for activity/event coverage Must contain the following data: - Name of focal/representative from the requesting unit - Contact number/email address - Full details about the activity/event (what the event is about, schedule and venue of the event, requirements of the office)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request for coverage	1.1. Receive and review the request	None	15 minutes	PIO Staff
	1.2. Approval of the request		15 minutes	PIO
2. Guide the photographer/videographer in the event/activity	2.1. Cover the event/activity	None	1 day	PIO Staff
	2.2. Select/Edit photos and video clips			PIO Staff
	2.3. Provide a copy of photos and video clips to the requesting office			PIO Staff
	2.4. Publish the event/activity via FB Page and LGU Website			PIO Staff
	TOTAL	None	1 day and 30 minutes	



OFFICE OF THE MUNICIPAL MAYOR HUMAN RESOURCE MANAGEMENT

INTERNAL SERVICES



1. ISSUANCE OF LOCATOR SLIP

Certification authorizing an employee to travel on official business/time within the municipality.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Active Municipal Government Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished locator slip		Office/Department		
2. Letter of invitation, if any		Training service provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit locator slip.	1.1. Receive the locator slip and review the information provided.	None	10 minutes	<i>HRMO Staff</i>
2. Receive the copy of the locator slip.	2.1. Record the locator slip in the logbook, retain one (1) copy and release the remaining copies to the requesting employee.	None	5 minutes	<i>HRMO Staff</i>
TOTAL		None	15 minutes	



2. PROCESSING OF LEAVE APPLICATION

Application filed by an employee to avail leave as authorized by governing laws.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Municipal Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished leave application form		Office/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit leave application form, duly approved by concerned department head	1.1. Receive the request form and review the information provided	None	5 minutes	<i>Administrative Assistant II (HR Assistant)</i>
	1.2. Update leave card of the requesting employee		10 minutes	<i>Administrative Assistant II (HR Assistant)</i>
	1.3. Certify leave balance		5 minutes	<i>HRMO</i>
	1.4. Forward the application to the Office of the Municipal Mayor/ Office of the Municipal Vice Mayor for approval.		15 minutes	<i>Administrative Assistant II (HR Assistant)</i>
2. Receive the approved leave application.	2.1. Record in the logbook and release the same to the requesting employee.	None	5 minutes	<i>Administrative Assistant II (HR Assistant)</i>
	TOTAL	None	40 minutes	



3. ISSUANCE OF SERVICE RECORD/CERTIFICATE OF EMPLOYMENT TO RETIRED/SEPARATED EMPLOYEES

Certification of actual government services rendered by an employee.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Retired/Separated Municipal Government Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		Office/Department		
2. Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request form.	1.1. Receive the request form and review the information provided. Advise the client to proceed to Municipal Treasurer's Office (MTO) and pay the corresponding certification fee.	None	5 minutes	Administrative Assistant II (HR Assistant)
2. Pay the corresponding fee at MTO	2.1. Receive payment and issue Official Receipt (OR)	₱ 75.00	10 minutes	Revenue Collection Clerk
3. Go back to HRM Office and present the OR.	3.1. Check the OR. Prepare the document and forward the same to HRMO-Designate for signature	None	10 minutes	Administrative Assistant II (HR Assistant)
	3.2. Certify the document	None	5 minutes	HRMO
4. Receive the certification.	4.1. Record the certification in the logbook and release the same to the requesting client.	None	5 minutes	Administrative Assistant II (HR Assistant)
TOTAL		75.00	35 minutes	



4. ISSUANCE OF SERVICE RECORD/CERTIFICATE OF EMPLOYMENT TO ACTIVE EMPLOYEES

Certification of actual government services rendered by an employee.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Municipal Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		Office/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request form.	1.1. Receive the request form and review the information provided	None	5 minutes	<i>Administrative Assistant II (HR Assistant)</i>
	1.2. Prepare the document and forward the same to HRMO-Designate for signature	None	5 minutes	<i>Administrative Assistant II (HR Assistant)</i>
	1.3. Certify the document.	None	5 minutes	<i>HRMO</i>
2. Receive the certification.	2.1. Record the certification in the logbook and release the same to the requesting employee.	None	5 minutes	<i>Administrative Assistant II (HR Assistant)</i>
	TOTAL	None	20 minutes	



5. ISSUANCE OF CERTIFICATE OF LEAVE BALANCE

Certification of actual leave balance of an employee.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		Office/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request form.	1.1. Receive the request form and review the information provided	None	5 minutes	<i>Administrative Assistant II (HR Assistant)</i>
	1.2. Prepare the document and forward the same to HRMO-Designate for signature	None	10 minutes	<i>Administrative Assistant II (HR Assistant)</i>
	1.3. Certify the leave balance	None	5 minutes	<i>HRMO</i>
2. Receive the certification.	2.1. Record the certification in the logbook and release the same to the requesting employee.	None	5 minutes	<i>Administrative Assistant II (HR Assistant)</i>
	TOTAL	None	25 minutes	



OFFICE OF THE MUNICIPAL MAYOR
PUBLIC EMPLOYMENT SERVICE
EXTERNAL SERVICES



1. EMPLOYMENT FACILITATION

Provision of employment opportunities to residents of Quezon, Quezon through job matching and referrals.

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Citizens		
Who may avail:		Quezon, Quezon residents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Resume/Bio Data			Not applicable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Job Registration – Applicants will register by sending their applications to LGU Quezon PESO's email address: pesoquezon.quezon@gmail.com	1.1. Processing/ Evaluation of applicant's data	None	10 minutes	<i>PESO Staff</i>
	1.2. Job matching		10 minutes	<i>PESO Manager</i>
	1.3. Refer to company/ employer list of applicants matched from job vacancy/ies		10 minutes	
	TOTAL	None	30 minutes	
2. Walk-in Job Registration – Applications will register at LGU Quezon PES Office	2.1. Processing/ Evaluation of applicant's data	None	10 minutes	<i>PESO Staff</i>
	2.2. Job matching		10 minutes	<i>PESO Manager</i>
	2.3. Refer to company/ employer list of applicants matched from job vacancy/ies		10 minutes	
	TOTAL	None	30 minutes	



2. SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

A DOLE-initiated program, SPES provides assistance to poor but deserving students in pursuing their education by encouraging employment during school breaks.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizens			
Who may avail:	Quezon, Quezon residents Students or Out-of-school Youth (OSY) who are not less than 15 years old but not more than 30 years old Combined monthly income of the parents, which shall not exceed the regional poverty threshold Students have a passing general weighted average (GWA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SPES Application Form		Quezon, Quezon PES Office		
2. Birth Certificate		Philippine Statistics Authority		
3. Form 138 for High School and Senior HS		Current school (Student Applicant)		
4. MSWDO Certification		MSWD Office (OSY Applicant)		
5. Certificate of Indigency		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online / Walk-in Job Registration (Online Applicants will register by sending their applications to LGU Quezon PESO's email address: pesoquezon.quezon@gmail.com)	1.1. Provide/Process application form to the applicant	None	5 minutes	PESO Staff
	1.2. Evaluate/Accept documentary requirements		5 minutes	
	1.3. Exam		20 minutes	PESO Manager
	1.4. Interview applicant		2 minutes	
	1.5. Job matching		10 minutes	
	1.6. Refer to office/ department in the Local Government Unit (LGU)		10 minutes	
TOTAL		None	52 minutes	



3. GOVERNMENT INTERNSHIP PROGRAM (GIP)

A DOLE-initiated program, GIP provides young workers, especially from poor/indigent background and offers 3-6 months paid internship in government agencies.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizens			
Who may avail:	Quezon, Quezon residents Aged 18 to 30 years old At least a high school graduate, technical-vocational graduate, or college level/graduate Must not have prior work experience			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GIP Application Form		Quezon, Quezon PES Office		
2. Birth Certificate		Philippine Statistics Authority		
3. Diploma/Form 137/138/TOR		School attended		
4. Resume/Bio Data		Not applicable		
5. Certificate of Indigency		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online / Walk-in Job Registration (Online Applicants will register by sending their applications to LGU Quezon PESO's email address: pesoquezon.quezon@gmail.com)	1.1. Provide/Process application form to the applicant	None	5 minutes	<i>PESO Staff</i> <i>PESO Manager</i>
	1.2. Evaluate/Accept documentary requirements		5 minutes	
	1.3. Interview applicant		2 minutes	
	1.4. Job matching		10 minutes	
	1.5. Refer to office/ department in the Local Government Unit (LGU)		10 minutes	
TOTAL		None	32 minutes	



3. EXTENSION OF OWWA SERVICES AND ASSISTANCE

Provision of assistance to overseas workers and their families through coordination with the Overseas Workers Welfare Administration.

Office or Division:		Public Employment Service Office			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Overseas workers and/or their families residing in Quezon, Quezon			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None			N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client will go the OFW help desk at the LGU PES Office and log his basic information in the registration sheet	1.1. Interview the client on his/her concerns or assistance needed 1.2. Coordinate with the OWWA Provincial or Regional Office for the concern/request of the client 1.3. Inform the client of the result of coordination with the OWWA	None	30 minutes	PESO Staff/Manager	
	TOTAL	None	30 minutes		



OFFICE OF THE SANGGUNIANG BAYAN

EXTERNAL SERVICES



1. ISSUANCE OF MOTORIZED TRICYCLE FRANCHISE / MTOP

Issuance of actual Motorized Tricycle Operational Permit/ MTOP to Driver/ Operator.

Office or Division:		Sangguniang Bayan – Quezon, Quezon			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Tricycle Driver/Operator			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Motor Cycle's O.R.C.R			Motorcycle's Operator		
2. Driver's License			Motorcycle's Operator		
3. Cedula			Motorcycle's Operator		
4. Toda Certification			Toda Association		
5. Official Receipt			Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements listed on the checklist.	1.1. Receive and review the required documents listed from the checklist.	None	5 minutes	Local Legislative Employee Sangguniang Bayan	
2. Pay the corresponding fee to the Municipal Treasurer's Office.	2.1. Receive payment and issue Official Receipt (O.R.).	Newly Apply: 2,500.00 Re-new: 1,500.00	10 minutes	Rev. Collection Clerk Treasurer's Office	
3. Go back at the S.B. Office and present the Official Receipt from MTO	3.1. Check the O.R. and prepare the documents 3.2. Certify and secured an approved franchise/MTOP	None	10 minutes	Local Legislative Employee Mun. Vice Mayor Sangguniang Bayan	
4. Receive the Motorized Tricycle Operational Permit (MTOP)	4.1. Record the approved franchised/MTOP and release to the requesting client.	None	4 minutes	Local Legislative Employee Sangguniang Bayan	
	TOTAL	2,500.00 New 1,500.00 Re-new	33 minutes		



2. ISSUANCE OF CERTIFICATE FOR CSO ACCREDITATION

Certificate of actual CSO Accredited by the Sangguniang Bayan.

Office or Division:	Sangguniang Bayan – Quezon, Quezon			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All eligible organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application		Office / Department		
2. Duly accomplish Application form for Accreditation		Office / Department		
3. Board Resolution				
4. Certificate of Registration				
5. List of Officers and members		From the organization		
6. Sworn Statement				
7. Accomplishment Report				
8. Financial Statement, signed by the executive officers of the organization, also the immediately preceding year, and indicating therein other information such as revenue, expenses, and source of funds.				
9. Minutes of Annual Meeting				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements listed on the checklist.	1.1. Receive the required documents listed from the checklist	None	6 days	S.B Staff Sangguniang Bayan
	1.2. Review by the Committee on Cooperative	None		Committee on Cooperative Sangguniang Bayan
	1.3. Calendar for the following regular session (deliberation for approval)	None		All S.B Member Sangguniang Bayan
	1.4. Certificate of Approval	None		Mun. Vice Mayor Sangguniang Bayan



(cont.) Issuance of Certificate for CSO Accreditation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Received the certification.	2.1. Record the Certification in the logbook and release to the requesting organization		3 minutes	<i>S.B Staff Sangguniang Bayan</i>
	TOTAL	None	6 days & 3 minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT

INTERNAL SERVICES



1. RECEIVING AND RECORDING OF BARANGAY FINANCIAL TRANSACTION DOCUMENTS

Barangay Financial Transaction Documents (BFTDs) are submitted to the Accounting Office monthly for the preparation of barangay financial reports.

Office or Division:	Office of the Municipal Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	24 Barangays of LGU Quezon, Quezon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cash on Hand and In Bank Register		Barangay of LGU Quezon, Quezon		
2. Cash Receipts and Deposits Register				
3. Check Disbursement Register				
4. Cash Disbursement Register				
5. Report of Collections and Deposits				
6. Reports of Collections and Remittances				
7. Summary of Checks Issued (including disbursement vouchers, duplicate checks, and complete supporting documents)				
8. Summary of Cash Payments (including liquidation reports and complete supporting documents)				
9. Copy of Punong Barangay Certification (PBC)				
10. Snapshot of Bank Statement				
11. Report of Accountability for Accountable Forms				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the reports.	1.1. Receive the reports and documents.	None	10 minutes per transmittal	Administrative Aide IV (Accounting Clerk I)
	1.2. Review the submitted reports and documents.	None	4 hours per transmittal	
	1.3. Prepare and encode the Journal Entry Voucher (JEV).			
	1.4. Review of JEV.	None	30 minutes per transmittal	Administrative Aide VI (Accounting Clerk II)
	TOTAL	None	4 hours, 40 minutes	



2. PROCESSING OF DISBURSEMENT VOUCHER

Supporting documents are reviewed and allotment of obligation is certified.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple/Complex			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen			
Who may avail:	LGU Employees, Suppliers/Creditors, Other Claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documentary checklist and routing slip		Office/Department		
2. Duly approved Obligation Request (for transactions under GF and SEF)		Municipal Budget Office		
3. Complete documentary requirements (as per COA Circular 2012-001)		Where applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the checklist and router together with complete supporting documents	1.1. Receive the documents	None	2 minutes	<i>Administrative Aide I</i>
	1.2. Review and pre-audit the supporting documents. Forward the documents to the Municipal Accountant for final review and approval		30 minutes – simple transaction (procurement thru alternative modes) (reimbursement, cash advances, and others)	<i>Administrative Aide IV (Acctg Clerk I)</i> <i>Administrative Aide VI (Acctg Clerk II)</i>
			2 hours – complex transaction (procurement thru bidding)	<i>Administrative Aide IV (Acctg Clerk I)</i>
			1 day – drugs and medicines	<i>Administrative Aide VI (Acctg Clerk II)</i>
	1.3. Review the documents and prepare the Disbursement Voucher (DV) and Journal Entry Voucher (JEV)		30 minutes – simple transaction 2 hours – complex transaction	<i>Municipal Accountant</i>



	1.4. Record in the logbook and forward the DV to MTO for preparation of check		3 minutes	Administrative Aide I
	TOTAL (Simple Transaction) (Complex Transaction) (Complex-Drugs&Meds)	None None None	1 hr & 5 mins 4 hrs & 5 mins 1 day, 2hrs & 5 mins	



OFFICE OF THE MUNICIPAL AGRICULTURIST

EXTERNAL SERVICES



1. REGISTRATION ON THE REGISTRY SYSTEM FOR BASIC SECTORS OF AGRICULTURE (RSBSA)

The RSBSA is a registry of farmers, fisherfolks, and farm laborers that will be used by DA and other agencies in identifying beneficiaries for the provision of interventions under the RCEF and other government programs and services including farm machinery, high-quality seeds, trainings and services, and loan programs.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Farmers, Farm worker and Fisherfolks		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out registration form		Office of the Municipal Agriculturist		
2. Proof of land ownership (tax declaration/ title if owner; Certification from Barangay Captain if tenant)		Owner/ Barangay Captain		
3. 2x2 latest picture (1 pc)				
4. Valid Identification Card (photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1. Assist client in accomplishing information	None	1 minute	<i>Info Desk Agriculture Office</i>
2. Fill-up enrollment form and submit the requirements.	2.1. Assist in filling-up the form.	None	10 minutes	<i>Encoder Municipal Agriculturist</i>
3. Secure signature of Barangay Captain for Verification. After signature of Brgy. Captain, return the form to the office for approval.	3.1. Review the submitted documents, interview and verify the information on the form.	None	30 minutes	<i>Admin Aide- Clerk Municipal Agriculturist</i>
4. Wait for the enrollment client's copy with signature of the Mun. Agriculturist	4.1. Enrollment client's copy to be signed by the Head of the Office	None	2 minutes	<i>Municipal Agriculturist</i>
	TOTAL	None	43 minutes or more	



2. VEGETABLE SEEDS, PALAY SEEDS, FERTILIZERS

The Local Government Unit of Quezon provides free vegetable seeds to the famers of the community, pregnant mothers (Q1K beneficiaries) members of 4Ps (Pantawid Pamilyang Pilipino Program) and various agriculture organizations to promote and encourage the community to produce safe and nutritious food for the family. It also aims to transform idle lands to more profitable use such as planting cash crops. Hence, this will give additional income to the farmer or family.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Farmers, Farm worker, Q1K and 4Ps beneficiaries, Various Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1. Assist client in accomplishing information	None	1 minute	Info Desk Agriculture Office
	1.2. Check if the farmer is registered in RSBSA.	None	5 minutes	Encoder Municipal Agriculturist
	1.3. Interview the farmer on what seeds they need. If available, assess the amount based on the land area for planting.			Info Desk Agriculture Office
2. Receive the seeds/ fertilizers and sign on the distribution list.	2.1. Prepare the seeds.	None		Encoder Municipal Agriculturist Info Desk Agriculture Office
	TOTAL	None	6 minutes	



4. VETERINARY MEDICINE OR VITAMINS

The Local Government Unit of Quezon provides free veterinary medicines and vitamins for the animals. Because the Local Government has no veterinarian, the animal technician attends the needs of the animal for medication in case of sickness. On the other hand, our technicians do not have formal education with regards to treating animals, they just provide medications based on their learnings on trainings and experiences, and this limits the services provided by the office on animal treatments.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Animal Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1. Assist client in accomplishing information	None	1 min.	Info Desk Agriculture Office
2.	2.1. Interview the farmer on what medicine/ vitamins is needed. If for sick animal, analysis is needed/animal visitation.	None	5 mins. Depends on the condition and location of the animal *Done within the day upon filing of report	Animal/ Livestock Technician
3. Receive the medicine/ vitamins and sign on the distribution list.	3.1. Prepare the medicine/ vitamins	None	Depends on the applicant	
	TOTAL	None	6 minutes or more	



5. ARTIFICIAL INSEMINATION FOR LIVESTOCK (CATTLE AND CARABAO)

The Local Government Unit of Quezon through Office of the Municipal Agriculturist in partnership with Philippine Carabao Center (PCC) in UPLB, conduct Estrus synchronization (ES) and Artificial Insemination (A.I) to upgrade the breed of carabaos in the municipality for good purposes. Upgrading of breed of carabaos is being done for the purpose of milking, as we would like to introduce to farmers the benefit of carabao's milk not just for health but also its potential for greater income for the farmers.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Animal Owners (Cattle and Carabaos)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1. Assist client in accomplishing information	None	1 minute	Info Desk Agriculture Office
2. Bring the animals to the given place.	2.1. If it is scheduled by the office, it is being done in their barangay. The technicians visit the place and conduct ES/AI.	None	30 minutes each animal Depends on the location of the animal or barangay.	Animal/ Livestock Technician PCC Staff
3. Bring the animals to the given place.	3.1. If it is on call (for natural heat*), the technician visits the animal and bring necessary materials and equipment.	**Cattle-1,000.00 for the semen	30 minutes each animal Depends on the location of the animal or barangay.	Animal/ Livestock Technician
4. Sign and fill-up the form.	4.1. Assist the farmer	None	1 minute	Municipal Agriculturist
	TOTAL	₱1,000.00	32 minutes or more	

*Agricultural term, means the animal shows signs of fertility/ovulation and needs to be inseminated within 24 hours from the first sign of heat.

**service/ labor in cattle insemination has no fee but it's for the semen. The PCC gives free semen only for carabao as their office itself, Philippine CARABAO Center.



5. BOAT REGISTRATION (3 GROSS TONNAGES AND BELOW) AND GEAR REGISTRATION

Municipal Ordinance No. 2005-05 Section 4 stated that all municipal fishing vessel weighing 3 gross tonnage and below should be registered in the Municipal Fishing Vessel Registry System (MFVRS).

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Fishermen with boat weighing 3 gross tonnage and below			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
3. Certificate of Ownership		Barangay Captain		
4. 2 pcs. Picture of Boat (4R Size)				
5. 1 pc. Picture of Owner (1x1 size)				
6. Certification (that the boat is not involved in any criminal case)		PNP Maritime or Local PNP		
7. Boat admeasurement		Assistance form MA Office		
8. Official Receipt		Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1. Assist client in accomplishing information	None	1 minute	<i>Info Desk Agriculture Office</i>
2. Place the boat in shoreline	2.1. Measure the boat. Determine the horsepower and get the stencil of serial number of the engine. Identify the fishing gear used in fishing.	None	30 minutes per boat. Depends on the location of the boat.	<i>Technicians Bantay-Dagat</i>
3. Bring the necessary documents to the office.	3.1. Check the documents, compute the measurements. Interview the owner and Register to the data base.	None	20 minutes	<i>Office Staff</i>



4. Pay to the treasurer's office.	4.1. Compute the gross tonnage and make the boat registration signed by the Dept. Head.	Base on engine horsepower (hP): *1-7hp --- 200.00 *8-16hp--- 300.00 *17hp and above --- 500.00 Non-motorized --- 50.00 Fishing gear: -Net (Anod)- 250.00 -Net (Largarete)- 250.00 -Panting-Lubog (Motorized)- 500.00 (Non-motorized)- 250.00 -Hook and Line- 50.00 -Hook&line w/ light- 75.00 -Hook&line w/ petromax- 100.00 Kitang- 100.00	10 minutes	<i>Municipal Treasurer's Office Mun. Agriculturist</i>
5. Bring the certification from OMA and the OR to the Office of the Mayor for the Boat Registration.			10 minutes Depends on the availability of the signatory.	
6. Bring back the certification and	6.1. Assist the client.	None	5 minutes	<i>Admin Aide-Clerk</i>



the registration to the OMA and receive the client's copy. Sign on the logbook as proof of receipt.				
7. Register in the visitor's logbook	7.1. Assist client in accomplishing information	None	1 minute	<i>Info Desk Agriculture Office</i>
	TOTAL		*1 hour and 6 minutes or more	

*Depends on the completeness of the documents. Clients may not be granted permit if documents are lacking.



6. FISH PEN/FISH CORRAL (BAKLAD) REGISTRATION

Fish pen/ Fish Corral (Baklad), before construction seek permission or permit to the Office of the Municipal Agriculturist and Office of the Municipal Mayor. This should be renewed yearly before the end of the 1st quarter.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Registered farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
3. Certification that they are allowed to put up fish pen on their barangay		Barangay Captain and Fisherfolk Organization President		
4. Official Receipt		Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1. Assist client in accomplishing information	None	1 minute	<i>Info Desk Agriculture Office</i>
2. Bring the necessary documents in the Office of the Municipal Agriculturist	2.1. Review the documents.	None	10 minutes	<i>Admin Aide-Clerk Mun. Agriculturist</i>
3. Assist the staff	3.1. Visit the location of the proposed/ existing fish pen for validation.	None	1 day	<i>Bantay-dagat</i>
	3.2. Make the certification/ registration	None		<i>Admin Aide- Clerk</i>
4. Pay the required amount		Depends on the area. *500m ² to less than 1,000m ² --- 1,000.00 *5000m ² to less than 10,000m ² --- 3,000.00 *More than 10,000m ² --- 5,000.00		<i>Municipal Treasurer's Office</i>



		*500m ² (not permanent) ---350.00		
5. Bring the registration from OMA and the OR to the Office of the Mayor for the Mayor's Permit			5 mins. (Depends on the availability of signatory)	
	TOTAL		1 day, 16 minutes*	

*Depends on the completeness of the documents. Clients may not be granted permit if documents are lacking.



7. CROPS, LIVESTOCK AND FISHERIES INSURANCE APPLICATION (PCIC)

Free insurance to farmers and fisherfolks is a program of Philippine Crop Insurance Corporation (PCIC) to protect the farmers against losses during natural calamity and pest and diseases infestation of crops and livestock. Also, the fisherfolks

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Registered farmers and fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1. Assist client in accomplishing information	None	1 minute	<i>Info Desk Agriculture Office</i>
2. Bring the necessary documents in the Office of the Municipal Agriculturist	2.1. Review the documents. 2.2. Interview the client/s.	None	5 minutes	<i>Admin Aide-Clerk Mun. Agriculturist</i>
3. Sign the application		None	2 minutes	
	TOTAL	None	8 minutes	



8. ANTI-RABIES PROGRAM (VACCINATION)

Pursuant to Republic Act No. 9842 or Anti-Rabies Act of 2007, the LGU should ensure that all dogs are properly immunized and registered. It is also strictly enforcing dog impounding and field control to eliminate stray dogs.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All pet owners (dogs, cats and other related)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the attendance sheet/ logbook	1.1. Assist client in accomplishing information	None	1 minute	<i>Info Desk Agriculture Office</i>
2. Bring the animal on the vaccination venue together with the vaccination card of the animal.	2.1. Review the documents. 2.2. Interview the client/s.	None	5 minutes	<i>Vaccinator/s</i>
	TOTAL	None	6 minutes	



9. ANTI-RABIES PROGRAM (VACCINATION)

Pursuant to Republic Act No. 9842 or Anti-Rabies Act of 2007, the LGU should ensure that all dogs are properly immunized and registered. It is also strictly enforcing dog impounding and field control to eliminate stray dogs.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All pet owners (dogs, cats and other related)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1. Assist client in accomplishing information	None	1 minute	<i>Info Desk Agriculture Office</i>
2. Show/Bring the animal vaccination card and state the identification of the animal	2.1. Review the documents. 2.2. Interview the client/s.	None	3 minutes	<i>Agricultural Staff/ Technician</i>
3. If verified, pay the fines to the MTO and bring to the Agriculture Office for the release of animal.	3.1. Assist the client for the releasing of the animal from the pound.	Php 500.00 if vaccinated 1,000.00 if not vaccinated*	30 mins.	<i>Agricultural Staff and MENRO Dog catchers</i>
	TOTAL	₱500.00/ ₱1,000.00	34 minutes	



10. REGISTRATION ASSISTANCE TO FARMERS'/FISHERS' ORGANIZATION/COOPERATIVE

To promote, organize, strengthen, and sustain farmers' organizations and cooperatives by providing technical assistance, capacity building, and linkage to support services for inclusive agricultural development.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2G -			
Who may avail:	Farmers, Fisherfolks, Associations, Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Members		Clients		
2. Proposed Name of Organization		Clients		
3. Draft Constitution and By-laws		Client		
4. Minutes of the Meeting and Treasurer's Report		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Receive and review the documents. Validate completeness.	None	30 minutes	CDS
2. Attend orientation	2.1. Conduct pre-registration orientation	None	1 day	CDS
3.	3.1. Assist endorsement to CDA/SEC/DOLE	None	1-2 days	CDS
	TOTAL	None	3-4 days*	

*excluding external agency processing



11. FACILITATION OF ACCESS TO PROGRAMS AND SUPPORT SERVICES

To promote, organize, strengthen, and sustain farmers' organizations and cooperatives by providing technical assistance, capacity building, and linkage to support services for inclusive agricultural development.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen G2G -		
Who may avail:		Farmers, Fisherfolks, Associations, Cooperatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Organization		
2. Organizational Profile		Organization		
3. Project Proposal (if applicable)		Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request/ letter of intent	1.1. Receive and review the documents.	None	30 minutes	CDS
	1.2. Evaluate and match programs		2 days	<i>Municipal Agriculturist/CDS</i>
	1.3. Endorse to agencies		1-2 days	<i>Municipal Agriculturist</i>
	1.4. Monitor and followup		Continuous	<i>OMA Staff/CDS</i>
	TOTAL	None	3-7 working days	



12. COOPERATIVE/ORGANIZATION PROFILING AND ACCREDITATION

To promote, organize, strengthen, and sustain farmers' organizations and cooperatives by providing technical assistance, capacity building, and linkage to support services for inclusive agricultural development.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Registered/Unregistered Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Profile Form		MAO Office		
2. List of Officers and Members		Organization		
3. Financial Report		Organization		
4. Certificate of Registrations		Organization or CDA/DOLE/SEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1. Receive and evaluate completeness	None	30 minutes	CDS
	1.2. Validate and verify		1 day	CDS
	1.3. Issue endorsement to SB		1 day	Municipal Agriculturist/CDS
	TOTAL	None	2-3 days*	

*issuance depends on the evaluation of SB



OFFICE OF THE MUNICIPAL ASSESSOR

EXTERNAL SERVICES



1. VERIFICATION OF RECORDS

The client/s can verify their property/ies.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Power of Attorney (SPA) or Authorization Letter if applicant is not the owner		Property Owner provide for his/her representative		
2. Valid Identification Card (ID)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service	1.1. The personnel-in-charge informs the client for the document required.	None	1 minute	Municipal Assessor, Administrative Aide III, Assessment Clerk (Job Order) & Assessment Clerk I (Assessor's Office)
2. Submit required documents	2.1. The personnel-in-charge receives and verify the document given by the client.	None	1 minute	Municipal Assessor, Assessment Clerk (Job Order), Administrative Aide III & Assessment Clerk I (Assessor's Office)
3. Payment of Fees	3.1. The personnel-in-charge will give the client a payment slips on what to pay for.	Verification of records = ₱20.00	1 minute	Administrative Aide I, Administrative Aide III & Assessment Clerk (Assessor's Office)
	3.2. The client will pay at the treasurer's office.			Treasurer's Office Staff (Municipal Treasurer's Office)
4. Preparation	4.1. The personnel-in-charge will verify the records and prepares the verification slip.	None	3 minutes	Municipal Assessor, Assessment Clerk (Job Order), Administrative Aide III & Assessment Clerk I (Assessor's Office)



5. Issuance of record	5.1. The personnel-in-charge will issue the data (based on the record of the office) to the client.	None	1 minute	Municipal Assessor, Assessment Clerk (Job Order), Administrative Aide III & Assessment Clerk I (Assessor's Office)
	TOTAL	None	7 minutes	



2. ISSUANCE OF NEW TAX DECLARATION FOR BUILDING/MACHINERY/OTHER IMPROVEMENT

The clients may request for a new tax declaration of their residential/commercial house, building, machinery and other improvements.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owners who have Undeclared properties (Building, Machinery, and others)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR HOUSE / BUILDINGS:				
1. Copy of Approved Building Floor Plan				
2. Photocopy of Building Permit, Certificate of Occupancy & Certificate of Completion	Office of the Municipal Engineer			
3. Notarized Sworn Statement of the True and Fair Market Value of the Property	Attorney's Office (Notary Public)			
4. Photocopy of any Valid Identification Card (ID)				
5. Special Power of Attorney (SPA) if applicant is not the owner	Attorney's Office (Notary Public)			
FOR NEWLY ACQUIRED MACHINERIES:				
1. Detailed listing of Machineries; Description of Machineries, Original Acquisition Cost, Original Date of Acquisition/ Operation				
2. Notarized Sworn Statement of the True and Fair Market Value of the Machineries (duly signed by Accountable Officer)	Municipal Assessor's Office / Attorney's Office (Notary Public)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. The personnel-in-charge receives and validate the requirements.	None	5 minutes	Assessment Clerk (Job Order), Administrative Aide III & Assessment Clerk I (Assessor's Office)
2. Scheduling for Field Inspection	2.1. The Municipal Assessor will give the schedule for the Field Inspection & the Mun. Assessor Staff will notify the	None	5 minutes	Municipal Assessor & Assessment Clerk I (Assessor's Office)



	property owner of the date for field inspection of the new building or machinery. (depends on the availability of the service vehicle)			
3. Field Inspection	3.1. Actual Inspection of the Real Property for assessment purpose (depends on the availability of the service vehicle)	None	30 minutes	<i>Municipal Assessor, Assessment Clerk (Job Order) & Assessment Clerk I (Assessor's Office)</i>
4. Preparation and Processing of Tax Declaration	4.1. The Municipal Assessor's Office Staff will prepare the ff: 1) Field Appraisal/ Assessment Sheet 2) Tax Declaration 3) Notice of Assessment 4) Property Record Form	None	1 hour	<i>Assessment Clerk (Job Order) & Assessment Clerk I (Assessor's Office)</i>



	4.2. The Municipal Assessor evaluates, approves/sign Tax Declaration (less than 2 Million Market Value), and recommend approval of Tax Declaration to the Provincial Assessor. Provincial Assessor evaluates, approves/sign tax declaration (2 Million Market Value and up)	None	30 minutes (for Municipal Assessor)	<i>Municipal Assessor & Assessment Clerk I</i> (Assessor's Office)
5. Issuance of Tax Declaration	5.1. The new tax declaration (Owner's Copy) is issued to the clients together with the Notice of Assessment		5 minutes	<i>Municipal Assessor & Assessment Clerk I</i> (Assessor's Office)
	TOTAL		2 hours & 15 minutes	<i>Depends upon approval of tax declaration from the Provincial Assessor's Office</i>



3. ISSUANCE OF NEW TAX DECLARATION FOR LAND (TITLED/UNTITLED BUT UNDECLARED)

This is for clients who has properties that does not have tax declaration, titled or untitled.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TITLED PROPERTY				
1. Certified Electronic Copy of Title (if titled)		Land Registration Authority (LRA) /Registry of Deeds		
2. Certificate Authorizing Registration (CAR) / BIR Clearance		BIR Gumaca Branch RDO 61		
3. Cadastral Plan or Approved / Sketch Plan duly signed by Geodetic Engineer		Geodetic Engineer		
4. Official Receipt of the Issuance Fee		Municipal Treasurer's Office		
UNTITLED PROPERTY				
1. Certification from DENR (List of Claimants/as per Cadastro); Certification of Alienable & Disposable Land;		DENR / CENRO		
2. Certified Copy of Notarized Affidavit of Land Ownership & Possession (if untitled); Notarized Deed of Conveyance		Attorney's Office (Notary Public)		
3. Copy of Notarized Affidavit of Adjoining Lot Owners;		Attorney's Office (Notary Public)		
4. Official Receipt of the Issuance Fee		Municipal Treasurer's Office		
5. Barangay Certificate of Land Ownership		Office of the Barangay Captain		
6. Cadastral Plan or Approved / Sketch Plan duly signed by Geodetic Engineer		Geodetic Engineer		
7. Photocopy of Any Valid Identification Card (ID)				
8. Special Power of Attorney (SPA) if applicant is not the owner		Attorney's Office (Notary Public)		
9. Certified copy of Court Decisions, finalities, adjudication, etc. if transaction clearly express landownership/registry disputes		Regional Trial Court (Alabat, Quezon)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. The personnel-in-charge receives and validate the requirements. It is then submitted to the	None	10 Minutes	Administrative Aide III & Assessment Clerk I (Assessor's Office)



	Municipal Assessor.			
2. Pay Appropriate Fees	2.1. Issuance Fee	₱ 75.00	5 minutes	Municipal Treasurer's Office
3. Scheduling for Field Inspection	3.1. The Municipal Assessor will give the schedule for the Field Inspection & the Mun. Assessor Staff will notify the property owner of the date for field inspection of the land property	None	5 minutes	Municipal Assessor & Assessment Clerk I (Assessor's Office)
4. Field Inspection	4.1. Actual Inspection of the Real Property for assessment purpose	None	1 hour	Municipal Assessor, Assessment Clerk (Job Order) & Assessment Clerk I (Assessor's Office)
5. Preparation and Processing of Tax Declaration	5.1. The Municipal Assessor's Office Staff will prepare the ff: 1) Field Appraisal/ Assessment Sheet 2) Tax Declaration 3) Notice of Assessment 4) Property Record Form	None	1 hour	Municipal Assessor & Assessment Clerk I (Assessor's Office)
	5.2. The Municipal Assessor evaluates and recommend approval of Tax Declaration to the Provincial Assessor. Provincial Assessor evaluates,		(depends upon approval of Provincial Assessor)	Municipal Assessor (Assessor's Office)



	approves/sign tax declaration			
	5.3. Update Real Property Tax	Computed by the Treasurer's Office		(Municipal Treasurer's Office)
6. Issuance of Tax Declaration	6.1. The new tax declaration (Owner's Copy) is issued to the clients together with the Notice of Assessment	None	5 minutes	Municipal Assessor, Assessment Clerk (Job Order) & Assessment Clerk I (Assessor's Office)
	TOTAL	₱75.00	2 hours & 25 minutes	



4. TRANSFER OF TAX DECLARATION FOR LAND (TITLED/UNTITLED)

For clients that purchased, donation or inheritance of a land property. That they want to transfer to their names.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy of the ff: Deed of Sale, Deed of Donation, Extra-Judicial Settlement, etc.;		Land Registration Authority (LRA) / Registry of Deeds		
2. Certified Electronic Copy of Title (if titled)		Land Registration Authority (LRA) / Registry of Deeds		
3. Certificate Authorizing Registration (CAR) / BIR Clearance		BIR Gumaca Branch RDO 61		
4. LRA Registered		Land Registration Authority (LRA) / Registry of Deeds		
5. Certified True Copy of Tax Declaration of existing Real Property subject for transfer;		Municipal Assessor's Office		
6. Certification of No Improvement		Municipal Assessor's Office		
7. Copy of Official Receipt of updated payment of Real Property Tax (Land)		Municipal Treasurer's Office		
8. Original Copy of Certificate of Tax Clearance		Municipal Treasurer's Office		
9. Official Receipt of the Transfer Tax, Transfer Fee		Municipal Treasurer's Office (MTO)		
10. Duly Approved Plan for Subdivision, Consolidation, Segregation		DENR / CENRO or Private Surveying Team		
11. Photocopy of Any Valid Identification Card (ID)				
12. Special Power of Attorney (SPA) if applicant is not the owner		Attorney's Office (Notary Public)		
13. Certified copy of Court Decisions, finalities, adjudication, etc. if transaction clearly express landownership/registry disputes		Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. The personnel-in-charge receives and validate the requirements. It is then submitted to the Provincial	None	5 minutes	Assessment Clerk I & Administrative Aide III (Assessor's Office)



	Assessor's Office.			
2. Pay Appropriate Tax and Fees	2.1. Payment of RPT, Transfer Tax, Transfer Fee 2.2. Issuance Fee	Computed by Treasurer's Office ₱75.00 issuance Fee	30 minutes	(Municipal Treasurer's Office)
3. Scheduling for Field Inspection	3.1. The Municipal Assessor will give the schedule for the Field Inspection & the Mun. Assessor Staff will notify the property owner of the date for field inspection of the land property	None	5 minutes	Municipal Assessor & Assessment Clerk / (Assessor's Office)
4. Field Inspection	4.1. Actual Inspection of the Real Property for assessment purpose	None	1 hour	Municipal Assessor, Assessment Clerk (Job Order) & Assessment Clerk / (Assessor's Office)
5. Preparation and Processing of Tax Declaration	5.1. The Provincial Assessor's Office Staff will prepare the ff: 1) Field Appraisal/ Assessment Sheet 2) Tax Declaration 3) Notice of Assessment 4) Property Record Form	None	1 hour	Municipal Assessor, Assessment Clerk (Job Order) & Assessment Clerk / (Assessor's Office)
	5.2. The Municipal Assessor evaluates and recommend	None		Municipal Assessor (Assessor's Office)



	approval of Tax Declaration to the Provincial Assessor. Provincial Assessor evaluates, approves/sign tax declaration			
6. Issuance of Tax Declaration	6.1. The new tax declaration (Owner's Copy) is issued to the clients together with the Notice of Assessment	None	3 minutes	<i>Municipal Assessor, Assessment Clerk (Job Order) Administrative Aide III & Assessment Clerk I (Assessor's Office)</i>
	TOTAL	₱75.00	1 hour, 36 minutes	



5. CANCELLATION, REVISION OR CORRECTION OF ASSESSMENTS

Properties that are already transferred or corrected. or haven't been revised.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original & Photocopy of latest Real Property Tax Receipt/Tax Clearance				
2. Copy of Tax Declaration active property and Tax Declaration to be cancelled				
3. Barangay Certificate / Clearance (for cancellation/demolition of building);		Office of the Barangay Captain		
4. Demolition Permit (if applicable)		Municipal Engineering Office		
5. Certification from the Bureau of Fire Protection (BFP) if property has been razed by fire.		Bureau of Fire Protection (BFP)		
6. Photocopy of Any Valid Identification Card (ID)				
7. Special Power of Attorney (SPA) if applicant is not the owner		Attorney's Office (Notary Public)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. The personnel-in-charge receives and validate the requirements. It is then submitted to the Provincial Assessor's Office.	None	5 minutes	Assessment Clerk I & Administrative Aide III (Assessor's Office)
2. Scheduling for Field Inspection (For Building)	2.1. The Municipal Assessor will give the schedule for the Field Inspection & the Mun. Assessor Staff will notify the property owner of the date for field inspection of the new	None	5 minutes	Municipal Assessor, Assessment Clerk I & Administrative Aide III (Assessor's Office)



	building or machinery.			
3. Field Inspection (For Building)	3.1. The Municipal Assessor & personnel-in-charge along with the client conducts an inspection on the schedule date of inspection of the property to check whether there is basis for cancellation, revision of assessment.	None	30 minutes	<i>Municipal Assessor, Assessment Clerk I & Administrative Aide III (Assessor's Office)</i>
4. Preparation Notice	4.1. The Municipal Assessor's Staff will prepare an inspection report. He also prepares a notice of cancellation, revision, and correction.	None	1 hour	<i>Assessment Clerk I & Administrative Aide III (Assessor's Office)</i>
5. Processing Notice	5.1. The Municipal Assessor evaluates and recommend approval of Notice to the Provincial Assessor. Provincial Assessor evaluates, approves/sign Notice	None	1 hour	<i>Assessment Clerk I & Administrative Aide III (Assessor's Office)</i>
6. Processing of Tax Declaration	6.1. The Municipal Assessor evaluates and recommend approval of Tax Declaration to	None	(depends upon approval of Provincial Assessor)	<i>Municipal Assessor, Assessment Clerk I & Administrative Aide III (Assessor's Office)</i>



	the Provincial Assessor. Provincial Assessor evaluates, approves/sign tax declaration			
7. Issuance of Notice	7.1. The Notice of Cancellation, Revision or Correction on is recorded and a copy is issued to the client.	None	3 minutes	<i>Assessment Clerk I & Administrative Aide III</i> (Assessor's Office)
	TOTAL	None	3 hours, 43 minutes	



6. ANNOTATION OR CANCELLATION OF LOANS OR MORTGAGE, BAIL BOND, ATTACHMENTS, INC.

This is for Banks, Court, etc. for the annotations or cancellation of Loans or mortgage, bail bonds, attachments, etc.

Office or Division:		Office of the Municipal Assessor		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business G2C – Government to Client		
Who may avail:		Bank Representative, Property Owner, etc.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the mortgage/release of mortgage, court order for bail bond, attachment,		Bank / Court		
2. Official Receipt of Annotation/Cancellation of Mortgage/Bail bond		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete required documents	1.1. The personnel-in-charge receives and validate/verify the documents given by the client. It is then will be submitted to the Municipal Assessor		5 minutes	Municipal Assessor, Assessment Clerk I & Administrative Aide III (Assessor's Office)
2. Annotation in the Tax Declaration	2.1. The Municipal Assessor's Office Staff will be the one who will prepare the annotation		5 minutes	Municipal Assessor, Assessment Clerk I & Administrative Aide III (Assessor's Office)
3. Evaluation	3.1. The Municipal Assessor evaluates and sign the annotated Tax Declaration		3 minutes	Municipal Assessor, Assessment Clerk I & Administrative Aide III (Assessor's Office)
4. Payment of Fees		₱ 75.00	5 minutes	(Municipal Treasurer's Office)
5. Issuance of the Annotated Tax Declaration	5.1. The tax declaration with annotation is		1 minute	Municipal Assessor, Assessment Clerk I



	issued to the clients			& Administrative Aide III (Assessor's Office)
	TOTAL	Php 75.00	19 minutes	



7. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

For the request of Certified True Copy of Tax Declaration

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of the Real Property Tax Receipt				
2. Special Power of Attorney (SPA) or Authorization Letter if applicant is not the owner				
3. Documentary Stamp				
4. Official Receipt of Assessor's Certified True Copy of Tax Declaration		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service	1.1. The personnel-in-charge informs the client for the document required.	None	1 minute	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
2. Submit required documents	2.1. The personnel-in-charge receives and verify the document given by the client	None	2 minutes	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
3. Payment of Fees	3.1. The personnel-in-charge will give the client a payment slips on what to pay for	Cert. True Copy of Tax Dec. = ₱ 75.00	1 minute	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
	3.2. The client will pay at the treasurer's office	Documentary Stamp Tax = ₱ 30.00	5 minutes	(Municipal Treasurer's Office)
4. Preparation	4.1. The personnel-in-charge	None	5 minutes	Municipal Assessor,



	prepares the Certified True Copy of Tax Declaration			Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
5. Evaluation	5.1. The Municipal Assessor evaluates and sign the Certified True Copy of Tax Declaration	None	2 minutes	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
6. Issuance of the Certified True Copy of Tax Declaration	6.1. The certified true copy of tax declaration is issued to the clients	None	2 minutes	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
	TOTAL	₱ 105.00	18 minutes	



8. ISSUANCE OF CERTIFICATIONS: NO IMPROVEMENT, AGGREGATE LANDHOLDINGS, NO LAND TITLE ISSUANCE OF CERTIFICATIONS: No Improvement, Aggregate Landholdings, No Land Title

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of the Real Property Tax Receipt				
2. Photocopy of the Tax Declarations of Property				
3. Special Power of Attorney (SPA) or Authorization Letter if applicant is not the owner				
4. Official Receipt of Assessor's Certified True Copy of Tax Declaration		Municipal Treasurer's Office		
5. Certification from the Barangay Captain that the property has no improvement		Office of the Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service	1.1. The personnel-in-charge informs the client for the document required.		1 minute	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
2. Submit complete required documents	2.1. The personnel-in-charge receives and verify the document given by the client		2 minutes	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
3. Payment of Fees	3.1. The personnel-in-charge will give the client a payment slips on what to pay for	Assessor's Certification = ₱ 50.00		Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
	3.2. The client will pay at the	Documentary Stamp Tax = ₱ 30.00		(Municipal Treasurer's Office)

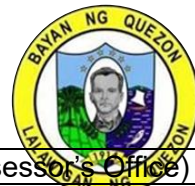


	treasurer's office			
4. Preparation	4.1. The personnel-in-charge prepares the Certification requested by the client.		10 minutes	<i>Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)</i>
5. Evaluation	5.1. The OIC-Municipal Assessor evaluates and sign the Certified True Copy of Tax Declaration		5 minutes	<i>Municipal Assessor (Assessor's Office)</i>
6. Issuance of the Certification	6.1. The certification is issued to the client.		2 minutes	<i>Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)</i>
	TOTAL	₱ 80.00	20 minutes	



9. ISSUANCE OF CERTIFICATION OF NO REAL PROPERTY

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from the Barangay Captain that you don't have Land Property / Houses		Office of the Barangay Captain		
2. Community Tax Certificate (Cedula)		Municipal Treasurer's Office		
3. Official Receipt of Assessor's Certification on No Real Property		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service	1.1. The personnel-in-charge informs the client for the document required.		1 minute	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
2. Submit required documents	2.1. The personnel-in-charge receives and verify the document given by the client		2 minutes	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
3. Payment of Fees	3.1. The personnel-in-charge will give the client a payment slips on what to pay for	Cert. of No Real Property = ₱50.00	2 minutes	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
	3.2. The client will pay at the treasurer's office	Documentary Stamp Tax = ₱30.00	5 minutes	(Municipal Treasurer's Office)
4. Preparation	4.1. The personnel-in-charge prepares the Certification		5 minutes	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order)



				(Assessor's Office)
5. Evaluation	5.1. The Municipal Assessor evaluates and sign the Certification		2 minutes	Municipal Assessor (Assessor's Office)
6. Issuance of the Certification	6.1. The Certification of No Real Property is issued to the clients		2 minutes	Municipal Assessor, Assessment Clerk I, Administrative Aide III & Assessment Clerk (Job Order) (Assessor's Office)
	TOTAL	₱ 80.00	19 minutes	



OFFICE OF THE MUNICIPAL BUDGET



1. PROCESSING OF OBLIGATION REQUEST FORM (OBR)

The availability of appropriation/allotment and funds obligated for a certain purpose by Municipal Budget Officer.

Office or Division:		Office of the Municipal Budget Officer		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Different offices and DepEd		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (4 copies) duly signed by the authorized requesting officer or his authorized representative		Respective offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Obligation Request (OBR) duly certified by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allotment under his direct supervision and legality of supporting documents	1.1. Check the completeness of the Obligation Request (OBR) form and the required documents attached. <i>If not complete, return to the department / office concerned. If the Obligation Request is complete,</i> 1.2. Receive the Obligation Request (OBR) form.	None	3 minutes	<i>Administrative Aide III (Clerk I) / Administrative Aide IV (Budgeting Aide)</i>
2. Processing of Obligation Request	2.1. Verify availability of allotment and appropriation. (If the appropriation is not available, advise the client that once the	None	10 minutes	



	appropriation is available the Obligation Request will be processed.) 2.2. Process the obligation request - Record, encode (database) and fill up the Obligation Request (appropriation, allotment, request amount, and balance/s) - Assign OBR number - Record the transactions in the control book with the payee, particulars and appropriate amount.			
3. Obligation Request is ready for approval	3.1. Signing of obligation slip. (check and review and other)	None	_ minutes	<i>Municipal Budget Officer</i>
4. Returning of obligation request to clients	4.1. Detach one (1) copy of OBR with supporting documents for the office file. 4.2. Return/ Receive OBR to the concerned office with logbook.	None	5 minutes	<i>Administrative Aide III (Clerk I) / Administrative Aide IV (Budgeting Aide)</i>
	TOTAL	None	minutes	



2. PROCESSING OF ANNUAL PROCUREMENT PLAN (APP), APPROVED BUDGET OF THE CONTRACT (ABC), ACTIVITY DESIGN

Office or Division:		Office of the Municipal Budget Officer		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Different offices and DepEd		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Procurement Plan (APP), Approved Budget of the Contract (ABC), Activity Design, duly signed by the authorized requesting officer or his authorized representative		Respective offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Annual Procurement Plan (APP), Approved Budget of the Contract (ABC), and Activity Design, duly certified by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/ allotment under his direct supervision and legality of supporting documents	1.1. Check the completeness of the Annual Procurement Plan (APP), Approved Budget of the Contract (ABC), Activity Design and the required documents attached. <i>If not complete, return to the department/ office concerned. If the attachment is complete,</i> 1.2. Receive the Annual Procurement Plan (APP), Approved Budget of the Contract (ABC), Activity Design	None	3 minutes	<i>Administrative Aide III (Clerk I) / Administrative Aide IV (Budgeting Aide)</i>
2. Processing of Annual Procurement Plan	2.1. Process the Annual Procurement	None	10 minutes	<i>Administrative Aide III (Clerk I) / Administrative Aide IV (Budgeting Aide)</i>



(APP), Approved Budget of the Contract (ABC), Activity Design	Plan (APP), Approved Budget of the Contract (ABC), Approved Budget of the Contract (ABC), Activity Design Record the transactions in the control book with the particulars and appropriate amount.			
3. Annual Procurement Plan (APP), Approved Budget of the Contract (ABC), Activity Design is ready for approval.	3.1. Signing of Annual Procurement Plan (APP), Approved Budget of the Contract (ABC), Activity Design (Check, review and other)	None	_ minutes	<i>Municipal Budget Officer</i>
4. Returning of Annual Procurement Plan (APP), Approved Budget of the Contract (ABC), Activity Design to Clients	4.1. Handing out Annual Procurement Plan (APP), Approved Budget of the Contract (ABC), Activity Design to the concerned office with logbook.	None	5 minutes	<i>Administrative Aide III (Clerk I) / Administrative Aide IV (Budgeting Aide)</i>
	TOTAL	None	minutes	



3. REVIEW OF BARANGAY ANNUAL AND SUPPLEMENTAL BUDGET

Barangay Annual Budget is the legal authority and a financial plan for the use of Barangay funds embodying the Estimates of Income and expenditures for the designated calendar year. Supplemental Budget may be done when there are changes in the Annual Budget.

Office or Division:		Office of the Municipal Budget Officer		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Twenty Four (24) Barangays and Sangguniang Bayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Annual Budget with complete attachments as indicated in the Local Budget Memorandum of the DBM		Provided by the LGU Barangay as the requesting agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients present the Barangay Annual Budget or Supplemental Budget	1.1. Receive the draft of the barangay annual budget or supplemental budget. - Check the completeness of the budget form. <i>If not complete, return it to the barangay concerned. If the attachment is complete, proceed to the review.</i> ANNUAL BUDGET - Certified Statement of Income (with signature of Barangay Treasurer, Punong Barangay and Municipal Accountant) - Budget Expenditures &	None	1 hour	Administrative Aide III (Clerk I) Administrative Aide III (Clerk I) Administrative Aide IV (Budgeting Aide)



	Sources of Financing • Personnel Schedule / Plantilla • Computation of Limitation • Worksheet • Barangay Budget Preparation Forms 2 • List of Projects Chargeable Against 20% DF • Statement of Indebtedness, if any • Annual Investment Program (AIP) • BDC Resolution Endorsing AIP to the Sanggunian Recommending its Approval with date • Sangguniang Barangay Resolution Approving with date (AIP approval should be ahead of Appropriation Ordinance approval) • DILG-endorsed GAD Plan & Budget • Computation of Statutory Obligation			
	SUPPLEMENTAL BUDGET			



	• LBP Form No. 9 or the Statement of funding sources • LBP Form No. 10 or the Statement of Supplemental Budget			
	IF THERE IS A DISCREPANCY IN THE SUBMITTED BUDGETS			
2. Receives the documents for correction of discrepancies	2.1. Explain to the client (representative of requesting barangay) the discrepancies to be corrected. Advise the client to resubmit the Budgets after it has been corrected.			
3. Submits the Final, corrected annual and complete Barangay Annual and Supplemental Budgets	3.1. Receive one (1) copy of the Final Barangay Annual & Supplemental Budget from the Sangguniang Bayan with an endorsement letter. 3.2. Review the final, corrected annual and complete Barangay Annual and Supplemental Budgets.	None	15 minutes	<i>Administrative Aide III (Clerk I)</i> <i>Administrative Aide III (Clerk I)</i> <i>Administrative Aide IV (Budgeting Aide)</i>



4. PREPARATION OF THE MUNICIPAL ANNUAL BUDGET

Guidelines on the preparation and submission of the Municipal Annual Budget of offices/ departments for fiscal year. The Municipal Budget Office provides technical assistance to different offices and assist the executive in the preparation of the executive budget for the ensuing year in accordance with the provisions of Title V, Book II of R.A. 7160, Section 318 of R.A. 7160.

Office or Division:		Office of the Municipal Budget Officer		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All concerned government agencies and department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Budget, Request for Augmentation and Supplemental Budget		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of the Budget Call	1.1. Assist the LCE in the issuance of Budget Call for the region and in the province relative to IRA share and budget guidelines and regulations for the year	None		<i>Municipal Budget Officer</i>
2. Preparation of Budget Proposals	2.1. Provides department heads, CSOs, NGOs, of the following: Local Budget Preparation Forms (Uniform Templates) to be accomplished. Data and information through Budget Forum the major, trusts and policy directions,	None		<i>Municipal Budget Office Staff</i>



	source of income and courses of assumption, spending ceilings and budget strategies.			
3. Each department head prepares and submits their budget proposal including the Project Procurement Management Plan (PPMP) for the following year on or before July 15 th	3.1. Proposed Budget is reviewed and consolidated 3.2. Conduct budget hearing 3.3. Evaluate budget proposal			
4. Submission of Budget Proposals/ Prospect and Procurement Management Plan	4.1. Review Budget proposals as to their consistency with AIP and Budget Call policies.	None		<i>Municipal Budget Officer</i>
	TOTAL	None	minutes	



5. REQUEST FOR THE BALANCES/AVAILABILITY OF APPROPRIATIONS, ALLOTMENTS, AND OBLIGATIONS

Technical assistance on local budgeting can be availed of from the Municipal Budget Office when requesting for the balances/availability of appropriations, allotments, and obligations of all budgetary accounts. Registries are monthly maintained to guide the Municipal Budget Office in addressing the requests.

Office or Division:		Office of the Municipal Budget Officer		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All concerned government agencies and department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written/verbal request on the balances/availability of appropriations, allotments, and obligations of budgetary account/s (1 original copy)		Client availing to service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present written/make verbal request on the balances/availability of appropriations, allotments, and obligations of budgetary accounts.	1.1. Receive written/verbal request on the balances/availability of appropriations, allotments, and obligations of budgetary account/s. 1.2. Verify/ check balances/availability with the appropriate registries. 1.3. Prepare a written response of the request, if written response is requested.	None		<i>Municipal Budget Office Staff</i>
2. Receive written/verbal response on the balances of budgetary account/s requested.	2.1. Issue written/verbal response on the request to the client	None		<i>Municipal Budget Office Staff</i>



2. Get Approved obligation request / purchase request	2.1. Record and release approved obligation request / purchase request	None	8 minutes	MBO Personnel
	TOTAL	None	39 minutes	



6. CERTIFICATION OF AVAILABILITY OF APPROPRIATION

Certify Obligation Request as to the existence of Appropriation of: Purchase Request, Payrolls and other Expenditure under General Fund, Special Education Fund and Trust Fund.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Client			
Who may avail:	External client, Government institutions, Business establishments, Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request		Municipal Budget Office		
2. Purchase Request		Concerned Department / Office		
3. Disbursement Voucher for Payment		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling of obligation request slip form and submission the necessary documents.	1.1. Receive obligation request slip form and the required documents and check for completeness.	None	8 minutes	MBO Personnel
2. Clients waits while obligation request is processed	2.1. Verify availability of allotment. 2.2. Process the obligation request and endorse for signing	None	23 minutes	MBO Personnel
3. Get Approved obligation request/ purchase request	3.1. Record and release approved obligation request / purchase request	None	8 minutes	MBO Personnel
TOTAL		None	39 minutes	



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR



1. REGISTRATION OF CERTIFICATE OF LIVE BIRTH (TIMELY)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Resident			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Live Birth		Lying-in, Rural Health Unit/ Health Center		
2. Other requirements needed as evaluated by the personnel in-charge				
3. **If parents are not married:				
• Valid ID of parents		DFA, LTO, PRC, COMELEC etc.		
• Community Tax Certificate (Cedula) of parents		Municipal Treasurer's Office		
• Sworn attestation by the mother		Municipal Civil Registrar		
• Affidavit to Use the Surname of the Father (RA 9255)		Municipal Civil Registrar		
• Affidavit of Acknowledgement/Admission of Paternity		Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Certificate of Live Birth to the Office of the MCR.	1.1. Receive the documents for evaluation and verification.	None	2 minutes	MCR Staff MCR Office
	1.2. If parents are not married: - Prepare Sworn Attestation - Prepare AUSF - Prepare Affidavit of Acknowledgement/AOP		2 minutes	
	1.3. Assign documents registration number		5 minutes	
	1.4. Forward documents to the MCR for signature		2 minutes	



2. Wait for the posting of registration in the registry book.	2.1. Post the registration in the registry book	None	7 minutes	<i>MCR Office</i> <i>MCR Office</i>
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	75.00	3 minutes	<i>MTO Staff</i> <i>MT Office</i>
4. Receive the registered birth certificate	4.1. Release the registered birth certificate	None	2 minutes	<i>MCR Staff</i> <i>MCR Office</i>
TOTAL		₱ 75.00	23 minutes	



2. REGISTRATION OF CERTIFICATE OF LIVE BIRTH (DELAYED)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Resident			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Live Birth		Lying-in, Rural Health Unit/ Health Center		
2. Negative Certification of Birth		Philippine Statistics Authority		
3. Baptismal Certificate		Religious Institution		
4. School Records		Department of Education		
5. Voter's Registration Record		Office of the Election Officer (COMELEC)		
6. Community Tax Certificate (CTC)		Philippine Statistics Authority		
7. 4 Copies of 2x2 picture				
8. Valid ID of Parents		DFA, LTO, PRC, COMELEC etc.		
9. Affidavit of Delayed Registration of Birth		Municipal Civil Registrar		
10. Other requirements needed as evaluated by the personnel-in-charge				
11. **If parents are not married:				
• Sworn attestation by the mother		Municipal Civil Registrar		
• Affidavit to Use the Surname of the Father (RA 9255)		Municipal Civil Registrar		
• Affidavit of Acknowledgement/Admission of Paternity		Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Certificate of Live Birth and all required documents to the Office of the Municipal Civil Registrar.	1.1. Receive the documents for evaluation and verification.	None	2 minutes	MCR Staff MCR Office
	1.2. Prepare the Certificate of Live Birth (COLB) if not accomplished.		5 minutes	
	1.3. If parents are not married: - Prepare Sworn Attestation - Prepare AUSF - Prepare AOP		5 minutes	
2. Accomplished Affidavit for delayed registration.	2.1. Prepare/Assist in completing and signing the form.	None	2 minutes	MCR Officer MCR Office



3. Pay the required fees at the MTO	3.1. Issue Official Receipt	200.00	3 minutes	<i>MTO Staff MT Office</i>
4. Wait for 10 days for the posting of the documents	4.1. Process the documents for posting	None	10 days	<i>MCR Staff MCR Office</i>
	4.2. Assign documents' registration number		2 minutes	
	4.3. Forward documents to the Municipal Civil Registrar for signature		2 minutes	
	4.4. Post the registration in the registry book		7 minutes	
5. Receive the registered birth certificate	5.1. Release the registered birth certificate	None	2 minutes	<i>MCR Staff MCR Office</i>
	TOTAL	₱ 200.00	30 minutes (excluding posting period of 10 days)	



3. REGISTRATION OF CERTIFICATE OF DEATH (TIMELY)

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Live Birth		Lying-in, Rural Health Unit/ Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Certificate of Death to the Office of the Municipal Civil Registrar.	1.1. Receive the documents for evaluation and verification.	None	5 minutes	MCR Staff MCR Office
2. Bring the Certificate of Death to the Municipal Health Officer.	2.1. For signature and approval for registration	None	Depends on the time consumed by the client	Municipal Health Officer MHO
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	75.00	3 minutes	MTO Staff MT Office
4. Return the documents back to the Office of the Municipal Civil Registrar	4.1. Assign documents' registration number	None	2 minutes	MCR Staff MCR Office
	4.2. Forward documents to the Municipal Civil Registrar for signature		3 minutes	
5. Wait for the posting of registration in the registry book	5.1. Post the registration in the registry book	None	7 minutes	MCR Staff MCR Office
6. Receive the registered death certificate	6.1. Release the registered death certificate	None	2 minutes	MCR Staff MCR Office
TOTAL		₱ 75.00	20 minutes	



4. REGISTRATION OF CERTIFICATE OF DEATH (DELAYED)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Residents and non-residents of Quezon, Quezon who wish to register record of death beyond the 30 days period of regular registration.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Live Death		Rural Health Unit, Funeral Parlor		
2. Negative Certification of Death		Philippine Statistics Authority		
3. Joint Affidavit of two (2) disinterested person		Notary Public		
4. Affidavit of the Affiant		Notary Public		
5. Barangay Certification		Office of the Barangay Chairman		
6. Picture of the tomb		Cemetery		
7. Community Tax Certificate (CTC) of Affiant		Municipal Treasurer's Office		
8. Valid ID of Affiant		DFA, LTO, PRC, COMELEC, etc.		
9. Affidavit for Delayed Registration of Death		Municipal Civil Registrar		
10. Other requirements needed as evaluated by the personnel-in-charge				
• Authorization letter of duly authorized representative		Document owner		
• Valid ID of duly authorized representative		DFA, LTO, PRC, COMELEC, etc.		
• Affidavit of nearest kin		Notary public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Certificate of Death and other requirements to the Office of the Municipal Civil Registrar.	1.1. Receive the documents for evaluation and verification. 1.2. Prepare the Certificate of Death (COD) if not accomplished.	None	5 minutes	<i>MCR Staff</i> MCR Office
2. Accomplished Affidavit for delayed registration	2.1. Prepare/Assist in completing and signing the form	None	5 minutes	<i>MCR Staff</i> MCR Office
3. Bring the Certificate of Death to the Municipal Health Officer.	3.1. For signature and approval for registration	None	Depends on the time consumed by the client	<i>Municipal Health Officer</i> MHO



4. Pay the required fees at the MTO	4.1. Issue Official Receipt	200.00	3 minutes	<i>MTO Staff MT Office</i>
5. Return the documents back to the Office of the Municipal Civil Registrar	5.1. Process the documents for registration	None	2 minutes	<i>MCR Staff MCR Office</i>
			3 minutes	
6. Wait for 10 days for the posting of registration in the registry book	6.1. Process the documents for posting	None	10 days	<i>MCR Staff MCR Office</i>
	6.2. Assign registration number		2 minutes	
	6.3. Forward documents to the Municipal Civil Registrar for signature		2 minutes	
	6.4. Post the registration in the registry book		7 minutes	
7. Receive the registered death certificate	7.1. Release the registered death certificate	None	2 minutes	<i>MCR Staff MCR Office</i>
	TOTAL	₱ 200.00	33 minutes (excluding posting period of 10 days)	



5. REGISTRATION OF CERTIFICATE OF MARRIAGE (TIMELY)

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Residents and non-residents of Quezon, Quezon who wish to register record of marriage <i>within</i> the 30 days period of regular registration.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Marriage		Religious institutions, Office of the Municipal Mayor		
2. Certificate of Registration of Authority to Solemnize Marriage (CRASM)		Solemnizing Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Certificate of Marriage to the Office of the Municipal Civil Registrar.	1.1. Receive the documents for evaluation and verification.	None	5 minutes	MCR Staff MCR Office
	1.2. Assign documents registration number		2 minutes	
	1.3. Forward documents to the Municipal Civil Registrar for signature		2 minutes	
2. Wait for the posting of registration in the registry book	2.1. Post the registration in the registry book	None	7 minutes	MCR Staff MCR Office
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	75.00	3 minutes	MTO Staff MT Office
4. Receive the registered marriage certificate	4.1. Release the registered marriage certificate	None	2 minutes	MCR Staff MCR Office
TOTAL		₱ 75.00	21 minutes	



6. REGISTRATION OF CERTIFICATE OF MARRIAGE (DELAYED)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Residents and non-residents of Quezon, Quezon who wish to register record of marriage beyond the 30 days period of regular registration.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Marriage		Religious institutions, Office of the Municipal Mayor		
2. Certificate of Registration of Authority to Solemnize Marriage (CRASM)		Solemnizing Officer		
3. Negative Certification of Marriage (CENOMAR)		Philippine Statistics Authority		
4. Old copy of marriage contract or birth certificate of children		Owners' copy, Philippine Statistics Authority		
5. Affidavit of Affiant (Delayed Registration)		Notary Public		
6. Joint Affidavit of two (2) disinterested person		Notary Public		
7. Community Tax Certificate (CTC)		Municipal Treasurer's Office		
8. Valid ID of Affiant		DFA, LTO, PRC, COMELEC, etc.		
9. Affidavit for Delayed Registration of Marriage		Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Certificate of Marriage and other requirements to the Office of the Municipal Civil Registrar.	1.1. Receive the documents for evaluation and verification.	None	5 minutes	<i>MCR Staff</i> MCR Office
	1.2. Prepare the Certificate of Marriage (COLB) if not accomplished		5 minutes	
2. Accomplished Affidavit for delayed registration	2.1. Prepare/Assist in completing and signing the form	None	5 minutes	<i>MCR Staff</i> MCR Office
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	200.00	3 minutes	<i>MTO Staff</i> MT Office
4. Return the documents back to the Office of the MCR	4.1. Process the documents for registration	None	2 minutes	<i>MCR Staff</i> MCR Office
5. Wait for 10 days for the posting of the documents	5.1. Process the documents for posting	None	10 days	<i>MCR Staff</i> MCR Office



	5.2. Assign registration number		2 minutes	
	5.3. Forward the documents to the Municipal Civil Registrar for signature		2 minutes	
	5.4. Post the registration in the registry book		7 minutes	
6. Receive the registered marriage certificate	6.1. Release the registered marriage certificate	None	2 minutes	<i>MCR Staff MCR Office</i>
	TOTAL	₱ 200.00	33 minutes (excluding posting period of 10 days)	



7. APPLICATION FOR MARRIAGE LICENSE

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Residents of Quezon, Quezon who wish to apply for a marriage license.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth of the contracting party		Philippine Statistics Authority		
2. Certificate of No Marriage (CENOMAR) of the contracting party		Philippine Statistics Authority		
3. Family Planning and Pre-Marriage Counseling		Population Commission/DSWD		
4. Picture (2x2) of the contracting party				
5. Community Tax Certificate (Cedula) of the contracting party		Municipal Treasurer's Office		
6. Philhealth ID or Members Data Record (MDR)		PhilHealth Office		
7. Other requirements needed as evaluated by the personnel-in-charge:				
• Parental Consent (for applicants less than 21 years old)		Municipal Civil Registrar		
• Parental Advice (for applicants less than 25 years old)		Municipal Civil Registrar		
• Valid ID of parents				
• Certificate of Legal Capacity to marry (Foreigners)		Country of Residence/Embassy		
• Divorce/Court Decree/Certificate of Finality (if divorced or annulled)		Regional Trial Court		
• Death Certificate (if widow/widower)		Philippine Statistics Authority		
• Affidavit of Co-habitation (if living together 5 years or more)		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the Office of the Municipal Civil Registrar.	1.1. Receive the documents for evaluation and verification.	None	5 minutes	MCR Staff MCR Office
	1.2. Prepare the application for marriage license		5 minutes	
	1.3. Forward documents to		2 minutes	



	the MCR for signature			
2. Pay the required fees at the MTO	2.1. Issue Official Receipt (Application for Marriage/ additional fee/ solemnizing fee)	755.00	3 minutes	<i>MTO Staff MT Office</i>
3. Wait for 10 days for the posting of the documents	3.1. Process the documents for posting	None	10 days	<i>MCR Staff MCR Office</i>
4. Return to MCR after 10 days	4.1. Prepare marriage license	None	5 minutes	<i>MCR Staff MCR Office</i>
5. Pay the required marriage license fee to the personnel-in-charge	5.1. Receive the payment	2.00	2 minutes	<i>MCR Staff MCR Office</i>
6. Receive the registered marriage license	6.1. Release the marriage license	None	2 minutes	<i>MCR Staff MCR Office</i>
	TOTAL	₱ 757.00	24 minutes (excluding posting period of 10 days)	



8. ISSUANCE OF CERTIFICATION OF REGISTERED DOCUMENTS (Certified True Copy; Local Copy – 1A birth certificate, 2A death certificate, 3A marriage contract)

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Residents and non-residents of Quezon, Quezon who wish to acquire certification of their registered documents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authenticated copy of the document		Philippine Statistics Authority		
2. ID of the requestor		DFA, LTO, PRC, COMELEC, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the authenticated copy of the document to the Office of the Municipal Civil Registrar.	1.1. Receive the documents for evaluation and verification.	None	5 minutes	<i>MCR Staff</i> <i>MCR Office</i>
	1.2. Certify the verified documents		2 minutes	
	1.3. Forward the documents to the Municipal Civil Registrar for signature		2 minutes	
2. Pay the required fees at the MTO	2.1. Issue Official Receipt	70.00	3 minutes	<i>MTO Staff</i> <i>MT Office</i>
3. Receive the certification of the registered document	3.1. Release the certification of the registered document	None	2 minutes	<i>MCR Staff</i> <i>MCR Office</i>
TOTAL		₱ 70.00	14 minutes	



9. REGISTRATION OF LEGAL INSTRUMENTS (LEGITIMATION)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Child's Certificate of Live Birth		Philippine Statistics Authority		
2. Certificate of Marriage of Parents		Philippine Statistics Authority		
3. Certificate of No Marriage of Parents		Philippine Statistics Authority		
4. Joint Affidavit of Acknowledgment and Legitimation		Notary Public		
5. Valid IDs		DFA, LTO, PRC, COMELEC, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the authenticated copy of the document to the Office of the Municipal Civil Registrar.	1.1. Receive the documents for evaluation and verification.	None	5 minutes	<i>MCR Staff</i> MCR Office
2. Prepare necessary documents forwarded to PSA Central Office for annotation	2.1. Certify the verified documents	None	5 minutes	<i>MCR Staff</i> MCR Office
	2.2. Forward the documents to the Municipal Civil Registrar for signature		2 minutes	
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	450.00	5 minutes	<i>MTO Staff</i> MT Office
4. Receive the certification of the registered document	4.1. Release the certification of the registered document	None	2 minutes	<i>MCR Staff</i> MCR Office
	TOTAL	₱ 450.00	19 minutes (excluding the notarial of affidavit)	<i>MCR Staff</i> MCR Office



10. REGISTRATION OF LEGAL INSTRUMENTS (ACKNOWLEDGMENT/ ADMISSION OF PATERNITY)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Acknowledgment/Admission of Paternity		Notary Public		
2. Valid ID of the Father		DFA, LTO, PRC, COMELEC, etc.		
3. Community Tax Certificate (Cedula) of the Father		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the authenticated copy of COLB and copy of notarized Affidavit of Acknowledgment Admission of Paternity.	1.1. Receive the documents for evaluation and verification.	None	3 minutes	<i>MCR Staff</i> <i>MCR Office</i>
2. Prepare necessary documents forwarded to PSA Central Office for annotation	2.1. Certify the verified documents	None	5 minutes	<i>MCR Staff</i> <i>MCR Office</i>
	2.2. Forward the documents to the Municipal Civil Registrar for signature		2 minutes	
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	450.00	5 minutes	<i>MTO Staff</i> <i>MT Office</i>
4. Receive the certification of the registered document to PSA Central Office for Annotation	4.1. Release the certification of the registered document	None	2 minutes	<i>MCR Staff</i> <i>MCR Office</i>
	TOTAL	₱ 450.00	17 minutes (excluding the notarial of affidavit)	<i>MCR Staff</i> <i>MCR Office</i>



11. SUPPLEMENTAL REPORT

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Owner of documents or any person having direct interest in the Supplemental Report in the civil registry document; any authorized person by the document owner.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth to be supplemented		Philippine Statistics Authority (PSA)		
2. Certificate of Marriage to be supplemented		Philippine Statistics Authority (PSA)		
3. Certificate of Death to be supplemented		Philippine Statistics Authority (PSA)		
4. Supplemental Affidavit		Notary Public/MCR		
5. Affiant's valid IDs		DFA, LTO, PRC, COMELEC, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the authenticated copy of COLB, COM, COD to be supplemented and copy of duly notarized Supplemental Affidavit	1.1. Receive the documents for evaluation and verification.	None	3 minutes	MCR Staff MCR Office
2. Prepare necessary documents forwarded to PSA Regional Office (DeCap) for annotation	2.1. Certify the verified documents	None	5 minutes	MCR Staff MCR Office
	2.2. Forward the documents to the Municipal Civil Registrar for signature		2 minutes	
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	250.00	5 minutes	MTO Staff MT Office
4. Receive the supplemental report forwarded to PSA Regional Office (DeCap) for Annotation	4.1. Release the Petition for Correction of clerical error for mailing	None	2 minutes	MCR Staff MCR Office
	TOTAL	₱ 250.00	17 minutes (excluding the notarial of affidavit)	MCR Staff MCR Office





12. CORRECTION OF CLERICAL ERROR (RA 9048)

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Owner of documents or any person having direct interest in the CCE in the civil registry document; any authorized person by the document owner.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth, Certificate of Marriage, Certificate of Death to be corrected		Philippine Statistics Authority (PSA)		
2. Certificate of Baptism		Religious affiliation		
3. School records		DepEd		
4. Certificate of Employment/ Certificate of non-employment				
5. Valid IDs		DFA, LTO, PRC, COMELEC, etc.		
6. Community Tax Certificate (Cedula) of the Petitioner		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents to the Office of the Municipal Civil Registrar	1.1. Receive the documents for evaluation and verification.	None	3 minutes	MCR Staff MCR Office
2. Prepare Petition for Correction of Clerical Error	2.1. Certify the verified documents	None	5 minutes	MCR Staff MCR Office
	2.2. Forward the documents to the Municipal Civil Registrar for signature		3 minutes	
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	1,200.00	5 minutes	MTO Staff MT Office
4. Receive Petition for Correction of clerical error forwarded to PSA Legal Services Central Office for Affirmation	4.1. Release the Petition for Correction of clerical error for mailing	None	2 minutes	MCR Staff MCR Office
	TOTAL	₱ 1,200.00	18 minutes (excluding the posting period of 10 days)	MCR Staff MCR Office



13. CORRECTION OF CLERICAL ERROR (RA 9048)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Owner of documents or any person having direct interest in the CCE Sex/Date in the civil registry document; any authorized person by the document owner.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth to be corrected		Philippine Statistics Authority (PSA)		
2. Local Copy of Certificate of Live Birth		Municipal Civil Registrar		
3. Certificate of Baptism		Religious Affiliation		
4. Earliest school records		DepEd		
5. Medical Records		Hospital or Laboratory Clinic		
6. NBI Clearance/Police Clearance		NBI, PNP		
7. Certificate of Employment/ Certificate of Non-Employment				
8. Medical Certification		Rural Health Unit		
9. Certificate of Authenticity		Municipal Civil Registrar		
10. Newspaper Clippings		Publisher		
11. Valid IDs		DFA, LTO, PRC, COMELEC, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents to the Office of the Municipal Civil Registrar	1.1. Receive the documents for evaluation and verification.	None	3 minutes	MCR Staff MCR Office
2. Prepare Petition for Correction of Clerical Error	2.1. Certify the verified documents 2.2. Forward the documents to the Municipal Civil Registrar for signature	None	5 minutes 2 minutes	MCR Staff MCR Office
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	3,200.00	5 minutes	MTO Staff MT Office
4. Receive Petition for Correction of clerical error forwarded to PSA Legal Services	4.1. Release the Petition for Correction of clerical error for mailing	None	2 minutes	MCR Staff MCR Office



Central Office for Affirmation				
	TOTAL	₱ 3,200.00	17 minutes (excluding the posting and publication period of 10 days)	<i>MCR Staff</i> <i>MCR Office</i>



14. CHANGE OF FIRST NAME (RA 9048)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Owner of documents or any person having direct interest in the CFN in the civil registry document; any authorized person by the document owner.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth to be corrected		Philippine Statistics Authority (PSA)		
2. Local Copy of Certificate of Live Birth		Municipal Civil Registrar		
3. Certificate of Baptism		Religious Affiliation		
4. Earliest school records		DepEd		
5. Medical Records		Hospital or Laboratory Clinic		
6. NBI Clearance/Police Clearance		NBI, PNP		
7. Certificate of Employment/ Certificate of Non-Employment				
8. Medical Certification		Rural Health Unit		
9. Certificate of Authenticity		Municipal Civil Registrar		
10. Newspaper Clippings		Publisher		
11. Valid IDs		DFA, LTO, PRC, COMELEC, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents to the Office of the Municipal Civil Registrar	1.1. Receive the documents for evaluation and verification.	None	3 minutes	MCR Staff MCR Office
2. Prepare Petition for Correction of Clerical Error	2.1. Certify the verified documents 2.2. Forward the documents to the Municipal Civil Registrar for signature	None	7 minutes 3 minutes	MCR Staff MCR Office
3. Pay the required fees at the MTO	3.1. Issue Official Receipt	3,200.00	5 minutes	MTO Staff MT Office
	TOTAL	₱ 3,200.00	17 minutes (excluding the posting and publication period of 10 days)	MCR Staff MCR Office



OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT (MDRRMO)

EXTERNAL SERVICES



1. REQUEST FOR DISCUSSION-BASED EXERCISE

Facilitation of DRRM-Related Orientation, Training, Seminars, Workshops, and Tabletop Exercise that provides an interactive verbal exchange of ideas that allows participants to learn and develop DRRM-related plans, policies, agreements, and procedures.

Office or Division:	Admin and Training			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Business, G2C – Citizen			
Who may avail:	All Government Agencies, BLGUs, other Government Instrumentalities, Public and Private Schools, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Office / Organization		
2. List of Participants		Requesting Office / Organization		
3. Exercise Schedule Slip		MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter and the list of participants.	1.1. Receive and review the request letter.	None	5 minutes per request letter	<i>Admin & Training Section</i>
2. Fill out the exercise schedule slip.	1.1. Receive and review the exercise schedule slip.	None	5 minutes per exercise schedule slip	<i>Admin & Training Section</i>
	1.2. Forward the exercise schedule slip to LDRRMO II.			
	1.3. Approval of request.	None	5 minutes per exercise schedule slip	<i>MDRRMO</i>
3. Attend the exercise.	3.1. Facilitation of the exercise.	None	1 day to 5 days depending on the activity	<i>MDRRMO Training Team</i>
	TOTAL	None	15 minutes and 1 to 5 days for the conduct of the activity	



2. REQUEST FOR OPERATIONS-BASED EXERCISE

Facilitation of DRRM-Related Drills, Functional Exercise, and Full-Scale Exercise which is a more action-oriented exercise as it allows players to perform, simulate, and practice. It validates the DRRM-related plans, policies, agreements, and procedures and clarifies roles and responsibilities through actions and demonstrations.

Office or Division:	Admin and Training			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Business, G2C – Citizen			
Who may avail:	All Government Agencies, BLGUs, other Government Instrumentalities, Public and Private Schools, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Office / Organization		
2. List of Participants		Requesting Office / Organization		
3. Exercise Schedule Slip		MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter and the list of participants.	1.1. Receive and review the request letter.	None	5 minutes per request letter	<i>Admin & Training Section</i>
2. Fill out the exercise schedule slip.	2.1. Receive and review the exercise schedule slip. a. Forward the exercise schedule slip to LDRRMO II.	None	5 minutes per exercise schedule slip	<i>Admin & Training Section</i>
	2.2. Approval of request.	None	5 minutes per exercise schedule slip	<i>MDRRMO</i>
3. Attend the exercise.	3.1. Facilitation of the exercise.	None	1 day to 5 days depending on the activity	<i>MDRRMO Training Team</i>
	TOTAL	None	15 minutes and 1 to 5 days for the conduct of the activity	



3. BARANGAY DISASTER RISK REDUCTION AND MANAGEMENT PLAN REVIEW

Review of three (3) year BDRRMP.

Office or Division:		Research and Planning		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government, G2B		
Who may avail:		BLGUs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BDRRMP Draft		Requesting Office / Organization		
2. Plan Review Slip		MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the BDRRMP draft.	1.1. Receive the BDRRMP draft.	None	5 minutes	<i>Research & Planning Section</i>
2. Fill out the plan review slip.	2.1. Receive and review the plan review slip.	None	5 minutes	<i>Research & Planning Section</i>
	2.2. Forward the plan review slip to LDRRMO II.			
3. Receive the BDRRMP review summary.	3.1. BDRRMP Review.	None	3 days	<i>MDRRMO</i>
	TOTAL	None	3 days	



4. BARANGAY DISASTER RISK REDUCTION AND MANAGEMENT FUND INVESTMENT PLAN REVIEW

Review of the annual BDRRMFIP.

Office or Division:		Research and Planning		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government, G2B		
Who may avail:		BLGUs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BDRRMFIP Draft		Requesting Office / Organization		
2. Plan Review Slip		MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the BDRRMFIP draft.	1.1. Receive the BDRRMFIP draft.	None	5 minutes	<i>Research & Planning Section</i>
2. Fill out the plan review slip.	2.1. Receive and review the plan review slip. 2.2. Forward the plan review slip to LDRRMO II.	None	5 minutes	<i>Research & Planning Section</i>
3. Receive the BDRRMFIP review summary.	3.1. BDRRMFIP Review.	None	15 minutes	<i>MDRRMO</i>
TOTAL		None	25 minutes	



5. ACCREDITATION OF COMMUNITY DISASTER VOLUNTEERS

Accreditation, mobilization, and protection of individuals and organized volunteers.

Office or Division:	Admin and Training
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government, G2B - Business, G2C – Citizen
Who may avail:	Government Agencies, BLGUs, other Government Instrumentalities, National Service Reserve Corps (NSRC), Community-Based NSRC Units (CBNU), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For CSOs and Private Sector 1. Completed Application Form for Accreditation, which includes a list of current officers, members, and/or volunteers of the VMOs. It should also indicate the DRRM thematic area/s they are applying for. 2. Certification from any of the following: the Securities and Exchange Commission (SEC), Cooperative Development Authority (CDA), Department of Labor and Employment (DOLE), Department of Social Welfare and Development (DSWD), or any national or local government agency that is empowered by law or policy to accredit people's organizations, associations, non-government organizations or private sector groups. 3. Financial statement of the preceding year of their application, signed by its executive officers and indicating, among others, the sources and status of funds of the organizations. 4. List of community disaster volunteers, indicating their area/s of specialization or expertise, qualifications, permanent residence addresses, and contact information. The list must be accompanied by individual volunteer information sheets.	1. Requesting Office / Organization 2. SEC, CDA, DOLE, DSWD, or any national or local government agency that is empowered by law or policy to accredit people's organizations, associations, non-government organizations, or private sector groups 3. Requesting Office / Organization 4. Requesting Office / Organization
For Government Agencies, Local Government Units including Barangays, or CBNUs 1. Completed Application Form for Accreditation, which includes a list of current officers, staff members, and/or volunteers. It should also indicate the	1. Requesting Office / Organization



DRRM thematic area/s they are applying for. 2. List of community disaster volunteers, indicating their area/s of specialization or expertise, qualifications, permanent residence addresses, and contact information. The list must be accompanied by individual volunteer information sheets.		2. Requesting Office / Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the requirements for accreditation.	1.1. Receive and check the completion of documents.	None	5 minutes	<i>Admin & Training Section</i>
	1.2. Forward the documents to LDRRMO II.	None	5 minutes	
	1.3. Review the requirements for accreditation.	None	3 days	<i>MDRRMO</i>
	1.4. Request for an MDRRMC meeting for accreditation.	None	14 days	<i>MDRRMC</i>
	1.5. Enlistment in ACDV National Roster Database.	None	1 day	<i>MDRRMO</i>
2. Receive a Certificate of Accreditation (valid for 5 years) and National IDs	2.1. Issuance of Certificate of Accreditation and National ID.	None	1 day	<i>MDRRMO</i>
3. Submit an annual accomplishment report, an updated list of its community disaster volunteers, an updated Asset Register (if applicable), and the organization's updated Mayor's	3.1. Receive and check documents.	None	5 minutes	<i>Admin & Training Section</i>



Permit (if applicable)				
	TOTAL	None	20 days	



6. REVIEW OF CCTV FOOTAGE

Review and request of copy of the CCTV footage.

Office or Division:	Admin and Training			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C – Citizen			
Who may avail:	Law Enforcement Authorities and the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Blotter and/or Police Report		BLGUs, PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the Barangay Blotter and/or Police Report.	1.1. Receive and review the Barangay Blotter and/or Police Report.	None	5 minutes	<i>Admin & Training Section</i>
2. Review of the CCTV Footage.	2.1. Access the CCTV recording and provide a copy.	None	1 day	<i>Admin & Training Section</i>
	TOTAL	None	1 day	



7. REQUEST FOR AERIAL INSPECTION

Aerial inspection of the sites of government projects using the drone of the MDRRM Office and checking of locations for exposure to hazards.

Office or Division:	Admin and Training			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C – Citizen			
Who may avail:	All Government Agencies, BLGUs, other Government Instrumentalities, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Blotter and/or Police Report		BLGUs, PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter.	1.1. Receive and review the request letter.	None	5 minutes	Operations & Warning Section
2. Fill out the inspection schedule slip.	2.1. Receive and review the inspection schedule slip.	None	5 minutes	Operations & Warning Section
	2.2. Forward the inspection schedule slip to LDRRMO II.	None	5 minutes	MDRRMO
	2.3. Approval of request.			
3. Guide the drone operator in the aerial inspection.	3.1. Operate the drone and provide a copy of the pictures and video clips.	None	1 day	Operations & Warning Section
TOTAL		None	1 day	



8. ASSISTANCE WITH PLANNED EVENTS

Planning, maintaining public order, preventing any untoward incidents, and responding to emergencies during mass gatherings such as parades, fluvial processions, school athletic meets, fiesta/festivals, competitions, holidays, and other related activities or events.

Office or Division:	Operations and Warning			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Business, G2C - Citizen			
Who may avail:	All Government Agencies, BLGUs, other Government Instrumentalities, Public and Private Schools, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Office/Organization		
2. Program of Activity/Event				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter.	1.1. Receive the request letter.	None	2 minutes per request letter	Operations and Warning Section
	1.2. Review request letter.	None	3 minutes per request letter	Operations and Warning Section
	1.3. Approval of request.	None	10 minutes	MDRRMO
	1.4. The actual conduct of the activity.	None	Number of days depending on the activity or event	Operations & Warning Section
	TOTAL	None	15 minutes and the number of days of activity or event	



9. LOGISTICS/EQUIPMENT SUPPORT

Logistics support such as granting the use of equipment like motor vehicles, generators, tower lights, rescue equipment for demonstration, and other office equipment.

Office or Division:	Operations and Warning				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government, G2B – Business, G2C – Citizen				
Who may avail:	All Government Agencies, BLGUs, other Government Instrumentalities, Public and Private Schools, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Request Letter / RVSS			Requesting Office/Organization		
2. Transportation of Equipment					
3. Property Acknowledgement Receipt			MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter.	1.1.	Receive the request letter.	None	2 minutes per request letter	Operations and Warning Section
	1.2.	Review request letter.	None	3 minutes per request letter	Operations and Warning Section
	1.3.	Approval of request.	None	10 minutes	MDRRMO
2. Receive the equipment.	2.1.	Checking, providing reminders and instructions of use, recording, and issuing of equipment	None	5 minutes per equipment	Operations and Warning Section
3. Return the equipment.	3.1.	Inspection and recording of equipment.	None (Payment for repair or actual cost if the equipment is damaged)	5 minutes per equipment	Operations and Warning Section
	TOTAL		None	25 minutes	



10. RESPONSE TO ACCIDENTS, EMERGENCIES, DISASTERS, AND OTHER UNTOWARD INCIDENTS

Response to medical emergencies, vehicular accidents, maritime mishaps, fire incidents, floods, landslides, typhoons, earthquakes, armed conflicts, and other incidents.

Office or Division:		Operations and Warning		
Classification:		Simple		
Type of Transaction:		G2C – Citizen		
Who may avail:		All persons within Quezon's Area of Responsibility (AOR)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of the Incident (type of incident, location, number of persons injured, the extent of the injury and first aid given, the telephone number from where you calling, the person who activated medical assistance must identify him/herself and drop the phone last)				
2. Referral Slip		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Actual report or call through communication hotlines.	1.1. Receive actual report or call through communication hotlines.	None	1 minute	Operations and Warning Section
	1.2. Validation of report.	None	1 minute	Operations and Warning Section
	1.3. Dispatch of responders.	None	5 minutes	Operations and Warning Section
	1.4. Travel of responders.	None	5 to 15 minutes (depending on the location of the incident)	Emergency Response Team
	1.5. Search, rescue, and retrieval (SRR) operations, application of first aid, and patient packaging.	None	5 to 15 minutes (depending on the extent, severity, and number of persons involved in the incident)	Emergency Response Team



OFFICE OF THE MUNICIPAL ENGINEER

EXTERNAL SERVICES



1. BUILDING MAINTENANCE

To provide technical and working expertise to different request made by different Departments, Agencies and Municipality of Quezon as a whole.

Office or Division:		Office of the Municipal Engineer		
Classification:		Highly Technical		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Residents of Quezon, Quezon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request (job description and pictures) 2. Thru Phone Request (emergency or urgent request) 3. Walk-in				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter-Request from various barangay constituents 2. Report the concern thru phone 3. Walk-in	Inspection by Building Maintenance Personnel 1.1. Evaluation of reported area/site involved. 1.2. Preparation of Program of Works.	None	3 days	<i>Municipal Engineer & MEO Personnel</i>
	Inform the client of the project's status. 1.3. Approval of project is subjected to availability of materials.	None	With available materials – 15 days If materials are unavailable – variable	<i>MEO Personnel</i> <i>Municipal Engineer</i>
	TOTAL	None	18 days (with available materials) Variable (if materials are unavailable)	



2. ROAD AND OTHER HORIZONTAL PROJECTS REPAIR

To provide technical and working expertise to different request made by different Departments, Agencies and Municipality of Quezon as a whole.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client)			
Who may avail:	Residents of Quezon, Quezon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request (job description and pictures) 2. Thru Phone Request (emergency or urgent request) 3. Walk-in				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter-Request from various barangay constituents 2. Report the concern thru phone. 3. Walk-in	Inspection by Municipal Engineering Office Personnel 1.1. Evaluation of reported area/site involved. 1.2. Preparation of Program of Works.	None	3 days	<i>Municipal Engineer & MEO Personnel</i>
	Inform the client of the inspection's status. 1.3. Approval of project is subjected to availability of materials.	None	With available materials – 15 days If materials are unavailable – variable	<i>MEO Personnel</i> <i>Municipal Engineer</i>
		None	18 days (with available materials) Variable (if materials are unavailable)	



3. EXCAVATION CLEARANCE PROCESSING

Excavation clearance processing.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Residents of Quezon, Quezon Contractors and House/Building Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled-up Application Form for Excavation, Sewer Connection and Pole/Attachment clearance. Form is available at the Office of Building Official/ Office of the Municipal Engineer		Application Form is available at the Office of Building Official/ Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Excavation Form and submit Application at the Office of Building Official/ Office of the Municipal Engineer	1.1. Check / Evaluate all documents submitted by the applicant to the Office of Building Official/ Office of the Municipal Engineer	None	1 day	<i>Municipal Engineer & MEO Personnel</i>
2. To be notified by the inspector thru phone.	2.1. Subject to Inspection and Recommendation for Approval / Issuance of Clearance by the Municipal Engineer	None	2 days	<i>Municipal Engineer & MEO Personnel</i>
3. Claim the Excavation Permit at the Office of Building Official/ Office of the Municipal Engineer	3.1. Releases Clearance and endorse to the Office of Building Official/ Office of the Municipal Engineer for Excavation Permit	None		
	TOTAL	None	3 days	



4. PREPARATION OF DETAILED ENGINEERING

Survey of proposed site, site investigation, preparation of design plans, technical specification, quantity and cost estimates, program of work and construction schedule.

Office or Division:		Office of the Municipal Engineer		
Classification:		Highly Technical		
Type of Transaction:		G2G (Government to Government) G2C (Government to Client)		
Who may avail:		Residents of Quezon, Quezon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Thru Phone Request 3. Walk-in				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Survey of possible site for program of estimates in coordination with barangay officials, school officials and residents of Quezon, Quezon.	None	1 day for 1-3 projects 2 days for 4-6 projects 3 days for 7 or more projects	<i>Municipal Engineer & MEO Personnel</i>
1. Letter- Request from various officials, barangay, school and residents of Quezon, Quezon. 2. Report the concern thru phone. 3. Walk-in	1.2. Evaluation and inspection of reported are/site involved.	None	2 days	<i>Municipal Engineer & MEO Personnel</i>
	1.3. Submit to the Municipal Engineer the list of proposed infra- projects.	None	1 day	<i>MEO Personnel</i>
	1.4. Preparation of Detailed Engineering	None	7 days	<i>MEO Personnel</i>
	1.5. Transmit the result to the requesting party	None	1 day	<i>Municipal Engineer</i>



	(for letter request from requesting party)			
	1.6. After the preparation of detailed engineering, all documents will be forwarded to the Infra-committee for screening in the public bidding.	None	1 day	<i>Municipal Engineer</i>
	TOTAL	None	13 days for 1-3 projects 14 days for 4-6 projects 15 days for 7 or more projects	



5. PARTIAL BILLING FOR HORIZONTAL & VERTICAL PROJECTS

Periodical accomplishment billing until 90% maximum of once a month.

Office or Division:		Office of the Municipal Engineer			
Classification:		Highly Technical			
Type of Transaction:		G2B (Government to Business)			
Who may avail:		Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor			1. Provided by the contractor (signed by duly authorized representative)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit letter request	1.1. Preparation of detailed accomplishment	None	2 days	MEO Personnel	
	1.2. Project status verification	None	5 days	MEO Personnel	
	1.3. Preparation of Statement of Account (SWA)	None	4 days	MEO Personnel	
	1.4. Request approval or disapproval	None	2 days	Municipal Engineer	
	1.5. Transmit request to Finance Offices (Budget & Accounting)	None	2 days	MEO Personnel	
	TOTAL	None	15 days		



6. FINAL BILLING FOR HORIZONTAL & VERTICAL PROJECTS

Issuance of remaining unbilled contract amount after the project has been satisfactorily completed.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor 2. As built Drawings 3. Material Testing Result (if applicable) 4. Pert CPM 5. Notice of Award 6. Notice to Proceed 7. Contract 8. Program of Works 9. Detailed Estimate 10. Pictures (colored)		Provided by the contractor (signed by duly authorized representative)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Punch listing inspection	None	7 days	MEO Personnel
2. Rectification of inspector's findings	2.1. Punch listing inspection	None	5 days	MEO Personnel
	2.2. Preparation of report recommending final inspection	None	4 days	MEO Personnel
	2.3. Final punch list inspection	None	7 days	MEO Personnel
	2.4. Preparation of Statement of Account (SWA)	None	2 days	MEO Personnel
	2.5. Completion and acceptance inspection	None	3 days	Municipal Engineer
	2.6. Transmit request to Finance Offices (Budget & Accounting)	None	2 days	MEO Personnel
	TOTAL	None	30 days	



7. TIME EXTENSION FOR HORIZONTAL & VERTICAL PROJECTS

Increasing contract time duration due to force majeure, rainy/unworkable days and/or other events stated in R.A. 9184 Annex E, Section 10.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor 2. Pert CPM and Bar Chart 3. Supporting documents (if needed) 4. If extension is due to weather, submit PAG ASA report. 5. Others		Provided by the contractor (signed by duly authorized representative) PAG ASA End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Preparation of report recommending approval or disapproval	None	4 days	MEO Personnel
	1.2. Verify documents submitted	None	4 days	MEO Personnel
	1.3. Approval/disapproval of request	None	3 days	Municipal Engineer
	1.4. Release documents	None	2 days	MEO Personnel
	TOTAL	None	13 days	



8. PROJECT SUSPENSION FOR HORIZONTAL & VERTICAL PROJECTS

Increasing contract time duration due to force majeure, rainy/unworkable days and/or other events stated in R.A. 9184 Annex E, Section 10.

Office or Division:		Office of the Municipal Engineer		
Classification:		Highly Technical		
Type of Transaction:		G2B (Government to Business)		
Who may avail:		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor 2. Pert CPM and Bar Chart 3. Supporting documents (if needed) 4. Pictures of affected area 5. Others		Provided by the contractor (signed by duly authorized representative) End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Site Inspection	None	5 days	MEO Personnel
	1.2. Preparation of justification report recommending approval or disapproval	None	4 days	MEO Personnel
	1.3. Verify documents submitted	None	4 days	MEO Personnel
	1.4. Approval/disapproval of request	None	3 days	Municipal Engineer
	1.5. Release documents	None	2 days	MEO Personnel
	TOTAL	None	18 days	



9. VARIATION ORDER FOR HORIZONTAL & VERTICAL PROJECTS

Modification of contract amount either increase or decrease to satisfy the actual site condition requirements (maximum of 10%).

Office or Division:	Office of the Municipal Engineer				
Classification:	Highly Technical				
Type of Transaction:	G2B (Government to Business)				
Who may avail:	Contractors				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor 2. Bid documents 3. Pictures (colored) 4. Notice to Proceed 5. Contract			Provided by the contractor (signed by duly authorized representative) End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit requirements	1.1 Preparation of cost estimates and take off	None	14 days	MEO Personnel	
	1.2 Verification of submitted documents	None	14 days	MEO Personnel	
	1.3 Recommending approval/disapproval	None	7 days	Municipal Engineer	
	1.4 Approval/disapproval of variation order	None	7 days	Variation Committee	
	1.5 Preparation of report address to the Mayor	None	5 days	Variation Committee	
	1.6 Approval/disapproval of variation order	None	7 days	Municipal Mayor	
	1.7 Issuance of report to contractor	None	2 days	Municipal Mayor	
	TOTAL	None	56 days		



10. RECEIVING/RELEASING OF VARIOUS COMMUNICATIONS, COMPLAINTS, REQUESTS, BILLINGS, ETC.

Receiving and releasing of incoming and outgoing communications from the General Public.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) G2B (Government to Business)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concerned with attachment from the general public 2. Letter response to the end-user		Government agency concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request. Obtain receiving copy	Receive and stamp the documents. 1.1 Provide the client a receiving copy for reference. 1.2 Encode communications for attachment of Routine Slip 1.3 Check and review the communications before proceeding to the Municipal Engineer	None	1 day	MEO Personnel
	1.4 Forward communications to the Office of the Municipal Engineer for instructions indicated in the Routine Slip	None	1 day	Municipal Engineer
	1.5 Receive and check the instructions of	None	1 day	MEO Personnel



	1.6 the Municipal Engineer and encode in Logbook Records Communication e-file Release documents to different divisions, utility, contractor, barangay and other concerned agencies as instructed by the Municipal Engineer.			
	TOTAL	None		



11. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients of certified photocopies of documents.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) G2B (Government to Business)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concerned with attachment from the general public		Government agency concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communications from the end-user, complaints request	Receive request and check the Storage/Archive Room 1.1. Stamp with Certified Photocopy 1.2. Issue Order of payment	None	30 minutes	<i>MEO Personnel</i>
2. Certified true copy of previous documents needed.	2.1. Order of Payment to be paid at the Municipal Treasurer's Office 2.2. Filing of the photocopy of the receipt from the Municipal Treasurer's Office	50.00 Php	10 minutes	<i>Municipal Treasurer</i> <i>MEO Personnel</i>
	TOTAL	50.00 Php	40 minutes	



12. ISSUANCE OF BUILDING PERMITS

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	General Public, Residents of Quezon, Quezon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concerned with attachment from the general public		Application Forms are available at the Office of Building Official/ Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure prescribed Building Permit Application Form/other related permit forms together with the listing of required documents needed for the applicant to comply with.	1.1. Provide Building Permit Application Form/other related permit forms together with the listing of required documents needed for the applicant to comply with.	None	10 minutes	MEO Personnel
2. Secure verification and clearances to the concerned offices.	2.1. Applicant instructed to secure verification and clearances to the concerned offices.	None	10 minutes	MEO Personnel
3. Submit the plans and required supporting documents for verification.	3.1. Conduct site validation or verifies lot plan, establish and determine setbacks/grades in relation to road lots, property lines, street or highways whether existing or proposed, including road widening and construction of various public	None	2 hours	MEO Personnel



	3.2.	utilities and other infrastructure project. Evaluates and assesses Line and Grade, Structural Plans, and related documents.	None	30 minutes	<i>MEO Personnel</i>
	3.3.	Evaluates architectural plans and related documents.	None	30 minutes	<i>MEO Personnel</i>
	3.4.	Evaluates and assesses the plumbing/sanitary plans and related documents.	None	30 minutes	<i>MEO Personnel</i>
	3.5.	Evaluates and assesses the plumbing/sanitary plans and related documents.	None	30 minutes	<i>MEO Personnel</i>
	3.6.	Evaluates and assesses the electrical plans and related documents.	None	30 minutes	<i>MEO Personnel</i>
	3.7.	Evaluates and assesses the mechanical plans and related documents.	None	30 minutes (If applicable)	<i>MEO Personnel</i>
4. Follow- up status of the evaluation and assessment of application applied for.	4.1.	Returned plans and documents, if the applicant submits document with deficiencies. (Proceed to step # 1.4)	None	15 minutes (If applicable)	<i>MEO Personnel</i>



	4.2.	Issues order of payment, if the applicant complied with all the requirements. (Proceed to step # 2)	Base on the National Building Code/ P.D. 1096	10 minutes	MEO Personnel
5. Receive the plans and documents for correction.	5.1.	Review lacking documents/corrected plans submitted.	None	25 minutes (If applicable)	
6. Submit lacking requirements/ corrected plans/ documents	6.1.	Returned plans and documents, if the applicant submits document with deficiencies. (Proceed to step # 1.4)	None	15 minutes (If applicable)	
	6.2.	Issues order of payment, if the applicant complied with all the requirements. (Proceed to step # 2)	None	10 minutes (If applicable)	
7. Proceed to the Municipal Treasurer Office for payment of fees	7.1.	Order of Payment to be paid at the Municipal Treasurer's Office	Fees based on the National Building Code/ P.D. 1096	10 minutes	Municipal Treasurer
	7.2.	Filing of the photocopy of the receipt from the Municipal Treasurer's Office			MEO Personnel
8. Applicant claims approved permit	8.1.	Processes the plans and pertinent documents for	None	30 minutes	MEO Personnel



	8.2.	final approval of the building official. Building Official approves the building/ other related permit.	None	10 minutes	<i>Municipal Engineer</i>
	8.3.	Release the approved permit.	None	10 minutes	<i>MEO Personnel</i>
	TOTAL		Fees based on the National Building Code/ P.D. 1096	6 hours	



OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

EXTERNAL SERVICES



1. ISSUANCE OF ZONING CERTIFICATION FOR ELECTRICAL CONNECTION

All enterprise and private persons constructing a new building or applying for expansion/renovation/alteration is required to secure a Zoning / Locational Clearance at the Office of the Municipal Planning & Development Coordinator (Designated Zoning Administration) prior to the application for Electrical Connection from the Electricity Distributor Cooperative (i.e., QUEZELCO I). This should be done before the connection of electricity supplier to ensure that is allowed in the chosen location in conformity with the Comprehensive Land Use Plan and Zoning Ordinance of the municipality.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon, Quezon resident, whether natural or juridical, or any other individual with lot/property within the municipality and have the intention to apply for Building Permit (Zoning / Locational Clearance is a requirement for securing Building Permit) and/or Electrical Permit and Connection with the Electricity Distributor Cooperative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) certified photocopy of Title of Lot, if any		Owner		
2. One (1) photocopy of Real Property Tax Receipt – Updated Payment		Owner / Municipal Treasurer's Office		
3. One (1) certified photocopy of Tax Declaration		Owner / Municipal Assessor's Office		
4. Barangay Zoning Clearance		Owner / Barangay Hall - Punong Barangay		
5. Application for Reclassification of Land Use and/or Sangguniang Bayan Ordinance for Reclassification of Land Use, if applicable		Owner / Office of the Sangguniang Bayan Office of the Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SECURE an Application Form at the OMPDC.	1.1. ISSUE Application Form.	None	1 minute	<i>Zoning Inspector/ Administrative Aide (Office of the Municipal Planning and Coordinator)</i>
2. SUBMIT accomplished Application Form (Notarized) with the Requirements to the OMPDC frontliner.	2.1. RECEIVE the accomplished application form, REVIEW and EVALUATE the property as	None	15 minutes	<i>Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)</i>



		to the Land Use Plan and RECORD the application.			
3. REQUEST for the Order of Payment	3.1.	PREPARE and ISSUE the Order of Payment	None	3 minutes	<i>Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)</i>
4. PAY at the Treasury Office and SECURE Official Receipt	4.1.	ACCEPT payment and ISSUE Official Receipt	Please refer to the Municipal Ordinance No. 2020-24, Otherwise Known as "The 2019 Revised Revenue Code of Quezon, Quezon", Article S. Permit for Zoning/ Locational Clearance	5 minutes	<i>Revenue Collection Clerk / Officer (Municipal Treasurer's Office)</i>
5. ASSIST the Inspector/s for inspection.	5.1.	CONDUCT actual inspection.	None	20 minutes (Excluding Travel Time to the Site/ Proposed Location)	<i>Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)</i>
6. WAIT for the outcome of the inspection and evaluation.	6.1.	REPORT the outcome of the inspection and EVALUATE as to the CLUP with proper recommendation.	None	20 minutes	<i>Zoning Inspector/ Zoning Administrator (Office of the Municipal Planning and Coordinator)</i>
	6.2.	ENDORSE to the SB or LZB for appropriate			<i>Zoning Administrator</i>



	6.3. action (if needed). ADVISE the client on the development of the transaction verbally or in writing.			(Office of the Municipal Planning and Coordinator) Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
7. PRESENT the Official Receipt and WAIT while preparing the Zoning Certification.	7.1. RECORD and PREPARE Zoning Certification. 7.2. APPROVE Zoning Certification.	None None	10 minutes 10 minutes	Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
8. CLAIM the Zoning Clearance	8.1. RELEASE Zoning Clearance	None	3 minutes	Zoning Administrator (Office of the Municipal Planning and Coordinator)
END OF TRANSACTION				



2. ISSUANCE OF ZONING CERTIFICATION & LOCATIONAL CLEARANCE FOR BUILDING PERMIT

All enterprise and private persons constructing a new building or applying for expansion/renovation/alteration is required to secure a Zoning / Locational Clearance at the Office of the Municipal Planning & Development Coordinator (Designated Zoning Administration) prior to the application for Electrical Connection from the Electricity Distributor Cooperative (i.e., QUEZELCO I). This should be done before the start of construction of the building/structure, before the connection of electricity supplier and after completion of the building/structure to ensure that is allowed in the chosen location in conformity with the Comprehensive Land Use Plan and Zoning Ordinance of the municipality.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon, Quezon resident, whether natural or juridical, or any other individual with lot/property within the municipality and have the intention to apply for Building Permit (Zoning / Locational Clearance is a requirement for securing Building Permit) and Electrical Permit including Connection with the Electricity Distributor Cooperative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of location plan duly signed and sealed by a registered Geodetic Engineer		Owner / Geodetic Engineer		
2. One (1) copy of Bill of Materials duly signed and sealed by a registered Civil Engineer or Architect		Owner / Civil Engineer or Architect		
3. One (1) certified photocopy of Title of Lot, if any		Owner		
4. One (1) photocopy of Real Property Tax Receipt – Updated Payment		Owner / Municipal Treasurer's Office		
5. One (1) certified photocopy of Tax Declaration		Owner / Municipal Assessor's Office		
6. Barangay Zoning Clearance		Owner / Barangay Hall - Punong Barangay		
7. Application for Reclassification of Land Use and/or Sangguniang Bayan Ordinance for Reclassification of Land Use, if applicable		Owner / Office of the Sangguniang Bayan Office of the Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SECURE an Application Form at the OMPDC.	1.1. ISSUE Application Form.	None	1 minute	Zoning Inspector/ Administrative Aide (Office of the Municipal Planning and Coordinator)



2. SUBMIT accomplished Application Form (Notarized) with the Requirements to the OMPDC frontliner.	2.1. RECEIVE the accomplished application form, REVIEW and EVALUATE the property as to the Land Use Plan and RECORD the application.	None	15 minutes	Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
3. REQUEST for the Order of Payment	3.1. PREPARE and ISSUE the Order of Payment	None	3 minutes	Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
4. PAY at the Treasury Office and SECURE Official Receipt	4.1. ACCEPT payment and ISSUE Official Receipt	Please refer to the Municipal Ordinance No. 2020-24, Otherwise Known as "The 2019 Revised Revenue Code of Quezon, Quezon", Article S. Permit for Zoning/ Locational Clearance	5 minutes	Revenue Collection Clerk / Officer (Municipal Treasurer's Office)
5. ASSIST the Inspector/s for inspection.	5.1. CONDUCT actual inspection.	None	20 minutes (Excluding Travel Time to the Site Location)	Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
6. WAIT for the outcome of the inspection and evaluation.	6.1. REPORT the outcome of the inspection and EVALUATE as	None	1-3 days for Simple Transaction	Zoning Inspector/ Zoning Administrator



	to the CLUP with proper recommendation. 6.2. ENDORSE to the SB or LZB for appropriate action (if needed). 6.3. ADVISE the client on the development of the transaction verbally or in writing.		(Proposed Project) 4-7 days for Complex Transaction (Proposed Project) May Extend up to 20 days of more (with notice to the applicant), if the case is highly technical	(Office of the Municipal Planning and Coordinator) Zoning Administrator (Office of the Municipal Planning and Coordinator) Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
7. RECEIVE the recommendation	7.1. A) With Violation: Issuance of Notice 7.2. B) Complied: Communicate to client to PAY Administrative Fees 7.3. C) Not Complied: RECOMMEND Work Stoppage	None Please refer to applicable Municipal Ordinance.	5 minutes	Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
8. PRESENT the Official Receipt and WAIT while preparing the Zoning Certification & Locational Clearance.	8.1. RECORD and PREPARE Zoning Certification & Locational Clearance. 8.2. APPROVE Zoning Certification & Locational Clearance..	None None	10 minutes 10 minutes	Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
9. CLAIM the Zoning Clearance &	9.1. RELEASE Zoning Clearance &	None	3 minutes	Zoning Administrator



Locational Clearance	Locational Clearance.			(Office of the Municipal Planning and Coordinator)
END OF TRANSACTION				



3. ISSUANCE OF ZONING CERTIFICATION FOR LAND

Site zoning is requested by a taxpayer and/or any individual to enable the property owner to know the use of his/her parcel of land in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance. The Zoning Certification can be secured at the Office of the Municipal Planning and Development Coordinator (Designated Zoning Administrator).

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon, Quezon resident, whether natural or juridical, or any other individual with lot/property within the municipality and have the intention to apply for Titling of Lot. Zoning Certification is a requirement for securing Land Title from the concerned National Government Agency, i.e., Department of Environment and Natural Resources (DENR) and/or Department of Agrarian Reform (DAR).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter / Request for a Zoning Certification		Community Environment and Natural Resources Office (CENRO) - Calauag		
2. One (1) Copy of survey plan duly signed and sealed by a registered Geodetic Engineer		Owner / Geodetic Engineer		
3. One (1) certified photocopy of Title of Lot, if any		Owner / DENR - Registry of Deeds / DAR		
4. One (1) photocopy of Real Property Tax Receipt – Updated Payment, if any		Owner / Municipal Treasurer's Office		
5. One (1) certified photocopy of Tax Declaration, if any		Owner/ Municipal Assessor's Office		
6. Barangay Zoning Clearance		Owner / Barangay Hall - Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT Letter/Request for a Zoning Certification on Land/Property with the requirements.	1.1. RECEIVE the Letter/ Request and REVIEW the requirements submitted by the client.	None	10 minutes	Zoning Inspector/ Administrative Aide/Zoning Administrator (Office of the Municipal Planning and Coordinator)
2. REQUEST for the Order of Payment	3.1. PREPARE and ISSUE the Order of Payment	None	3 minutes	Zoning Inspector/ Administrative Aide/Zoning Administrator (Office of the Municipal Planning and Coordinator)



3. PAY at the Treasury Office and SECURE Official Receipt.	3.1. ACCEPT payment and ISSUE Official Receipt.	Please refer to the Municipal Ordinance No. 2020-24, Otherwise Known as "The 2019 Revised Revenue Code of Quezon, Quezon", Article S. Permit for Zoning/ Locational Clearance	5 minutes	Revenue Collection Clerk / Officer (Municipal Treasurer's Office)
4. ASSIST the Inspectors for inspection.	4.1. CONDUCT actual inspection.	None	20 minutes (Excluding Travel Time to the Site Location)	Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
5. WAIT for the outcome of the inspection and evaluation.	5.1. REPORT the outcome of the inspection with proper recommendation and EVALUATE as to the CLUP.	None	15 minutes	Zoning Inspector/ Zoning Administrator (Office of the Municipal Planning and Coordinator)
6. PRESENT OR and WAIT while preparing the Zoning Certification.	6.1. RECORD and PREPARE Zoning Certification. 6.2. APPROVE Zoning Certification.	None None	10 minutes 10 minutes	Zoning Inspector/ Administrative Aide (Office of the Municipal Planning and Coordinator)
7. CLAIM the Zoning Certification.	7. RELEASE Zoning Certification.	None	3 minutes	Zoning Administrator (Office of the Municipal Planning and Coordinator)
END OF TRANSACTION				



4. ISSUANCE OF ZONING CERTIFICATION FOR BUSINESS PERMIT

A business establishment is required to secure a Zoning Certification upon application of Business Permit to ensure that the establishment is allowed in the chosen location as per the Comprehensive Land Use Plan and Zoning Ordinance and other relevant zoning and land use ordinances. The Office of the Municipal Planning and Development Coordinator (Zoning Administrator) issues the Zoning Certification for Business Permit. The Business granted with Zoning Certification is periodically inspected in order to ensure compliance.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon, Quezon resident or any other individual with the intention of doing business (new applicant) or continuing doing business (renewal) to confirm compliance within the municipality (Zoning Certification is a requirement in securing Business Permit)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Business Owner's Clearance		Owner / Barangay Hall - Punong Barangay		
2. Municipal Tax Clearance		Municipal Treasurer's Office		
3. Duly signed narrative report on the compliance to the recommendation/s during Joint Inspection for Business Establishment/s, if any		Owner		
For new business, additional requirements/documents as applicable are needed:				
1. One (1) photocopy of Title of Lot, if any		Owner		
2. One (1) photocopy of Real Property Tax Receipt – Updated Payment		Owner / Municipal Treasurer's Office		
3. One (1) photocopy of Tax Declaration		Owner / Municipal Assessor's Office		
4. Barangay Zoning Clearance		Owner / Barangay Hall - Punong Barangay		
5. Homeowner's Clearance for Business, if the business is located in a subdivision/village		Office of the Homeowner's Association President		
For a business that does not comply with the Land Use Pattern and Zoning Ordinance, additional requirements/documents as applicable are needed:				
1. Barangay Resolution interposing no objection		Owner / Barangay Hall - Punong Barangay		
2. Homeowners Resolution, if applicable		Owner / Homeowner's Association		
3. Application for Reclassification of Land Use and/or Sangguniang Bayan Ordinance for Reclassification of Land Use, if applicable		Owner / Office of the Sangguniang Bayan Office of the Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT Application through Integrated Business Permit	1.1. RECEIVE and/or ENCODE relay	None	10 minutes	<i>Business Permit and Licensing Officer</i>



and Licensing System (IBPLS).	the application through IBPLS.			(Office of the Municipal Mayor)
2. WAIT for evaluation.	2.1. EVALUATE the business as to its conformity with the Land Use Pattern (Zoning Ordinance).	None	15 minutes	Zoning Inspector/ Zoning Administrator (Office of the Municipal Planning and Coordinator)
For business renewal, proceed to Step 3.				
For new business, proceed to the following:				
1. ASSIST the Inspector/s for inspection.	1.1. CONDUCT actual inspection.	None	20 minutes (Excluding Travel Time to the Site Location)	Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)
2. WAIT for the outcome of the inspection and evaluation.	2.1. REPORT the outcome of the inspection and EVALUATE as to the CLUP with proper recommendation.	None	20 minutes	Zoning Inspector/ Zoning Administrator (Office of the Municipal Planning and Coordinator)
	2.2. ENDORSE to the SB or LZB for appropriate action (if needed).			Zoning Administrator (Office of the Municipal Planning and Coordinator)
	2.3. ADVISE the client on the development of the transaction verbally or in writing.			Zoning Inspector/ Administrative Aide/ Zoning Administrator (Office of the Municipal Planning and Coordinator)
3. RECEIVE the Recommendation.	3.1. A) With Violation: Issuance of Notice	None	5 minutes	Zoning Inspector/ Administrative Aide/ Zoning Administrator (Office of the Municipal Planning and Coordinator)
	3.2. B) Complied: Communicate to client to PAY Administrative Fees.	Please refer to applicable Municipal Ordinance.		



	3.3.	C) Not Complied: RECOMMEND Stoppage.			
4. WAIT for the IBPLS endorsement.	4.1.	RECORD and PREPARE Zoning Certification and UPLOAD to the IBPLS.	None	10 minutes	<i>Zoning Inspector/ Administrative Aide (Office of the Municipal Planning and Coordinator)</i>
	4.2.	ENDORSE the Zoning Certification thru IBPLS.	None	3 minutes	<i>Zoning Inspector/ Administrative Aide (Office of the Municipal Planning and Coordinator)</i>
5. REQUEST for the Order of Payment.	5.1.	PREPARE and ISSUE the Order of Payment.	None	3 minutes	<i>Business Permit and Licensing Officer (Office of the Municipal Mayor)</i>
6. PAY at the Treasury Office and SECURE Official Receipt.	6.1.	ACCEPT payment and ISSUE Official Receipt.	Please refer to the Municipal Ordinance No. 2020-24, Otherwise Known as "The 2019 Revised Revenue Code of Quezon, Quezon", Article S. Permit for Zoning/ Locational Clearance	5 minutes	<i>Revenue Collection Clerk / Officer (Municipal Treasurer's Office)</i>
END OF TRANSACTION					
<i>If the client needs a hard copy of the Zoning Certification, proceed with the following steps:</i>					
1. PRESENT the Official Receipt and WAIT while preparing the Zoning Certification.	1.1.	PRINT the Zoning Certification.	None	10 minutes	<i>Zoning Inspector/ Administrative Aide (Office of the Municipal Planning and Coordinator)</i>
	1.2.	APPROVE Zoning Clearance.	None	10 minutes	<i>Zoning Administrator (Office of the Municipal Planning and Coordinator)</i>



2. CLAIM the Zoning Certification.	2.1. RELEASE Zoning Certification.	None	3 minutes	Zoning Administrator (Office of the Municipal Planning and Coordinator)
END OF TRANSACTION				



Annex A.

EXCERPT FROM RESOLUTION NO. 2020-208: A RESOLUTION APPROVING THE MUNICIPAL ORDINANCE NO. 2020-24, OTHERWISE KNOWN AS “THE 2019 REVISED REVENUE CODE OF QUEZON, QUEZON”

Article S. Permit for Zoning/Locational Clearance

Section 155. Imposing of Fees. Three shall be collected a Mayor's Permit Fee for Zoning / Locational Clearance for all structures constructed in this municipality in accordance with existing ordinance and laws.

I.ZONING/LOCATIONAL CLEARANCE FEES

- | | |
|--|--------------------------------------|
| A) Single residential structure attached or detached | |
| 1. Floor Area of 30 sq. m. and below | P200.00 |
| 2. Over 30 sq.m. floor area | 200.00+P10.00/sq.m. |
| B) Apartments/Townhouses: | |
| 1. Floor Area of 30 sq. m. and below | P1,000.00 |
| 2. Over 30 sq.m. floor area | 1,000.00+P10.00/sq.m. |
| C) Dormitories | |
| 1. Floor Area of 30 sq. m. and below | P1,000.00 |
| 2. Over 30 sq.m. floor area | 1,000.00+P10.00/sq.m. |
| D) Institutional | |
| 1. Floor Area of 100 sq.m and below | P2,000.00 |
| 2. Over 100 sq.m. floor area | 2,000.00+P10.00/sq.m. |
| E) Commercial, Industrial, and Agro-Industrial Project | |
| 1. Floor Area of 50 sq. m. and below | P1,000.00 |
| 2. Over 50 sq.m. floor area | 1,000.00+P10.00/sq.m. |
| F) Special Uses/Special Project (gasoline station, slaughterhouse, piggeries, poultries, etc.) | |
| 1. Floor Area of 200 sq. m. and below | P2,500.00 |
| 2. Over 200 sq.m. floor area | 2,500.00+P10.00/sq.m. |
| G) Cell Sites and Transmitting Stations | |
| 1. Floor Area of 30 sq. m. and below | P2,500.00 |
| 2. Over 30 sq.m. floor area | 2,500.00=1/10 of 1% in excess of P2M |
| H) Alteration/Expansion | |



(Affected area only)

Same as original application

II. SUBDIVISION & CONDOMINIUM PROJECTS/ACTIVITIES (PD 957)

A. Approval of Subdivision Plan (including townhouses)

1. Preliminary Approval and Locational Clearance (PALC)
 - a. Subdivision Development Plan (PSDP) P250.00/ha. or a fraction thereof
 - b. Inspection Fee P1,000.00/ha. regardless of density
2. Final Approval and Development Permit P2,000.00/ha. regardless of density
 - a. Additional fee on floor area of houses and buildings sold with lot P2.00/sq.m.
 - b. Inspection Fee P1,000.00/ha. regardless of density

(Projects already inspected for PALC application may not be charged an inspection fee.)

3. Alternation of Plans (Affected areas only) Same as final approval and development permit fee.
4. Certificate of Registration P2,000.00
5. Processing Fee P150.00
6. License to Sell (per saleable lot)
 - a. Additional Fee on Floor Area of houses P10.00/sq.m.
 - b. Inspection Fee P1,000.00/ha. regardless of density
7. Certification of Completion
 - a. Certificate Fee P150.00
 - b. Processing Fee P1,000.00/ha. regardless of density
8. Extension of Time to Develop P350.00
 - a. Inspection Fee (affected/unfinished areas only) P1,000.00/ha. regardless of density

B. Approval of Condominium Project - Final Approval and Development Permit

1. Processing Fee
 - a. Land Area P 5.00/sq.m



b. No. of Floors	P 200.00/floor
c. Building Areas	P 4.00/sq.m.
* Inspection Fee	P 12.00/sq.m. of GFA
2. Alteration of Plan (affected areas only)	Same as final approval and development permit fee
3. Conversion (affected areas only)	Same as final approval and development permit fee.
4. Certificate of Registration	
a. Processing Fee	P2,000.00
5. License to Sell	
a. Residential (saleable areas)	P12.00/sq.m.
b. Commercial/Office (saleable areas)	P25.00/sq.m.
6. Extension of Time to Develop	
a. Processing Fee	P350.00
b. Inspection Fee (affected/unfinished areas only)	P12.00/sq.m. of GFA
7. Certificates of Completion	
a. Certification Fee	P150.00
b. Processing Fee	P12.00/sq.m. of GFA

III. PROJECTS UNDER BP 220

A. Subdivision

1. Preliminary Approval & Locational Clearance (PALC)	
a. Socialized Housing	P75.00/ha.
b. Economic Housing	P150.00/ha.
Inspection Fee	
a. Socialized Housing	P200.00/ha.
b. Economic Housing	P500.00/ha.
2. Final Approval and Development Permit	
a. Socialized Housing	P500.00/ha.
b. Economic Housing	P1,000.00/ha.
Inspection Fee	
a. Socialized Housing	P200.00/ha.
b. Economic Housing	P500.00/ha.



(Projects already inspected for PALC application may not be charged an inspection fee.)

- | | | |
|----|---|---|
| 3. | Alteration of Plan (affected areas only) | Same as final approval and development permit fee |
| 4. | Building permit (floor area of housing unit) | P5.00/sq.m. |
| 5. | Certificate of Registration Application Fee | |
| | a. Socialized Housing | P350.00 |
| | b. Economic Housing | P500.00 |
| 6. | Licenses to Sell (per saleable lot) | |
| | a. Socialized Housing | P20.00/lot |
| | b. Economic Housing | P50/lot |
| | (Additional fee on floor area of houses/building sold with lot) | P2.00/sq.m. |
| | Inspection Fee | |
| | a. Socialized Housing | P200.00/ha |
| | b. Economic Housing | P500.00/ha. |
| 7. | Extension of Time to Develop Filing Fee | |
| | a. Socialized Housing | P350.00 |
| | b. Economic Housing | 350.00 |
| | Inspection Fee (affected/unfinished areas only) | P200.00/ha.
500.00/ha, |
| | a. Socialized Housing | |
| | b. Economic Housing | |
| 8. | Certificate of Completion Certificate Fee | |
| | a. Socialized Housing | P150.00 |
| | b. Economic Housing | P150.00 |
| | Processing Fee | |
| | a. Socialized Housing | P200.00/ha. |
| | b. Economic Housing | P500.00/ha. |
| 9. | Occupancy Permit | P2.00/sq.m. |



Inspection Fee (saleable floor area of the housing unit)	P5.00/sq.m.
a. Socialized Housing	P5.00/sq.m.
b. Economic Housing	

B. Condominium

1. Prelim. Approval and Locational Clearance	P500.00
2. Final Approval and Development Permit	
a. Total Land Area	P5.00/sq.m.
b. Number of Floor	P100.00/floor
c. Building Area	P2.00/sq.m. of GFA
* Inspection Fee	P2.00/sq.m. of GFA
3. Alteration of Plan (affected areas only)	Same as final approval and development permit fee.
4. Certificate of Registration	P500.00
5. License to Sell	P5.00/sq.m.
6. Extension of Time to Develop	P350.00
a. Inspection Fee (FA x P2 x % of remaining development cost)	P2.00/sq.m. of saleable area
7. Certificates of Completion	
Certification Fee	P150.00
Processing Fee	P3.00/sq.m. of GFA

IV. APPROVAL OF INDUSTRIAL/COMMERCIAL SUBDIVISION

1. Prelim. Approval and Locational Clearance	P300.00/ha.
Inspection Fee	P1,000.00/ha. regardless of location
2. Final Approval and Development Permit	P5,000.00/ha. regardless of location
Inspection Fee	P1,000.00/ha. regardless of location

(Projects already inspected for PALC application may not be charged an inspection fee.)



- | | | |
|----|--|--|
| 3. | Alteration of Plan (affected areas only) | Same as final approval and development permit fee. |
| 4. | Certificate of Registration | P2,000.00 |
| 5. | License to Sell
Inspection Fee | P2.00/sq.m. regardless of location |
| 6. | Extension of Time to Develop | P350.00 |
| | a. Inspection Fee (affected/unfinished areas only) | P1,000.00 |
| 7. | Certificates of Completion | P350.00/ha. regardless of location |
| | a. Industrial | |
| | b. Commercial | P500.00/ha. regardless of location |

V. APPROVAL OF FARMLOT

- | | | |
|----|---|------------------------------|
| 1. | Prelim. Approval and Locational Clearance
Inspection Fee | P200.00/ha.
P500/ha. |
| 2. | Final Approval and Development Permit
Inspection Fee | P1,000.00/ha.
P500.00/ha. |

Projects already inspected for PALC application may not be charged an inspection fee

- | | | |
|----|--|--|
| 3. | Alteration of Plan (affected areas only) | Same as final approval and development permit fee. |
| 4. | Certificate of Registration | P2,000.00 |
| 5. | License to Sell
Inspection Fee | P500.00/lot
P1,000.00/lot |
| 6. | Extension of Time to Develop | P350.00 |
| | a. Inspection Fee (affected/unfinished areas only) | P1,000.00/ha. |
| 7. | Certificates of Completion | |
| | a. Industrial | P150.00 |
| | b. Commercial | P1,000.00/ha |

VI. APPROVAL OF MEMORIAL PARK/CEMETERY PROJECT/COLUMBARIUM



1. Preliminary Approval and Location Clearance (PALC)
 1. Memorial Projects P500.00/ha
 2. Cemeteries P200.00/ha
 3. Columbarium P2,500.00/ha.

Inspection Fee

 1. Memorial Projects P1,000.00/ha.
 2. Cemeteries P500.00/ha.
 3. Columbarium P12.00/sq.m. of GFA
2. Final Approval and Development Permit
 1. Memorial Projects P2.00/sq.m.
 2. Cemeteries P1.00/sq.m.
 3. Columbarium P200.00/floor

P4.00/sq.m. of GFA
P5.00/sq.m. Land Area

(Projects already inspected for PALC application may not be charged an inspection fee.)

 1. Memorial Projects P1,000.00/ha
 2. Cemeteries P500.00/ha.
 3. Columbarium P12.00/sq.m. of GFA
3. Alteration of Plan (affected areas only) Same as final approval and development permit fee.
4. Certificate of Registration P2,000.00
5. License to Sell
 - a. Memorial Projects P50.00/2.5 sq.m.
 - a.1 Apartment type P20/per unit
 - b. Cemeteries P20.00/tomb
 - c. Columbarium P50.00/vault

Inspection Fee

 - a. Memorial Projects P1,000.00/ha.
 - b. Cemeteries P500.00/ha.
 - c. Columbarium -
6. Extension of Time to Develop P350.00

Inspection Fee (affected/unfinished areas only)

 - a. Memorial Projects P1,000.00
 - b. Cemeteries P500.00/ha.



c. Columbarium P12.00/sq.m. of the remaining GFA

7. Certificates of Completion
Certificate Fee

P150.00

Processing Fee

a. Memorial Projects

P1,000.00/ha

b. Cemeteries

P500.00/ha

c. Columbarium

P4.00/sq.m. of GFA

VII. OTHER TRANSACTIONS/CERTIFICATIONS

Application/Request for:

- | | |
|---|--|
| 1. Advertisement approval | P500.00 |
| 2. Cancellation/Reduction of Performance Bond | P2,000.00 |
| 3. Lifting of Suspend of license to Sell | P2,000.00 |
| 4. Exemption from Cease-and-Desist Order | P150.00 |
| 5. Clearance to Mortgage | P1,000.00 |
| 6. Lifting of Cease-and-Desist order | P2,000.00 |
| 7. Change of Name/Ownership | P1,000.00 |
| 8. Voluntary Cancellation of CR/LS | P1,000.00 |
| 9. Revalidation/Renewal of Permit | 50% of assessed (Condominium) current processing fees including inspection fee |

Other Certifications:

- | | |
|--|---|
| 1. Zoning certification | P500.00/ha |
| 2. Certification of Municipal Plan/Zoning Ord. Approval | P150.00 |
| 3. Certification of New Rights/Sales | P150.00 |
| 4. Certificate of Registration (form) | P150.00 |
| 5. License to Sell (form) | P150.00 |
| 6. Certificate of creditable withholding tax (Maximum of 5 lots per certificate) | P150.00 |
| 7. Others, to include: | |
| a. Availability of records/ public requests | P200.00 |
| b. Certificate of no records on file | P200.00 |
| c. Certification of with or without CR/LS | P200.00 |
| d. Certified copy of documents (report size) | |
| d.1. Documents of five (5) pages or less | P30.00 |
| d.2. Every additional page | P3.00 |
| e. Photocopy of documents | P2.00 |
| f. Availability of records/files through CD | P150.00 per CD |
| g. Land Survey utilizing global positioning system | P500.00 for the first two (2) GPS points acquired during actual field works |



and P150.00
succeeding GPS
points
P200.00 for 8 1/2 x
11 in. paper size

- h. Printouts of location/zoning map and its boundaries using global positioning system with the aid of Geographical Information Technology

*If the client is requesting for the size double (twice) than the original size of A4 size the fee shall be doubled.

- | | |
|--|--|
| i. Verification fee for a lot of inspection | P20.00 |
| j. Printed/scanned documents (lot titles, tax declaration, perspective and floor plans, zoning location clearance, contract of lease historical and cultural manuscripts, press and photo release and files) | P200.00 for the first 5 copies and P30.00 per succeeding pages |

Registration of Dealers/Brokers/Salesmen

- | | |
|---|------------|
| a. Dealers/Broker | P500.00 |
| b. Salesmen/agent of Homeowner Associations | P200.00 |
| | |
| 1. Registration of HOA Examination/Registration | |
| Articles of Incorporation | P650.00 |
| By-laws | P650.00 |
| Books | P200.00 |
| | |
| 2. Amendments | P500.00 |
| Articles of Incorporation | P500.00 |
| By laws | |
| | |
| 3. Dissolution of Homeowners Association | P500.00 |
| 4. Certification of the new set of officers | P350.00 |
| 5. Other Certifications | P150.00 |
| Inspection Fee (CMP Projects) | P500.00/ha |

Legal Fees

- | | |
|---|-----------|
| A. Filing Fee | P1,000.00 |
| | |
| B. Additional Fee for claims (for refund, damages, Attorney's fees, etc.) | |
| 1. Not more than P20,000.00 | P120.00 |
| 2. More than P20,000 but less than P80,000.00 | P400.00 |
| 3. P80,000.00 or more but less than P100,000.00 | P600.00 |



- | | |
|--|-----------|
| 4. P100,000.00 or more but less than P100,000.00 | P1,000.00 |
| 5. For each P1,000.00 in excess of P150,000.00 | P2,000.00 |

C. Petition for Review

D. Pauper-litigants are exempted from payment of legal fees

1. Those whose gross income is not more than P6,000.00 per month and residing within Metro Manila.
2. Those whose gross income is not more than P4,000.00 per month and residing within Metro Manila.
3. Those who do not own real property.

E. Government agencies and its instrumentalities are exempted from paying legal fees.

F. Local government and government-owned or controlled corporation with or without independent charters are not exempted legal fees.

Research/Service Fee (50%discount for students)

A.

- | | |
|--|--|
| 1. Photocopy (Maps: Subdivision /Condo. Plans; presentation size) | P100.00 |
| 2. Hard Copy from Diskettes (Licensed to Sell data) | P30.00 for the first 5 pages; P5.00 in excess of 5 pages |
| 3. Electronic File (Land Use Maps available) | P500.00/diskette; Additional P50.00 for rush job |
| 4. Electronic File (Land Use Maps available) | P10,000.00 |
| 5. Certified True Copy of any document | P50.00/page |
| 6. For every 100 words or fraction thereof (typewritten) | P20.00 |
| 7. When a copy to be furnished is in printed form, in whole or in part of each page | P20.00/page |
| 8. Xerox or any other copy produced by copying a machine | P10.00/per page |
| 9. Fee for issuance of certified copies of map – vicinity/location map, tax map; short/long bond paper | P200.00 |
| 10. Data transfer (transfer and copy of electronic data files from main computer to compact discs, video disc, USB and fee is per title) | |
| a. Video files | P20.00/file |
| b. Musical files | P5.00/file |
| c. Data files (documents and picture) | P5.00/file |



OFFICE OF THE MUNICIPAL HEALTH OFFICER

EXTERNAL SERVICES



1. IMMUNIZATION SERVICES

Immunization is the inoculation of vaccines to infants in order to protect them from contracting vaccine – preventable diseases like PTB, Measles/Tigdas, Polio, Diphtheria, Pertussis, Tetanus, Mumps/Beke, Hepatitis B, & Rotavirus.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Infants 0 to 12 months old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Immunization Record		Health Care Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Birthing Home/Barangay Health Station and present Immunization Record of Infant.	1.1. Check Infant's record in the Target Client List	None	5 minutes	Rural Health Midwives
2. Wait for turn in the administration of vaccine	2.1. Administer vaccine to the infant and record pertinent data		10 minutes	
3. Listen to instructions	3.1. Instruct caregiver on after care and next immunization schedule		5 minutes	
TOTAL		None	20 minutes	



2. PATIENT CONSULTATION SERVICES

The Out-patient consultation is a face-to-face interaction between the patient and the healthcare provider who could be a doctor, a nurse, midwife or allied health professional.

This is designed to manage people with health problems for diagnosis or treatment.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clients/Patient number		Municipal Health Office		
2. Individual Treatment Record		Municipal Health Office		
3. Laboratory Request		Municipal Health Office		
4. Prescription		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Triage Area, sign in the Logbook and get the number	1.1. Retrieve family record	None	20 minutes	Nurse Midwives
2. Submit self for answering questions of health personnel. Cooperation in taking vital signs.	2.1. Interview patient, take patient's vital signs and record pertinent data			
3. Wait for further instruction/turn of examination	3.1. Assess the patient if manageable at his/her level. Refer patients to the MHO/doctor for unusual cases.		10 minutes	Public Health Nurse Rural Health Midwives
4. Cooperate in the conduct of physical examination	4.1. Examine and evaluate patient based on history and physical examination. Prescribe appropriate		20 minutes	Municipal Health Officer Nurse Midwives



	treatment. Request laboratory examination(s) and/or refer patients as needed.			
5. Listen to instruction on drug prescription. Waits for turn if medicines/drugs is to be dispensed at the facility.	5.1. Dispense medicines and give instruction on drug intake. Advise/instruct patient on non-pharmacologic management and follow-up visit.	None	5 minutes	<i>Nurse Midwives Pharmacy Assistant</i>
6. If with laboratory examination, proceed to the laboratory and present request for examination	6.1. Give Laboratory request for examination to Service Delivery Support agency or private laboratory.		4 hours (will travel to neighboring town for laboratory)	<i>Laboratory</i>
7. Brings Laboratory Result to RHU Staff	7.1. Assess result(s) of laboratory examination. Prescribe appropriate treatment		10 minutes	<i>Municipal Health Officer</i>
8. Same as step 5				
9. If to be referred, listen to instructions. Prepare for transport.	9.1. Institute pre-referral management. Fill-up referral form. Arrange for transport		20 minutes	<i>Municipal Health Officer Nurse Midwives</i>
	TOTAL	None	1 hour & 10 minutes – no laboratory 5 hours & 10 minutes – w/ laboratory	



3. PRE-NATAL SERVICES

Prenatal services are the provision of curative, preventive and promotive services to pregnant women in order to achieve good pregnancy outcomes for both the mother and the baby. It includes counseling, birth planning, laboratory examination and screening, assessment of pregnancy status, treatment of minor OB complications and referral for high-risk pregnancy.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Pregnant Women		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother and Child Book		Health Care Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Birthing Home/BHS and cooperate in the making of maternity record if first visit. Present record to midwife if follow-up visit.	1.1. Establish client's record if first visit. Retrieve the client's record if follow-up visit.	None	10 minutes	Midwife
2. Cooperate in the taking of vital signs (BP and weight) and assessment of fetal and maternal well-being. Listen to advices/instructions. Cooperate in tetanus toxoid immunization.	2.1. Take patient's vital signs, perform Leopold's Maneuver if in the 3 rd trimester and assesses for danger signs/medical problem. Refer to physician if with danger signs/medical problem. Give tetanus toxoid immunization per DOH schedule. Give		30 minutes	



	tetanus toxoid immunization. Give iron supplements. Counsel the patient. Requests for routine laboratory examinations.			
3. Brings laboratory result to the requesting health personnel.	3.1. Assess result(s) of laboratory examination. Prescribe appropriate treatment.		15 minutes	MHO
	TOTAL	None	55 minutes	



4. FAMILY PLANNING SERVICES

Family Planning services is offered to couples or men/women of reproductive ages to achieve their desired family size and other reproductive health rights. It includes counseling, provision of FP commodities and referral for services that cannot be provided at the RHU.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Men/Women in Reproductive Age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Form 1		Health Care Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Birthing Home/BHS and inquire about available family planning services.	1.1. Inform the client of available family planning services. Give FP counseling. Establishes patient's record.	None	20 minutes	Nurse/ Rural Health Midwife
2. Cooperation in the conduct of health assessment.	2.1. Assess/evaluate physical fitness of client vs. chosen FP method. Refer to physician or nurse if needed. 2.2. Obtain pertinent history. Perform physical examination. Check compliance with clinical Practice Guidelines.			
3. Listen to instruction(s).	3.1. Dispense FP method of choice to the client. Instructs client for things to watch/danger signs and			



	schedule of nest visit.			
	TOTAL	None	20 minutes	



5. BIRTHING SERVICES (DELIVERY)

(Non-functional – temporarily)

Birthing services is the provision of time-bound intrapartum and newborn care/services to parturient women and their babies following the “Unang Yakap” protocol of the DOH and WHO.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Pregnant Women and their newborns		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother and Child Book 2. Patients' Charts (Mother and Baby)		Patients/Clients Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the RHU Municipal Birthing Home and present maternity record (HBMR/Mother & Child Book)	1.1. Receive record and assess patient. Performs internal examination, fetal monitoring and monitoring of labor	₱2,000.00 Birthing Home Fee	15 minutes	Midwife
2. Follow instruction of Midwife	2.1. Assist client in spontaneous delivery of the baby. Administer necessary interventions. Performs routine newborn care. 2.2. Refer to the doctor/nurse for abnormal findings.		1 minute	
3. Back to Birthing Home for monitoring & checkup.	3.1. Monitor postpartum client and newborn	None	24 hours Postpartum	Midwife



4. If with abnormal findings upon admission/during course of labor, prepare for transport to hospital.	4.1. Institute pre-referral management. Fills-out referral form. Facilitates transport and accompanies patient to the hospital.		1 hour	<i>MHO/Nurse/Midwife</i>
5. Present newborn for screening	5.1. If postpartum monitoring is normal, obtain blood specimen for newborn screening from the baby.	₱1,750.00 Newborn Screening Fee	1 hour	<i>Nurse</i>
	TOTAL		1 day and 11 hours	



6. AMBULANCE SERVICES

Requests for emergency ambulance conduction for patients confined in other health institutions/hospitals shall be accomplished provided that the requesting party has complied with the following conditions:

1. There are no patients in RHU or anywhere within its jurisdiction requiring immediate ambulance conduction at the time of the request. In such cases, priority is given to RHU. Requests from other health institutions may still be accommodated at a later time upon coordination with the RHU physician/nurse.
2. Prior to patients transport, proper referral to the receiving hospital via phone call mu health institutions be done first by the referring health institution.
3. Prior to patient's transport, the requesting health institution should communicate to RHU through phone call or written request the need for conduction of the patient, stating therein the following pertinent information:
 - Clinical impression / Diagnosis of Patient
 - Current Status of Patient (e.g. stable, with oxygen support via nasal cannula, intubated, unconscious)
 - Reason for Referral (e.g. for blood transfusion, admission to ICU, for surgery)
4. All financial responsibilities of the patient must first be settled with the hospital where they are currently admitted. Discharge papers, referral forms and medical prescriptions should also be accomplished. The ambulance will only pick up the patient After the hospital bills are settled and the necessary documents are complete.
5. For cases wherein the patient is unstable or in critical condition, a nurse employed by the referring health institution where the patient is presently confined must accompany the patient in the ambulance.

Office or Division:	Municipal Health Office / Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral to Receiving Hospital (call made through mobile phone or landline)		Hospital where patient is currently admitted		
2. Medical Records, Laboratory Results, Prescription of Medicines for Home-to-Hospital Transfer		Previous Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referral of Pregnant Patient from RHU to Hospital	1.1. Patient is assessed to determine need	None	5 mins 10 minutes	Nurse/MHO Midwife



	for referral to hospital • Prepare Referral Form Patient is referred to Hospital via mobile phone • Manage Patient as advised by Obstetrician-on-duty in receiving Hospital • Refer patient via ambulance		15 minutes 30 minutes	<i>Ambulance Driver</i>
2. Referral of pregnant patient from barangay to RHU or Hospital	2.1. Pregnant Patient in labor in remote barangay, no means of transportation • Patient relative may approach midwife/BHW for help • Midwife/BHW contacts RHU phone, requesting pick-up of patient • Physician assesses situation • Ambulance is dispatched to pick up patient in barangay • Patient is brought to RHU or Hospital depending on physician's initial	None	15 minutes 10 minutes 5 minutes 15 minutes 30 minutes (in the nearest hospital)	<i>Midwife/BHW</i> <i>Physician</i> <i>Ambulance Driver</i>



	assessment or actual patient evaluation of the nurse/midwife on-board the ambulance			
3. Referral of Emergency Cases (in the nearest hospital - neighboring town)	3.1. Emergency Cases encounter in RHU Out-Patient Clinic - Physician/Nurse provides emergency care - In condition persists, patient is referred to Hospital	None	10 minutes 30 minutes	
4. Referral of Emergency Cases (from Alabat Hospital to mainland Hospital) patients residents of this municipality only	4.1. Hospital contact RHU personnel (head nurse) about the patient need to transfer. Ambulance is dispatched to pick-up patient in the hospital for transfer in the mainland hospital.	₱1,400.00 (for Roro fare shoulder by the Patient's relative)	10 minutes 3 hours To QPHN-QMC	<i>Hospital Personnel</i> <i>Ambulance Driver</i>
	TOTAL			



7. NATIONAL TUBERCULOSIS PROGRAM

The National Tuberculosis Control Program (NTP) remains to be among the priority programs of the DOH to ensure that the NTP policies and the Directly observed Treatment Short Course Chemotherapy (DOTS) strategies are implemented.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Any person who is presenting signs and symptoms of TB who needs to avail of standardized Short Course (SCC) with Directly Observed Treatment Short Course (DOTS)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest x-ray Film 2. Referral Slip		Any Licensed Laboratory Referring Health Care Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Triage area	1.1. Register client	None	1 minute	<i>Nurse/Midwife</i>
2. TB symptomatic client seeks medical advice	2.1. MHO assesses the medical condition of patients and refer to the assigned health personnel for TB DOTS	None	10 minutes	<i>MHO</i>
3. Receive instruction for proper sputum collection	3.1. TB DOTS assigned personnel instruct patient on proper collection of sputum		15 minutes	<i>Nurse/Doctor</i>
4. Collection and submission of sputum specimen	4.1. Collection/ received		10 minutes	<i>Nurse/Midwife</i>
5. Client receives information as to date of release of result	5.1. TB DOTS assigned personnel release the		2 minutes	



	result of client's sputum			
6. Enrollment of patient to TB DOTS Program: Patient will carefully listen to the counselling and will undergo PICT	6.1. TB DOTS assigned personnel will facilitate counselling and testing to patient who will enroll in TB DOTS Program		1 hour	MHO Nurse/Midwife
	TOTAL	None	1 hour & 38 minutes	



8. BOTIKA NG BAYAN PROGRAM

As part of Duterte Administration's trust to provide quality, affordable and accessible healthcare services for Filipinos, the Department of Health (DOH) announced the revival of the Botika ng Bayan (BnB) Program.

The Botika ng Bayan Program will provide access to free essential medicines for common diseases in the community targeting indigents and the marginalized sectors of the population. The program aims to cover all 2,600 rural health units and other government centers to have Food and Drug Administration (FDA)-licensed BnB outlets that will provide quality outpatient pharmacy services by 2022.

The DOH is relaunching anew the BnB program in partnership with our local government units (LGUs) to realize President Duterte's vision needed and that quality essential medicines should be accessible and affordable for all Filipinos.

Office or Division:		Municipal Health Office / Health Support System Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Any indigent and the marginalized sectors in the community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's prescription		Resident physician/any health personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the doctor's prescription and wait for the preparation of meds	1.1. Receive/read the prescription and check if it is available 1.2. Prepare the medicines and copy the prescribed medicines to the logbook	None	5 minutes	Pharmacy Assistant
2. Receive the medicines	2.1. Release the prescribed medicines for the patient	None	15 minutes	Pharmacy Assistant
	TOTAL		20 minutes	



9. PhilHealth YAKAP (Yaman ng Kalusugan Program)

The PhilHealth YAKAP Program (Yaman ng Kalusugan Program) is a comprehensive, revitalized primary care benefit package launched in 2025 to provide free, accessible and preventive healthcare services to all members and their dependents. It enhances the existing Konsulta package by offering free consultations, lab tests, cancer screenings, and medicines to reduce out-of-pocket costs.

Office or Division:		Municipal Health Office		
Classification:		Complex		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		All PhilHealth members and dependents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth ID card		PhilHealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Triage area	1.1. Register client	None	1 minute	PhilHealth YAKAP Coordinator/ Encoder
2. Present PhilHealth ID or National ID	2.1. Check for Claim Eligibility Checking for verification to the system of PhilHealth	None	5 minutes	
3. Fill-up PhilHealth Konsulta Registration Form (PKRF)	3.1. Send PKRF to PhilHealth thru online		5 minutes	
4. Submit self for interview	4.1. Conduct interview for PhilHealth Check Utility and Health Assessment	None	5 minutes	
5. Sign the beneficiary to YAKAP Empanelment Slip (Mutual Care Agreement)	5.1. Official registration to YAKAP clinic made. 5.2. Submit the signed documents to	None	4 minutes	



	PhilHealth office.			
	TOTAL		20 minutes	



10. NUTRITION SERVICES

The Municipal Health Office also caters to the nutrition services for children ages 0-59 months old. These include Operation Timbang Plus, Vitamin A Supplementation and Deworming (including children 5-12 years old).

Office or Division:		Municipal Health Office		
Classification:		Complex		
Type of Transaction:		G2C-Government to Citizens G2B – Government to Business		
Who may avail:		Any party need of the service		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Child Book		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Operation Timbang Plus: Every child age 0-59 months is weighed twice a year	1.1. Conducts the OPT plus every January-March under the supervision of MNAO	None	3 months	Nurses/Midwife/ BHW/BNS
2. Vitamin A supplementation: Children ages 6-59 months received Vitamin A supplementation	2.1. Conducts Vitamin A supplementation every 6 months		1 month	
3. Deworming: Children ages 1-18 years old are given deworming tablet	3.1. Give deworming tablet to target children every six months		1 month	
TOTAL				



11. DENTAL SERVICES

Dental services such as tooth extraction and oral examination sealant are offered in the RHU to all age group. Sealant application is reduced to Day Care students through Field Visit.

Office or Division:		Municipal Health Office		
Classification:		Complex		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Any party need of the service		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the RHU information area sign in the Client Logbook	1.1. Registering name on dental logbook		5 minutes	<i>Dental Aide</i>
2. Submit self for medical history and vital signs	2.1. Taking vital signs		5 minutes	
3. Proceed to the Dental Room	3.1. Performs Dental Services: (Oral Examination, Oral Prophylaxis, Tooth Extraction)		15 minutes	<i>Dentist</i>
4. Proceed to the Pharmacy as needed	4.1. Dispense Medicines, IEC on dosages, route and schedule of intake of medicines		5 minutes	<i>Nurses/Midwife Pharmacy Assistant</i>
	TOTAL		30 minutes	

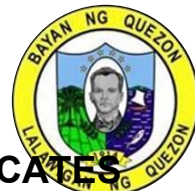


12. RENDER RABIES CONTROL SERVICES

*Every Monday, Wednesday and Friday (1:00pm – 5:00 pm)

The Municipal Health Office is DOH accredited Animal Bite Treatment Center health facility. As such, it has a proper treatment facility and trained health workers and available logistics for the management of animal bite cases.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Animal Bite Patient/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the triage area	1.1. Receive the client for recording and vital sign taking	None <i>(Depends on the availability of Anti-Rabies Vaccine)</i>	5 minutes	<i>Nurse/Midwife</i>
2. Proceed to consultation area	2.1. Doctor's assessment and management		5 minutes	<i>Doctor</i>
3. Proceed to treatment room	3.1. Carry-out Doctor's order/management plan. Advice next schedule of vaccine		15 minutes	<i>Nurse/Midwife</i>
	TOTAL		30 minutes	



13. ISSUANCE OF MEDICAL CERTIFICATE/MEDICO LEGAL CERTIFICATES

These services entail the provision of medical certificates to students and job applicants after passing the required physical and laboratory examinations and other required documents like COVID-19 vaccination cards.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificates: a. Vaccination Card b. Laboratory Result c. Official Receipt for payment		Clients Clients Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the RHU and ask if service(s) is available	1.1. Verify presence of Municipal Health Officer	None	5 minutes	Midwife/Nurse
2. Proceed to the Treasurer's Office and pay corresponding fees. Proceed to PNP Station to ask for request if medicolegal case	2.1. Issue official receipt/ PNP request for medicolegal case.	₱100.00	20 minutes	MTO Personnel PNP- Police Station
3. Present OR and/or PNP request to the RHU staff	3.1. Examine the client and issue medical/medicol egal certificates	None	20 minutes	Physician/MHO
TOTAL		₱100.00	45 minutes	



14. ISSUANCE OF SANITARY PERMIT

The issuance of Sanitary Permit is a provision of Presidential Decree No. 856 or the Sanitary Code of the Philippines

Office or Division:	Municipal Health Office/Environmental Health and Sanitation Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens G2B – Government to Business			
Who may avail:	Private / Public Individuals, Business Entrepreneur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Non-Food Establishments: 1. Duly Accomplished Application Form 2. Barangay Business Permit 3. For renewal, previous Sanitary Permit Additional Requirement for Food Establishments: 4. Laboratory Result (chest x-ray, fecalysis) For Water Refilling: 5. Water Potability Certificate		Licensing Office Barangay Hall Client Any Licensed Laboratory Sanitation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished form and requirements	1.1. Receive application form and complete requirements for evaluation	None	5 minutes	Sanitary Inspector
2. Wait for evaluation / processing	2.1. Processing of Sanitary Permit		5 minutes	
3. Claim the Sanitary Permit	3.1. Release the Sanitary Permit		5 minutes	
TOTAL		None	15 minutes	



15. ISSUANCE OF CERTIFICATIONS

Certifications are issued to attest the status or level of achievement and to affirm the validity of information.

Office or Division:		Municipal Health Office / Health System Support Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		All BNS and BHW who are residents of the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification (1 photocopy)		Barangay Hall		
2. Appointment from Barangay		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the RHU admin office	1.1. Assist the clients	None	3 minutes	<i>Admin Staff</i>
2. Submit the required documents to admin staff	2.1. Receive documents and check/ prepare document	None	4 minutes	<i>Admin Staff</i>
3. Receive the Certification	3.1. Issue /release the certification	None	3 minutes	<i>Admin Staff</i>
	TOTAL		10 minutes	



17. ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE

Pre-Marriage Counseling Certificate is a written document issued by an accredited counselor upon completion of documentary requirements and attendance to the counseling session prior actual marriage.

Pursuant to Article 16 of the Family Code, this mandatory pre-marriage counseling session is required to all contracting parties which provides assistance and guidance to both parties towards an informed decision about their forthcoming married life.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		All couples applying for Marriage License		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (IDs) with picture and signature		Contracting Parties		
2. Application for Pre-Marriage Orientation and Counseling		RHU-PHN Office		
3. Application for Marriage License (Photocopy)		Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form for Marriage License and Order of Payment	1.1. Provide application form of Marriage License and issue Order of Payment	P 150.00 Application for Marriage License P400.00 Filling Fee	5 minutes	<i>Municipal Civil Registrar</i>
2. Pay Fees	2.1. Issue official receipt	None	3 minutes	<i>MTO-Revenue Collection Clerk</i>
3. Obtain schedule for seminar (every last Thursday of the month)	3.1. Give the schedule for seminar		3 minutes	<i>RHU-PHN (accredited counselor)</i>
4. Proceed to the RHU Conference Room at RHU Building on the date given	4.1. Conduct seminar		4 hours for 26 years old and above) 8 hours (for 25 and below)	<i>Pre-Marriage Counselors</i>



5. Secure Pre-Marriage Counseling Certificate	5.1. Prepare and issue PMC Certificate		2 minutes	Pre-Marriage Counselor
	TOTAL		4hrs & 13 minutes (for 26 y/o & above) 8hrs & 13 minutes for 25 y/o and below	



18. PREPARATION OF DEATH CERTIFICATE

A death certificate is a legal document which contains the identity and the mortality cause of a person which can be used for any legal purposes.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Any person with health concern		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate Form 2. Official Medical Records / Medical Certificate of the last confinement 3. Official Receipt		Municipal Civil Registrar's Office Hospital/Clinic Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the RHU information area	1.1. Collect and verify all requirements needed	None	5 minutes	<i>Sanitary Inspector Midwife/Nurse</i>
2. Submit requirements to Sanitation inspector on Duty	2.1. Evaluate / Verify requirements			
3. Cooperation in the conduct of history/health assessment of the deceased person.	3.1. Performs history taking and interview to the immediate family member		15 minutes	<i>MHO</i>
4. Wait for evaluation / processing	4.1. Processing (encoding & signing) of Death Certificate		10 minutes	<i>Sanitary Inspector</i>
5. Claim Death Certificate	5.1. Release Death Certificate and Record		5 minutes	<i>Sanitary Inspector</i>
	TOTAL		35 minutes	



OFFICE OF THE MUNICIPAL HEALTH OFFICER (MHO)

INTERNAL SERVICES



1. PREPARATION AND PROCESSING OF DOCUMENTS

Preparation and process of payments for purchases of supplies, materials, drugs and medicines.

Office or Division:	Municipal Health Office-Health System Support Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business G2G-Government to Government			
Who may avail:	Any offices who may process documents for payment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order 2. Inspection & Acceptance 3. Other documentary requirements		From General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents	1.1. Received the documents	None	5 minutes	Administrative Staff
	1.2. Prepare and Printing of Obligations Request (ObR) and attach other supporting documents	None	20 minutes	
	1.3. Sign the document to MHO	None	3 minutes	MHO
	1.4. Review the completeness of documentary requirements based on: - the goods (supplies & equipment) - shopping and small value procurement) - the payment of claims (terminal benefits) and	None	5 minutes	Administrative Staff



	reimbursement of expenses (traveling/training & seminars)			
	1.5. Forward to the processing department the complete documents for payment.	None	3 minutes	
	TOTAL	None	31 minutes	



2. RECEIVE INCOMING COMMUNICATIONS

Receive Letters of Invitations for seminars, meetings and other conferences.

Office or Division:		Municipal Health Office-Health System Support Unit		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of Letters, Memoranda, & Invitations	1.1. Received with stamped, date and time	None	5 minutes	Administrative Staff Doctors/Nurse
	1.2. Forward to the table of MHO/Head Nurse for scheduling and preparing Travel Order	None	20 minutes	
	1.3. File the documents and post to the official group chat (GC) or in bulletin board of the department/ office if necessary	None	3 minutes	Admin Staff
	TOTAL	None	28 minutes	



3. ENCODING OF REQUEST FOR TRAVEL AND OFFSETTING

Receive request of personnel for attendance or seminars, training, meetings & other conferences and for attendance for meetings scheduled on Saturdays/Sundays and Holidays for Offsetting. Prepare important/urgent documents that will be needed on the very first day of the following week or for prompt submission of reports.

Office or Division:		Municipal Health Office-Health System Support Unit		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation Letter		From DOH CHD 4A, PHO and other government agencies inviting for seminar/training workshop, meetings and other conferences		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request official travel verbally and submit Invitation Letter or request for Offsetting with valid reasons	1.1. Receive invitation letter or request	None	1 minute	Administrative Staff
	1.2. Encode to Google Form and send it to the corresponding office to prepare request for travel or offsetting	None	5 minutes	
	1.3. Prepare travel order or request for offsetting. Submit to HRMO.	None		Mayor's Office Staff
	1.4. Receive approved Travel Order or Request and file.		4 minutes	Administrative Staff
	TOTAL	None	10 minutes	



3. ENCODING/REPORTING AND PRINTING OF REPORTS

Encode data to the electronic health information system and online reporting-excel format (Daily, weekly & monthly):

1. FHSIS-Field Health Services Information System
2. PhilHealth CareSpan
3. PIDSR – Online Philippine Integrated Disease Surveillance & Response
4. DRRMH – online excel format reporting Disaster Risk Reduction Management for Health
5. Patients Record on Excel File
6. Weekly Notifiable Disease Reporting in Word format
7. eLMIS - electronic Logistic Management Information System

Office or Division:	Municipal Health Office-Health System Support Unit			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Any offices (provincial, regional & national)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*FHSIS data on: -Family Planning Program -Maternal Care -Child Care -Oral Care -Infectious Diseases -Non-Communicable Diseases -Environmental Health Program -Morbidity Cause of Illness -Mortality and Natality -Demographic Profile		Delivery/Birthing Home Records Dental Records Health & Sanitation Record Patient Consultation Profile		
*PhilHealth CareSpan- data for eKonsulta patients		Patient Medical Profile		
*PIDSR – Online reporting of notifiable diseases		Barangay Report/Patient Medical Record		
*DRRMH –online excel daily reporting of accidents				
*Excel File of patients – encoding of daily out-patients.		Patient Medical Record		
*eLMIS data: -list of daily dispensing medicines/ medical supplies		Doctor’s Prescription List of dispensing Medicines and Medical Supplies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Patients medical record	1.1. Receive patient records	None	5 minutes	<i>Admin Aide Encoder</i> <i>FHSIS Encoder Sanitary Inspector</i> <i>Admin Aide/Encoder For PhilHealth</i> <i>Admin Aide/Encoder</i>
	1.2. Encode data about the patients to the electronic information system and for excel file/format either daily, weekly and monthly *FHSIS	None	4 hours	
	*CareSpan		3 minutes per patient	
	*Excel File/format		3 minutes per patient	
2. List of dispensing medicines and medical supplies	3.1. Encode all dispensed medicines & medical supplies to the electronic Logistics Management Information System (eLMIS)	None	Depends on the free time (no clients)	<i>Pharmacy Assistant</i>
3. Base on the report from BHW/Barangay Officials	3.1. Verify/check first the location of reported cases.		2 hours (depends on the distance of the reported barangay with cases)	<i>DSU-Encoder Sanitary Inspector</i>
4. Patient medical record	4.1. Encode/report data for online reporting to PIDSR and online excel format for DRRMH		20 minutes	<i>DSU-Encoder</i>
TOTAL		None		



4. CONDUCT OF INVENTORY OF MEDICINES AND MEDICAL SUPPLIES

Counting of Drugs & Medicines and Medical Supplies monthly either from PHO and LGU

Office or Division:	Municipal Health Office-Health System Support Unit			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inventory of drugs & medicines and medical supplies	1.1. Counting the remaining items of drugs & medicines and medical supplies (monthly)	None	Depends on the remaining volume of items	BNB Pharmacist Pharmacy Assistant
	1.2. Checking the item balance (received items versus dispensed items)			
TOTAL		NONE		



5. FORMULATION OF WORK AND FINANCIAL PLAN UNDER PHILIPPINE MULTISECTORAL NUTRITION PROJECT (PMNP)

Implementation of Work Plan

The Philippine Multisectoral Nutrition Project (PMNP) is a Government of the Philippines initiative, with financing from the World Bank to increase delivery of nutrition and health services in 275 municipalities across 13 regions in the country including CALABARZON. Via tripartite partnership between the Department of Health, UNICEF and the World Bank, UNICEF providing technical expertise in project evaluation, Social and Behavioral Change (SBC), third-party verification (TPV) of Performance-based Grants (PBGs) and PMNP Fiduciary Systems, and capacity building on nutrition and primary health care for the PMNP.

With support from UNICEF, the first third-party verification of Performance Based Grants to Local Government Units (LGUs) was successfully completed, enabling the disbursement of the first tranche of funds to 235 municipalities. Additionally, UNICEF and the DOH have developed individual municipal data profiles for the 235 target municipalities in Luzon, including Municipality of Quezon. These profiles are helping to inform and guide localized planning and monitoring of nutrition activities at the municipal level.

This project is focus on the improvement of Nutrition and Health of children & mothers to reduce stunting in the LGU. Thru Project, Programs and Activities (PPAs):

- A. Support to Service Delivery Enhancement – to provide resources to support the strengthening of the primary care service delivery:
 - Service Delivery Enhancement
 - Supplies & Equipment
 - Medicines & Nutrition Procurement
- B. LGU Operations for the implementation of the First 1,000 days strategy: Mobilization and Stakeholder Engagement Activities identified by the MNCs
 - Technical Session

Office or Division:		Municipal Health Office / Health Support System Unit		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Barangay Stakeholders – BHW / BNS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BNAP Work & Financial Plan PMNP Funds-PBGs		MNAO PMNP-Personnel DOH/World Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BNAP	1.1. Set meeting for BNS and BHW Leaders with		6 hours	MNAO Technical Manager HEPO



	1.2. SB committee of Health Guide to formulate Barangay Nutrition action Plan	None		PMNP Project Associate Nutrition Officer
2. PMNP Work Financial Plan	2.1. Formulate PMNP Work & Financial Plan		4 hours	
3. Implementation of Plan	3.1. Prepare documents for purchases	None	20 minutes	Assistant TM/Encoder Technical Manager HEPO
	3.2. Received and process payments			
	3.3. Distribute to the target barangay Stakeholders		Depends on the distant of barangays	Assistant TM/Encoder Technical Manager HEPO
	3.4. Facilitate updating and monitoring session with Community Health volunteers and Health facility staff			
	3.5. Coordinate/report to the MHO and MTWG for project updates		20 minutes	
	TOTAL			



6. PREPARATION OF PROPOSED ANNUAL BUDGET AND FORMULATION OF PLANS

Prepare of proposed annual budget and formulate plans:

- Proposed Annual Budget
 - Project Procurement Management Plan
 - Annual Procurement Plan
 - Proposed Program Fund
 - Annual Procurement Plan – Common-Use Supplies and Equipment
- Other Plans
 - Disaster Risk Reduction and Management Plan for Health (DRRM-H)
 - Gender and Development Plan (GAD Plan)
 - Local Nutrition Action Plan (LNAP)
 - Local Investment Plan for Health (LIPH)
 - Annual Operation Plan (AOP)

Office or Division:		Municipal Health Office / Health Support System Unit		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Call Letter		From Mayor's Office		
2. Forms for Budgeting		Budget Office/GAD Office/PHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation and submission of plans	1.1. Attendance to meetings for the preparation of plans and budget	None	3 hours in the local meeting 8 hours (provincial level)	MHO Head Nurse/MNAO Administrative Staff
	1.2. Formulation of plans/annual budget	None	2-3 weeks	
	1.3. Finalization of Annual Budget	None	Depends on the deliberation of budget ceiling/on NTA	



	1.4. Finalization of plans		Depends on the given deadline	
	1.5. Printing for signs and approvals	None	8 hours	
	1.6. Forward and submit to the responsible department and offices	None	10 minutes (local) 8 hours (provincial level)	
	TOTAL			



OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT (MSWDO)

EXTERNAL SERVICES



1. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)/EMERGENCY ASSISTANCE, MEDICAL ASSISTANCE, BURIAL ASSISTANCE, TRANSPORTATION ASSISTANCE (BALIK-PROBINSYA)

Provision of limited assistance in cash or in kind to individual/families who are hampered to function normally because of socio-economic difficulties. The nature of difficulty is short-term and emergency nature; thus, the assistance is one-shot deal basis.

Office or Division:		Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate/Abstract or Death Certificate (3 copies)		Any government/private hospital		
2. Prescription (3 copies)		Any government/private hospital		
3. Cedula (3 copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1. Screening and verification of complete and original documentary requirements submitted by client	None	5 minutes	Admin Aide III (Clerk I)
2. Assessment Interview	2.1. Conduct of Intake Interview and Assessment to determine eligibility of client to avail services 2.2. Case Recording; Preparation of Disbursement Voucher, Obligation Request and Eligibility 2.3. Department Head to sign	None	10 minutes	Admin Aide III (Clerk I) MSWDO



	Disbursement Vouchers, Certificate of Eligibility and Obligation Request			
3. Submission of signed Certification by respective Brgy. Captain	3.1. Received the signed Certification submitted	None	5 minutes	<i>Admin Aide III (Clerk I)</i>
4. Client to sign logbook	4.1. Recording in logbook 4.2. To forward the completed documents to designated disbursing officer for release of financial assistance	None	5 minutes	<i>Admin Aide III (Clerk I)</i>
	TOTAL	None	25 minutes	



2. ISSUANCE OF IDENTIFICATION CARD FROM OFFICE OF THE SENIOR CITIZEN AFFAIRS (OSCA), MEDICINE AND PURCHASE BOOKLET

Issuance of Senior Citizen for the provision of benefits and privileges of Republic Act 7432 and Republic Act 9257

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 copy)		MSWD Office		
2. Birth Certificate/ Marriage Certificate/Any valid ID (1 copy)		Client		
3. Barangay Certificate of Residency (1 copy)		Barangay where the client resides		
4. 2pcs. 1x1 picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1 Screening and verification of complete and original documentary requirement submitted by client	None	10 minutes	Admin Aide I
	1.2 Review and assessed documents if the client is qualified			
	1.3 Preparation of identification card, medicine and purchase booklet			
2. Secure the ID card; Client to sign the logbook	2.1. Release of ID, medicine and purchase booklet to client	None	5 minutes	Admin Aide I
	TOTAL	None	15 minutes	



3. ISSUANCE OF IDENTIFICATION CARD OF SOLO PARENT AND MEDICINE BOOKLET

Issuance of PWD ID card and medicine booklet card for the provision of benefits and privileges of Republic Act 7277 (Magna Carta for Disabled Person)

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	PWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 copy)		MSWD Office		
2. Medical Certificate for PWD (1 copy)		Any government/private hospital		
3. Birth Certificate/Any valid ID		Client		
4. 2pcs. 1x1 picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1. Screening and verification of complete and original documentary requirement submitted by client 1.2. Review and assessed documents if the client is qualified 1.3. Preparation of identification card and medicine booklet	None	10 minutes	<i>PDAO Focal Person</i>
2. Secure the ID card; Client to sign the logbook	2.1. Release of ID to client	None	2 minutes	<i>PDAO Focal Person</i>
	TOTAL	None	12 minutes	



4. ISSUANCE OF IDENTIFICATION CARD OF SOLO PARENT

Issuance of Solo Parent ID for the provision of benefits and privileges of Republic Act 8972

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Solo Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 copy)		MSWD Office		
2. Marriage Certificate/Death Certificate/Certificate of No Marriage (1 copy)		Client		
3. Barangay Certificate of Being a Solo Parent (1 copy)		Barangay where the client resides		
4. Birth Certificate of Dependents (1 copy)		Client		
5. Sworn affidavit (1 copy)		Client		
6. 2pcs. 1x1 picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1. Screening and verification of complete and original documentary requirement submitted by client 1.2. Review and assessed documents if the client is qualified 1.3. Preparation of identification card 1.4. Facilitate for signature of ID by the Local Chief Executive	None	8 minutes	<i>Social Welfare Aide</i>
2. Secure the ID card; Client to sign the logbook	2.1. Release of ID to client	None	2 minutes	<i>Social Welfare Aide</i>
	TOTAL	None	10 minutes	



5. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate is issued to individuals/families as proof of their eligibility to avail of the Social Service Program

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Indigent residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency from Brgy (1 copy)		Barangay where the client resides		
2. Request Letter stating Purpose of Certification (1 copy)		Client		
3. Barangay Certificate (1 copy)		Barangay where the client resides		
4. Assessor Certificate (1 copy)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1. Screening and verification of complete and original documentary requirements submitted by client	None	10 minutes	<i>Social Worker</i>
2. Assessment Interview	2.1. Review and assessed the financial capability of client and his/her family to determine appropriate assistance 2.2. Prepare the certification 2.3. Approval of the Certificate of Indigency	None	12 minutes	<i>Social Worker</i> <i>MSWDO</i>
3. Secure the Certificate of Indigency	3.1. Release of certificate and giving instruction or his/her relative on what to do for transaction to other office	None	3 minutes	<i>Social Worker</i>
TOTAL		None	25 minutes	



6. SOCIAL CASE STUDY REPORT (REFERRALS) *Home Visit Not Required*

Social Case Study Reports (SCSR) are required by charitable institutions, government hospitals and non-government that provide services to clients and patients. Certificate is issued to individuals/families as proof of their eligibility to avail the Social Service Program.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral/Endorsement Letter or Request Letter (1 copy)		Requiring Agency		
2. Medical Certificate/Medical Abstract/Medical Records (1 copy)		Any government/private hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1. Screening and verification of complete and original documentary requirements submitted by client	None	10 minutes	<i>Social Worker</i>
2. Filling up of Intake Sheet	2.1 Interview of client to gather information 2.2 Preparation of social case study report 2.3 MSWD Head to review and sign the SCSR	None	2 hours	<i>Social Worker</i> <i>MSWDO</i>
3. Secure the SCSR and sign in the logbook	3.2. Release of SCSR	None	2 minutes	<i>Social Worker</i>
	TOTAL	None	2 hours and 12 minutes	



7. SOCIAL CASE STUDY REPORT (REFERRALS) *Home Visit Required

Social Case Study Reports (SCSR) are required by charitable institutions, government hospitals and non-government that provide services to clients and patients. Certificate is issued to individuals/families as proof of their eligibility to avail the Social Service Program.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral/Endorsement Letter or Request Letter (1 copy)		Requiring Agency		
Certificate of Indigency from the Barangay (1 copy)		Barangay where the client resides		
Medical Certificate/Medical Abstract/Medical Records (1 copy)		Any government/private hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1. Screening and verification of complete and original documentary requirements submitted by client	None	10 minutes	<i>Social Worker</i>
2. Filing up of Intake Sheet	2.1. Social Welfare Officer visits the residence to check client's status to further determine the condition; and advise client of the schedule of release of the Social Case Study Report 2.2. Interview of client to gather information 2.3. Preparation of SCSR	None	1 day	<i>Social Worker</i> <i>MSWDO</i>



	2.4. MSWD Head to review and sign the SCSR			
3. Secure the SCSR and sign in the logbook	3.1. Release of SCSR	None	12 minutes	<i>Social Worker</i>
	TOTAL	None	1 day and 22 minutes	



8. PRE-MARRIAGE ORIENTATION AND COUNSELING

Service is being given to marrying couples in preparation to productive marriage and responsible parenthood.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-Marriage Information Sheet (Application Form) (1 copy)		MSWDO		
2. Copy of Birth Certificate of No Marriage (CENOMAR) (1 copy)		Client		
3. Cedula (1 copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Couple clients to fill-up the Pre-Marriage Information Sheet and get the schedule of seminar	1.1. Screening and verification of complete and original documentary requirements submitted by client	None	2-5 minutes	<i>Social Welfare Assistant</i>
2. Secure the schedule and attend in the seminar proper	2.1. Give the schedule to the couple	None	20-25 minutes	<i>Social Welfare Assistant</i>
	TOTAL	None	22-30 minutes	



9. PROVISION OF SUPPLEMENTAL FEEDING

Supplemental Feeding is given to malnourished children ages 2 to 4 years old.

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrollees of the Day Care Center		Day care centers		
2. Children 2 to 4 years old		Day care centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance/participation during the scheduled date of feeding program	7.1. Check the Masterlist of Day Care Enrollees showing names and corresponding weights of children 7.2. Preparation of food to be cooked	None	2 hours	Day Care Worker Day Care Parents
2. Consume meals given by the day care workers	2.1. Serving the meal to Day Care Children	None	20-25 minutes	Day Care Worker Day Care Parents
	TOTAL	None	2 hours and 25 minutes	



10. EARLY CHILDHOOD CARE AND DEVELOPMENT

Section 2 of the “Early Years Act” states that it is the policy of the state to promote the rights of the children to survival, developmental and special protection to full recognition of the nature of childhood and as well as the need to provide developmentally appropriate experiences to address their needs; and to support parents in their roles as primary caregivers and as their children’s first teacher. It further states that “the first crucial stage of educational development of which the age zero (0) to four (4) shall be the responsibility of the Early Childhood Care and Development Council.”

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Client		
2. Birth Certificate		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1. Data gathering/consolidation of masterlist of pre-qualified preschoolers	None	8 hours	<i>Day Care Worker Day Care Parents</i>
2. Parent’s attendance in orientation	2.1. Conduct of parent’s orientation	None	1-2 hours	<i>Day Care Worker Day Care Parents</i>
3. Attendance of children in Day Care Classes	3.1. Conduct of Day Care Classes	None		<i>Day Care Worker</i>
	TOTAL	None	10 hours	



11. EARLY CHILDHOOD CARE AND DEVELOPMENT

Pursuant to Article 40 of the United Nations convention on the Rights of the Children, the state recognizes the right of every child alleged as, accused of, adjudged, or recognized as having infringed the penal law to be treated in a manner consistent with the promotion of the child's age and desirability of promoting his/her reintegration. It shall ensure that children are dealt with in a manner appropriate for their well-being by providing for a variety of disposition measures such as care, guidance and supervision orders, counselling probation, foster care, education, vocational training programs and other alternatives to institutionalize care.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CICL and CAR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Report (1 copy)		PNP		
2. Referral Letter/Turn-Over Report (1 copy)		Any authorized agency		
3. Birth Certificate (1 copy)		Client		
4. If birth certificate is not available a. Dental Aging Certificate b. Medical Certificate (Bone Structure Aging) (1 copy)		Any accredited Dental or Medical Clinic/Hospital		
5. Court Order/Diversion Proceedings (1 copy)		Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.2. Receive Police Report, Turn-Over Report from Law Enforcement Officer 1.3. Check the authenticity of birth certificate (or other certification) to properly determine child's age	None	5 minutes	<i>Social Worker</i>
2. Interview with guardian/parents	2.1. Preparation of Social Case Study Report and Assessment of Discernment	None	3 hours	<i>Social Worker</i> <i>MSWDO</i>



	2.2. Preparation of Diversion Contract and Diversion Program with consultation and agreement of the Diversion Committee			
3. Attendance and full cooperation in diversion program	3.1. Implementation of the Diversion Program 3.2. Monitoring and Evaluation of CICL/CAR for regular Progress Report	None	1 to 3 years	<i>Social Worker</i> <i>MSWDO</i>
	TOTAL	None	1 to 3 years	



OFFICE OF THE MUNICIPAL TREASURER

EXTERNAL SERVICES



1. PROCESSING OF BUSINESS PERMITS AND LICENSES

Business means trade or commercial activity regularly engaged in, as a means of livelihood in view of profit.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2G – Government to Client		
Who may avail:		All concerned business owner/ taxpayer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unified Application Form		Municipal Treasurer's Office		
2. SEC/DTI Business Name Registration		Security and Exchange Commission/ Department of Trade and Industry		
3. Barangay Business Clearance		Barangay Hall		
4. New Community Tax Certificate		Municipal Treasurer's Office		
5. Locational/Zoning Clearance (if Applicable)		Municipal Planning and Development Office		
6. Sanitary Permit		Municipal Health Office		
7. Occupancy Permit		Municipal Engineering Office		
8. Other National Agency Clearance (If needed)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Fill-up & Submit application form and requirements	1.1. Provide Application Form/ Review and Evaluate the required documents	None	15 minutes	<i>Administrative Aide VI (Disbursing Officer I) – Designated BPLO Administrative Assistant II (Cash Clerk III)</i>
2. Proceed to the Cashier for Payment & Claim Business Permit	2.1. Receive payment	Regulatory Fees vary depending on the classification of business), Business Tax (Fees vary depending on the amount of previous year gross sales as per Revised Municipal Revenue Code 2019)	5 minutes	<i>Administrative Assistant II (Cash Clerk III)</i> <i>Revenue Collection Clerk I</i> <i>Administrative Aide III (Clerk I)</i>
	TOTAL		20 minutes	



2. SECURING COMMUNITY TAX CERTIFICATE (CTC) OR "CEDULA"

Community Tax Certificate (CTC) is a legal identity document, issued by cities and municipalities to all person that have reached the age of majority.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Client			
Who may avail:	All resident of Quezon 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Personal Data Sheet Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up & Accomplish Form	1.1. Receive/ Review Accomplished Form	None	5 minutes	<i>Administrative Aide VI (Disbursing Officer I)</i>
2. Pay amount due and affix signature and thumb mark	2.1. Issue the Community Tax Certificate (CTC) and Receive payment	Php 5.00 Basic Tax Plus Php 1.00 for every Php 1,000.00 Gross Income/ receipts	3 minutes	<i>Administrative Assistant II (Cash Clerk III)</i> <i>Revenue Collection Clerk I</i> <i>Administrative Aide III (Clerk I)</i>
	TOTAL		8 minutes	



3. SECURING VARIOUS CERTIFICATES FROM THE MUNICIPAL TREASURER'S OFFICE (Real Property Tax Clearance, Certificate of No Tax Liability, Certificate of Full Payment and Certificate of Business Tax Exempt)

Community Tax Certificate (CTC) is a legal identity document, issued by cities and municipalities to all person that have reached the age of majority.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2G – Government to Client		
Who may avail:		All concerned local residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Real Property Tax Clearance -Proof of payment or official receipt if available, for the applicable year of clearance being requested		Municipal Treasurer's Office		
2. Certificate of No Tax Liability/Certificate of Business Tax Exempt -Proof of exemption, such as tax declaration for exempt real properties		Municipal Assessor's Office		
3. Certificate of Full Payment -Proof of payment or official receipt, if available		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Revenue Collection Clerk issuing Clearance and present current receipt of Real Property	1.1. Interview the customer and verify the previous Research Payments (if updated, ask the client to pay the tax clearance if delinquent - compute)	None	5 minutes	Revenue Collection Clerk II Revenue Collection Clerk I
2. Pay the amount of Tax Clearance and Receive the Tax Clearance	2.1. Issue official receipt and release Tax Clearance	₱75.00 – Clearance ₱30.00 – DST	3 minutes	
	TOTAL	₱105.00	8 minutes	



4. PAYMENT OF REAL PROPERTY TAXES

Real Property Tax is a kind of tax levied by the local government unit on properties and should be paid by property owners. Properties that are taxable include land, building, improvements on the land and/or the building and machinery.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2G – Government to Client		
Who may avail:		All concerned local residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment of Real Property Taxes -Proof of payment or official receipt for previous year, if available or Tax Declaration Number.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Revenue Collection Clerk issuing Clearance and present current receipt of Real Property	1.1. Verify the previous payment and Compute Real Property Tax	None	15 minutes	Revenue Collection Clerk II Revenue Collection Clerk I
2. Pay the amount due of Real Property	2.1. Issue Official Receipt	Based on Approved Provincial Revenue Code	5 minutes	
	TOTAL		20 minutes	



5. PAYMENT OF FEES AND CHARGES

Issuance of the corresponding Fees based on the approved ordinance

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Client			
Who may avail:	All concerned local residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present order of payment		Different department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Revenue Collection Clerk and present order of payment	1.1. Interview the client and Review Order of payment	None	2 minutes	<i>Administrative Aide VI (Disbursing Officer I)</i>
2. Pay the amount due of Fees and Charges	2.1. Issue Official Receipt	Based on Approved Provincial Revenue Code	3 minutes	<i>Administrative Assistant II (Cash Clerk III)</i> <i>Revenue Collection Clerk I</i>
	TOTAL		5 minutes	



5. ISSUANCE OF CERTIFICATION FOR TERMINATION / RETIREMENT OF BUSINESS

Certification for the termination/retirement of business is a provision from the Revenue Code/ Municipal Ordinance NO. 1, s-2017, of this municipality and is issued to operators of any establishments whose business had ceased its operations upon full payment of the unpaid balance or the amount due.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Client			
Who may avail:	All concerned local residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification for Ceased Operation of Business		Barangay Hall		
2. Affidavit stating no transaction/ gross receipts		Office of the Municipal Mayor/ Notary public		
3. Payment for Retirement /Closure of Business		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Revenue Collection Clerk and present the required documents	1.1. Interview the client and Review, Evaluate and Assess the amount of taxes still due upon the closure of business	Based on Approved Municipal Revenue Code	15 minutes	<i>Administrative Aide VI (Disbursing Officer I)</i> <i>Administrative Assistant II (Cash Clerk III)</i> <i>Administrative Aide III (Clerk I)</i>
2. Pay the amount due for Closure of Business	2.1. Issue Official Receipt	75.00	5 minutes	
	TOTAL		20 minutes	



6. RELEASE OF CHECKS TO PAYEES (SUPPLIERS/CREDITORS/OTHER STAKEHOLDERS)

Release of duly processed checks to authorized payees of check disbursement vouchers.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Client			
Who may avail:	All concerned local residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID				
2. Authorization Letter				
3. Special Power of Attorney				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Check Releasing Section	1.1. Verify existence of claim per ID or document presented	None	3 minutes	Revenue Collection Clerk I Administrative Aide VI (Disbursing Officer I) Administrative Assistant II (Cash Clerk III)
2. Receive the Checks	2.1. Let the payee sign in the released checks logbook and secure complete payee signature in the vouchers	None	2 minutes	
	TOTAL		5 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop in the designated box in the Information Desk Clerk Contact No.: Email Address: igu_quezon2x@yahoo.com
How feedbacks are processed	Every Friday, the Information Desk open the drop box and complies and record all feedback submitted. Feedback requiring answer are forwarded to the Office of the Municipal Mayor – Public Information Officer who will discuss with the offices, department and functionaries involved. The answer of the specific office, department or personnel is the relayed to the citizen. For Inquiries and follow-ups, clients may contact the Office of the Municipal Mayor, or the specific department concerned.
How to file a complaint	Answer the Client Complain Form and Drop it at the designated drop box in front of Information Desk Table. Complaints can also be filed by email. Make sure to provide the following information: -Name of person being complained -Incident -Evidence
How complaints are processed	Every end of the day, the Officer of the Day on duty opens the drop box and complies and records all compliant submitted. Complaints requiring answer are forwarded to the Public Information Officer who will discuss with the offices, departments, and functionaries involved. The answer of the specific office, department or personnel is then relayed to the citizen. For inquiries and follow ups, clients may contact the Office of the Municipal Mayor, or the specific office /department concerned.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC:8888 CCB:0908-881-6565



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Municipal Mayor	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0995-326-1089 Email Address: lguquezon2@gmail.com
Office of the Sangguniang Bayan	Legislative Building, Municipal Compound, Barangay IV Quezon, Quezon	Phone Number: 0922-405-1411 Email Address: sbquezonquezon@gmail.com
Office of the Municipal Accountant	Ground Floor, Municipal Training Center, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0966-942-3874 Email Address: lguquezon2acctg@gmail.com
Office of the Municipal Agriculturist	Alona Building, Barangay V Quezon, Quezon	Phone Number: 0938-643-3324 Email Address: lguquezon2mao@gmail.com
Office of the Municipal Assessor	Ground Floor, Annex Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0933-573-3292 Email Address: roden.rea27@gmail.com
Office of the Municipal Budget Officer	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0947-607-7335 Email Address: lguquezonmbo2@gmail.com
Office of the Municipal Civil Registrar	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0956-405-2210 Email Address: lguquezon2mcro@gmail.com



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Municipal Disaster Risk Reduction and Management Officer	Ground Floor, Municipal Training Center, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0915-005-8516 Email Address: quezonmdrrmo@gmail.com
Office of the Municipal Engineer	2nd Floor, Annex Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0945-574-5557 Email Address: lguquezon2meo@gmail.com
Office of the Municipal Health Officer / RHU	Rural Health Unit Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0909-268-2787 Email Address: rhuquezon2@yahoo.com
Office of the Municipal Planning and Development Officer	2nd Floor, Annex Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0917-139-8835 Email Address: lguquezon2mpdc@gmail.com
Office of the Municipal Social Welfare and Development Officer	Old Senior Citizen (MSWDO Building), Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0966-153-5389 Email Address: mswdoquezon2@yahoo.com
Office of the Municipal Treasurer	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0977-806-4983 Email Address: mto.lguquezon2@gmail.com



LIST OF OFFICES WITH DESIGNATED PERSONNEL

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Municipal Environmental & Natural Resources	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0945-293-1860 Email Address: lguquezon2.menro@gmail.com
Office of the General Services	Ground Floor, Municipal Training Center, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0947-802-6214 Email Address: lguquezon2@gmail.com
Office of Public Employment Service	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0927-119-3008 Email Address: pesoquezon.quezon@gmail.com
Municipal Tourism, Culture and the Arts Office	2 nd Floor, Municipal Training Center, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0906-506-1742 Email Address: lguquezon2tourismoffice@gmail.com
Office of the Human Resource Management Officer	Ground Floor, Municipal Training Center, Municipal Compound Barangay IV Quezon, Quezon	Phone Number: 0966-942-3874 Email Address: lguquezon2hrmo@gmail.com