



**LOCAL GOVERNMENT UNIT
OF
MORONG, RIZAL**

CITIZEN'S CHARTER

2020 (1ST Edition)



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I. Mandate:

To serve people promptly and efficiently with utmost courtesy.

II. Vision:

An investor friendly municipality with efficient Business One Stop Shop (BOSS) reachable worldwide.

III. Mission:

To be of service to the people regardless of age, nationality and sex in a timely manner.

IV. Service Pledge:

1. To value citizenry with quality service;
2. To value every citizen's complaints, comments and suggestions; and
3. To provide basic services expected of a good government.



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ASSESSOR'S OFFICE



SERVICE NAME: **ISSUANCE OF CERTIFICATION OR CERTIFIED COPY OF TAX DECLARATION**

SERVICE INFORMATION: Issue certified copies of assessment records and all other records relative to its assessment upon request of property owner or his authorized representative.

Office or Division:		Assessor's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Property owner or his authorized representative		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID of property owners or his/her authorized representative			Property Owner	
Special Power of Attorney or Authorization of Representative in the absence of the property owners			Property Owner	
Payment of Service Fees or charges			Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and Fill up the request form	Provide request form to the client	None	1 minute	Office of the day (Assessor Staff)
	Receive request form and provide order of payment		2 minutes	Assessor Staff
Proceed to the Municipal Treasurer's Office for payment		130.00	5 minutes	
Present Official Receipt (OR) to the Municipal Assessor's Office	Check the official receipt for appropriate payments and print certification	None	5 minutes	Assessment Clerk
	Validate/check documents from records		5 minutes	Assessment Clerk
	Signs documents		2 minutes	Authorized signatory



Received requested documents/certification and sign logbook of receipt	Release certified copy of certification or certified copy of tax declaration	None	3 minutes	Assessment Clerk
END OF TRANSACTION				

SERVICE NAME: **ISSUANCE OF TAX DECLARATION FOR TRANSFER OF OWNERSHIP**

SERVICE INFORMATION: A new tax declaration is issued when there is a transfer of Ownership.

Office or Division:	Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property owner or his authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified photocopy of Title (for titled properties)		Registry of Deeds		
Certified photocopy of Deed of Sale, Deed of Donation, Extrajudicial Settlement of Estate etc.		Registry of Deeds		
BIR Clearance, or Certificate Authorizing Registration (CAR)		BIR		
Approve Plan /Subdivision Plan				
Photocopy of Transfer Tax receipt		Treasurer's Office		
Real Property Tax Clearance/ Latest Tax Receipt		Treasurer's Office		
Fees for service charge or processing fee		Treasurer's Office		
Letter of request		Applicant		
Sworn Statement		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip	Provide request form to the client	None	1 minute	Officer of the day (Assessor Staff)
Submits the request and necessary requirements	Receive request form and check the completeness of		10 minutes	Assessor Staff



	<p>requirements</p> <p>Provide order of payment</p> <p>Prepare Field Appraisal and Assessment Sheet (FAAS), Tax Declaration</p> <p>Check, Sign and Approve</p>		30 minutes	<p>LAOO</p> <p>Municipal Assessor</p>
1. Proceed to the Municipal Treasurer's Office for payment		130.00	5 minutes	
2. Present official receipt (OR) to the Municipal Assessor's Office	<p>Check the official receipt for appropriate payments</p> <p>Record Tax Assessment & Stamps FAAS, Tax Declaration and other supporting documents</p>		<p>5 minutes</p> <p>10 minutes</p>	<p>Assessment Clerk</p> <p>LAOO</p>
3. Receive the approved owner's copy of tax declaration and sign the logbook	Release Owner's copy of Tax Declaration		2 minutes	Assessment Clerk
END OF TRANSACTION				



SERVICE NAME: Issuance of Tax Declaration for Newly Discovered Real Property (Land) and Newly Constructed Building and Machineries

SERVICE INFORMATION: All real property shall be assessed and appraised for taxation purposes.

Office or Division:	Assessor's Office			
Classification:	Simple to Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property owner or his authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For Land:</p> <ul style="list-style-type: none"> • Affidavit of Ownership / possession / occupancy • Affidavit of 2 Adjoining Lot Owners • Certification from Barangay Captain • Certification from DENR / Bureau of Forestry / Bureau of Land that the land falls within Alienable and Disposable Area • Land Registration Authority (LRA) Certificate / Clearance • Picture of the Subject Property • Certified Photocopy of Title (If titled) • Sworn Statement <p>For Building:</p> <ul style="list-style-type: none"> • Building Permit • Certificate of Occupancy • Building Plan • Authorization Letter from Land Owner • Sworn Statement <p>For Machinery:</p> <ul style="list-style-type: none"> • Letter of request • Book Value • Sworn Statement 		<p>DENR / Bureau of Land</p> <p>LRA</p> <p>Engineering's Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Secure and Fill up the request form	Provide request form to the client	None	1 minute	Office of the day (Assessor Staff)
Submits the request and necessary requirements	Receive request form and check the completeness of requirements		2 minutes	Assessor Staff
Receive notice of inspection schedule	Give the clients schedule of actual inspection slip		3 minutes	LAOO
	Conduct ocular inspection and prepares Inspection Report		Depends on the location and the availability of service vehicle	LAOO / Tax mapper
	Prepares Field Appraisal and Assessment Sheet and Tax Declaration		1 hour	
	Check, sign and make endorsement to the Provincial Assessor for Approval		30 minutes	LAOO / Tax mapper
	(Note: After Approval) Record, Stamps Approved FAAS and Tax Declaration and other supporting documents		10 minutes	Municipal Assessor
				LAOO / Assessment Clerk
4. Received requested documents/certification and sign logbook of receipt	Release certified copy of certification or certified copy of tax declaration		3 minutes	Assessment Clerk



	with Notice of Assessment			
END OF TRANSACTION				

SERVICE NAME: Verification of Series of Cancellation of Tax Declaration (History)

SERVICE INFORMATION: Verify the series of cancellation of tax declaration as per request of the owner or his authorized representative for application of New Titling, Court Cases and other Legal Processes.

Office or Division:	Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property owner or his authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID of property owners or his/her authorized representative			Applicant	
Letter of request			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and Fill up the request form	Provide request form to the client		1 minute	Office of the day (Assessor Staff)
Submit the request form to Office of the Assessor	Receive request form and forwarded to Municipal Assessor for a validation of request		2 minutes	Assessor Staff
	Assign the tasks to the personnel concern		5 minutes	Municipal Assessor
	Verifies history of Tax Declaration		1 hour	Assessor's Staff



	<p>Present the clients the records of real Property Assessment</p> <p>Provide order of payment</p>		3 minutes	Assessor's Staff
Proceed to the Municipal Treasurer's Office for payment		130.00 per copy	5 minutes	
Present official receipt (OR) to the Municipal Assessor's Office	<p>Check the official receipt for appropriate payments and print records of assessment</p> <p>Validate/check documents from records</p> <p>Signs documents</p>		<p>5 minutes</p> <p>5 minutes per record</p> <p>2 minutes</p>	<p>Assessment Clerk</p> <p>Assessment Clerk</p> <p>Authorized signatory</p>
5. Received requested documents and sign logbook of receipt	Release certified copy of certification or certified copy of tax declaration		3 minutes	Assessment Clerk
END OF TRANSACTION				



MUNICIPAL TREASURY



SERVICE NAME: PAYMENT OF VARIOUS CERTIFICATIONS

SERVICE INFORMATION: Payments

Office or Division:		REVENUE COLLECTION DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
THE CERTIFICATION ITSELF DULY SIGNED BY THE MUNICIPAL MAYOR OR OTHER CONCERNED DEPARTMENT HEADS.		WINDOW 5 OFFICE OF THE MUNICIPAL TREASURER		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the CERTIFICATION to the revenue collector	Issue and detach the official receipt and receive the corresponding payment	Certification Fee P100.00 Documentary Stamp Tax (BIR Collection) P30.00	1 minute	Revenue Collection Clerk I
END OF TRANSACTION				



SERVICE NAME: PAYMENT AND ISSUANCE OF TAX CLEARANCE

SERVICE INFORMATION: Payments

Office or Division:		REVENUE COLLECTION DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail?		PROPERTY OWNERS OR DULY AUTHORIZED REPRESENTATIVE		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OFFICIAL RECEIPT OF REAL PROPERTY TAX PAYMENT			WINDOW 5 OFFICE OF THE MUNICIPAL TREASURER	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Official Receipt of RPT Payment to the revenue collector	Verify the source of the official receipt	Tax Clearance P100.00 Documentary Stamp Tax (BIR Collection) 30.00	1 minute	Revenue Collection Clerk I
	Prepare the Tax Clearance based from the official receipt.		1 minute	
	Issue and detach the official receipt and receive the corresponding payment		1 minute	



SERVICE NAME: PAYMENT OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

SERVICE INFORMATION: Payments

Office or Division:		REVENUE COLLECTION DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		OWNER, FAMILY MEMBERS OR DULY AUTHORIZED REPRESENTATIVE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIRTH, MARRIAGE AND DEATH CERTIFICATES FROM THE OFFICE OF THE MUNICIPAL CIVIL REGISTRAR		WINDOW 5 OFFICE OF THE MUNICIPAL TREASURER		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
From the Office of the Municipal Civil Registrar forward the civil registry forms located by the said office.	Receive the forms and verify the corresponding payment needed	Birth, Marriage or Death Certificate P100.00 Documentary Stamp Tax (BIR Collection) P30.00	1 minute	Revenue Collection Clerk I
	Prepare the official receipt Detach the official receipt and receive the corresponding payment		1 MINUTE	
END OF TRANSACTION				



SERVICE NAME: PREPARATION AND ISSUANCE OF CHECKS

SERVICE INFORMATION: Payments of obligations to various government and non-government agencies

Office or Division:		EXPENDITURES AND DISBURSEMENTS DIVISION		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail?		Suppliers, Contractors, National Govt. Agencies		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> SUPPORTING DOCUMENTS SIGNATURE OF THE ACCOUNTANT CERTIFYING THE OBLIGATION AND THE COMPLETENESS OF THE REQUIRED DOCUMENTS SIGNATURE OF THE MUNICIPAL MAYOR APPROVING THE PAYMENT 			OFFICE OF THE MUNICIPAL TREASURER	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
From the Office of the Municipal Accountant forward the disbursement voucher to the Office of the Municipal Treasurer	Verify the signatures and the required documents	None	1 MINUTE	Revenue Collection Clerk I
	Assign the check number Sign the certification for the availability of funds		1 MINUTE	
	Prepare the check. Sign the same and forward it to the Municipal Administrator for his signature		3 MINUTES	
Provide official receipt and duly signed authorization letter if the	Verify the official receipt and the authorization, if any.	No payment is needed to issue the check	1 MINUTE	Administrative



claimant is not the payee.		to payee or claimant.		Officer V
Sign in the Report of Checks Issued folder Sign in the logbook of Checks Issued Sign in the Disbursement Voucher			1 MINUTE	
END OF TRANSACTION				

SERVICE NAME: PAYMENT OF TRANSFER TAX

SERVICE INFORMATION: Real Property Tax Payment

Office or Division:		REVENUE COLLECTION DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail?		PROPERTY OWNERS, REALTORS, ETC.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DEED OF SALE TAX DECLARATION CERTIFICATE AUTHORIZING REGISTRATION FROM BUREAU OF INTERNAL REVENUE O.R. OF RPT PAYMENT (UPDATED)			WINDOW 4 OFFICE OF THE MUNICIPAL TREASURER	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide the duly signed and notarized Deed of Sale, latest tax declaration of the subject property, CAR from the BIR and the O.R. of RPT payment for the current	Verify if the documents required are complete and authentic.	Transfer Tax - based on one half of one percent of the market value and the selling price whichever is higher. Certification Fee -	2 minutes	Revenue Collection Clerk I



year.		P130.00		
Pay the corresponding amount	Receive payment and issue the corresponding official receipt. (AF 51)		1 minute	
END OF TRANSACTION				

SERVICE NAME: PAYMENT OF REAL PROPERTY TAX

SERVICE INFORMATION: Real Property Tax Payment

Office or Division:		REVENUE COLLECTION DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail?		PROPERTY OWNERS OR DULY AUTHORIZED REPRESENTATIVE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest O.R. of Tax Payment		WINDOW 4 OFFICE OF THE MUNICIPAL TREASURER		
Latest Copy of Tax Declaration		BUSINESS OWNERS OR DULY AUTHORIZED REPRESENTATIVE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present latest official receipt of RPT payment and copy of latest tax declaration	Verify the payment data from the Real Property Tax Register (RPTAR)	Real Property Tax for current year, preceding years together with the penalties as assessed. The computation is based on the assessed value and the period of payment made on the property.	1 MINUTE	Revenue Collection Clerk I Administrative Officer II
	Compute the real property tax due a. For payment		2 MINUTES	



	of Updated Current Year Real Property Tax b. For payment of Delinquent Real Property Tax		5 MINUTES	
Pay the amount due	Detach and issue the official receipt (AF 56)			
END OF TRANSACTION				

SERVICE NAME: PAYMENT OF BUSINESS TAX

SERVICE INFORMATION: Business Tax Payment

Office or Division:		REVENUE COLLECTION DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail?		OWNER/PROPRIETOR OF BUSINESS ENTERPRISE OR DULY AUTHORIZED REPRESENTATIVE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for business permit duly signed and fully accomplished in the Office of the BPLO		Business Permit and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the duly accomplished form issued, assessed and signed by the BPLO	Verify the signatures	Tax Base (Kind of Business) Mayor's Permit Sanitary Permit Fee 300.00 Zoning Clearance Fee Environmental Protection Fee Electrical Inspection Fee Sticker 20.00 Garbage Fee	2 MINUTES	Revenue Collection Clerk I Administrative Officer II



		NOTE: Other Fees depend on the amount of capital/gross income which will be the tax base for the assessment		
	Compute the real property tax due a. For payment of Updated Current Year Real Property Tax b. For payment of Delinquent Real Property Tax		2 MINUTES 5 MINUTES	
Pay the corresponding amount	Receive payment and issue the corresponding official receipt. (AF 51)		1 MINUTE	
END OF TRANSACTION				

SERVICE NAME: ISSUANCE OF COMMUNITY TAX CERTIFICATE

SERVICE INFORMATION: Issuance of Certificate

Office or Division:	REVENUE COLLECTION DIVISION
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail?	1. INHABITANTS OF THE MUNICIPALITY (18 YEARS AND ABOVE) 2. CORPORATION AND OTHER BUSINESS PROPRIETORS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PERSONAL INFORMATION NAME, BIRTHDATE,	WINDOW 7 OFFICE OF THE MUNICIPAL TREASURER



BIRTHPLACE, GROSS INCOME FINANCIAL STATEMENT FOR THE PRECEDING YEAR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supply the personal information and gross income for the preceding year.	Compute the tax due (For individual)	Basic Community Tax P 5.00 Gross Receipts or Earnings (from business)-P1,00 for every P1,000.00 Salaries or gross receipts (from practice of profession/occupation P1.00 per P1,000.00 Income from real property tax - P1.00 per P1,000.00	1 MINUTE	Revenue Collection Clerk I
	Compute the tax due (For corporation)	Basic Community Tax P550.00 Additional Tax not exceeding P11,000 for: Assessed value of real property P2.20 for every P5,000.00 Gross receipts from earnings derived from business in the Philippines during the preceding year P2.20 for every P1,000.00	1 MINUTE	
Pay the corresponding amount	Receive payment		30 SECONDS	
Affix his/her signature and thumbmark on the CTC	Detach and issue the CTC		30 SECONDS	
END OF TRANSACTION				



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



SERVICE NAME: Family and Community Welfare Program

SERVICE INFORMATION: Delivery of family and community welfare programs to families/ communities needing assistance.

Office or Division:		MSWDO		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Families and individuals who need assistance		
Checklist of Requirements			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Parent effectiveness session to parents of Day Care Children	Orientation of PES to parents of DCC team approached	None	30 minutes module	Day Care Workers/ trained MSWD Staff
Marriage counseling to Couples applying for a marriage license		None	1 hr. per schedule	Team: MSWDO MCR RHU
Celebration of family week	Annual celebration of family in the month of September	None	one-week celebration	MSWDO Day Care Workers
END OF TRANSACTION				

SERVICE NAME: Women’s Welfare

SERVICE INFORMATION: Provision of Assistance to Women of this Municipality

Office or Division:		MSWDO		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Qualified Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend enhance skills development	Enhancing skills development	None	depends on training	MSWDO TESDA
Attend maternal and	Module in			



child care	PMC	None	1 hr. per schedule	
Attend skills training for employment	Organize Association of Women	None	depends on the module	MSWDO TESDA DSWD Region IV-A
Attend community participation and development	Involve women in community participation & development	None		LCW/RHU
-Participate annual celebration of Women's Month	-VAWC Orientation -Summit -Hanging of Streamer	None	-25 minutes	-MSWD Staff
-Issuance of Solo Parent ID			-25 minutes	-MSWD Staff
END OF TRANSACTION				

SERVICE NAME: Disable and Elderly

SERVICE INFORMATION: Provision of different assistance to disable and elderly

Office or Division:	MSWDO			
Classification:	External			
Type of Transaction:	Simple			
Who may avail:	Relatives of or Person with disabilities and/or senior citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
-Issuance of PWD and Senior Citizen ID	-Give the client the needed requirements		-25 minutes	-MSWD Staff -OSCA Staff
-Provision of Burial Assistance	-Give the client the needed requirements		-20 minutes	-MSWD Staff -OM/ADMIN
-Information Dissemination and Disability Prevention	-PWD summit -Disability Prevention		-1-month celebration	-MSWD Staff -RHU Physician
-Attend monthly	-Keep records		-2 hours	-Team approach



meeting of Senior and PWD's				
END OF TRANSACTION				

SERVICE NAME: Child and Youth Welfare

SERVICE INFORMATION: Provision of assistance to Children and Youth

Office or Division:		MSWDO		
Classification:		External		
Type of Transaction:		Simple		
Who may avail:		Qualified Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
-CICL/CAR using assessment tools for Discernment to CICL	-Giving of assessment tools of moral development -Index of Value Judgment -Child's Functioning Checklist -Family Functioning Checklist		-1 hour	-MSWDO
-Attend Courts Hearing	-Accompany minors to court		-depend on the schedule on court calendar	-MSWDO
-Case Management	-Maintain individual case folder		-Depends on the case	-SMSWDO
-Case Conference	-Team approach		-Depends on the case	-Team approach
		END OF TRANSACTION		



SERVICE NAME: Emergency Assistance

SERVICE INFORMATION: Provision of Emergency Assistance to individuals/
families

Office or Division:		MSWDO		
Classification:		External		
Type of Transaction:		Simple		
Who may avail:		Qualified Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
-Food/ Cash for Work	-Submission of Project proposal/ list of beneficiaries		-one week	-Team approach -MENRO/ MDRRMO -MSWDO
-Emergency shelter assistance	-Submission/ listing of Affected families		-3 days	-MDRRMO/ MSWDO
-Provision of AIC's	-Interview of walk-in/ referral clients		-25 minutes	-OM/ADMIN -MSWDO -Treasurer -Budget -Accounting
		END OF TRANSACTION		



MUNICIPAL HEALTH OFFICE



SERVICE NAME: Issuance of Health / Medical / Medico-Legal Certificate

SERVICE INFORMATION: Provision of Health Certificate, Medical Certificate and Medico-Legal Certificates to residents of Morong, Rizal requesting or assessed to have the above.

Office or Division:	Municipal Health Office			
Classification:	External			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Forms / Individual Treatment Record		Barangay Health Station		
Laboratory Results (Chest Xray, Urinalysis, Fecalysis, Drug Test, ect.)		Any Licensed Medical Laboratory		
Payment of Service Fees or charges		Treasury Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a Referral Form/ ITR from BHS	Assessment of Patient -Obtain Demographic Data -History Taking -Obtain Vital Signs Provide Referral Form	None	5 minutes	Rural Health Midwife / BHS Nurse
Present the Referral Form/ITR from BHS and the Laboratory Results	Receive the referral form Repeat the Vital Signs if necessary Examination and Assessment of the patient	PHP 75.00	1 minute 5-10 minutes	Nurse Dr. N. Pedrosa



	Prescription of medicines or Laboratory Procedure			
	Issuance of Health/ Medical/ Medico Legal Certificate			

SERVICE NAME: Daily Consultation

SERVICE INFORMATION: Everyday consultation of constituents needing immediate medical attention

Office or Division:		Municipal Health Office		
Classification:		External		
Type of Transaction:		Simple		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Forms / Individual Treatment Record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a Referral Form/ ITR from BHS	Assessment of Patient -Obtain Demographic Data -History Taking -Obtain Vital Signs Provide Referral Form	None	5 minutes	Rural Health Midwife / BHS Nurse
Consultation	Receive the referral form Repeat the Vital Signs if necessary Examination and Assessment of the patient Prescription of medicines or Laboratory Procedure	None	1 minute 5-10 minutes	Nurse Dr. N. Pedrosa



SERVICE NAME: Issuance of Health Card

SERVICE INFORMATION: Provision of Health Card to individuals who wish to work in Morong, Rizal

Office or Division:		Municipal Health Office		
Classification:		External		
Type of Transaction:		Simple		
Who may avail:		Applicants or employees of all business establishments in Morong, Rizal		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results (Chest Xray, Urinalysis, Fecalalysis)		Any Licensed Medical Laboratory		
Payment of Service Fees or charges		Treasury Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Laboratory Results	Obtain the lab Result/s, check for any significant finding/s Record and Release of Health Card	PHP 75.00	5 minutes	Nurse / Sanitary Inspector

SERVICE NAME: Issuance of Sanitary Permit

SERVICE INFORMATION: Sanitary Permit given to all business establishments applying for Business Permit

Office or Division:		Municipal Health Office		
Classification:		External		
Type of Transaction:		Simple		
Who may avail?		Owners/ Operators of Food and Non-Food Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Food Establishments: Laboratory Results (Chest Xray, Urinalysis,		Any Licensed Medical Laboratory		



Fecalysis, Blood Test of Food handlers) Water Refilling Stations: Water Test/s (Water Microbiological Analysis, Physical & Chemical Analysis Laboratory Results (Chest Xray, Urinalysis, Fecalysis, Blood Test of Operator/s) Slaughter House, Parlor, Spa, Barber Shop: Chest Xray of worker/s Videoke Bar/ KTV: Laboratory Results (Chest Xray, Urinalysis, Fecalysis, Blood Test and GC Smears for girls)		DOH Accredited Water Testing Facility Any Licensed Medical Laboratory Any Licensed Medical Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Lab result/s	Obtain the lab Result/s, check for any significant finding/s Record and Release of Sanitary Permit		5 minutes	Sanitary Inspector
Payment of Service Fees or charges	Receives payment	P50.00	5 minutes	Treasury Department

SERVICE NAME: Provision of Family Planning Services

SERVICE INFORMATION: Provision of Family Planning Seminars & Commodities

Office or Division:	Municipal Health Office			
Classification:	External			
Type of Transaction:	Simple			
Who may avail?	Women of Reproductive Age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to Barangay health Station and state the interest to use a FP	Prepare the IEC materials (Flip Chart, Posters) for FP counseling	None	10-15 minutes	Rural Health Midwife Nurse



Method	Counsel the client Provide FP Method/s Instruct for the next visit			
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SERVICE NAME: Provision of Immunization Services

SERVICE INFORMATION: Provision of different types of immunization

Office or Division:		Municipal Health Office		
Classification:		External		
Type of Transaction:		Simple to Complex		
Who may avail?		Infants, Under five Children and Others		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Under Five Card / Immunization Card		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Immunization card / under five Card	Receive the Card Assess the Infant for vaccination Health Teaching for post vaccination care Instruct for the next visit or schedule of next vaccine	None	8-12 minutes	Rural Health Midwife/Nurse

SERVICE NAME: Provision of Laboratory Examination Services

SERVICE INFORMATION: Laboratory examination services to person or individual seeking medical services

Office or Division:		Municipal Health Office		
Classification:		External		
Type of Transaction:		Simple to Complex		
Who may avail?		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request form		Barangay Health Station, Rural Health Unit, Public / Private Hospital, Public Private Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
For Gene Xpert: Give the Lab Request Form	Receive the laboratory Request form for gene xpert and instruct the client the procedure and when to get the result Record the data to the GXPert Registry Perform the procedure	None	1-3 minutes	Medtech
For DSSM: Give the Lab Request Form	Receive the laboratory Request form for DSSM Record the data to the DSSM Registry Perform the procedure	None	1-3 minutes	Medtech / Microscopist

**SERVICE NAME: Provision of Maternal Care Services
(Prenatal to Postnatal Care)**

SERVICE INFORMATION: Check-up of pregnant and lactating mothers

Office or Division:	Municipal Health Office			
Classification:	External			
Type of Transaction:	Simple to Complex			
Who may avail?	Pregnant and lactating Mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record Maternal/ Pregnancy Booklet (Booklet ni Nanay) Laboratory Request form (Syphilis, HepB and HIV Screening)		Barangay Health Station Barangay Health Station Barangay Health Station, Rural Health Unit, Public / Private Hospital, Public Private Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Prenatal and Postnatal Check Ups Present your	Receive the booklet/record Assess the client	None	10-15 minutes	Rural Health Midwife / Nurse



Maternal booklet/record	and get the Vital signs Consultation Lecture on Maternal and Child Care, Nutrition and Breastfeeding			
For Td Vaccination Present your Maternal booklet/record	Receive the booklet/record Assess the pregnant for vaccination Health Teaching for post vaccination care Instruct for the next visit or schedule of next vaccine	None	10-15 minutes	Rural Health Midwife / Nurse
For Syphilis, HepB and HIV Screening Present the Lab request form	Receive the request form/s Record the Data of Client/s Prepare the IEC Materials for counseling (Flip Chart, posters)] Counsel the client/s Perform the procedure on Syphilis, HepB and HIV screening Instruct for her next visit/s or when to get the result/s	None	2 minutes 20-30 minutes 5-10 minutes	Nurse Nurse / Midwife Medtech

SERVICE NAME: Death Certificate Review

SERVICE INFORMATION: Death Certificates review and recorded at the MHO

Office or Division:	Municipal Health Office
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Classification:		External		
Type of Transaction:		Simple to Complex		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up death Certificate form		LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Home Deaths Present any medical records (abstract, certificate, etc)	Review the medical records presented by the relative/s Interview the relative/s	None	1-3 minute	MHO
Hospital Deaths Give the Filled-up Death Certificate form	Review and Record the data on the Death Logbook Sign the Death Certificate	None	1-3 minute	MHO/Nurse



MUNICIPAL AGRICULTURE OFFICE



Municipal Agriculture Office

Service Name: Distribution of Hybrid and Inbred Seeds

Service Information The Municipal Agriculture Office provides information on the availability of Palay Seeds. The Agricultural Technologist assigned to a particular barangay may provide the information and conduct validation and site inspection to the area where seeds to be planted and continuous monitoring and visitation will be done by the technician.

Office or Division	Municipal Agriculture Office			
Classification	External			
Type of Transaction	Simple			
Who may Avail	Farmers (Per Cropping Season)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Residence Certificate Name of farmers/beneficiaries included in the Master list or RSBSA 		<ul style="list-style-type: none"> Municipal Treasurer Municipal Agriculture Office and FA President 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Farmer-client to approach the Officer of the Day (OD) and ask for service	Verification of farmer's name in the master list and issue claim slip		1 minute	DA Technician
Wait for the availability of the variety of seeds	Inform farmer on the availability		2 minutes	DA Technician
Payment of farmer's equity	Issuance of Official Receipt	P750.00 per bag of Certified Seeds (subsidy) P1,520	5 minutes	DA Technician



		per bag (non-subsidized) Price for hybrid palay seeds varies on the variety		
Fill up the Client satisfaction feedback form and signed the master list	Check the duly accomplished CSF form and master list		1 minute	DA Technician
Withdrawal of seeds from designated warehouse	Inform farmer-client where to withdraw		1 minute	DA Technician
End of Transaction	Conduct on-site monitoring and field visit			DA Technician

Service Name: Distribution of Vegetable Seeds and Seedlings

Service Information The Municipal Agriculture Office provides information on the availability of Vegetable Seeds. The Agricultural Technologist assigned to a High Value Commercial Crops Program may provide the information and conduct validation and site inspection to the area where seeds to be planted and continuous monitoring and visitation will be done by the technician.

Office or Division	Municipal Agriculture Office			
Classification	External			
Type of Transaction	Simple			
Who may Avail	Farmers, Students, Housewives, Teachers and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Residence Certificate		• Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for vegetables	Receive farmer's		1 minute	DA



seeds at DA's Office	request			Technician
Answer farmer's information form	Interview farmer		2 minutes	DA Technician
Answer farmer's information form	Provide requested seeds (depends on availability)		3 minutes	DA Technician
In case of Techno Demo farm and Semi commercial farmers	Conduct ocular inspection		2 hours (depending the demo site)	DA Technician
Perform technician's advice	Record Farmer's information data and provide requested seeds		1 minute	DA Technician
End of Transaction	Conduct on-site monitoring and field visit		Once a week	DA Technician

Service Name: Provision of Farm Machineries and Equipment's (Four-Wheel Farm Tractor, Hand Tractor, Hydro Tiller, Trans planter, Irrigation Pumps, Dryer, Seeder, Grass cutter, Combine Harvester, SPIS)

Service Information The Municipal Agriculture Office provides information on the availability of Farm Machineries and Equipment's requested from the DA Regional Field Office IVA. The Agricultural Technologist assigned to a particular barangay may provide the information and conduct validation and site inspection to the area where machineries and equipment's to be used and continuous monitoring and visitation will be done by the technician to assure that the machineries are used in proper way.

Office or Division	Municipal Agriculture Office
Who may Avail	Farmers and Farmers Association
Classification	External
Type of Transaction	Simple



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Registration on SEC/DOLE • List of officers and members with corresponding area • Letter of Intent • Board Resolution • Articles and By Laws and Project Proposal of the Associations • Endorsement of MAO and Municipal Mayor • Residence Certificate 		<ul style="list-style-type: none"> • DOLE Office / SEC Office • Farmers Associations • FA President • Farmers Association • Farmers Association • Mayor's and MAO's Office • Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request at DA's Office	Receive farmer's request / Check the availability		1 minute	DA Technician
Wait for the availability	Inform the farmer/FA on the availability Validate and Check the Documents submitted by the clients and endorsed the said request		10 minutes 30 minutes	DA Technician
Answer all the necessary questions given by the DA RFO personnel during the site validation	Assist in site validation regarding the FA request (upon scheduled)		2 hours (depending the site validated)	DA Technician
If Machineries and Equipment grant: Sign the Memorandum	Assists farmer's	Php 200.00	10 minutes	DA Technician



of Agreement	president in signing the MOA Sign the MOA	(notary fee)		MAO
Receive the Farm Machineries and Equipment requested to DA RFO-IVA	Assist in the delivery of the machineries and equipment's (upon scheduled and availability)		1 day	DA Technician DA RFO IV MAO
End of Transaction	Conduct monitoring and field visit		Once a week	DA Technician

Service Name: Provision of Organic Fertilizer, Farm Materials (Crates, HVCDP Hose, Knap sack sprayers and others)

Service Information The Municipal Agriculture Office provides information on the availability of Farm Inputs, Materials requested from the DA Regional Field Office IVA. The Agricultural Technologist assigned to a particular barangay may provide the information and conduct validation and site inspection to the area where machineries and equipment's to be used and continuous monitoring and visitation will be done by the technician to assure that the materials and inputs are used in proper way.

Office or Division	Municipal Agriculture Office	
Who may Avail	Farmers and Farmers Association	
Classification	External	
Type of Transaction	Simple	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> • Registration on SEC/DOLE • List of officers and members with corresponding area • Letter of Intent • Board Resolution • Articles and By Laws and Project Proposal of the 	<ul style="list-style-type: none"> • DOLE Office / SEC Office • Farmers Associations • FA President • Farmers Association • Farmers Association • Mayor's and MAO's Office 	



Associations <ul style="list-style-type: none"> • Endorsement of MAO and Municipal Mayor • Residence Certificate 		<ul style="list-style-type: none"> • Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request at DA's Office	Receive farmer's request / Check the availability		1 minute	DA Technician
Wait for the availability	Inform the farmer/FA on the availability Validate and Check the Documents submitted by the clients and endorsed the said request		10 minutes 30 minutes	DA Technician
Answer all the necessary questions given by the DA RFO personnel during the site validation	Assist in site validation regarding the FA request (Upon scheduled)		2 hours (depending the site validated)	DA Technician

If Materials and Inputs grant:				
Sign the Memorandum of Agreement	Assists farmer's president in signing the MOA Sign the MOA	Php 200.00 (notary fee)	10 minutes	DA Technician MAO
Receive the Farm Machineries and Equipment requested to DA	Assist in the delivery of the machineries and equipment's		1 day	DA Technician DA RFO IV MAO



RFO-IVA	(upon scheduled and availability)			
End of Transaction	Conduct monitoring and field visit		Once a week	DA Technician

Service Name: Animal Dispersal

Service Information: The Municipal Agriculture Office disperses Cattle, Carabao, Goats and Swine to farmers for their additional income. Payment or Roll-out procedures is indicated in the signed MOA between DA RFO IVA Regional Director and the recipient witnessed by MAO

Office or Division	Municipal Agriculture Office			
Who may Avail	Farmers and Farmers Association			
Classification	External			
Type of Transaction	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Registration on SEC/DOLE • List of officers and members with corresponding area • Letter of Intent • Board Resolution • Endorsement of MAO and Municipal Mayor • Residence Certificate 		<ul style="list-style-type: none"> • DOLE Office / SEC Office • Farmers Associations • FA President • Farmers Association • Mayor's and MAO's Office • Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request at DA's Office	Receive farmer's request / Check the availability		1 minute	DA Technician
Wait for the availability	Inform the farmer/FA on the availability		10 minutes 30 minutes	DA Technician



	Validate and Check the Documents submitted by the clients and endorsed the said request			
Answer all the necessary questions given by the DA RFO personnel during the site validation	Assist in site validation regarding the FA request (Upon scheduled)		2 hours (depending the site validated)	DA Technician
Sign the Memorandum of Agreement	Assists farmer's president in signing the MOA Sign the MOA	Php 200.00 (notary fee)	10 minutes	DA Technician MAO
Pick up the animals requested	Assist the farmers in the pickup of the animals (upon scheduled and availability)		1 day	DA Technician DA RFO IV MAO
End of Transaction	Conduct monitoring and field visit		Once a week	DA Technician

Service Name: Animal Treatment and Check-up

Service Information: Veterinary services are given to ensure and promote animal health and welfare as well as the owner's welfare. These services include diagnosis and treatment of prevailing diseases, vitamins administration, iron and minerals injection, castration and deworming. Vaccination against hemorrhagic septicemia and hog cholera is also conduct to prevent or abate occurrence of



such diseases in coordination with the Provincial Veterinary Office.

Office or Division	Municipal Agriculture Office			
Who may Avail	Farmers and Livestock Owner			
Classification	External			
Type of Transaction	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Clients Request		• Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report animal case at the DA's Office or via text message	Receive client's inquiries, concerns and information and analyze the situation - Reserve service vehicle		30 minutes	DA Technician
In case of emergency, pick up DA Livestock Inspector	Respond to client's request Conduct animal treatment		30 minutes 1-2 hours	DA Technician
Provide additional information	Record client's data		30 minutes	DA Technician
Do Livestock Inspector's advice	-Clientele education -conduct follow up check-up		30 minutes 3 days	DA Technician

Service Name: Anti-Rabies Vaccination

Service Information: Rabies is a deadly viral infection that is spread by infected animals cause by a rabies virus that infects the central nervous system. You can get rabies by close contact with infected saliva (Rabies virus) via bites or scratches from rabid animal like dogs. Rabies cannot be cured but it is preventable through dog vaccination and public awareness on the importance of having



pets vaccinated against rabies.

Office or Division	Municipal Agriculture Office			
Who may Avail	Pet Owners			
Classification	External			
Type of Transaction	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Client's Request		• Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request at DA's Office	Receive farmer's request		1 minute	DA Technician
Wait for the availability	Check the availability of vaccine		2 minutes	DA Technician
Answer all the necessary questions given by the DA Technician	Interview client about the Pet Owner's information and their pet/pets		3 minutes	DA Technician
Interview client about the Pet Owner's information and their pet/pets	Conduct the vaccination		5 minutes	DA Technician
In case of Mass Vaccination: Wait for the Advisory of the DA Office and Barangay's about the mass vaccination	Schedule the Mass Vaccination per Barangay		30 minutes	DA Technician
Bring the pet to the assign venue of the vaccination	Interviews the client for the necessary information		3 minutes	DA Technician
Assist the vaccinator in vaccinating the	Vaccinates the pets		3-5 minutes	DA Technician



pet				
Do Technician's advice	Client Education		10 minutes	DA Technician

Service Name: Provision of Gill Nets and Motorized Banca and Fingerlings

Service Information: The Municipal Agriculture Office in cooperation with the Bureau of Fisheries and Aquatic Resources (BFAR) provide free gill nets and motorized banca to qualified/group of fisherfolks in our locality. And this service is based on the availability of the gill nets and bancas.

Office or Division	Municipal Agriculture Office			
Who may Avail	Registered Fisherfolk			
Classification	External			
Type of Transaction	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Clients Request 		<ul style="list-style-type: none"> • Owner 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request at DA Office	Receive fisherfolk's request and check the availability		1 minute	DA Technician
Wait for the availability	<ul style="list-style-type: none"> - Call the BFAR Office and ask for the availability - Inform the client regarding the availability of fingerlings 		10 minutes 10 minutes	DA Technician
Receive fingerlings	Accompany farmer during pick-up of the fishing gear		1 day	DA Technician



	and banca			
Fill up farmer's data information	Receive farmer's data Conduct on-site monitoring		3 minutes Once a week	DA Technician

Service Name: **Provision of Information on Seminar**

Service Information: The Municipal Agriculture Office provides information on the schedule of seminars. The Technician assigned to a particular barangay may also provide the information. These are free seminars for those who are interested to learn and to adopt the learning.

Office or Division	Municipal Agriculture Office			
Who may Avail	Farmers, Fisherfolks, Entrepreneurs, Students, Retirees, COOP's, Out of School Youth, Women's, NGO's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intent 		From the applicant/farmer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request at DA Office	Receive request letter from client - advice client that he/she will be informed of the seminar's schedule thru phone or text message - prepare request letter		1 minute 3 minutes	DA Technician



	for the resource speaker			
Wait for the schedule of the seminar (2 weeks to 1 month)	<ul style="list-style-type: none"> - when the resource speaker is available, inform the client about the schedule of the seminar - prepare and reproduce seminar materials 		5 minutes 30 minutes	DA Technician
Attend a seminar	Conduct a seminar Prepare seminar certificates		Duration of the seminar will depend on the training design	DA Technician and Resource speakers
Receive feedback/ evaluation form	Distribute evaluation and feedback form	Php 200.00 (notary fee)	5 minutes	DA Technician
Distribute evaluation and feedback form	Gather accomplished evaluation form		20 minutes	DA Technician
Receive certificate of attendance	Distribute certificate of Attendance		15 minutes	DA Technician

Service Name: Farmers Certification/ Vaccination Certification and Animal Health Certification

Service Information: This service is being given for any purposes it may serve the clients best.

Office or Division	Municipal Agriculture Office
Who may Avail	Farmers, Fisherfolks, Pet Owners, Livestock Owners, Farmers Association, youth, women, cooperatives



Classification	External			
Type of Transaction	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intent 		<ul style="list-style-type: none"> 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to DA Office	Receive request		1 minute	DA Technician
	- In case of vaccination certificate, verify records		30 minutes	
	- In case of farmers certification, verify records		30 minutes	

Service Name: Provide Information and Technical Advice for Walk-in Clients

Service Information: This service provides technical advice and solutions to all agriculture concern

Office or Division	Municipal Agriculture Office			
Who may Avail	Farmers, Fisherfolks, Livestock Owners, Students, NGO's, Cooperatives, Women, Youth			
Classification	External			
Type of Transaction	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intent 		<ul style="list-style-type: none"> 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Proceed to DA Office and inform the technician about the issues and concerns	Receive request Assign technician who will conduct the interview		1 minute 30 minutes	DA Technician
Wait for the result	Technician will schedule ocular inspection if necessary		15 minutes	DA Technician

MUNICIPAL CIVIL REGISTRAR



SERVICE NAME: Issuance of Certified Photocopy of Live Birth, Marriage and Death

SERVICE INFORMATION: Issue certified photocopy of Live Birth, Marriage and Death

Office or Division:	Local Civil Registry Office			
Classification:	External			
Type of Transaction:	Simple			
Who may avail:	Owner or relatives (nearest kin) of those whose births, deaths and marriages happened in the municipality of Morong, Rizal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Local Civil Registry Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill up request form in the reception and submit to the LCRO staff.	Checks the availability of the document and informs the client of the status of the requested document		2 minutes	Local Civil Registry staff
2. Wait while the LCRO staff checks the status of the document	Photocopy the said document if available Issues order of payment form and instruct client to pay fees.		3 minutes	Local Civil Registry staff
3. Proceed to the Municipal Treasurer's Office for the payment	Issues Official Receipt (OR)	130.00	10 minutes	Revenue Officer/Collection Officer
4. Return to LCRO and present the Official Receipt (OR)	Records the official receipt and stamps the document. The Registration Officer/Clerk/ or Mun. Civil Registrar signs the document		2 minutes	Local Civil Registry staff
5. Claim the certified photocopy of the document	Issues document		2 minutes	Local Civil Registry staff

SERVICE NAME: Registering Court Orders

SERVICE INFORMATION: Register Court Orders - Annulment, Correction of Entries, Adoption, Presumptive Death and Other Miscellaneous Documents requiring amendments

Office or Division:	Local Civil Registry Office
Classification:	External
Type of Transaction:	Complex



Who may avail:	Parents / guardians / relatives / parties or owner of the documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Court Decision		Local Civil Registry Office		
Certified True Copy of Certificate of Finality				
Certified True Copy of the Civil Registry Document to be amended				
Certification from the Civil Registry Office where the court is located				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Inquire & secure checklist of requirements	Explain about the service & provide checklist to the client		5 minutes	Local Civil Registry staff
2. Submit all the required documents and provide the necessary information during the interview.	Reviews the submitted documents for completeness, approves the documents for annotation, issues order of payment form and instruct client to pay fees.		10 minutes	Local Civil Registry staff
3. Proceed to the Municipal Treasurer's Office for the payment	Issues Official Receipt (OR)	1,000.00	10 minutes	Revenue Officer/Collection Officer
4. Return to LCRO and present the Official Receipt (OR)	Annotates documents and records the documents.		10 minutes	Local Civil Registry staff



Wait as the staff/clerk records and annotates the documents.	MCR signs the annotated documents.			
5. Claim the amended document	Releases, records and endorses the amended document to PSA-OCRG.			
	Instructs client to claim the documents at PSA-East Avenue Quezon City after 3 days.		2 minutes	Local Civil Registry staff

SERVICE NAME: Registering Legal Instruments and Processing Civil Registry Documents based on Supplemental Reports and Memorandum Circulars from the PSA

SERVICE INFORMATION: Registering Legal Instruments - Affidavit of Acknowledgement/Admission of Paternity, Legitimation and Affidavit to Use the Surname of the Father; and Civil Registry Documents - Supplemental Reports and Memorandum Circulars

Office or Division:	Local Civil Registry Office
Classification:	External
Type of Transaction:	Complex
Who may avail:	Parents of illegitimate children
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>Acknowledgement / Admission of Paternity</u>	Local Civil Registry Office



<ul style="list-style-type: none"> - Photocopy of the Registered Certificate of Live Birth of the child - Affidavit of acknowledgement/admission of paternity (duly notarized) - Baptismal Certificate - Proof of paternal filiation (if the child is not acknowledged upon registration) 	Local Civil Registry Office				
<p><u>Legitimation</u></p> <ul style="list-style-type: none"> - Photocopy of the Registered Certificate of Live Birth of the child (duly acknowledged by the father) - Affidavit of legitimation executed by both parents (duly notarized) - Marriage Contract of parents - Certification of No Marriage (CENOMAR) 					
<p><u>Affidavit to Use the Surname of the Father</u></p> <ul style="list-style-type: none"> - Registered Certificate of Live Birth of the child - Affidavit to Use the Surname of the Father executed by the father (duly notarized) (if the father is not mentioned in the Certificate of Live Birth of the child; - or by the mother/guardian (if the father is already mentioned in the Certificate of Live Birth of the child) 	Local Civil Registry Office				
<p><u>Affidavit of Supplemental Report</u></p>					
<p><u>Processing of Civil Registry Documents based on Memorandum from the PSA</u></p>					
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



<p>1. Inquire & secure checklist of requirements</p>	<p>Explain about the service & provide checklist to the client</p>		<p>5 minutes</p>	<p>Local Civil Registry staff</p>
<p>2. Submit all the required documents and provide the necessary information during the interview.</p>	<p>Review the documents submitted and interview the client.</p>		<p>10 minutes</p>	<p>Local Civil Registry staff</p>
<p>3. Proceed to the Municipal Treasurer's Office for the payment</p> <ul style="list-style-type: none"> - Affidavit of Acknowledgement/Admission of Paternity - Legitimation - Affidavit to Use the Surname of the Father - Affidavit of Supplemental Report - Memorandum Circular 	<p>Issues Official Receipt (OR)</p>	<p>300.00</p>	<p>10 minutes</p>	<p>Revenue Officer/Collection Officer</p>
<p>4. Return to LCRO and present the Official Receipt (OR)</p> <ul style="list-style-type: none"> - Affidavit of Supplemental Report 	<p>Annotates documents and records the documents.</p> <p>Prepare a new Certificate of Live Birth (type only the entry to be supplied information)</p>		<p>10 minutes</p>	<p>Local Civil Registry staff</p>



<ul style="list-style-type: none"> - Memorandum Circular - Wait as the staff/clerk annotated the documents. 	<p>Annotates the Certificate of Live Birth to be corrected</p> <p>MCR signs the annotated documents.</p>			
<p>5. Claim the annotated Certified Copies of the Certificate of Live Birth of the child</p>	<p>Releases the annotated Certified copies of the Certificate of Live Birth.</p>		<p>2 minutes</p>	<p>Local Civil Registry staff</p>

SERVICE NAME: **Processing Petitions Under Republic Act 9048 (Correction of Clerical Error and Change of First Name) and Republic Act 10172 (Correction of Clerical Error in entry in the day and/or month in the date of birth and sex/gender).**

SERVICE INFORMATION: Receives and process Petitions Under Republic Act 9048 (Correction of Clerical Error and Change of First Name) and Republic Act 10172 (Correction of Clerical Error in entry in the day and/or month in the date of birth and sex/gender).

Office or Division:	Local Civil Registry Office	
Classification:		
Type of Transaction:		
Who may avail:	Document owner, owner's spouse, children, parents, brothers, sisters, and grandparents, guardian or any other person duly authorized by the owner of the document.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p><u>Correction of Clerical Error (R.A. 9048)</u></p>	<p>Local Civil Registry Office</p>	
<ul style="list-style-type: none"> - Birth or Marriage Certificate with Error (PSA copy) - Baptismal Certificate 		



- Marriage Certificate
- Birth Certificate (parents, brother/sister)
- Voter's Registration Record
- School Records (transcript or Diploma)
- SSS Record/ Valid ID
- Cedula
- Filing Fee

Correction of the Day and Month in the Date of Birth or Sex (R.A. 10172)

- Birth Certificate with Error (PSA copy)
- Baptismal Certificate
- Earliest School Record (Form 137)
- Diploma High School/Collage)
- Medical Records
- Medical Certification issued by Government/Municipal Health Officer (MHO)
- Marriage Certificate
- Children's Birth Certificate
- Voter's Registration Record
- Valid ID (SSS / GSIS / Company / Driver's License)
- Court Clearance
- Police Clearance
- NBI Clearance
- Valid ID (SSS / GSIS / Company / Driver's License)
- Certificate of Employment
- Affidavit of Non-Employment
- Filing Fee

Local Civil Registry Office



<u>Change of First Name (CFN)</u>		Local Civil Registry Office		
<ul style="list-style-type: none"> - Birth Certificate with Error (PSA copy) - Baptismal Certificate - School Records - Marriage Certificate - Children's Birth Certificate - Voter's Registration Record - Valid ID (SSS / GSIS / Company / Driver's License) - Court Clearance - Police Clearance - NBI Clearance - Valid ID (SSS / GSIS / Company / Driver's License) - Certificate of Employment - Affidavit of Non-Employment - Affidavit of History - Filing Fee 				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire & secure checklist of requirements	Explain about the service & provide checklist to the client		5 minutes	Local Civil Registry staff
2. Submit all the required documents and provide the necessary information during the interview.	Review the documents submitted and interview the client.		10 minutes	Local Civil Registry staff



<p>3. Wait as the Civil Registrar prepare the petition.</p>	<p>Prepare the Application for Petition. Instruct parties to pay the fees.</p>		<p>10 minutes</p>	<p>Local Civil Registry staff</p>
<p>4. Proceed to the Municipal Treasurer's Office for the payment</p> <ul style="list-style-type: none"> - Correction of Clerical Error (R.A. 9048) - Correction of Clerical Error (R.A. 10172) - Change of First Name (CFN) 	<p>Issue Official Receipt (OR)</p>	<p>1,000.00 1,000.00 6,000.00</p>	<p>5 minutes</p>	<p>Revenue Officer/Collection Officer</p>
<p>5. Return to LCRO and present the Official Receipt (OR)</p>	<p>Prepares the petition. Petition is submitted to the publication Submits to the NSO-Legal office after the publication period.</p>		<p>10 minutes</p>	<p>Local Civil Registry staff</p>
<p>6. Follow-up to the LCRO the approval of the petition results after 4-6 months.</p>	<p>Informs client of the decision of the OCRG.</p>		<p>After 4-6 months</p>	<p>Local Civil Registry staff</p>
<p>7. If the Petition is affirmed by the Civil Registrar General. Return to LCRO to claim the</p>	<p>If Civil Registrar General approves the petition, issues the certificate of finality, and annotated documents.</p>		<p>30 minutes</p>	<p>Local Civil Registry staff</p>



<p>certificate of finality, annotated documents and endorsement letter.</p> <p>If the petition is impugned, wait for the approval of the impugned petition.</p>	<p>If the petition is impugned, receives the motion for reconsideration and transmits to OCRG.</p>			
<p>8. Proceed to PSA-East Avenue, Quezon City and present certificate of finality, record sheet, certified copy of annotated documents.</p>				<p>Civil Registrar General</p>

SERVICE NAME:

Receive and Register Certificate of Live Birth

SERVICE INFORMATION:

Receive and register Certificates of Live Birth upon receipt from the client, hospitals/birthing centers

Office or Division:	Local Civil Registry Office
Classification:	External
Type of Transaction:	Simple
Who may avail:	Parents/guardians/attendant at hospital & clinic and persons in legal age but whose facts of births have not registered in Civil Registrar's Office.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth	Local Civil Registry Office



<u>If Parent's are Not Married</u> - Affidavit to Use the Surname of the Father (duly notarized)				
<u>If Delayed Registration (7 years Old and Above) or Out-Of-Town Registration</u> - PSA Certification of No Record of Birth - Baptismal Certificate - Marriage Certificate - Voter Registration Record - School Records - Affidavit to Use the Surname of the Father (duly notarized) - Affidavit of Two Disinterested Persons (duly notarized)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure information sheet, checklist of requirements and the Municipal Form No. 102 (Certificate of Live Birth)	Issues checklist of requirements and Mun. Form No. 102 (COLB), information sheet. Explains the important data to be supplied and mark the space provided for concerned signatories.		2 minutes	Local Civil Registry staff
2. Fill up the information sheet and/or provide needed information during the interview.	Reviews the filled-up information sheet		3 minutes	
- <u>If for</u>	Check all the		2 minutes	Local Civil



<p><u>Delayed Registration</u></p> <ul style="list-style-type: none"> - Present all the necessary requirements 	<p>presented requirements</p>			<p>Registry staff</p>
<ul style="list-style-type: none"> - <u>If On-Time Registration born in Hospital/Maternity Clinic</u> - Submit duly accomplished quadruplicate copies of the COLB prepared by the hospital/maternity clinic authorities 	<p>Reviews the filled-up information sheet</p>			
<p>3. Wait as the Registration officer/Clerk prepares the Certificate of Live Birth.</p>	<p>Prepares a Certificate of Live Birth based on the information supplied</p>			<p>Local Civil Registry staff</p>
<p>4. Review the document and affix the signature on the space provided.</p>	<p>Validates for completeness of signature</p>		<p>2 minutes</p>	
<p>5. Wait as the Registration Officer/Clerk register and release the documents.</p>	<p>Encodes and assigns registry number to COLB.</p> <p>The Registration Officer/Clerk/ and Mun. Civil Registrar signs the prepared</p>		<p>5 minutes</p>	<p>LCRO authorized signatories</p>



	COLB.			
6. Claim the registered documents	Issues the Certificate of Live Birth			Local Civil Registry staff

SERVICE NAME: Receive and register Application for Marriage License

SERVICE INFORMATION: Receive and register Application for Marriage License upon receipt from the client, church

Office or Division:	Local Civil Registry Office	
Classification:	External	
Type of Transaction:	Simple	
Who may avail?	Client or the couple	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Birth Certificates of Bride and Groom	Local Civil Registry Office	
Certification of No Record of Marriage (CENOMAR)		
Residence Certificate (CEDULA)		
Certificate of Pre-Marriage Orientation & Counseling		
<u>Age 18-24</u> <ul style="list-style-type: none"> - Consent - Municipal Form No. 67 (Sworn Statement that Advice of Parents or Guardian had been Asked) - Municipal Form No. 68 (Advice Upon Intended Marriage) 		
<u>For Foreigner</u> <ul style="list-style-type: none"> - Legal Capacity to Marry from the Embassy 		



<ul style="list-style-type: none"> - Divorce Paper (if Married) <p><u>For Soldier</u></p> <ul style="list-style-type: none"> - Certificate to Marry from Commanding Officer 					
10 days posting period					
Affidavit of Marriage Between Man & Woman Who Have Lived Together as Husband & Wife for at Least Five (5) Years (if living-in together for more than 5 years) or Article 34 of the Family Code					
Personal Appearance					
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBL E	
1. Inquire & secure checklist of requirements	Explain about the service & provide checklist to the client		5 minutes	Local Civil Registry staff	
2. Submit all the required documents & fill up the application form (both parties)	Review the documents submitted, interview both parties & prepare the Notice, Advice/Consent (if necessary). Instruct parties to pay the fees.		20 minutes	Local Civil Registry staff	
3. Proceed to the Municipal Treasurer's Office for the payment	Issue Official Receipt (OR)		5 minutes	Revenue Officer/Collecti on Officer	
- Application for Marriage License		500.00			
- Marriage License fee		2.00			
- Marriage Solemnization fee		500.00			



- Pre-Marriage Counseling fee		200.00		
4. Proceed to the Office of the Population Commission (MSWDO) for the marriage counseling	Interview and schedule for marriage counseling		10 minutes	PMOC Team
5. Return to LCRO for other instructions	Receive and reviews documents for completeness. Advise client to inform their mother/father who will give advice/consent before the release of the marriage license. Inform clients on the date of release of the marriage license.		10 minutes	Local Civil Registry staff
6. Return to LCRO as instructed and claim the Marriage License	Prepare the marriage license with the sign of the MCR. Issue the Marriage License		5 minutes	Local Civil Registry staff

SERVICE NAME: Receive and register Certificate of Marriage

SERVICE INFORMATION: Receive and register Certificates of Marriage upon receipt from the client, church

Office or Division:	Local Civil Registry Office
Classification:	
Type of Transaction:	



Who may avail?	Client, Secretaries of the Parish Church, Court's Liaison Officer, Local Chief Executive's (Mayor) Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Marriage		Local Civil Registry Office		
<u>If Delayed Registration</u>				
<ul style="list-style-type: none"> - Certification of No Record of Marriage (CENOMAR) - Old copy of the unregistered certificate or document - Marriage Certificate - Sworn Statement of the applicant (duly Notarized) - Certificate to Solemnize Marriage of the Solemnizing Officer (photocopy only) 				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBL E
1. Submit the duly accomplished Marriage Certificate in quadruplicate copies <u>If Delayed Registration</u> <ul style="list-style-type: none"> - Provide all the necessary information during the interview - Wait as the registration officer/clerk prepares the document - Pay the corresponding fees at the Municipal Treasurer's Office 	Receive and reviews documents for completeness. Prepares the documents. Instruct the client to pay fees. Issues Official Receipt (OR)		2 minutes 5 minutes 5 minutes 3 minutes	Local Civil Registry staff Revenue Officer/ Collection Officer



- Return to LCRO and present the Official Receipt (OR)	Informs the client of the date of release of the documents in compliance with the 10-day posting period		2 minutes	Local Civil Registry staff
2. Wait as the LCRO staff signs the document	Assigns registry number and sign the Certificate of Marriage.		5 minutes	Local Civil Registry staff & MCR
3. Claim the duly registered documents	Release the duly registered marriage certificate.		2 minutes	Local Civil Registry staff

SERVICE NAME: Receive and register Certificate of Death

SERVICE INFORMATION: Receive and register Certificates of Death upon receipt from the client

Office or Division:	Local Civil Registry Office			
Classification:				
Type of Transaction:				
Who may avail:	Spouse/Children/Relatives of the Deceased or the nearest kin or Barangay Official as the case may be.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Death and/or Fetal Death		Local Civil Registry Office		
<u>If Delayed Registration</u>		Local Civil Registry Office		
<ul style="list-style-type: none"> - Certification of No Record of Death - Church Certificate - Funeral Certificate - Doctor Certificate - Sworn Statement (duly notarized) 				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE	PROCES SING	PERSON RESPONSIB



		PAID	TIME	LE
1. Proceed to the LCRO and fill-out information sheet and/or provide the necessary information during the interview.	Interviews client and reviews the completeness of filled-up information sheet.		5 minutes	Local Civil Registry staff
2. Wait as the Registration officer/clerk prepares the Certificate of Death.	Prepares the Certificate of Death based on the information supplied.		10 minutes	Local Civil Registry staff
- If for Delayed Registration present all the necessary requirements	Check all the presented requirements		2 minutes	Local Civil Registry staff
3. Review the Death Certificate prepared by the Registration Officer/clerk and affix signature on the space provided	Instruct client to proceed to the Municipal Health Officer for reviews and signature		5 minutes	Local Civil Registry staff
4. Proceed to the Municipal Health Officer for reviews and signature	Municipal Health Officer reviews & signs the Death certificate		15 minutes	Municipal Health Officer
5. Pay the corresponding fees at the Municipal Treasurer's Office <u>Burial Fees (Public)</u> - Burial Permit fee - Transfer of Cadaver/remains - Removal of Cadaver fee	Issues Official Receipt (OR)	200.00 200.00 200.00	3 minutes	Revenue Officer/ Collection Officer



<ul style="list-style-type: none"> - Exhumation of Cadaver fee <p><u>Burial Fees (Private)</u></p> <ul style="list-style-type: none"> - Burial Permit fee - Transfer of Cadaver/remains - Removal of Cadaver - Exhumation of Cadaver 		200.00		
<ul style="list-style-type: none"> - Burial Permit fee - Transfer of Cadaver/remains - Removal of Cadaver - Exhumation of Cadaver 		500.00		
<p>6. Return to the LCRO and submit the Death certificate and Official Receipt Wait as the LCRO staff register and sign the document</p>	<p>Assigns registry number and sign the Certificate of Death.</p>		5 minutes	Local Civil Registry staff & MCR
<p>7. Claim the duly registered documents</p>	<p>Release the duly registered death certificate.</p>		2 minutes	Local Civil Registry staff



OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

INFORMATION EXTENSION SERVICE

Office or Division:		MPDC		
Classification:		External / Internal		
Type of Transaction:		Simple		
Who may avail?		National Government Agencies / Civil Society Organizations / Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
(1) Request Letter / Service Request Form			Client / Front Desk	
(2) Identification Card			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach personnel and ask for the needed service/information	Refers applicant to the person-in-charge of the data being requested	None	1 minute	Janice SD. De Jesus, Neil Chris N. San Gabriel, Shieldeen B. Soriano, Maribeth C.



<p>2. Wait while the information is being located and verified as to availability</p>	<p>Person-in-charge verifies if the information requested is available, clients wait while the person-in-charge accesses the information. Otherwise, the client is referred to other probable sources of information</p>	<p>None</p>	<p>5 minutes</p>	<p>Felix</p>
<p>3. Provides Photocopy of Identification Card</p>	<p>If original documents may be given, clients leave an ID card to the person-in-charge and allowed to photocopy documents</p>	<p>None for Students and Refer to Revenue Code</p>	<p>5 minutes</p>	
<p>4. Returns original documents and retrieves ID</p>	<p>Requests client to sign in the logbook for record purposes</p>	<p>None</p>	<p>5 minutes</p>	

CERTIFICATE OF ZONING CLASSIFICATION

Service Information: Issuance of Zoning Classification

<p>Office or Division:</p>	<p>MPDC</p>
<p>Classification:</p>	<p>External</p>
<p>Type of Transaction:</p>	<p>Simple</p>



Who may avail?		Land owners and/or representatives		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
(1) Request letter addressed to the MPDC/ SRF			Client / Front Desk	
(2) Transfer Certificate of Title (TCT) or Deed of Sale / Tax Declaration of Real Property / Tax Clearance or Receipt			Client / Treasurer's Office	
(3) Cadastral Map			Assessor's Office	
(4) Special Power of Attorney and/or Land owner's authorization			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach personnel and ask for the needed service	Refers applicant to the person-in-charge of the service being requested	None	1 minute	Neil Chris San Gabriel, Maribeth C. Felix
2. Present letter of request	Person-in-charge does research, review and verification	None	5 minutes	
3. Proceed to the Treasurer's Office, Pay the required fees and secures an Official Receipt	Person-in-charge instructs client to pay the required fee thereafter checking of the Official Receipt	Revenue Code	5 minutes	
4. Wait while zoning certificate is prepared	Person-in-charge prepare, process and record transaction, MPDC approved and sign the clearance, Printing, Recording and Signature of	None	5 minutes	



	Person-in-charge/MPDC			
5. Secures the approved zoning certificate	Release Zoning Certificate	None	1 minute	

ISSUANCE OF ZONING CLEARANCE

Service Information: Issuance of Zoning Clearance for Business Permit

Office or Division:	MPDC			
Classification:	External			
Type of Transaction:	Simple			
Who may avail?	all owners and/or representatives of business establishments and other concerns			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Location of Business being applied		
MENRO Certificate		MENRO		
DTI / Sanitary Permit		Negosyo Center / Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Service Request Form and Submit accomplished application form with complete documents	Accept & assess, verify the documents	None	5 seconds	Ronald Panganiban; Janice de Jesus; and Anita Martizano
2. Submit /present requirements	Verify the authenticity of the documents and prepare the Zoning Clearance	None	2-5 minutes	
3. Secure Zoning Clearance	Forwarded to BPLO for assessment	None	2 minutes	

ISSUANCE OF LOCATIONAL CLEARANCE



Service Information: Issuance of Locational Clearance

Office or Division:	MPDC			
Classification:	External			
Type of Transaction:	Simple to Complex			
Who may avail?	all owners and/or representatives of TO BE BUILT houses, business establishments, subdivision and resettlement			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
(1) Application Form for Locational Clearance, duly notarized - 3 <i>Copies</i>			MPDC Front Desk	
(2) Building Plan duly signed by a Civil Engineer / Architect- 1 set			Client	
(3) Bill of Materials			Client	
(4) Transfer of Certificate of Title (TCT) or Deed of Sale			Client	
(5) Real Property Tax Declaration			Client	
(6) Certificate of Real Property Tax Payment			Client	
(7) Barangay Clearance			Barangay where property being applied for is located	
(8) If lot is not owned: Contract of Lease / Contract to Sell / Authorization to Occupy Lot			Client	
(9) Environment Clearance Certificate (ECC) when applicable			DENR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SRF			1 minute	Front Desk
2. Submit Notarized Application Form together with the following documents <ul style="list-style-type: none"> o Application Form maybe secured from any of the following, Website, engineering office, MPDC Office 	Person-in-charge will evaluate and assess proposed structure. Review and verify submitted requirements		30 minutes	MPDC, Janice de Jesus
3. Returns at the	Site		1 hour	Ronald



time and or accompany the Zoning Inspector to the Site Location	Inspection with Geo-tagging			Panganiban; Procopio Natividad
4. Proceed to the Treasurer's Office, pays the required fees and secures an official Receipt	Person-in-charge instructs client to pay the required fee thereafter checks the Official Receipt	<i>Refer to Revenue Code</i>	5-15 minutes	Janice Sd. De Jesus, Maribeth C. Felix
5. Secure the approved Locational Clearance	Person-in-charge will release approved Locational Clearance		5-10 minutes	Neil Chris N. San Gabriel, Maribeth C. Felix

PROCESSING OF DEVELOPMENT PERMIT

Service Information: Processing of Development Permit for Subdivisions under BP 220, PD 957

Office or Division:	MPDC			
Classification:	External			
Type of Transaction:	Complex			
Who may avail?	all owners and/or representatives of TO BE BUILT subdivisions, and resettlement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See the requirements included in the letter to Sangguniang Bayan		Sangguniang Bayan		
Barangay Clearance		Location of Business being applied		
Tax Declaration, OCT, TCT		Assessor's Office		
Tax Clearance		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Send/present letter of intent with the corresponding complete requirements	Receive and review/verify the documents	0.00	2-5 days	Maribeth C. Felix
	Site Inspection with Geo-tagging	0.00	10-30 minutes	Ronald Panganiban; Procopio Natividad
	Forward to Sangguniang Bayan	0.00	2-5 days	M. Felix, Janice de Jesus
2. Payment	Issuance of Development Permit	<i>Refer to Revenue Code/HLUR B Rate</i>	5 to 15 mins.	M. Felix, Janice de Jesus, Neil Chris San Gabriel

LOCAL TRICYCLE FRANCHISE

Service Information: Issuance of Tricycle Franchise, Dropping of Franchise, Special Permit

Office or Division:	MPDC - Franchising
Classification:	External
Type of Transaction:	Simple
Who may avail?	all operators and drivers of tricycle within Morong
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance	Location of Business being applied
Tax Declaration, OCT, TCT	Assessor's Office
Tax Clearance	Treasurer's Office
Certification from TODA	
Certification from TODA Federation	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form & present to the office with complete documents, Payment	Receive and review/verify the documents	New - P725.00 Renew – P450.00	2 to 15 minutes	Hadji Alejandro, Janice De Jesus Anita Martizano
	Inspection of Tricycle	0.00	5 minutes	Procopio Natividad
2. Wait while Digital ID is prepared	Digital Photo capture, issuance of franchise plate, ID and Franchise Cert.	0.00	2 minutes	Neil Chris San Gabriel

OCCUPATIONAL PERMIT

Service Information: Issuance of Mayor's Occupational Permit

Office or Division:	MPDC
Classification:	External
Type of Transaction:	Simple
Who may avail?	Those who are working in Morong
CHECKLIST OF REQUIREMENTS	
Barangay Clearance	
NBI or Police Clearance	
Cedula – Community Tax Certificate	
X-Ray and Medical Examination Test	
3 Pcs. 1x1 ID Picture	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the MPDC Office	Review and fill up forms and requirements	None	1 - 2 minutes	Neil Chris N. San Gabriel
2. Pay the necessary fees to the Municipal Treasurer's Office	Staff of the Municipal Treasurer's Office receives the payment	Occupational Permit – 200 Health Card - 75	2 - 3 minutes	Treasury Personnel
3. Show Medical Examination Test Result and X-Ray	Verification and evaluation of medical records. Issuance of Health Card	None	5 minutes	Health Office Personnel
4. Proceed to the MPDC Office for Processing and Releasing of Mayor's Occupational Permit	Accept and verify the filled-out forms for processing, Release of Mayor's Occupational Permit, forward occupational permit to authorized signature	None	2-3 Minutes	Neil Chris N. San Gabriel



PUBLIC EMPLOYMENT SERVICE OFFICE

EMPLOYMENT AT THE MUNICIPAL GOVERNMENT

Service Information: Employment opportunities in the municipal government

Office or Division:	Human Resource & Management Office	
Classification:	External & Internal	
Type of Transaction:	Simple	
Who may avail?	All qualified men and women provided that they meet the minimum requirements of the position to be filled All qualified men and women provided that they meet the minimum requirements of the position to be filled	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application Letter • Resume with latest passport size ID picture • Photocopy of Certificate of Eligibility/Eligibilities • Photocopy of Transcript of Records • Other supporting documents, if any 		Applicant's copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Job seekers approached the office of the HRMO for inquiry of for notice of job vacancies.	Answers queries on job vacancies	None	2-15 minutes	HRMO
2. Submit Application Form to the Office of the Mayor or the Municipal Administrator	Receives and reviews/verify the documents	None	2 to 15 minutes	Office of the Mayor or Administrator
3. Applicants submit for preliminary interview.	Conducts preliminary interview and evaluate applicant's qualifications. If qualified,	None	5 minutes	HRMO
4. Applicants will be subject to evaluation of the HRMPSB	HRMPSB conducts evaluation and assessment of applicants	None	Within 5 days upon receipt of qualified applications	Human Resource Merit, Promotions and Selection Board



5. Notice of the result of evaluation of applicants by HRMPSB	Advise applicants of the result of evaluation of HRMPSB	None	Within 3 days	HRMO
6. Processing of appointment	Process appointment of the applicant hired for the position	None	Within 2 days upon receipt	HRMO

LOCAL/INTERNATIONAL EMPLOYMENT REFERRAL

Service Information: Referral to local and international companies

Office or Division:		Public Employment Service Office		
Classification:		External & Internal		
Type of Transaction:		Simple		
Who may avail:		General Public seeking employment		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
National Skills Registry System (NSRS)			PESO Office/ DOLE Web site	
Up-dated Resume/Bio-Data				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Bio-Data or resume	Evaluate qualifications and job matching	None	5-10 minutes	Francis B. Ramos Administrative Aide/
2. Fill-up the National Skills Registry System (NSRS) Form		None	5-10 minutes	Francis B. Ramos Administrative Aide/
	Employment coaching and releasing of job referral letter	None	2-5 minutes	Teodoro S. Trinidad PESO Manager



LOCAL RECRUITMENT ACTIVITY (LRA)

Service Information: Request to conduct LRA

Office or Division:		Public Employment Service Office		
Classification:		External		
Type of Transaction:		Simple		
Who may avail:		Private companies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Company Profile • SEC/DTI Certificate • Establishment Registration Form (ER Form 1.5) • Valid Business Permit • BIR 2303 • Job Vacancies • Certificate of No Pending Case (Issued by DOLE-Rizal) • DO 17-A Certification (If employment Agency) • PEZA (If Call Center) 		PESO Office/ DOLE Web site		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent through email, fax or hand carry	Evaluation of documents submitted	None	5 minutes	Teodoro S. Trinidad PESO Manager Francis B. Ramos Administrative Aide I
	Approval of the request	None	5 minutes	Teodoro S. Trinidad PESO Manager
	Scheduling of the LRA	None	5 minutes	Teodoro S. Trinidad PESO Manager

SPECIAL RECRUITMENT ACTIVITY (SRA)

Service Information: Request to conduct SRA



Office or Division:		Public Employment Service Office		
Classification:		External		
Type of Transaction:		Simple		
Who may avail:		Licensed Overseas Employment Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • POEA Accreditation • Valid Job Order • BIR Form 2303 • SEC/DTI Certificate • Valid Business Permit 		PESO Office/ DOLE Web site		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent through e-mail, fax or hand carry	Evaluation of Documents submitted	None	15-30 minutes	Teodoro S. Trinidad PESO Manager
	Issuance of No Objection Certificate	None	5 mins	Teodoro S. Trinidad PESO Manager Francis B. Ramos Administrative Aide I
	Scheduling of the SRA	None	5 mins	Teodoro S. Trinidad PESO Manager Francis B. Ramos Administrative Aide I

SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

Service Information: SPES is mandated under RA No. 7323. The program aims to help poor but deserving students to pursue their education by providing employment during summer vacation. This program is conducted yearly. Participants are employed for a minimum of 15 days and a maximum of 45 days during summer break. A minimum wage is given to every participant where 60% is paid by the Department of Labor and Employment (DOLE).

Office or Division:	Public Employment Service Office
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Classification:		External		
Type of Transaction:		Simple		
Who may avail?		Students or out of school youth (intending to pursue his/her studies) 15 to 20 years of age.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Original Copy of Birth Certificate • BIR Certification or Income Tax Return (ITR) showing that the family's income does not exceed P36,000.00 per annum • 3 copies of 1 x 1 ID picture • Form 138 for high school students • School Certification from the Registrar to determine that the student has passed during the previous school year/semester for college students 			PESO Office/ DOLE Web site	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Resume to PESO section	Accepts resume/Bio Data and conduct interview of SPES applicants advises applicant of the schedule of raffle.	None	5 minutes	Teodoro S. Trinidad PESO Manager/ Administrative Officer V
	Evaluation and Acceptance of qualified SPES for the schedule to raffle	None	5 minutes	
2. Submission of additional documents/requirements	Notify qualified SPES applicants and request submission of documents	None	Within 1 day	



3. Attend Orientation	Conduct orientation for SPES	None	1 hour	
	The PESO Manager announce the start of SPES employment during the orientation	None		

BUSINESS PERMIT AND LICENSING OFFICE



SERVICE NAME: Issuance of Business Status / Retirement Certificate

SERVICE INFORMATION: Issued certification to Business Tax Payers upon request of business owner or his/her authorized representative.

Office or Division:	BPLO
Classification:	Simple
Type of Transportation:	G2C Government to Citizen
Who may avail:	Tax Payers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Previous Permit to operate and Assessment	BPLO



Authorization of Representative in the absence of Business Owner			
Payment of Service Fees or charges		Treasurer's Office	
APPLICANTS	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1. File letter of intent or request together with required documents to Business Permits and Licensing Officer (BPLO); Verification of records	BPLO	10 Minutes	BPLO Staff
2. Assessment / Payment of Fees	Municipal Treasurer's Office	5 Minutes	Treasury Staff
3. Preparation and Printing of Certification / Releasing of Certification	BPLO	5 Minutes	BPLO Staff
		END OF TRANSACTION	

SERVICE NAME: Issuance of True Copy of Business /Mayor's Permit

SERVICE INFORMATION: Business /Mayor's permit will be certified upon request of tax payers.

Office or Division:	BPLO
Classification:	Simple
Type of Transportation:	G2C Government to Citizen



Who may avail:	Taxpayers of Morong, Rizal		
CHECKLIST OF REQUIREMENTS			
Official Receipt of Payment for a Certified true Copy			
Original/Xerox copy of Business/Mayo's Permit			
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documents, Verification / Counter Checking of Documents	BPLO	1 minute	BPLO Staff
2. Assessment, Payment of Fees	Municipal Treasurer's Office	2 minutes	BPLO Staff
3. Releasing of Certification of true Copy of Business/ Mayor's Permit	BPLO	1 minute	ICO-BPLO
END OF TRANSACTION			

SERVICE NAME: Issuance of Mayor's/ Business Permit (New and Renewal Application)

SERVICE INFORMATION: Entrepreneurs / Business Organizations who wish to put up business.

Office or Division:	BPLO
Classification:	Simple
Type of Transportation:	G2C Government to Citizen
Who may avail:	Entrepreneurs and Business Organization in Municipality of Morong
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>Required documents for: New Application (Low Risk)</p> <ul style="list-style-type: none"> ● SINGLE PROPRIETORSHIP Department of Trade & Industry (DTI) Registration ● CORPORATION / PARTNERSHIP / FOUNDATION Securities & Exchange Commission (SEC) Registration Articles of Incorporation / Partnership ● COOPERATIVE Cooperative Development Authority (CDA) Registration <ul style="list-style-type: none"> ● Barangay Clearance ● Sanitary Permit to Operate (Health Office) ● Fire Safety Inspection Certificate ● Community Tax Certificate (Cedula) ● If Place of Business is OWNED – Xerox copy of Original / ● Transfer Certificate of Title (OCT/TCT) ● If place of business is RENTED – Xerox copy of Contract of Lease <ul style="list-style-type: none"> ● Public Legal Liability Insurance ● Picture of Establishment with sketch of location <ul style="list-style-type: none"> -outside view with SIGNBOARD - Inside view <p>SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> ☞ Financial Institutions (Banks / Pawnshops / Foreign Exchange Dealer / Money Changer / Lending / Remittance Agents) <ul style="list-style-type: none"> - BSP Certificate of Registration or Authority to Operate - Bank Deposit Certificate (P 500,000.00) ☞ Drugstore ☞ Employment Agency / Manpower / Recruitment <ul style="list-style-type: none"> - BFAD License to Operate - For Local Employment only - DOLE Registration 	<p>DTI</p> <p>Office of the Barangay where the business will be operated. BFP Office Treasurer's Office</p> <p>Banko Sentral ng Pilipinas</p> <p>Bureau of Food and Drugs</p> <p>PNP</p>
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- PRC Certificate of Pharmacist
- For Overseas Employment
- POEA Registration
- DTI Accreditation

☞ **Security Agency**

☞ **Birthing House/ Maternity**

- PNP License to Operate
- Philhealth Accreditation

☞ **Water Station**

☞ **Warehouse**

- Potability Test

Main Office Permit

- Physico-Chemical

☞ **Franchised Business**

- Permit to Operate from DOH

- Franchise Agreement

Requirements New Application (High Risk)

ADDITIONAL REQUIREMENTS:

☞ **Mfg/Dealer/Importer of TOYS**

License to Operate from Bureau of Health Devices & Technology (BHDT) of DOH

☞ **Gasoline Station**

Cert. of Compliance (COC)
Dept. of Energy

☞ **LPG Dealer/Retailer**

- Standard Compliance Cert. (SCC), Dept. of Energy

☞ **Guns & Ammunition** - PNP Clearance

☞ **Advertising** - Building Permit

☞ **Videoke Bars/Clubs** - Health Certificate, Occupational Permit

☞ **Learning Institution** - Department of Education Registration

☞ **Transport Service** - LTFRB Franchise

☞ **Pest Control** - Fertilizer and Pesticides Authority

☞ **General Contractor** - PCAB License

☞ **Car Washing** - Clearance / Permits from Laguna Lake Development Authority (LLDA)

☞ **Rice Dealer** - National Grains Authority

☞ **Chemical Mfg./Dealer/Storage** - PDEA



License to Handle Controlled Precursors and Essential Chemicals

☞ **Soap/Cosmetics Mfg./Dealer**

- BFAD License to Operate
- Certificate of Product Registration

☞ **Customs Brokerage** - Bureau of Customs License

☞ **Video Rental Services** - Videogram Permit

☞ **Real Estate Lessor** - Occupancy Permit

☞ **Mining Industry** - DENR Clearance

☞ **Messengerial and Courier Services** - DOTC Permit

☞ **Telecommunications Services** - National Telecommunications Commissions Clearance (NTCC)

SUBJECT TO LOCATIONAL CLEARANCE

Manufacturing, Internet Café / Computer Rental, Funeral Parlor, Billiard Halls, Car Wash, Gas Station Schools, LPG Retailer/Dealer, Silkscreen Printing

Lotto, OTB, KTV / Bars, Malls / Commercial Complex

Cemetery / Columbarium / Mortuary, Slaughter House

Bus / Jeepney Terminal with DPSTM Clearance, Junkshop / Scrap material with DPSTM Clearance,

Trucking Service with DPSTM Clearance, Vulcanizing / Galvanizing with DPSTM Clearance, Auto / Truck Repair Shop with DPSTM Clearance, Machine Shop, Cell Site.

REQUIREMENTS FOR RENEWAL OF BUSINESS PERMIT

-Business Permit of the preceding year

● **Community Tax Certificate (Cedula)**

-Tax Bill and Official Receipt of the preceding year

● **Authorization Letter to act on behalf of the owner**

-Barangay Clearance for the current year

● **Other requirement as required per nature of business**

-Fire Safety Inspection Certificate

● **Public Liability Insurance**

-Sanitary Permit to Operate (Health Office)

MPDC

BPLO



<i>-Locational Clearance</i>			
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment	Receiving of verified and duly accomplished application form and other required documents for encoding and Assessment / Computation of Tax and Regulatory fees	10 minutes	BPLO Staff
2. Payment	Payment of Assessed Fees / Fire Safety Inspection Certificate / Cedula	5 minutes	Municipal Treasurer's Office Staff
3. Releasing of Mayor's /Business Permit	Receiving of Application with complete requirements for printing and releasing of Mayor's Permit on Business	5 minutes	BPLO Staff
		END OF TRANSACTION	



SERVICE NAME: **Amendment of Business/Mayor's Permit**

SERVICE INFORMATION: Registered Business Tax Payers who wants to change their Business address, Business Name and Owner's Name.

Office or Division:	BPLO		
Classification:	Simple		
Type of Transportation:	G2C Government to Citizen		
Who may avail:	Registered Business Tax Payer's		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter Request		BPLO	
Original Business / Mayor's Permit			
Deed of Sale or Transfer of Rights for change of Ownership			
For Change of Business Name – DTI Registration			
For Change of Address-Barangay Clearance and Contract of Lease			
For Change of Business Organization-SEC Registration (From Single to Corp)			
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1. File letter of intent or request together with required documents to Business Permits and Licensing Officer (BPLO)	BPLO	2 minutes	BPLO Staff
2. Payment Fees	Municipal Treasurer's Office		Treasury Staff
3. Updating /Encoding of the necessary information to amend / change	BPLO	3 minutes	BPLO Staff
4. Recording and Releasing of Amended Business Permit	BPLO	15 minutes	BPLO Staff and ICO-BPLO
END OF TRANSACTION			



SERVICE NAME: Receiving of Complaints in Connection of Mayor's / Business Permit

SERVICE INFORMATION: Taxpayers and Concerned Citizens who want to complain the Business establishment.

Office or Division:	BPLO		
Classification:	Simple		
Type of Transportation:	G2C Government to Citizen		
Who may avail:	Concerned Citizens and Tax Payers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Complaint Form		BPLO	
Inspection Report on the part of Field Inspectors		BPLO	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up of Complaint Form	BPLO	2 minutes	BPLO Staff
2. Verification of Records	BPLO	3 minutes	BPLO Staff & ICO-BPLO
3. Inspection of the Nature of Complaint	BPLO	1 day	ICO – BPLO / Inspector
4. Delivering of the Notice of Assessment	BPLO	1 day	ICO – BPLO / Inspector
END OF TRANSACTION			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through facebook account, sms, web site messaging
How feedbacks are processed	Upon receipt of complaint, a printed copy of the allegation will be given to the concerned office/personnel to answer/reply/verify the veracity of the feedback, in return, the concerned office/personnel will answer in writing, which shall be submitted to the office of the LCE/grievance committee
How to file a complaint	-send letter of complaint addressed to the LCE or concerned office
How complaints are processed	The LCE or concerned office shall verify the complaint; If valid, the concerned personnel and the complainant shall be heard
Contact Information of CCB, PCC, ARTA	8537-5000-5099



Office	Address	Contact Information
Erran N. Montaya	Office of the Municipal Administrator	8537-5000-5099 loc. 103
Bernadette E. Valiente	Sangguniang Bayan Secretary	8537-5000-5099 loc. 104
Maribeth C. Felix	Municipal Planning & Development Coordinator	8537-5000-5099 loc. 106
Bayani G. Sunga	Municipal Engineer	8537-5000-5099 loc. 110
Maria Teresa C. Garrovillas	Municipal Treasurer	8537-5000-5099 loc. 121
Catherine F. Valiente	Municipal Civil Registrar	8537-5000-5099 loc. 109
Emiline S. Garrovillas	Municipal Assessor	8537--5000-5099 loc. 108
Jerome L. Mateo	MDRRMO	8212-5741
Arlene T. Esmama	Municipal Agriculture Officer	85375000-5099 loc. 112
Al D. Ingal	Municipal Accountant	8537-5000-5099 loc. 105
Lorelie R. Bedana	MSWDO	8537-5000-5099 loc. 114
Leni N. Pascual	Municipal Budget Officer	8537-5000-5099 loc. 113
Renier Portillo	MENRO	8537-5000-5099
Eric Roan	Market/Slaughterhouse	8537-5000-5099