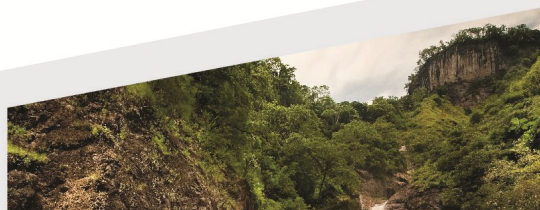




Citizen's Charter

(Pursuant to Republic Act No. 9485, The Anti Red Tape Act of 2007)

REVISED 2023, 2ND EDITION





Mandate

In order to carry out its vision and mission and deliver the best services every Igarasnon deserves, the Municipality of Igaras complies with the Anti-Red Tape Authority's (ARTA) call in formulating a Citizen's Charter that will serve as a guide in providing frontline services in the Municipality. This contains information and instructions on how to avail the various services offered by the Municipal Government, names of responsible persons, redress mechanisms for grievances and feedback forms to provide opportunity to the public to forward their comments and suggestions. Generally, this Citizen's Charter will serve as a tool to educate and inform the public of the services for an easier and more convenient governance beneficial to both the client and the service provider.

This Citizen's Charter is in conformance with Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" which created the 'Anti-Red Tape Authority'. The Act mandates local government units to improve and expedite the delivery of government services by simplifying transactions as well as upgrade the quality of delivering frontline services to the public. Overall, the Act aims to promote transparency and eliminate red tape in the government as a way of improving the country's competitiveness and ease of doing business. As such, the ARTA is mandated to monitor and ensure compliance with the Act including Administrative Order (AO) No. 23 entitled "Eliminating Overregulation to Promote Efficiency of Government Processes".

May this Citizen's Charter serve its desired purpose, which is to provide the best quality service in the most efficient manner to pave way for achieving prosperity and development.





Vision

“A safe, peaceful, progressive and self-sufficient agricultural municipality and eco-tourism destination maintaining a countrified way of life with modern conveniences; with educated, healthy and participative Igbarasnonns under a responsive and honest governance.”





Mission

The Municipality of Igbaras is deeply committed to promote the general welfare of its constituents through alleviating the poverty status by enhancing their potential for any livelihood activities and promote agri-based industries; proper utilization of natural resources in order to protect our existing environment; implement modern agriculture techniques in order to produce bountiful harvest and attain food sufficiency and sustainability of our people; to empower our people and assist them actualize their inherent capacity as individuals to participate in local governance; to put our community in the limelight as one of the tourist destinations in the country; to have a participatory and consultative system of governance and ensure the effectiveness and efficiencies in the delivery of basic services.





Pledge

Service Pledge

We, the officials and employees of the Local Government of Igbaras, commit to:

1. Serve you from Monday to Friday, 8:00 A.M. to 5:00 P.M.;
2. Attend to you as you enter the premises of the Municipal Building;
3. Assure you that you will be served by authorized personnel with proper identification;
4. Gives utmost attention to your needs and requests promptly;
5. Serve you with courtesy and integrity;
6. Respond to your complaint about our services soonest or within the day through our complaint and assistance desk;
7. Provide courtesy lane to those with special needs such as differently-abled, pregnant women, and senior citizens;
8. Deliver quality public service as promised in this Citizen's Charter.
9. Provide up-to-date information on our programs and services through our website, <https://lguigbaras.github.io/>, social media account, [facebook.com/lguigbaras](https://www.facebook.com/lguigbaras), and email address, lguigbaras@gmail.com

All these we pledge, because you deserve no less.





List of Services

Table of Contents

OFFICE	LIST OF SERVICES	PAGE
Office of the Municipal Treasurer (External Services)	ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC)	11
	ISSUANCE OF REAL PROPERTY TAX RECEIPTS	12
	ISSUANCE OF TAX CLEARANCE	13
Office of the Municipal Civil Registrar (External Services)	REGISTRATION OF BIRTH (TIMELY)	15
	REGISTRATION OF DEATH (TIMELY)	16
	REGISTRATION OF MARRIAGES (TIMELY)	17
	ISSUANCE OF MARRIAGE LICENSE	18
	ISSUANCES OF CERTIFIED TRANSCRIPTION/MACHINE COPY OF CIVIL REGISTRY DOCUMENTS	19
Office of the Municipal Assessor (External Services)	ISSUANCE OF UPDATED TAX DECLARATION (OWNER'S COPY)	21
	ISSUANCE OF CERTIFICATIONS, CERTIFIED TRUE/MACHINE COPY OF TAX DECLARATION & OTHER ASSESSMENT DOCUMENTS	22
	ISSUANCE OF REAL PROPERTY ASSESSMENT OF NEW BUILDING OR MACHINERY	23
	VERIFICATION OF REAL PROPERTY ASSESSMENTS	24
	CANCELLATION, CORRECTION, RE-ASSESSMENT OF REAL PROPERTY ASSESSMENTS	25
	ANNOTATION AND/OR CANCELLATION OF ENCUMBRANCES/MORTGAGED OF REAL PROPERTY	26
	ISSUANCE OF CERTIFICATE OF INDIGENCY	28
Office of the Municipal Social Welfare & Dev't Officer (External Services)	ISSUANCE OF THE OFFICE OF THE SENIOR CITIZENS AFFAIRS (OSCA) IDENTIFICATION CARD	29
	ISSUANCE OF KALIPUNAN NG LIPING PILIPINA (KALIPI) IDENTIFICATION CARD	30

----- next page -----





List of Services

Table of Content

OFFICE	LIST OF SERVICES	PAGE
Office of the Municipal Social Welfare & Dev't Officer (External Services)	ISSUANCE OF PERSONS WITH DISABILITY (PWD) IDENTIFICATION CARD	31
Office of the Municipal Accountant (External Services)	REVIEW OF BARANGAY REPORTS WITH CORRESPONDING SUPPORTING DOCUMENTS FOR AUDIT	33
	COMPUTATION OF BARANGAY SURPLUS AND CASH BACK-UP	34
Office of the Municipal Budget Officer (External Services)	INITIAL REVIEW AND ENDORSEMENT OF BARANGAY AND SANGGUNIANG KABATAAN ANNUAL AND SUPPLEMENTAL BUDGETS TO THE OFFICE OF THE SANGGUNIANG BAYAN	36
Office of the Municipal Engineer (External Services)	ISSUANCE OF BUILDING PERMITS	38
	ISSUANCE OF THE CERTIFICATE OF ANNUAL INSPECTION (FOR NEW/ RENEWAL OF BUSINESS PERMITS)	39
	ISSUANCE OF ELECTRICAL PERMIT (FOR INDIGENOUS DWELLINGS)	40
	ISSUANCE OF CERTIFICATE OF OCCUPANCY	41
	REVIEW AND APPROVAL OF PROGRAM OF WORKS SUBMITTED BY BARANGAYS AND SCHOOLS	42
Office of the Municipal Agriculturist (External Services)	REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA) AND NATIONAL COCONUT FARMERS REGISTRY SYSTEM (NCFRS) APPLICATION AND ENROLLMENT	44
	APPLICATION LIVESTOCK, RICE, CORN AND ACCIDENT DISMEMBERMENT INSURANCE	45
	ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC) FOR TRANSPORT OF LIVE ANIMALS OUTSIDE THE MUNICIPALITY	46
	IMMUNIZATION OF ANTI-RABIES VACCINES	47
	DISTRIBUTION OF SEEDLINGS/ FRUIT TREES	48
	ISSUANCE OF MENRO CERTIFICATION	49

----- next page -----





List of Services

Table of Content

OFFICE	LIST OF SERVICES	PAGE
Office of the Municipal Planning & Dev't Officer(External	ISSUANCE OF LOCATIONAL CLEARANCE AND ZONING CERTIFICATION	51
Office of the Municipal Vice Mayor/ Sangguniang Bayan (External Services)	CIVIL SOCIETY ORGANIZATION RECOGNITION AND ACCREDITATION	53
	REVIEW OF BARANGAY ORDINANCES AND RESOLUTIONS	54
	ISSUANCE OF CERTIFIED TRANSCRIPTION/ MACHINE COPY OF SANGGUNIANG BAYAN DOCUMENTS	55
	ISSUANCES OF MUNICIPAL TRICYCLE FRANCHISING AND REGULATORY BOARD CERTIFICATION	56
	ISSUANCE OF TRICYCLE FRANCHISE	57
	SIMPLE SUBDIVISION APPROVAL	58
Office of the Municipal Health Officer (External Services)	OUT-PATIENT CONSULTATION	60
	ISSUANCE OF MEDICAL CERTIFICATE	61
	ISSUANCE OF CERTIFICATION OF DISABILITY	62
	ISSUANCE OF DEATH CERTIFICATE	63
	SANITARY PERMIT AND HEALTH CERTIFICATE ISSUANCE AND RENEWAL	64
	LABORATORY EXAMINATION	65
Office of the Municipal Mayor External Services)	ISSUANCE OF MAYOR'S CERTIFICATION	67
	ISSUANCE OF AFFIDAVITS	68
Business Permit & Licensing Unit (External Services)	ISSUANCE OF NEW/ RENEWAL OF BUSINESS PERMITS	70
	ISSUANCE OF CERTIFICATE OF NO BUSINESS	71





List of Services

Table of Content

OFFICE	LIST OF SERVICES	PAGE
Tourism Unit (External Services)	TOURISTS/ VISITORS REGISTRATION	73
	FEEDBACK AND COMPLAINTS MECHANISM	74
	FEEDBACK AND COMPLAINTS FORMS	75
	EXECUTIVE ORDER ADOPTING CITIZEN'S CHARTER	76

-----end-----





Office of the **MUNICIPAL TREASURER**

External Services





1. Service Name: ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC)				
Description of the Service: The Community Tax Certificate is issued to individuals who are residing in the Municipality of Igaras for purposes of employment, identification and others.				
Office/Division:	Office of the Municipal Treasurer			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) Original or Photocopy of Valid ID or previous CTC			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Treasurer's Office, submits previous year's CTC (if available), presents valid ID and provide data needed to the Revenue Collection Clerk	1.Collects client's data to be placed on the CTC, prints the CTC and assists the client on affixing signature and thumbmark	None	5 minutes	Revenue Collection Clerk
2.Pays corresponding fees	2. Receives the payment	Basic Php5.00 plus additional Php1.00 for every Php1,000.00 Annual Gross Income	5 minutes	Revenue Collection Clerk
3.Receives the issued CTC	3.Releases the CTC	None	5 minutes	Revenue Collection Clerk
END OF TRANSACTION				
TOTAL			15 minutes	

**Under normal circumstances, the average duration of transaction is fifteen (15) minutes.*





2. Service Name: ISSUANCE OF REAL PROPERTY TAX RECEIPTS				
Description of the Service: Real Property Tax Receipts are issued to taxpayers as proof of payment using Accountable Form No. 56.				
Office/Division:	Office of the Municipal Treasurer			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) Original or Photocopy of Tax Declaration/Previous Tax Receipt			Assessor's Office/Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Treasurer's Office, presents previous Official Receipt and/or submits documents	1.Validates requirements and/or verifies the records	None	5 minutes	Revenue Collection Clerk
2.Pays corresponding taxes	2. Receives the payment and issues official receipt	Depends on the amount of tax	5 minutes	Revenue Collection Clerk
3.Receives the issued Official Receipt	3.Releases Official Receipt	None	5 minutes	Revenue Collection Clerk
END OF TRANSACTION				
TOTAL			15 minutes	

**Under normal circumstances, the average duration of transaction is fifteen (15) minutes.*





3. Service Name: **ISSUANCE OF TAX CLEARANCE**

Description of the Service: **The Tax Clearance is issued to taxpayers who are updated on their payments of Real Property Taxes.**

Office/Division:	Office of the Municipal Treasurer
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Original or Photocopy of Tax Declaration/Previous Official Receipt		Assessor's Office/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Treasurer's Office and requests for the issuance of tax clearance	1.Verifies if payment is updated	None	10 minutes	Revenue Collection Clerk
2. Pays the corresponding fees	2.1. Prepares Tax Clearance 2.2.The Municipal Treasurer signs the clearance	Php75.00	15 minutes	Revenue Collection Clerk/ RPT In-Charge Municipal Treasurer/ In-charge of Office
3.Receives the Tax Clearance	3.Releases the Tax Clearance to the client	None	5 minutes	Revenue Collection Clerk
END OF TRANSACTION				
TOTAL			30 minutes	

**Under normal circumstances, the average duration of transaction is thirty (30) minutes.*





Office of the **MUNICIPAL CIVIL REGISTRAR**

External Services





1. Service Name: REGISTRATION OF BIRTH (TIMELY)				
Description of the Service: Registration of Birth is requested by parents to put into record the event of birth of their newborn child for legal identity.				
Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Municipal Form No. 102		Hospital/ Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Civil Registry Office, signs in the logbook, and submits the required documents	1.Receives and reviews the completeness of information and signatures	None	10 minutes	Registration Officer/ Asst. Registration Officer
2.Receives the copy of Certificate of Live Birth	2. Signs and registers the Certificate of Live Birth and releases the same to the client	None	10 minutes	MCR/ Registration Officer
END OF TRANSACTION				
TOTAL			20 minutes	

**Under normal circumstances, the average duration of transaction is twenty (20) minutes.*





2. Service Name: REGISTRATION OF DEATH (TIMELY)				
Description of the Service: Registration of Death is requested by family members or any authorized party to put into record the event of death and to process the proper burial of the dead.				
Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate duly certified by the attending physician (Duly Accomplished Municipal Form No. 103)		Hospital/ Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Civil Registry Office, signs in the logbook, and submits the required documents	1.Receives and reviews the completeness if information,signs and issues routing slip for payment of burial permit/ transfer permit	None	5 minutes	Registration Officer/ Asst. Registration Officer
2.Proceeds to the Municipal Treasurer's Office, presents the routing slip and pays corresponding fees	2.Receives payment and issues Official Receipt	Php100.00 for burial permit/ transfer of cadaver and Php50.00 if transient embalmer	10 minutes	Revenue Collection Clerk
3.Returns to the MCRO, submits the Official Receipt and receives copy of the Certificate of Death	3.Signs and registers the Certificate of Death and releases the same to the client	None	5 minutes	MCR/ Registration Officer
END OF TRANSACTION				
TOTAL			20 minutes	

**Under normal circumstances, the average duration of transaction is twenty (20) minutes.*





3. Service Name: **REGISTRATION OF MARRIAGES (TIMELY)**

Description of the Service: **Registration of marriage is done for the legality of marriage of two persons and the certificate can be used to avail of government or private services.**

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Certificate of Marriage (Municipal Form No. 97)		Duly Authorized Solemnizing Officer (Mayor, Judge, Priest, Pastor, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Civil Registrar, signs in the logbook and submits duly accomplished Certificate of Marriage	1.1.Receives and reviews the completeness of information and signatures in the submitted documents 1.2.MCR signs the certificate	None	10 minutes	Registration Officer/ Asst. Registration Officer
2.Receives the copy of the Certificate of Marriage	2.Registers the marriage in the civil registry book and releases the original copy to the registrant	None	5 minutes	MCR/ Registration Officer
END OF TRANSACTION				
TOTAL			15 minutes	

**Under normal circumstances, the average duration of transaction is fifteen (15) minutes.*





4. Service Name: ISSUANCE OF MARRIAGE LICENSE				
Description of the Service: A Marriage License is requested by parties who wish to contract marriage.				
Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Complex Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		Municipal Civil Registry Office/Philippine Statistics Authority (PSA)		
Certificate of No Marriage		Philippine Statistics Authority (PSA)		
Community Tax Certificate		Municipal Treasury Office		
Parents' Advise (for 21 years old-below 25 years old)		Municipal Civil Registry Office		
Parents' Consent (for 18 years olds-below 21 years old)		Municipal Civil Registry Office		
Pre-Marriage Certificate (PMC)		PMC Team		
Death Certificate (if widow)		Municipal Civil Registry Office/Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Civil Registry Office, signs in the logbook and submits required documents	1.Receives and checks completeness of submitted documents, encodes data and issues routing slip.	None	10 minutes	Registration Officer/ Asst. Registration Officer
2.Proceeds to the Municipal Treasurer's Office, presents the routing slip and pay corresponding fees	2.Receives payment and issues Official Receipt	Php200.00 for Application Fee & Php100.00 for Miscellaneous Fee	10 minutes	Revenue Collection Clerk
3.Returns to the MCRO, submits the Official Receipt, and signs the application for marriage license	3.Prepare the Marriage License, signs and posts at the Bulletin Board	None	10 days	Registration Officer/ Asst. Registration Officer
4. Returns to the MCRO after 10 days and claims copy of the Marriage License	4.Releases the Marriage License to the client	None	10 minutes	MCR/ Registration Officer
END OF TRANSACTION				
TOTAL			10 days & 30 minutes	

*Under normal circumstances, the average duration of transaction is ten (10) days and thirty (30) minutes.





5. Service Name: **ISSUANCE OF CERTIFIED TRANSCRIPTION/MACHINE COPY OF CIVIL REGISTRY DOCUMENTS**

Description of the Service: **The certified machine copy of the Civil Registry documents are issued to individuals for whatever legal purpose/s it may serve.**

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Cards		Client		
Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Civil Registry Office, signs in the logbook and inform the MCR Staff of request.	1.Checks availability of requested CRDs on file and issues routing slip	None	5 minutes	Registration Officer/ Asst. Registration Officer/ Admin Aide
2.Proceeds to the Municipal Treasurer's Office, presents the routing slip and pay corresponding fees	2.Receives payment and issues Official Receipt	Php50.00 for every set of CRDs	10 minutes	Revenue Collection Clerk
3.Returns to the MCRO, submits the Official Receipt and receives copy of requested document	3.1.Certifies, signs and seals the requested document and releases the same to the client	None	5 minutes	Registration Officer/ Asst. Registration Officer/ Admin Aide
END OF TRANSACTION				
TOTAL			20 minutes	

*Under normal circumstances, the average duration of transaction is twenty (20) minutes.





Office of the **MUNICIPAL ASSESSOR**

External Services





1. Service Name: **ISSUANCE OF UPDATED TAX DECLARATION (OWNER'S COPY)**

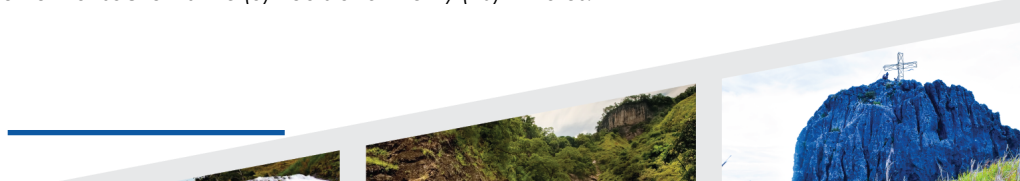
Description of the Service: **The owner's copy of updated tax declaration is secured upon transfer of ownership of real property.**

Office/Division:	Office of the Municipal Assessor
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Property Owners, Interested Parties, Authorized Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request addressed to the Municipal Assessor	Office of the Municipal Assessor
Deed of Conveyance	Notary Public
Authenticated copy of the title	Registry of Deeds
Transfer Tax	Office of the Provincial Treasurer
Current Tax Receipt	Municipal Treasurer's Office
Sworn Statement	Office of the Municipal Assessor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Assessor, registers in the logbook and submits request and supporting documents	1.1.Receives and checks the completeness of submitted documents 1.2.Issues Order of Payment to the client	None	5 minutes	Municipal Assessor's Office Personnel
2.1.Goes to the Office of the Municipal Treasurer and presents order of payment 2.2.Pays corresponding fees	2.Receives payment and issues Official Receipt to the client	Php100.00/lot	10 minutes	Revenue Collection Clerk
3.Accompany the Municipal Assessor and/or staff for ocular inspection on site	3.Conducts ocular inspection in the site of real property except on simple transfer transaction where ocular inspection is optional	None	3 hours	Municipal Assessor's Office Personnel
4.Waits for the processing and preparation of requested documents	4.1. Prepares inspection reports, FAAS and supporting documents 4.2.The Municipal Assessor evaluates supporting documents and approves the FAAS 4.3.Encodes data from FAAS to Assys3 System and prints Tax Declaration and Notice of Assessment for signature of the Municipal Assessor	None	2 hours	Municipal Assessor's Office Personnel Municipal Assessor
5.Receives updated and approved owner's copy of Tax Declaration and Notice of Assessment	5.Releases updated and approved owner's copy to the client	None	5 minutes	Municipal Assessor's Office Personnel
END OF TRANSACTION				
TOTAL			5 hours and 20 minutes	

*Under normal circumstances, the average duration of transaction is five (5) hours and twenty (20) minutes.





2. Service Name: **ISSUANCE OF CERTIFICATIONS, CERTIFIED TRUE/MACHINE COPY OF TAX DECLARATION & OTHER ASSESSMENT DOCUMENTS**

Description of the Service: **Certifications, certified copies of tax declaration, and other Assessment documents are issued to property owners, authorized representatives, or any interested party for whatever legal purpose/s it may serve.**

Office/Division:	Office of the Municipal Assessor
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Property Owner, Interested Party, Authorized Representative

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Tax Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Assessor and registers in the logbook	1.1.Facilitates client and evaluate necessary documents, if any 1.2.Issues Order of Payment to the client	None	5 minutes	Municipal Assessor's Office Personnel
2.1.Goes to the Office of the Municipal Treasurer and presents order of payment 2.2.Pays corresponding fees	2.Collection Clerk receives payment and issues Official Receipt to the client	Php75.00/ document	10 minutes	Revenue Collection Clerk
3.Returns to the Office of the Municipal Assessor and presents Official Receipt	3.1.Prepare requested documents 3.2.The Municipal Assessor reviews and approves the requested documents	None	10 minutes	Municipal Assessor's Office Personnel Municipal Assessor
4.Receives the copy requested documents	3.Releases the requested documents to the client	None	5 minutes	Municipal Assessor's Office Personnel
END OF TRANSACTION				
TOTAL			30 minutes	

*Under normal circumstances, the average duration of transaction is thirty (30) minutes.





3. Service Name: **ISSUANCE OF REAL PROPERTY ASSESSMENT OF NEW BUILDING OR MACHINERY**

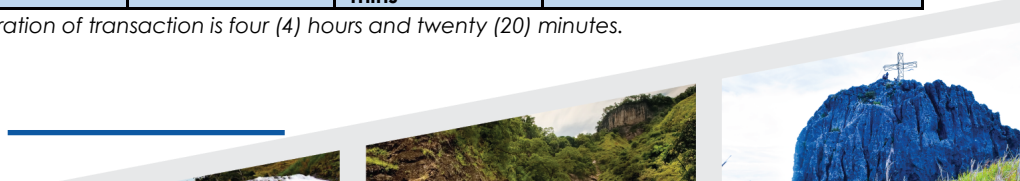
Description of the Service: **Real Property Assessment of New Buildings or Machineries are issued for newly constructed buildings and newly installed machineries for taxation purposes.**

Office/Division:	Office of the Municipal Assessor
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Property Owner, Interested Party, Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request addressed to the Municipal Assessor	Office of the Municipal Assessor
Building Permit	Office of the Municipal Engineer
Sworn Statement	Office of the Municipal Assessor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Assessor, registers in the logbook and submits requests with supporting documents	1.1.Receives and verifies submitted documents 1.2.Issue Order of Payment to the client	None	5 minutes	Municipal Assessor's Office Personnel
2.1.Goes to the Office of the Municipal Treasurer and presents order of payment 2.2.Pays corresponding fees	2.Receives payment and issues Official Receipt to the client	Php100.00/ property	10 minutes	Revenue Collection Clerk
3.Returns to the Office of the Municipal Assessor, presents Official Receipt and accompanies the Municipal Assessor and/or staff for ocular inspection on site	3.1. Conducts ocular inspection on the site of real property	None	2 hours	Municipal Assessor/Staff
3.Waits for the processing and preparation of requested documents	3.1. Prepares inspection reports, FAAS and supporting documents 3.2.The Municipal Assessor evaluates supporting documents and approves the FAAS 3.3.Encodes data from FAAS to Assys3 System and prints Tax Declaration and Notice of Assessment for signature of the Municipal Assessor	None	2 hours	Municipal Assessor's Office Personnel
4.Receives the copy requested documents	3.Releases the requested documents to the client	None	5 minutes	Municipal Assessor's Office Personnel
END OF TRANSACTION				
TOTAL			4 hours & 20 mins	

*Under normal circumstances, the average duration of transaction is four (4) hours and twenty (20) minutes.





4. Service Name: VERIFICATION OF REAL PROPERTY ASSESSMENTS				
Description of the Service: The property owner/interested party enable to verify their real property assessments as to history and location.				
Office/Division:	Office of the Municipal Assessor			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Property Owner, Interested Party, Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Current Tax Receipt			Office of the Municipal Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Assessor and registers in the logbook	1.1.Facilitates client and evaluates necessary documents, if any 1.2.Issues Order of Payment to the client	None	5 minutes	Municipal Assessor's Office Personnel
2.1.Goes to the Office of the Municipal Treasurer and presents order of payment 2.2.Pays corresponding fees	2.Collection Clerk receives payment and issues Official Receipt to the client	Php50.00/lot	10 minutes	Revenue Collection Clerk
3.Returns to the Office of the Municipal Assessor and presents Official Receipt	3.Checks records on file and discuss with client	None	10 minutes	Municipal Assessor's Office Personnel
4.Confirms real property assessment with records on file	4.Verifies record on file	None	5 minutes	Municipal Assessor's Office Personnel
END OF TRANSACTION				
TOTAL			30 minutes	

**Under normal circumstances, the average duration of transaction is thirty (30) minutes.*





5. Service Name: **CANCELLATION, CORRECTION, RE-ASSESSMENT OF REAL PROPERTY ASSESSMENTS**

Description of the Service: **Cancellation, correction, re-assessment of real property assessment are made when there are changes in the physical attributes of real property.**

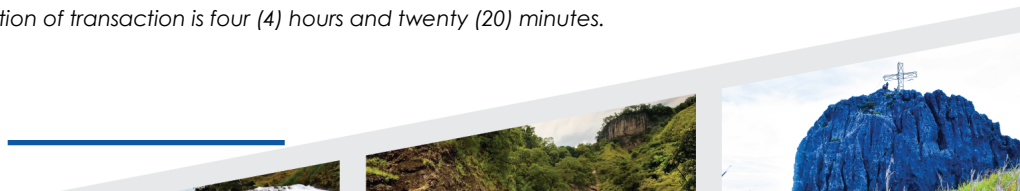
Office/Division:	Office of the Municipal Assessor
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Property Owner, Interested Party, Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------

Letter Request addressed to the Municipal Assessor	Office of the Municipal Assessor
Current Tax Receipt	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Assessor and registers in the logbook	1.1.Facilitate client and evaluates documents, if any 1.2.Issue Order of Payment to the client	None	5 minutes	Municipal Assessor's Office Personnel
2.1.Goes to the Office of the Municipal Treasurer and presents order of payment 2.2.Pays corresponding fees	2.Receives payment and issues Official Receipt to the client	Php100.00/lot	10 minutes	Revenue Collection Clerk
3.Returns to the Office of the Municipal Assessor, presents Official Receipt and accompanies the Municipal Assessor and/or staff for ocular inspection on site	3.1. Conducts ocular inspection on the site of real property	None	2 hours	Municipal Assessor/Staff
3.Waits for the processing and preparation of re-quested documents	3.1. Prepares inspection reports, FAAS and supporting documents 3.2.The Municipal Assessor evaluates supporting documents and approves the FAAS 3.3.Encodes data from FAAS to Assys3 System and prints Tax Declaration and Notice of Assessment for signature of the Municipal Assessor	None	2 hours	Municipal Assessor's Office Personnel
4.Receives the copy requested documents	3.Releases the requested documents to the client	None	5 minutes	Municipal Assessor's Office Personnel
END OF TRANSACTION				
TOTAL			4 hours & 20 mins	

*Under normal circumstances, the average duration of transaction is four (4) hours and twenty (20) minutes.





6. Service Name: **ANNOTATION AND/OR CANCELLATION OF ENCUMBRANCES/MORTGAGED OF REAL PROPERTY**

Description of the Service: **The Annotation and/or Cancellation of Encumbrances/Mortgaged of Real Property is requested by mortgagor or any any interested party/property owner.**

Office/Division:	Office of the Municipal Assessor
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Property Owner, Interested Party, Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------

Current Tax Receipt	Office of the Municipal Treasurer
---------------------	-----------------------------------

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Assessor, registers in the logbook and submits request with supporting documents	1.Receives and checks completeness of submitted documents	None	5 minutes	Municipal Assessor's Office Personnel
2.Waits while the documents are being updated	2.1.Annotates data on tax declaration 2.2.Approves and signs tax declaration with updated annotations	None	10 minutes	Municipal Assessor's Office Personnel Municipal Assessor
3.Receives a copy of updated tax declaration	3.Issues annotated tax declaration	None	5 minutes	Municipal Assessor's Office Personnel
END OF TRANSACTION				
TOTAL			20 minutes	

**Under normal circumstances, the average duration of transaction is twenty (20) minutes.*





Office of the **MUN. SOCIAL WELFARE & DEV'T OFFICER**

External Services





1. Service Name: **ISSUANCE OF CERTIFICATE OF INDIGENCY**

Description of the Service: **The Certificate of Indigency is issued to individuals needing assistance from government or private institutions.**

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Indigents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency -For PSWDO- 3 Original Copies -For Public Hospitals- 2 Original Copies		Barangay where the client resides		
For Medical Assistance Medical Certificate/Abstract- 1 Original & 1 Photocopy		Hospital		
For Burial Assistance Certificate of Death- 1 Original Certified True Copy & 2 Photocopies of Certified Copy		Office of the Municipal Civil Registrar		
For Educational Assistance Registration Form- 1 Original Certified True Copy & 1 Photocopy of Certified Copy School Certification of Enrollment- 2 Original Copies Validated School ID- 2 Photocopies		School		
For Fire Assistance (PSWDO) BFP Certification- 1 Original & 2 Photocopies Barangay Certification- 3 Original Copies Police Blotter- 1 Original & 2 Photocopies Photo Documentation- 3 colored copies		Bureau of Fire Protection Barangay where the client resides Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Social Welfare and Development Office, registers in the logbook and presents self for intake interview	1.1.Facilitates client request, conducts interview and prepares the Certificate of Indigency 1.2.The MSWDO signs the certificate	None	15 minutes	MSWDO/Staff
2. Receives the Certificate of Indigency	2.Releases the Certificate of Indigency to the client	None	5 minutes	MSWDO Staff
END OF TRANSACTION				
TOTAL			20 minutes	

*Under normal circumstances, the average duration of transaction is twenty (20) minutes.





2. Service Name: **ISSUANCE OF THE OFFICE OF THE SENIOR CITIZENS AFFAIRS (OSCA) IDENTIFICATION CARD**

Description of the Service: **The Office of the Senior Citizens Affairs Identification Card is issued to qualified and registered Senior Citizens to be used for the availment of rights and privileges under Republic Act No. 9994.**

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Issuance of OSCA ID Registration Form– 1 Original Copy PSA Birth Certificate– 1 Photocopy Baptismal Certificate– 1 Photocopy Marriage Contract (if Married)- 1 Photocopy Certificate of Residency– 1 Original Copy		OSCA Office of the Municipal Civil Registrar/Philippine Statistics Authority Church/Parish where client was baptized Office of the Municipal Civil Registrar where client registered thier marriage /PSA Barangay where the applicant resides		
For Replacement of OSCA ID Registration Form– 1 Original Copy PSA Birth Certificate– 1 Photocopy Baptismal Certificate– 1 Photocopy Marriage Contract (if Married)- 1 Photocopy Affidavit of Loss (For lost OSCA ID)- 1 Original Copy		OSCA Office of the Municipal Civil Registrar/PSA Church/Parish where client was baptized Office of the Municipal Civil Registrar/PSA Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Social Welfare and Development Office, registers in the logbook and submits required documents	1.1.Receives and verifies submitted documents 1.2.Prepare the OSCA ID	None	15 minutes	MSWDO/Staff
2. Receives the OSCA ID	2.Releases the OSCA ID	None	5 minutes	MSWDO Staff
END OF TRANSACTION				
TOTAL			20 minutes	

*Under normal circumstances, the average duration of transaction is twenty (20) minutes.





3. Service Name: ISSUANCE OF KALIPUNAN NG LIPING PILIPINA (KALIPI) IDENTIFICATION CARD				
Description of the Service: The Kalipunan ng Liping Pilipina (KALIPI) Identification Card is issued to registered women for accessing services from different sectors and agencies of the government.				
Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency– 1 Original Copy		Barangay where the applicant resides		
Birth Certificate– 1 Photocopy		Office of the Municipal Civil Registrar/PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Social Welfare and Development Office, registers in the logbook and submits required documents	1.1 Receives and verifies submitted documents 1.2. Prepares KALIPI ID	None	15 minutes	MSWDO/Staff
2. Receives the KALIPI ID	2. Releases the KALIPI ID	None	5 minutes	MSWDO Staff
END OF TRANSACTION				
TOTAL			20 minutes	

**Under normal circumstances, the average duration of transaction is twenty (20) minutes.*





4. Service Name: ISSUANCE OF PERSONS WITH DISABILITY (PWD) IDENTIFICATION CARD				
Description of the Service: The Persons with Disability (PWD) Identification Card is issued to qualified applications for accessing services from the government and availing of privileges from business establishments.				
Office/Division:	Municipal Social Welfare and Development Office-Persons with Disability Affairs Office (PDAO)			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Persons with Disabilities (PWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Disability– 2 Original Copies		Municipal Health Officer/MSWDO (depending on the disability)		
PSA Birth Certificate – 1 Photocopy		Office of the Municipal Civil Registrar/Philippine Statistics Authority		
2 pcs 1x1 ID Picture		Client		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Social Welfare and Development Office-PDAO, registers in the logbook and submits required documents	1.1. Receives and verifies submitted documents 1.2. Interviews client/ folks 1.3. Prepares the PWD ID and forwards to the Mayor's Office for signature	None	1 hour	MSWDO Staff
2. Waits for the release of and claims the PWD ID	2. Gets the PWD ID from the Mayor's Office and releases the same to the client	None	1 hour	MSWDO Staff
END OF TRANSACTION				
TOTAL			2 hours	

**Under normal circumstances, the average duration of transaction is two (2) hours.*





Office of the **MUNICIPAL ACCOUNTANT**

External Services





1. Service Name: **REVIEW OF BARANGAY REPORTS WITH CORRESPONDING SUPPORTING DOCUMENTS FOR AUDIT**

Description of the Service: **The review of Barangay Reports with corresponding documents is done to prepare the barangays for the annual audit.**

Office/Division:	Office of the Municipal Accountant
Classification:	Complex Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	All Barangays in the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter	Client Barangay
Punong Barangay's Certification	Client Barangay
Summary of Checks Issued	Client Barangay
Summary of Cash Payments	Client Barangay
Summary of Collection and Deposit	Client Barangay
Paid Disbursements Vouchers with Supporting Documents	Client Barangay
Paid Payrolls	Client Barangay
Duplicate of Official Receipts Issued	Client Barangay
Summary of Collection and Remittances	Client Barangay
Duplicate of CTC Issued	Client Barangay
Report of Accountability on Accountable Forms	Client Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the Municipal Accountant and submits all required reports and supporting documents	1.Receives the reports and checks the completeness of required supporting documents	None	15 minutes	Accounting Staff
2. Waits for the confirmation of the completeness of submitted reports 2.1. Comply lacking documents (if any)	2.1.Reviews, informs and assists the barangay treasurer on the completeness of supporting documents 2.2. Files the submitted reports in preparation for the audit if all required documents were given	None	5 days	Accounting Staff
END OF TRANSACTION				
TOTAL			5 days and 15 minutes	

*Under normal circumstances, the average duration of transaction is five (5) days and fifteen (15) minutes.





2. Service Name: **COMPUTATION OF BARANGAY SURPLUS AND CASH BACK-UP**

Description of the Service: **The computation of surplus and cash back-up is reviewed for accuracy before the enactment of Supplemental Budget of various barangays.**

Office/Division:	Office of the Municipal Accountant			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Barangays in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary of Checks Issued for the year		Barangay Treasurer		
Summary of Collection and Deposit for the year		Barangay Treasurer		
Statement of Allotment, Commitment and Balances (SACB)		Barangay Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the Municipal Accountant and submits breakdown of checks issued and collection and SACB	1. Receives the documents and reconciles the Total Disbursements and Collections of the barangay records with the Financial Statements prepared by the Accounting office	None	10 days	Accounting Staff
2. Waits for the result of the reconciliation and Barangay Surplus for the period	2.1.Computes the Surplus for the period 2.2.Releases the unappropriated amount available to the barangay Treasurer	None	1 day	Municipal Accountant
END OF TRANSACTION				
TOTAL			11 days	

**Under normal circumstances, the average duration of transaction is eleven (11) days.*





Office of the
MUNICIPAL BUDGET OFFICER

External Services





1. Service Name: **INITIAL REVIEW AND ENDORSEMENT OF BARANGAY AND SANGGUNIANG KABATAAN ANNUAL AND SUPPLEMENTAL BUDGETS TO THE OFFICE OF THE SANGGUNIANG BAYAN**

Description of the Service: **To undertake the initial review & endorsement of the Barangay and Sangguniang Kabataan Annual and Supplemental Budgets for adoption and to be declared valid and operative by the Sangguniang Bayan.**

Office/Division:	Office of the Municipal Budget Officer			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Treasurer/SK Chairman in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal Letter addressed to the Office of the Sangguniang Bayan and the Municipal Budget Office		Client Barangay		
Budget Message of the Punong Barangay		Client Barangay		
Barangay Appropriation Ordinance		Client Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Budget Office and submits Annual or Supplemental Budget	1.1.Receives the submitted documents and conducts initial review of the approved Annual or Supplemental Budget as to compliance with RA 7160 and other existing budgeting rules and regulations 1.2. If there are corrections, discusses them to the concerned barangay officials. If there are no corrections, prepares the endorsement letter for submission of the annual or supplemental budget to the SB office.	None	1 hour and 30 minutes	MBO Staff
END OF TRANSACTION				
TOTAL			1 hour and 30 minutes	

**Under normal circumstances, the average duration of transaction is one (1) hour and thirty (30) minutes.*





Office of the **MUNICIPAL ENGINEER**

External Services



Citizen's Charter

(Pursuant to Republic Act No. 9485, The Anti Red Tape Act of 2007)



1. Service Name: ISSUANCE OF BUILDING PERMITS				
Description of the Service: The building permit is issued to individuals, businesses, government agencies and other institutions needing the document as requirement before the construction of any building/structure in the municipality.				
Office/Division:	Office of the Municipal Engineer			
Classification:	Complex Transaction			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Businesses G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Five (5) copies of duly accomplished Building, Sanitary, Electrical & Mechanical Application Forms		Office of the Municipal Engineer		
Four (4) sets of plans (duly signed and sealed)		Registered/Professional Engineer		
Five (5) copies of Bill of Materials and Estimates		Registered/Professional Engineer		
Five (5) copies of Building Specification		Registered/Professional Engineer		
Two (2) photocopies of Tax Declaration/TCT (Transfer Certificate of Title)		Office of the Municipal Assessor		
Two (2) photocopies of current tax receipt		Office of the Municipal Treasurer		
Two (2) photocopies of Lot/Sketch Plan		Office of the Municipal Assessor		
Two (2) photocopies of Deed of Sales, Contract, Consent of Lot Owner duly notarized		Client/Owner		
One (1) photocopy of the PRC License of Architect, Civil, Sanitary, Electrical and Mechanical Engineer		Registered/Professional Engineer		
One (1) photocopy of the Community Tax Receipt of Applicant		Office of the Municipal Treasurer		
Structural Design Analysis for Structures with 2 or more storeys		Registered Civil Engineer		
Soil Analysis of Structures with 4 or more storeys		Registered Civil Engineer		
Zoning Clearance		Office of the Mun. Planning and Development Coordinator/Zoning Officer		
Fire Safety Inspection Clearance		Bureau of Fire Protection		
Signboard (minimum size of 3 feet by 2 feet)		Client/Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Municipal Engineering Office and submits duly accomplished application forms and documentary requirements.	1.1.Reviews and checks the completeness and compliance to PD 1096 of submitted documents 1.2.Endorses one (1) copy of the plan, bill of materials and estimates to the Bureau of Fire Protection stationed in the municipality for inspection/ evaluation 1.3.Waits and receives the Certificate of Inspection from the BFP; assesses/ computes fees and issues order of payment	None	5 days (including site inspection of the BFP)	Municipal Engineering Office Staff
2.Returns to the Municipal Engineering Office after 5 days or upon notice (whichever is earlier), claims the order of payment from the MEO Staff and pay corresponding fees at the Municipal Treasurer's Office	2. Receives payment and issues official receipt	Depends on the submitted Building Plan based on the 2005 Revised IRR of the National Building Code (P.D. 1096) or Municipal Tax Ordinance	1 hour	Revenue Collection Clerk/ MTO Staff
3.1. Returns to the Municipal Engineering Office and submits Official Receipt 3.2. Claims the building permit	3. Receives the official receipt, processes documents for signature of the Municipal Engineer and releases building permit to the applicant	None	2 hours	Municipal Engineer/Staff
END OF TRANSACTION				
TOTAL			5 days and 3 hours	

*Under normal circumstances, the average duration of transaction is five (5) days and three (3) hours.





2. Service Name: ISSUANCE OF THE CERTIFICATE OF INSPECTION/ANNUAL INSPECTION (FOR NEW/RENEWAL OF BUSINESS PERMITS)				
Description of the Service: The Certificate of Inspection/Annual Inspection is issued to business owners who wanted to apply for/renew their business permits.				
Office/Division:	Office of the Municipal Engineer			
Classification:	Simple Transaction			
Type of Transaction:	G2B- Government to Businesses			
Who may avail:	Business Owners who wish to conduct business in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification (Business)		Barangay where the business is located		
Barangay Clearance (Good Moral)		Barangay where the client resides		
Tree Planting Certificate		Barangay where the client resides		
Photocopy of the Community Tax Certificate (cedula)		Barangay Treasurer or Municipal Treasurer's Office		
Sanitary Permit		Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Municipal Engineering Office and submits duly accomplished forms and documentary requirements	1.1. Reviews and checks the completeness of submitted documents, conducts site inspection, computes the fees and issues Order of Payment	None	1 day including inspection	Municipal Engineer/ Staff
2.1. Returns to the Municipal Engineering Office after 1 day and receives the order of payment from the MEO staff 2.2. Pays corresponding fees to the Municipal Treasurer's Office	2. Receives payment and issues official receipt	Depends on the submitted documents based on the 2005 Revised IRR of the National Building Code (P.D. 1096)	1 hour	Revenue Collection Clerk/ MTO Staff
3. Returns to the Municipal Engineering Office, submits Official Receipt from MTO and waits for the release of Certificate of Annual Inspection	3.1. Prepares the Certificate of Annual Inspection and have the Municipal Engineer sign the same 3.2. Releases the Certificate of Annual Inspection to the client	None	2 hours	Municipal Engineer/ Staff
END OF TRANSACTION				
TOTAL			1 day and 3 hours	

**Under normal circumstances, the average duration of transaction is one (1) day and three (3) hours.*





3. Service Name: **ISSUANCE OF ELECTRICAL PERMIT (FOR INDIGENOUS DWELLINGS)**

Description of the Service: **The Electrical Permit is issued to individuals who have indigenous houses and wishing to apply for electricity connection.**

Office/Division: Office of the Municipal Engineer

Classification: Simple Transaction

Type of Transaction: G2C- Government to Citizen

Who may avail: All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electrical Permit Application Form		Office of the Municipal Engineer		
Electrical Plan		Private Electrician accredited by the power provider		
Picture of the Indigenous House		Client/Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Engineering Office and submits duly accomplished forms and documentary requirements	1.Reviews and checks the completeness of submitted documents, conducts site inspection, assesses/ computes required fees, and issues order of payment	None	1 day including site inspection	Municipal Engineer/ Staff
2.Returns to the Municipal Engineering Office after 1 day, receives order of payment and pays the corresponding fees at the Municipal Treasurer's Office	2.Receives payment and issues official receipt	Php220.00	1 hour	Revenue Collection Clerk/ MTO Staff
3. Returns to the Municipal Engineering Office, presents the official receipt and waits for the issuance of Electrical Permit	3.Municipal Engineer signs the Electrical Permit and releases the same to the client together with endorsement to the BFP	None	1 hour	Municipal Engineer/ Staff
END OF TRANSACTION				
TOTAL		Php220.00	1 day and 2 hours	

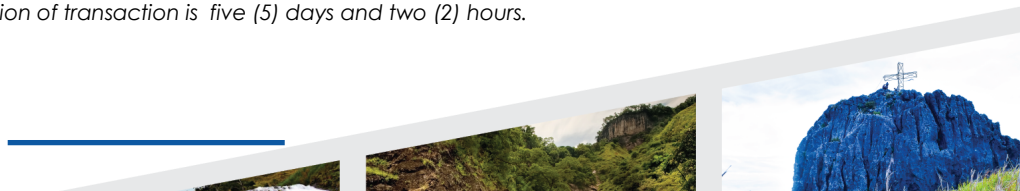
**Under normal circumstances, the average duration of transaction is one (1) day and two (2) hours.*





4. Service Name: ISSUANCE OF CERTIFICATE OF OCCUPANCY				
Description of the Service: The Certificate of Occupancy is issued to individuals, businesses, government agencies and other institutions after the completion of a building/structure prior to occupancy.				
Office/Division:	Office of the Municipal Engineer			
Classification:	Complex Transaction			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Businesses G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Completion Form			Office of the Municipal Engineer	
Construction Logbook			Owner of the Building	
As-built Plans			Owner of the Building	
Photocopy of the valid licenses of all involved Professional			Owner of the Building	
Captioned Photographs of Site and Completed Building/Structure showing front, sides and rear areas			Owner of the Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Engineering Office and submits duly accomplished forms and documentary requirements	1.1.Reviews and checks the completeness and compliance to PD 1096 of submitted documents 1.2.Endorses one (1) copy of the Certificate of Completion to the Bureau of Fire Protection stationed in the municipality for inspection/ evaluation 1.3.Waits and receives the Certificate of Inspection from the BFP; assesses/ computes fees and issues order of payment	None	5 days including site inspection of the BFP	Municipal Engineer/Staff
2.Returns to the Municipal Engineering Office after 5 days or upon notice (whichever is earlier), claims the order of payment from the MEO Staff and pay corresponding fees at the Municipal Treasurer's Office	2.Receives payment and issues official receipt	Depends on the submitted documents as referred to the 2005 Revised IRR of the National Building Code (PD 1096)	1 hour	Revenue Collection Clerk/ MTO Staff
3. Returns to the Municipal Engineering Office, presents the Official Receipt and waits for the issuance of Certificate of Occupancy	3. Municipal Engineer signs the Certificate of Occupancy and releases the same to the client	None	1 hour	Municipal Engineer/Staff
END OF TRANSACTION				
TOTAL			5 days and 2 hours	

*Under normal circumstances, the average duration of transaction is five (5) days and two (2) hours.





5. Service Name: **REVIEW OF PROGRAM OF WORKS SUBMITTED BY BARANGAYS AND SCHOOLS**

Description of the Service: **The review of Program of Works is done for the barangays and schools that are implementing construction projects.**

Office/Division:	Office of the Municipal Engineer
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	All Barangays and Schools in the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------

Program of Works	Client
------------------	--------

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Municipal Engineering Office and submits the Program of Works	1.1. Reviews and checks the appropriateness of the Program of Works following structural standards 1.2. The Municipal Engineer signs the Program of Works and releases the same to the client	None	2 hours	Municipal Engineer/ Staff
END OF TRANSACTION				
TOTAL			2 hours	

**Under normal circumstances, the average duration of transaction is two (2) hours.*





Office of the
MUNICIPAL AGRICULTURIST

External Services





1. Service Name: **REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA) AND NATIONAL COCONUT FARMERS REGISTRY SYSTEM (NCFRS) APPLICATION AND ENROLLMENT**

Description of the Service: **Enrollment of farmers in RSBSA and NCFRS to avail of services and assistance from the Department of Agriculture.**

Office/Division:	Municipal Agriculture Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Tax Declaration/ Certificate of Land Title		Municipal Assessor's Office		
Photocopy of Valid Identification Card		Client		
2x2 Picture		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the Municipal Agriculturist, submits documentary requirements and requests enrollment forms for RSBSA and/or NCFRS.	1.1. Receives and checks the submitted documents 1.2. Hand out the enrollment form to the client	None	5 minutes	MAO Personnel
2. Fills up the needed data in the enrollment form	2. Checks and/or interview clients as to the correctness of data in the enrollment form	None	15 minutes	MAO Personnel
3. Signs the enrollment form	3. Receives the enrollment form and enroll the client to the system	None	10 minutes	MAO Personnel
END OF TRANSACTION				
TOTAL			30 minutes	

**Under normal circumstances, the average duration of transaction is thirty (30) minutes.*





2. Service Name: **APPLICATION LIVESTOCK, RICE, CORN AND ACCIDENT DISMEMBERMENT INSURANCE**

Description of the Service: **Accident Dismemberment Insurance is a protection mechanism to the country's agricultural producers against loss of crops and/or non-crop agricultural assets on account of natural calamities and/or other perils, as well as guarantee cover for production loans extended by lending institutions to agricultural producers for crops not yet covered by insurance.**

Office/Division:	Municipal Agriculture Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	RSBSA Registered Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Valid Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the Municipal Agriculturist and requests application form for insurance.	1.1. Checks the farmer's registration in the RSBSA. 1.2. Hand out the application form to the client	None	5 minutes	MAO Personnel
2. Fills up the needed data in the application form and submits the same together with the photocopy of Valid Identification Card	2. Checks and/or interview clients as to the correctness of data in the application form	None	5 minutes	MAO Personnel
3. Pays the corresponding fees for the Insurance	3. Receives payment and encodes data to the master list to be forwarded to the PCIC.	Php70.00	5 minutes	MAO Personnel
END OF TRANSACTION				
TOTAL		Php70.00	15 minutes	

*Under normal circumstances, the average duration of transaction is fifteen (15) minutes.





3. Service Name: ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC) FOR TRANSPORT OF LIVE ANIMALS OUTSIDE THE MUNICIPALITY				
Description of the Service: The veterinary health certificate is issued to individuals needing to transport live animals to places outside the municipality.				
Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Businesses			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Vaccination Card			Client/Owner	
Handler's Permit (Commercial Farms)			Client/Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Agriculturist, requests for issuance of certificate and submits required documents	1.1.Receives and validates submitted documents 1.2.Conducts ocular inspection, assesses fees and and issues payment slip	None	1 hour including ocular inspection/ disinfection	MAO Personnel
2.Goes to the Office of the Municipal Treasurer, presents payment slip and pays corresponding fees	2.Receives payment and issues Official Receipt	Php100.00 for Veterinary Health Certificate (all kinds of live animals) Php5.00 per head for Local Transport Permit (all kinds of live animals) Php100.00 for Disinfection Clearance (Swine only) Php5.00 per head for Inspection Fee (all kinds of live animals)	30 minutes	Revenue Collection Clerk
3.Returns to the Office of the Municipal Agriculturist and presents Official Receipt	3. Prepares and releases the Veterinary Health Certificate to the client	None	10 minutes	MAO Personnel
END OF TRANSACTION				
TOTAL			1 hour & 40 mins	

*Under normal circumstances, the average duration of transaction is one (1) hour and forty (40) minutes.





4. Service Name: **IMMUNIZATION OF ANTI-RABIES VACCINES**

Description of the Service: **The immunization of Anti-Rabies Vaccines is done as per request by individuals who wanted their dogs to be immunized.**

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dog Card (if any)		Client/Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Agriculturist and requests for dog immunization	1.Facilitates client's request and issues payment slip	None	5 minutes	MAO Personnel
2.Goes to the Office of the Municipal Treasurer, presents payment slip and pays corresponding fees	2.Receives payment and issues Official Receipt	New- Php100.00/ head Renewal- Php50.00/ head	25 minutes	Revenue Collection Clerk
3.Returns to the Office of the Municipal Agriculturist and presents Official receipt	3.Administer vaccination, issues dog collar with tag	None	10 minutes	MAO Personnel
END OF TRANSACTION				
TOTAL			40 minutes	

**Under normal circumstances, the average duration of transaction is forty (40) minutes.*





5. Service Name: DISTRIBUTION OF SEEDLINGS/FRUIT TREES				
Description of the Service: Releasing of seedlings as per request from individuals or groups for tree planting activities				
Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2G-Government to Government			
Who may avail:	Individuals, Organizations/Associations, Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Agriculturist, secures and fills out request form	1.Facilitates client's request and issues request form	None	5 minutes	MAO Personnel
2.Goes to the Office of the Municipal Mayor for approval of request	2.Approves the request	None	1 day	Municipal Mayor
3.Returns the signed request form to the Office of the Municipal Agriculturist and claim the requested seedlings.	3.Receives the signed request form and releases seedlings to the client	None	30 minutes	MAO Personnel
END OF TRANSACTION				
TOTAL			1 day & 35 mins	

**Under normal circumstances, the average duration of transaction is one (1) day and thirty five (35) minutes.*





6. Service Name: ISSUANCE OF MENRO CERTIFICATION				
Description of the Service: Provision of Certification of No Objection on the cutting of deregulated trees, cutting of trees for charcoal making and firewood, and transport of wood products from Non-Timberland Areas				
Office/Division:	Municipal Agriculture Office (Municipal Environment and Natural Resources Office)			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For MENRO Certification of No Objection to Cutting of Trees Barangay Certification of No Objection Land Title Special Power of Attorney (if owner is not the requesting party)		Barangay where the tree is located Owner/Applicant Lawyer		
For MENRO Certification of No Objection to Cutting of Trees for Charcoal Making and Firewood Barangay Certification of No Objection Land Title Special Power of Attorney (if owner is not the requesting party) Certificate of Tree Plantation		Barangay where the tree is located Owner/Applicant Lawyer Barangay where the owner/applicant resides		
For MENRO Certification of No Objection to Cutting of Deregulated Trees from Non-Timberland Areas Barangay Certification of No Objection Land Title Special Power of Attorney (if owner is not the requesting party) Tally Sheet of Wood Flitches for Transport		Barangay where the tree is located Owner/Applicant Lawyer Owner/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Agriculture-MENR Office and submits documentary requirements	1.Checks the completeness, validates the documents submitted and issues order of payment.	None	10 minutes	MENRO
2. Proceeds to the Municipal Treasurer's Office, presents order of payment and pays corresponding fees.	2. Receives payment and issues official receipt	Php 50.00- Certification Fee Php 50.00- Transport Fee Php5.00 per sack for charcoal Php0.50 per bundle for firewood	30 minutes	Revenue Collection Clerk/ MTO Staff
3. Returns to the Municipal Agriculture-MENR Office, presents the official receipt, and waits for the issuance of Certification	3. Receives the official receipt, prepares and signs the certification and releases the same to the client.	None	10 minutes	MENRO
END OF TRANSACTION				
TOTAL			50 minutes	

*Under normal circumstances, the average duration of transaction is fifty (50) minutes.





Office of the
MUNICIPAL PLANNING & DEV'T OFFICER

External Services





1. Service Name: ISSUANCE OF LOCATIONAL CLEARANCE AND ZONING CERTIFICATION				
Description of the Service: The Locational Clearance is issued as a pre-requisite for the issuance of Building Permit while the Zoning Certification is authorizing buildings, structures, or uses consistent with the terms and for the purpose of enforcing the provisions of the Zoning Ordinance.				
Office/Division:	Municipal Planning & Development Office (Zoning Officer)			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Businesses G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly signed Building Plan Vicinity Map clearly indicated Site Development Plan indicated			Architect/ Civil Engineer	
Cost Estimates of the Project			Architect/ Civil Engineer	
Specifications			Architect/ Civil Engineer	
Structural Analysis for 2 or more storey-building			Architect/ Civil Engineer	
CLT/ Tax Declaration of Lot			Office of the Municipal Assessor	
Lot Plan/ Sketch Plan			Office of the Municipal Assessor	
Deed of Ownership/ Sale/ Consent			Applicant	
Tax Clearance of Lot			Office of the Municipal Assessor	
Authorization (if applicable)			Applicant	
CTC/ Valid Identification card			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the MPDC (Zoning Officer) and submits all documentary requirements	1. Checks the completeness of submitted documents, assesses fees and issues order of payment	None	15 minutes	Zoning Officer
2. Proceeds to the Municipal Treasurer's Office and pays corresponding fees	2. Receives payment and issues official receipt	Locational Clearance Residential: Php100.00 + 1/10 of 1% of excess of 100,000.00 project cost Institutional: Php400.00 + 1/10 of 1% of excess of 100,000.00 project cost Commercial: Php1,000.00 + 1/10 of 1% of excess of 100,000.00 project cost Zoning Certification- Php250.00	15 minutes	Revenue Collection Clerk/ MTO Staff
3.1. Returns to the Office of the MPDC (Zoning Officer) and presents official receipt	3.1. Prepares the Locational Clearance for Notarization	None	20 minutes	Zoning Officer
3.2. Goes to a Notary Public for the Notarization of the Locational Clearance	3.2. Prepares the Zoning Certificate and submit to the LCE for notation		20 minutes	Zoning Officer
4. Returns the duly notarized Locational Clearance to the Office of the MPDC (Zoning Officer) and waits for the release of the same and the Zoning Certificate	4. Records the transaction and releases the Locational Clearance and Zoning Certification to the client	None	30 minutes	Zoning Officer
END OF TRANSACTION				
TOTAL			1 hour & 40 mins	

*Under normal circumstances, the average duration of transaction is one (1) hour and forty (40) minutes.





Office of the
**MUNICIPAL VICE MAYOR/ SANGGUNIANG
BAYAN**

External Services





1. Service Name: CIVIL SOCIETY ORGANIZATION RECOGNITION AND ACCREDITATION				
Description of the Service: Recognition and Accreditation and membership in the Local Special Bodies of all community-based People's and Non-Governmental Organizations including business and professional groups and other aggregation.				
Office/Division:	Office of the Vice Mayor and Sangguniang Bayan			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C- Government to Citizens G2B- Government to Businesses			
Who may avail:	Civil Society Organizations, Non-Government Organizations and People's Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Client Organization		
Duly Accomplished Application Form for Accreditation		Office of the Sangguniang Bayan		
Board Resolution		Client Organization		
Certificate of Registration		SEC/ BIR/ DOLE or any other government agency		
List of Current Officers and Members		Client Organization		
Original Sworn Statement		Client Organization		
Preceding Year's Annual Accomplishment Report (For existing CSOs only)		Client Organization		
Preceding Year's Financial Statement (For Existing CSOs only)		Client Organization		
Profile indicating the purposes and objectives of the organization		Client Organization		
Copy of the minutes of Preceding Year's Annual Meeting (For existing CSOs only)		Client Organization		
For CSOs applying to be members of the Local School or Health Board (Photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in the health or education sector)		Client Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the Sangguniang Bayan and submits application with all required documents	1.Receives application and verifies the completeness submitted documents.	None	15 minutes	SB Secretariat
2.Waits for the legislative action of the Sanggunian	2.1. The SB Secretary will include the application in the agenda of the next session. 2.2. The application is referred to the Sanggunian thru the concerned committee for Legislative action. 2.3. Committee on Civil Society Organization renders findings thru a Committee Report and proposes a resolution for recognition or accreditation of CSO/NGO 2.4. Informs the client on the findings of the SB 2.5. Prepares the Certificate or Resolution of Accreditation/ Recognition.	None	Maximum of 45 days (depending on the schedule of session and approval of the SB) and may be extended for 20 days whenever necessary	Sangguniang Bayan SB Secretariat
3. Returns to the Office of the Sangguniang Bayan after 45 days or upon notice (whichever is earlier) and claims the Certificate or Resolution of Accreditation/ Recognition.	3. Releases the Certificate or Resolution of Accreditation/ Recognition to the client	None	10 minutes	SB Secretariat
END OF TRANSACTION				
TOTAL			45 days & 25 mins	

*Under normal circumstances, the average duration of transaction is forty five (45) days and twenty five (25) minutes.





2. Service Name: REVIEW OF BARANGAY ORDINANCES AND RESOLUTIONS				
Description of the Service: This is in pursuance to R.A. 7160, Title V, Chapter III, Article II, Section 333 wherein the Sanggunian have the power to review Barangay Appropriation Ordinances in order to ensure that provisions of this title are complied with.				
Office/Division:	Office of the Vice Mayor and Sangguniang Bayan			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Councils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Barangay Ordinance or Resolution Supporting Documents		Client Barangay Client Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Goes to the Office of the Sangguniang Bayan and submits transmittal letter, barangay ordinance/ resolution together with supporting documents	1. Checks the completeness and receives the submitted documents.	None	50 minutes	SBO Staff
2. Waits for the Legislative Action of the Sanggunian	2.1. The SB Secretary will include the application in the agenda of the next session.	None	Maximum of 45 days (depending on the schedule of session and approval of the SB) and may be extended for 20 days whenever necessary	SB Secretary
	2.2. The Barangay Ordinance or Resolution is referred to the Sanggunian thru the concerned committee for Legislative action. 2.3. Committee concerned renders findings thru a Committee Report and proposes a resolution declaring the validity and operability of the Barangay Ordinance reviewed. 2.4. Informs the barangay concerned on the findings of the Sanggunian 2.5. Prepares the resolution declaring the validity and operability of the barangay ordinance/ resolution			Sangguniang Bayan SBO Staff
3. Returns to the Office of the Sangguniang Bayan after 45 days or upon notice (whichever is earlier) and claims copy of SB resolution	3. Furnishes the client barangay of the SB resolution	None	10 minutes	SBO Staff
END OF TRANSACTION				
TOTAL			45 days and 1 hour	

*Under normal circumstances, the average duration of transaction is forty five (45) days and one (1) hour.





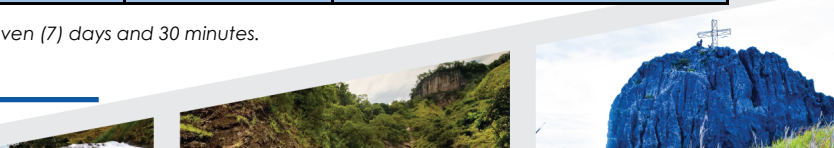
3. Service Name: ISSUANCE OF CERTIFIED TRANSCRIPTION/MACHINE COPY OF SANGGUNIANG BAYAN DOCUMENTS				
Description of the Service: Certifications/Machine Copies of Sangguniang Bayan documents are issued to requesting party/ies for whatever legal purpose/s it may serve.				
Office/Division:	Office of the Vice Mayor and Sangguniang Bayan			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2B - Government to Businesses G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request with the following details: (Name, Address, Number of copies, and Purpose)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the Sangguniang Bayan and submits letter of request	1. Receives letter of request, issues order of payment and searches for the availability of requested document/s.	None	30 minutes	SB Secretariat
2. Receives the order of payment and pays the corresponding fees at the Municipal Treasurer's Office.	2. Receives payment and issues official receipt	Php50.00	15 minutes	Revenue Collection Clerk
3. Returns to the SB of-fice, presents official receipt and waits for the release of requested documents.	3. Prepares documents for signature of SB Secretary and releases document/s to the client.	None	30 minutes	SB Secretariat
END OF TRANSACTION				
TOTAL		Php50.00	1 hour & 15 mins	

**Under normal circumstances, the average duration of transaction is one (1) hour and fifteen (15) minutes.*





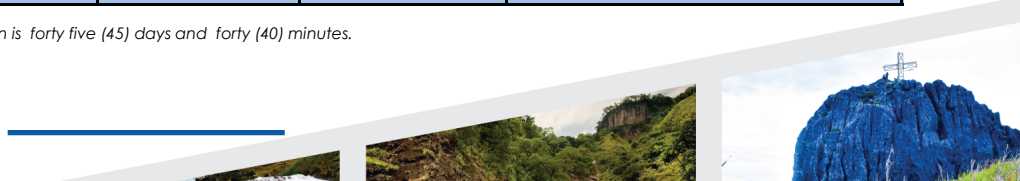
4. Service Name: ISSUANCE OF MUNICIPAL TRICYCLE FRANCHISING AND REGULATORY BOARD CERTIFICATION				
Description of the Service: Issuance of MTRFB Certification is a pre-requisite for granting of franchise to tricycles for hire operating or intending to operate within the territorial jurisdiction of the Municipality of Igaras				
Office/Division:	Office of the Vice Mayor and Sangguniang Bayan			
Classification:	Complex Transaction			
Type of Transaction:	G2B- Government to Businesses			
Who may avail:	Tricycle Operators in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the Official Receipt (OR) & Certificate of Registration (CR) issued in the name of the applicant		Land Transportation Office		
Photocopy of Insurance issued in the name of the applicant		Any Insurance Company		
Photocopy of the Professional Driver's License (Driver/Operator)		Land Transportation Office		
Recently taken colored close-up photographs of the tricycle unit showing its front, rear, left and right views (for new applicants)		Client/Owner		
Barangay Certification		Barangay where the applicant resides		
Barangay Clearance		Barangay where the applicant resides		
Police Clearance		Igaras PNP Station		
Certificate of Inspection		Igaras PNP Station		
Endorsement		Tricycle Association (IPTODA Office)		
Mayors Certification		Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the Sangguniang Bayan and submits all required documents	1. Reviews and checks the completeness of submitted documents	None	15 minutes	SBO Staff
2. Presents tricycle unit for inspection	2. Conducts Safety Inspection (schedule of MTRFB Safety Inspection every Thursday)	None	7 days (depending on the availability of inspection authority)	MTRFB Representative
3. Returns to the Office of the SB after 1 week or upon notice (whichever is earlier) and claims the MTRFB Certification	3. Prepares the MTRFB Certification and releases the same to the client	None	15 minutes	SBO Staff
END OF TRANSACTION				
TOTAL			7 days & 30 mins	





5. Service Name: ISSUANCE OF TRICYCLE FRANCHISE				
Description of the Service: Issuance of franchise to tricycles for hire operating or intending to operate within the territorial jurisdiction of the Municipality of Igaras				
Office/Division:	Office of the Vice Mayor and Sangguniang Bayan			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B- Government to Businesses			
Who may avail:	Tricycle Operators in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the Official Receipt (OR) & Certificate of Registration (CR) issued in the name of the applicant		Land Transportation Office		
Photocopy of Insurance issued in the name of the applicant		Any Insurance Company		
Photocopy of the Professional Driver's License (Driver/ Operator)		Land Transportation Office		
Recently taken colored close-up photographs of the tricycle unit showing its front, rear, left and right views		Client/Owner		
Barangay Certification		Barangay where the applicant resides		
Barangay Clearance		Barangay where the applicant resides		
Police Clearance		Igaras PNP Station		
Certificate of Inspection		Igaras PNP Station		
Endorsement		Tricycle Association (IFTODA Office)		
Mayor's Certification		Office of the Mayor		
MTFRB Certification		Office of the Sangguniang Bayan		
Official Receipt (Franchise Fee)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the Sangguniang Bayan and submits all required documents	1. Receives and reviews the application for franchise and endorses the same to the Sanggunian	None	30 minutes	SBO Staff
2. Waits for the Legislative Action of the Sanggunian	2.1. The SB Secretary will include the application for franchise in the agenda of the next session 2.2. The application is referred to the Sanggunian thru the concerned committee for Legislative action. 2.3. Committee on Transportation renders findings thru a Committee Report and proposes a resolution granting franchise. 2.4. Prepares SB resolution and franchise and notifies the applicant of the SB's findings	None	Maximum of 45 days (depending on the schedule of session and approval of the SB) and may be extended for 20 days whenever necessary	SB Secretary Sangguniang Bayan SBO Staff
3. Returns to the Office of the Sangguniang Bayan after 45 days or upon notice (whichever is earlier) and claims copy of SB resolution and franchise	3. Furnishes a copy of resolution and franchise to the client.	None	10 minutes	SBO Staff
END OF TRANSACTION				
TOTAL			45 days & 40 mins	

*Under normal circumstances, the average duration of transaction is forty five (45) days and forty (40) minutes.





6. Service Name: SIMPLE SUBDIVISION APPROVAL				
Description of the Service: Application for Simple Subdivision Project in accordance with PD 957 as amended by EO No. 90 dated December 1986 and Municipal Ordinance No. 67 dated September 23, 2002				
Office/Division:	Office of the Vice Mayor and Sangguniang Bayan			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Applicant		
Two (2) sets of Site Development (Schematic Plan) showing the proposed layout- duly signed and sealed		Licensed Architect/Engineer		
Two (2) sets of Vicinity Map (duly signed and sealed)		Licensed Architect/Engineer		
One (1) Certified True Copy of Title and Tax Declarations		Office of the Municipal Assessor		
Certification as to Zoning Compliance		Office of the Municipal Planning and Development Coordinator		
Tax Clearance		Office of the Municipal Treasurer		
Purpose/Intent		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the SB Office and submits documents for application	1. Checks the completeness and receives the submitted documents.	None	50 minutes	SBO Staff
2. Waits for the Legislative Action of the Sanggunian	2.1. The SB Secretary will include the application in the agenda of the next session. 2.2. The application is referred to the Sanggunian thru the concerned committee for Legislative action. 2.3. Committee on Urban Development, Housing, Land Utilization & Zoning renders findings thru a Committee Report and proposes a resolution approving subdivision approval 2.4. Notifies the applicant of the result of the legislative action and prepares certification and SB resolution approving subdivision	None	Maximum of 45 days (depending on the schedule of session and approval of the SB) and may be extended for 20 days whenever necessary	SB Secretary Sangguniang Bayan
3. Returns to the Office of the Sangguniang Bayan after 45 days or upon notice (whichever is earlier) and claims copy of certification and SB resolution approving subdivision.	1. Furnishes a copy of certification and SB resolution approving subdivision to the client	None	10 minutes	Sangguniang Bayan
END OF TRANSACTION				
TOTAL			45 days & 1 hour	

*Under normal circumstances, the average duration of transaction is forty five (45) days and one (1) hour.





Office of the
MUNICIPAL HEALTH OFFICE

External Services





1. Service Name: OUT-PATIENT CONSULTATION				
Description of the Service: Provision of free quality medical consultation and advice for everyone				
Office/Division:	Municipal Health Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the information desk and waits to be called	1.Triaging and prioritization of patients	None	5 mins	RHM on duty
2. Submits self for admission	2.1. Takes initial history and vital signs of patients 2.2. Encodes data into CHITS for creation or retrieval of patient records	None	10 mins	RHM on duty
3.Waits in queue and submits self for consultation (when name is called)	3.1. Takes history and conducts physical examination 3.2.Issues prescription and/or laboratory request	None	15 mins	Medical Doctor/ Dentist
4.Gets prescription medicines	4. Checks availability of medicines and releases the same to the patient	None	5 mins	MHO Personnel
END OF TRANSACTION				
TOTAL			35 minutes	

**Under normal circumstances, the average duration of transaction is thirty five (35) minutes.*





2. Service Name: ISSUANCE OF MEDICAL CERTIFICATE				
Description of the Service: Medical certificate is issued to requesting party for whatever legal purpose/s it may serve.				
Office/Division:	Municipal Health Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Consultation with Rural Health Physician or MHO			Municipal Health Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After undergoing the consultation process, informs the MHO/RHP of the request for Medical Certificate	1. Issues order of payment	None	5 mins	MHO
2. Receives the order of payment and pays corresponding fees at the Municipal Treasurer's Office	2. Receives payment and issues official receipt	Php50.00 for Medical Certificate	30 mins	Revenue Collection Clerk/ MTO Staff
3. Returns to the Municipal Health Office and presents Official Receipt	3. Prepares and signs the medical certificate	None	20 mins	Medical Doctor
4. Waits and claims the Medical Certificate	4. Releases the Medical Certificate to the client	None	5 mins	MHO Personnel
END OF TRANSACTION				
TOTAL		Php50.00	1 hour	

*Under normal circumstances, the average duration of transaction is one (1) hour.





3. Service Name: **ISSUANCE OF CERTIFICATION OF DISABILITY**

Description of the Service: **Certification of Disability is issued to Persons with Disabilities as a basic document in order to avail any facilities, benefits or concessions.**

Office/Division:	Municipal Health Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical records (for those with history of hospital admission or consult with a specialist)		Concerned hospital or medical specialist		
Old PWD ID (if for renewal)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After undergoing the consultation process, informs the MHO of the request for Certification of Disability	1.1. Receives and scrutinizes the submitted documents 1.2. Prepares and signs the Certification of Disability	None	30 mins	MHO
2. Waits and claims the Certification of Disability	2. Releases Certification of Disability to the client	None	5 mins	MHO Personnel
END OF TRANSACTION				
TOTAL			35 minutes	

*Under normal circumstances, the average duration of transaction is thirty five (35) minutes.





4. Service Name: ISSUANCE OF DEATH CERTIFICATE				
Description of the Service: Death Certification is issued for governmental agencies to compile vital statistics, used as official documentation of deaths and the causes of deaths.				
Office/Division:	Municipal Health Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Family Members/ Folks of a Deceased Person			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Certification			Barangay where the deceased resided	
Death Certification Form			Municipal Civil Registry Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Municipal Health Office, registers in the logbook and informs the MHO Personnel of the request	1. Attends to client and refers the matter to the Medical Doctor	None	5 mins	MHO Personnel
2. Submits documentary requirements and presents self for interview	2.1. Receives, and checks documents and interviews the client 2.2. Signs the Death Certification Form and releases the same to the client	None	30 mins	Medical Doctor
END OF TRANSACTION				
TOTAL			35 minutes	

**Under normal circumstances, the average duration of transaction is thirty five (35) minutes.*





5. Service Name: **SANITARY PERMIT AND HEALTH CERTIFICATE ISSUANCE AND RENEWAL**

Description of the Service: **Issuance of sanitary permits to business establishments for business permit renewal and health certificates for food handlers and for the operation of food establishments.**

Office/Division:	Municipal Health Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Businesses			
Who may avail:	Business Owners, Food Handlers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Business Processes & Licensing Office		
Barangay Certification		Barangay where the Business is Located		
Laboratory Results Fecalysis Result Sputum AFB Result HbsAg result (for food handlers)		Laboratory Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Municipal Health Office, registers in the logbook and submits documentary requirements	1. Checks and verifies submitted documents and issues order of payment	None	5 mins	Sanitation Inspector
2. Receives the order of payment and pays corresponding fees at the Municipal Treasurer's Office	2. Receives payment and issues official receipt		30 minutes	Revenue Collection Clerk
3. Returns to the MHO and undergoes interview and physical examination (if health certificate is needed)	3.1. Conducts interview and physical examination 3.2. Issues health certificate	None	15 minutes	Physician or MHO
4. Waits and claims the Sanitary Permit	4. Prepares the Sanitary Permit, have the MHO sign the same and releases to the client	None	10 minutes	Sanitation Inspector
END OF TRANSACTION				
TOTAL			60 minutes	

*Under normal circumstances, the average duration of transaction is one (1) hour.





6. Service Name: LABORATORY EXAMINATION				
Description of the Service: Provision of quality and reasonably priced laboratory services				
Office/Division:	Municipal Health Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Municipal Health Office, registers in the logbook and submits laboratory request	1. Validates laboratory request and issues order of payment	None	5 mins	MHO Laboratory Personnel
2. Receives order of payment and pays corresponding fees at the Municipal Treasurer's Office	2. Receives payment and issues official receipt	Depends on the request	30 minutes	Revenue Collection Clerk
3. Returns to the MHO and submits specimen	3.1. Validates Official Receipt 3.2. Collects specimen and/or assesses for viability	None	10 minutes	MHO Laboratory Personnel
4. Waits for running labs	4. Laboratory processing	None	180 mins (maximum)	MHO Laboratory Personnel
5. Claims the Laboratory Results	5. Logs the transaction and releases the laboratory results to the client	None	5 minutes	MHO Laboratory Personnel
END OF TRANSACTION				
TOTAL			230 minutes	

**Under normal circumstances, the average duration of transaction is three (3) hours and fifty (50) minutes.*





Office of the **MUNICIPAL MAYOR**

External Services





1. Service Name: ISSUANCE OF MAYOR'S CERTIFICATION				
Description of the Service: The Mayor's certification is issued to individuals needing this document to affirm validity of information for purposes of employment, identification and others.				
Office/Division:	Office of the Municipal Mayor			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance			Barangay where the client resides	
Police Clearance			Igaras PNP Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Mayor and submits copy of the Barangay and Police Clearances	1.Receives and verifies the submitted documents and issues payment slip	None	5 minutes	Mayor's Office Staff
2.Goes to the Office of the Municipal Treasurer, presents payment slips and pays corresponding fees	2. Receives payments and issues Official Receipt	Php50.00	10 minutes	Revenue Collection Clerk
3.Returns to the Office of the Mayor and submits Official Receipt	3.1.Prepare the certification 3.2.Mayor signs the certification	None	10 minutes	Mayor/Mayor's Office Staff
4.Receives the Mayor's Certification and signs in the logbook	2.Releases the document to the client	None	5 minutes	Mayor's Office Staff
END OF TRANSACTION				
TOTAL			30 minutes	

*Under normal circumstances, the average duration of transaction is thirty (30) minutes.





2. Service Name: **ISSUANCE OF AFFIDAVITS**

Description of the Service: **Affidavits are issued to individuals needing the document for whatever legal purpose/s it may serve.**

Office/Division: Office of the Municipal Mayor

Classification: Simple Transaction

Type of Transaction: G2C- Government to Citizen

Who may avail: All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Mayor, requests for Affidavit and provides CTC Number	1.Facilitates the client's request, gather necessary information and issues payment slip	None	5 minutes	Mayor's Office Staff
2.Goes to the Office of the Municipal Treasurer, presents payment slip and pays corresponding fees	2.Receives payment and issues Official Receipt	Php50.00	10 minutes	Revenue Collection Clerk
3.Returns to the Office of the Municipal Mayor and submits Official Receipt	3.1. Prepares the Affidavit 3.2.The Mayor signs the Affidavit	None	10 minutes	Mayor/Mayor's Office Staff
2.Receives the Affidavit and signs in the logbook	2.Releases the document to the client	None	5 minutes	Mayor's Office Staff
END OF TRANSACTION				
TOTAL			30 minutes	

**Under normal circumstances, the average duration of transaction is thirty (30) minutes.*





Office of the
MUNICIPAL MAYOR

BUSINESS PERMITS & LICENSING UNIT

External Services





1. Service Name: ISSUANCE OF NEW/RENEWAL OF BUSINESS PERMITS				
Description of the Service: Business Permits are issued to business owners who are operating or intending to operate within the territorial jurisdiction of the Municipality of Igaras.				
Office/Division:	Office of the Municipal Mayor-Business Permit and Licensing Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification (Business) Barangay Clearance Tree Planting Certificate Photocopy of Community Tax Certificate (Cedula) Sanitary Permit Certificate of Annual Inspection Fire Safety Inspection Certificate Duly Accomplished Application Form		Barangay where the business is located Barangay where the owner resides Barangay where the owner resides Office of the Municipal Treasurer/Barangay Treasurer where the owner resides Municipal Health Office Office of the Municipal Engineer Bureau of Fire Protection stationed in the municipality Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Office of the Municipal Mayor-Business Permit and Licensing Unit and submits duly accomplished application form together with required documents for evaluation	1. Evaluates submitted documents, encodes data in the Business Process Licensing System, generate assessment of fees and issues payment slip	None	30 minutes	BPLO Staff
2. Pays the corresponding fees at the Office of the Municipal Treasurer	2. Receives payment and issues official receipt	Based on Line of Business Gross Sales of the previous year (for renewal)	15 minutes	Revenue Collection Clerk
3. Presents Official Receipt and Fire Safety Inspection Certificate to the BLPO for issuance of business permit	3. Prepares and releases the Business Permit to the client	None	15 minutes	BPLO Staff
END OF TRANSACTION				
TOTAL			60 minutes	

*Under normal circumstances, the average duration of transaction is one (1) hour.





2. Service Name: ISSUANCE OF CERTIFICATE OF NO BUSINESS				
Description of the Service: The Certificate of No Business is issued to individuals who have not applied for or operated any kind of business in the Municipality of Igaras.				
Office/Division:	Office of the Municipal Mayor-Business Permit and Licensing Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Office of the Municipal Mayor-Business Permit and Licensing Unit and requests for the issuance of Certificate of No Business	1.Collects information needed from the client, verify records of business' non-existence, and issues order of payment	None	15 minutes	BPLO Staff
2. Pays the corresponding fees at the Office of the Municipal Treasurer	2. 1. Receives payment and issues official receipt 2.2. Prepares the Certificate of No Business 2.3.The Municipal Treasurer signs the certificate and forwards the same to the BPLO	Php 75.00	20 minutes	Revenue Collection Clerk MTO Staff Municipal Treasurer
3. Returns to the BPLO, presents the official receipt and waits for the release of certificate	3.Releases the certificate to the client	None	10 minutes	BPLO Staff
END OF TRANSACTION				
TOTAL		Php75.00	45 minutes	

**Under normal circumstances, the average duration of transaction is forty five (45) minutes.*





Office of the
MUNICIPAL MAYOR

TOURISM UNIT

External Services





1. Service Name: **TOURISTS/VISITORS REGISTRATION**

Description of the Service: **Tourism registration is required to all local and/or foreign tourists who are visiting tourism spots/areas in Igaras.**

Office/Division:	Municipal Tourism Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Tourists/Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card– 1 Original		Client/Tourist/Visitor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Goes to the Municipal Tourism Office, presents Valid ID and fills up registration form and waiver	1.Checks valid ID and collects duly accomplished registration form and waiver	None	10 minutes	Municipal Tourism Office Staff
2.Goes to the Office of the Municipal Treasurer and pays environmental fee	2. Receives payment and issues official receipt	Php 25.00	10 minutes	Revenue Collection Clerk/ MTO Staff
3. Presents official receipt to the Municipal Tourism Office	3. Conducts Pre-departure orientation to the tourists/visitors	None	10 minutes	Tourism Officer/Authorized person
END OF TRANSACTION				
TOTAL		Php 25.00	30 minutes	

**Under normal circumstances, the average duration of transaction is thirty (30) minutes.*



Feedback & Complaints Mechanism

Aside from the complaints mechanism of the ARTA, PCC, and CSC, all government agencies are mandated to establish their own feedback and complaints mechanisms to ensure that the citizens availing their services are heard and to enable the agency to continuously improve their services; provided that their established mechanisms are transparent and provides for accountability in their investigations and actions (ARTA MC No. 2019-002).

To ensure the proper coordination and faithful compliance to the pledge of commitment among the various offices in the frontline services is achieved, and to guarantee the effective implementation of the Municipality of Igaras Citizen's Charter, this Feedback and Complaints Mechanism is created to receive complaints, grievances and suggestions to improve this Charter. Public Assistance and Complaints Desk and Suggestion Boxes with feedback forms at the lobby of every building facility/ office of the Municipal Government are to be provided.






Feedback & Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at designated drop box in the Complaints and Assistance Desk</p> <p>Contact info: (033) 331-08-20 or social media account facebook.com/Iguigbaras</p>
How feedbacks are processed	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (033) 331-08-20 or social media account facebook.com/Iguigbaras</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in the Complaints and Assistance Desk.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence <p>For inquiries and follow-up, clients may contact the following telephone number: (033) 331-08-20 or social media account facebook.com/Iguigbaras</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (033) 331-08-20 or social media account facebook.com/Iguigbaras</p>
Contact Information of CCB, PCC, ARTA	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> • 8888—President Complaints Center • 0908-8816565—CSC Contact Center ng Bayan • 478-5093—Anti-Red Tape Authority





Feedback & Complaints


 Republic of the Philippines
 Province of Iloilo
Municipality of Igaras

Form No. 1 - COMMENDATION (*PAGDAYAW*)

Date (*Petsa*): _____

Name (*Pangaran*): _____

Address (*Lugar*): _____

Contact No.: _____

Email Address: _____


Name of person being commended:
(Ngalan sang taho nga ginadayaw)

Position/Office:
(Posisyun/Opisina)

Reason for Commendation:
(Rason sa Pagdayaw)

Signature (*Pirma*)

*All information provided in this form shall be treated with utmost confidentiality.
 *Amon mapasalig ang seguridad sang mga detalye kag impormasyon nga ginutang nga mapabilin nga confidential.


 Republic of the Philippines
 Province of Iloilo
Municipality of Igaras

Form No. 2 - SUGGESTION (*SUHESTYON*)

Date (*Petsa*): _____

Name (*Pangaran*): _____

Address (*Lugar*): _____

Contact No.: _____


Email Address: _____

Office/*(Opisina)*: _____

Recommendation/Suggestion:
(Mga Suhestyon)

Signature (*Pirma*)

*All information provided in this form shall be treated with utmost confidentiality.
 *Amon mapasalig ang seguridad sang mga detalye kag impormasyon nga ginutang nga mapabilin nga confidential.


 Republic of the Philippines
 Province of Iloilo
Municipality of Igaras

Form No. 3 - COMPLAINT (*REKLAMO*)

Date (*Petsa*): _____

Name (*Pangaran*): _____

Address (*Lugar*): _____

Contact No.: _____

Email Address: _____

Name of person to Complain:
(Ngaran kang ginareklamo)

Position/Office:
(Posisyun/Opisina)

Facts or details of Complaint
(Detalye sang reklamo)

Recommendation/Suggestion(s)/Desired Action
Rekomendasyon/Suhestyon/Gusto matabo:

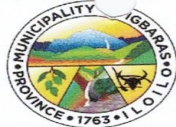
Signature (*Pirma*)

*All information provided in this form shall be treated with utmost confidentiality.
 *Amon mapasalig ang seguridad sang mga detalye kag impormasyon nga ginutang nga mapabilin nga confidential.

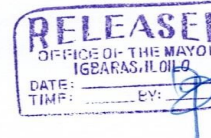




Executive Order Adopting Citizens Charter



Republic of the Philippines
Province of Iloilo
Municipality of Igaras
Office of the Municipal Mayor



EXECUTIVE ORDER NO. 06-019
Series of 2023

AN EXECUTIVE ORDER ADOPTING THE REVISED CITIZEN'S CHARTER OF THE MUNICIPAL GOVERNMENT OF IGARAS, PROVINCE OF ILOILO IMPLEMENTING REPUBLIC ACT NO. 11032 OR THE "EASE OF DOING BUSINESS AND AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018"

WHEREAS, Article II, Section 27 of the Philippine Constitution provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption;

WHEREAS, Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted on June 2, 2007 to eliminate red tape and to simplify frontline service procedures, formulate service standards to observe in every transaction, and make known these standards to the client;

WHEREAS, Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 which amended Republic Act 9485 (Anti-Red Tape Act of 2007) aims to streamline the current systems and procedures of government services;

WHEREAS, the Citizen's Charter is an official document, a service standard, or a pledge that communicates information on the services provided by the government to its citizens which describes in detail the comprehensive and uniform checklist of requirements for each type of application or request; procedure to obtain a particular service; person/s responsible for each step; maximum time to conclude the process; document/s to be presented by the applicant or requesting party, if necessary; amount of fees, and procedure for filing complaints;

WHEREAS, this Municipal Government is mandated to revise its Citizen's Charter that shall contain government services that offices offer to ensure the efficient, transparent, and accountable delivery of government service. It shall serve as a reference manual for the community to be appraised of the duties and responsibilities of public officials and employees at the processes involved in availing the services due to them;

NOW, THEREFORE, I, VICENTE E. ESCORPION, JR., Municipal Mayor of Igaras, Iloilo by virtue of the powers vested in me by law, do hereby order the adoption and implementation of the Revised Citizen's Charter of the Municipality of Igaras, Province of Iloilo.

EFFECTIVITY. This Order shall take effect immediately and shall supersede, amend, and/or revoke previous Orders that are inconsistent herewith and shall remain in full force and effect until revoked.

DONE, this of 16th day of June, 2023 at the Municipality of Igaras, Iloilo, Philippines.


VICENTE E. ESCORPION, JR.
Municipal Mayor

- Copy furnished:
- Office of the Governor, Province of Iloilo
 - Office of the Sangguniang Bayan, this Municipality
 - All concerned
 - File

H:\MGO IGARAS\OFFICE WORKS\Executive Order\EO_06-019 re CITCHA Adoption 2023.docx