



**MUNICIPAL GOVERNMENT OF SAN LUIS,
PAMPANGA**

CITIZEN'S CHARTER
2019 (1st Edition)



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I. Mandate:

The RA7160 also known as the Local Government Code of 1991 gives the local governments powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

II. Vision:

An agricultural community in a competitive economy with God-loving, resilient, and empowered citizenry living in a peaceful and healthy environment under a competent leadership.

III. Mission:

To improve the quality of life of the citizenry through efficient and effective delivery of basic services, strengthening people's organization and improvement of revenue and investments towards a safe and progressive community.

IV. Service Pledge:

We commit to:

- L** - Live with integrity and honesty in public service.
- U** - Understand the need of the people, help and serve them to the best of our knowledge, skills and abilities.
- I** - Implement best practices in good governance and leadership regardless of status of position in the government.
- S** - Simplify transactions so that the public can avail basic services with ease and convenience.



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MUNICIPAL AGRICULTURE OFFICE

External Services



1. Accreditation of Farmer's Association

Accreditation is issued to legitimate farmers' cooperatives and associations (FCA's) registered to SEC, DOLE, and CDA for them to avail interventions from the Department of Agriculture, Regional Field Office III.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Listed on the masterlist of Rural Based Organizations (RBO's)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Board Resolution (1 original, 1 photocopy)		Concerned FCA's		
2. FCA's Profile (1 original, 1 photocopy)		Concerned FCA's		
3. Notarized Omnibus Sworn Statement (1 original, 1 photocopy)		Concerned FCA's		
4. Letter of Intent to D.A (1 original, 1 photocopy)		Concerned FCA's		
5. Authenticate Certificate of Registration of the Association (1 original, 1 photocopy)		Concerned FCA's		
6. Endorsement (1 original, 1 photocopy)		MAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request DA Accreditation	1. Issue list of requirements to be signed by the members and officers	None	5 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
2. Submit Requirements	2. Check submitted requirements (return to FCA's if incomplete requirements)	None	10 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
	2.1 Issue endorsement letter (incomplete		5 minutes	



	requirements, no endorsement)			
3. Claim/Receive Certificate of Accreditation	3. Issue Certificate of Accreditation	None	20 days	<i>MAO, OPA, DA-RFO III</i>
	TOTAL:	None	20 days and 20 minutes	



2. Enrollment of Farmers on Registry System For Basic Sectors in Agriculture (RSBSA)

Bonafide farmers, fisherfolks and animal raisers should be enrolled on RSBSA as a basic tool of the Department of Agriculture on the provisions of their different banner programs.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Listed on the masterlist of farmers, fisherfolks and animal raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Government issued ID (1 photocopy)		Concerned individual		
2. Proof of Land Ownership (1 photocopy of Land Title/Brgy. Certificate/Tax Declaration)		Concerned individual, Brgy. Hall, Registry of Deeds, Assessors Office		
3. Latest 2x2 picture (1 copy)		Concerned individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request enrollment on RSBSA	1. Verify on the masterlist of farmers 1.1 Check submitted requirements	None	10 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
2. Fill-up RSBSA Form	2. Assist farmers on filling the RSBSA form 2.1 Submit RSBSA form to DA-RFO III	None	10 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
3. Claim/Receive RSBSA Enrollment Client's Copy	3. Issue RSBSA Enrollment Client's Copy	None	5 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
TOTAL:		None	25 minutes	



MUNICIPAL AGRICULTURE OFFICE
Internal Services



1. Application on Crop/Animal Insurance

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

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Bonafide farmers and animal raisers listed on the masterlist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request insurance of crops/animals	1. Verify on the masterlist of farmers/animal raisers	None	5 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
2. Fill-out application form	2. Assist farmers on filing the application form	None	15 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
3. Claim/Receive application form	3. Sign the application form 3.1. Record and file copy of application form	None	5 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer/ Chairman of the Association Municipal Agriculture Office</i>
4. Submit application form		None (for farmers listed on RSBSA)		<i>Philippine Crop Insurance Center (PCIC)</i>



		only)		
	TOTAL:	None	25 Minutes	



2. Issuance of Certification for Unproductive Land

Certification is issued to farmers with un-productive area to convert classification of land from agricultural to commercial and use for industrial purposes.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Farmers with un-productive land			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (addressed to Mayor thru: MAO) (1 original copy, 1 photocopy)		Concerned individual		
2. Barangay Resolution (No Objection) (1 original copy, 1 photocopy)		Barangay Hall		
3. Transfer Certificate of Title (1 original copy, 1 photocopy)		Concerned individual, Registry of Deeds		
4. Tax Declaration (1 original copy, 1 photocopy)		Assessor's Office		
5. DAR Certification of Non-Tenancy (1 original copy, 1 photocopy)		Department of Agrarian Reform (DAR)		
6. Location Plan (1 original copy, 1 photocopy)		Land Registry Authority (LRA)		
7. Zoning Clearance (1 original copy, 1 photocopy)		Municipal Planning and Development Office (MPDO)		
8. NIA Certification (1 original copy, 1 photocopy)		National Irrigation Administration (NIA)		
9. S.P.A. (Authorization) – optional				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request certificate of un-productive land	1. Check all submitted requirements	None	10 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
	1.1 Ocular inspection and geotag site		3 days	
2. Claim/Receive certificate	2. Prepare certification if land found un-productive	None	5 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
	2.1. Record and issue certification		5 minutes	
3. Submit to				<i>Sangguniang</i>



Sangguniang Bayan (SB)				Bayan (SB) Office
TOTAL:		None	3 days and 20 minutes	



3. Issuance of Farmer's Certification

Certification is issued to individual to prove that he/she is a bonafide farmer, fisherfolks and animal raisers of a certain barangay to be used for legal purposes such as loan application, insurance and for other agricultural activities.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Farmers under Rice, Fisheries, High Value Commercial Crops, Livestock and Poultry listed on the masterlist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification (1 original copy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request certification and submit requirements	1. Check the submitted requirements and verify on the masterlist of farmers	None	10 minutes	Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer, Municipal Mayor Municipal Agriculture Office Mayor's Office
	1.1. Prepare farmer's certification		20 minutes	
2. Claim/Receive farmer's certification	2. Record and issue farmer's certification	None	5 minutes	Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office
TOTAL:		None	35 minutes	



4. Issuance of Municipal Endorsement

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

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Legitimate Farmers Association, Irrigators Association and Cooperatives registered to SEC, DOLE and CDA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 original copy, 1 photocopy)		Concerned FCA's		
2. Board Resolution (1 original copy, 1 photocopy)		Concerned FCA's		
3. List of members with area (1 original copy, 1 photocopy)		Concerned FCA's		
4. Certificate of Registration of the Association (1 photocopy)		Concerned FCA's		
5. Geotagged photo of production area and equipment shed (1 copy)		MAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request municipal endorsement	1. Check the submitted requirements and verify members on the masterlist of farmers 1.1. Prepare municipal endorsement	None	20 minutes 1 hour	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer, Municipal Mayor Municipal Agriculture Office</i>
2. Claim/Receive municipal endorsement	2. Record and issue municipal endorsement	None	5 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
TOTAL:		None	1 hour and 25 minutes	



5. Organization of Farmers Association

Group of farmers and fisher folks should be organized and registered to accredited government agencies so that they will be able to achieve their common bond of interest and strengthen their social, cultural and economic needs through government provisions.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Group of bonafide farmers/fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Application Form (for notary) (1 original copy, 1 photocopy)		MAO		
2. List of Elected Officers and their addresses (1 original copy, 1 photocopy)		Concerned group of individuals		
3. Minutes of the meeting (1 original copy, 1 photocopy)		Concerned group of individuals		
4. Attendance Sheet (1 original copy, 1 photocopy)		Concerned group of individuals		
5. Certificate of Financial Statement (1 original copy, 1 photocopy)		Concerned group of individuals		
6. Constitution and By-Laws (1 original copy, 1 photocopy)		Concerned group of individuals		
7. Ratifying Members (1 original copy, 1 photocopy)		Concerned group of individuals		
8. Minutes of Ratifying the Constitution and By-Laws (1 original copy, 1 photocopy)		Concerned group of individuals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance on registration of farmer's association	1. Issue list of requirements to be signed by the members and officers	None	10 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
2. Submit requirements	2. Check submitted requirements and process on-line application to DOLE	None	7 days	<i>Agricultural Technologist/ MCDO Municipal Agriculture Office</i>
3. Receive approved	3. Issue approved	None	5 minutes	<i>Agricultural</i>



application form for notary	application form emailed by DOLE			<i>Technologist Municipal Agriculture Office DOLE</i>
4. Submit all requirements to DOLE and receive Certificate of Registration				
TOTAL:		None	7 days and 15 minutes	



6. Provision of Vegetable Seeds

Vegetable seeds are given to bonafide vegetable farmers, schools and backyard vegetable growers to be used for GulayansaPaaralan/Barangay, vegetable farming and backyard gardening.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	bonafide vegetable farmers, schools and backyard vegetable growers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request vegetable seeds	1. Provide requested vegetable seeds	None	10 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
2. Claim/Receive vegetable seeds and sign on recipient's form	2. Record and file recipient's form	None	5 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
TOTAL:		None	15 minutes	



7. Vaccination of Anti-Rabies and Other Animal Diseases

Vaccination or immunization is administered to animals to treat diseases and to prevent occurrence of rabies.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Dogs and cats of walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request vaccination of animals	1. Administer vaccine on animals infected by disease or for immunization purposes	None	10 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
2. Sign on recipient's form	2. Record and file recipient's form	None	5 minutes	<i>Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office</i>
TOTAL:		None	15 minutes	



MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

External Services



1. Disaster Risk Reduction and Climate Change Adaptation and Mitigation (DRR-CCA)-related Trainings, Seminars, Orientations, Drills and the like.

These Capacity Development (CapDev) services are provided to groups and communities to enhance their awareness about DRR and CCA. These are also conducted to ensure the emergency preparedness and resiliency of each citizen.

Office/ Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Head or Representative of the Requesting Group/Institution/ Organization.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally submit to the MDRRM Office OR through <i>e-mail</i> a Request Letter addressed to the Mayor and specifying the following: a. Type of Capacity Development needed (e.g. Orientation, Workshop, Seminar or Training); b. Topics to be discussed; c. Date and Time of the Activity; d. Venue; e. Number of Participants; and f. Contact Person and Contact Details Reminder: Request Letter should be five (5) working days before the	1. Receive the Request Letter from the client or through <i>e-mail</i> .	None	1 minute	<i>LDRRM Assistant or Administrative Aide I MDRRM Office</i>
	1.1. Transcribe the information of the letter on the Request Logbook.	None	2 minutes	<i>LDRRM Assistant or Administrative Aide I MDRRM Office</i>
	1.2. Endorse the Request Letter to the Office of the Mayor.	None	2 minutes	<i>LDRRM Officer I or LDRRM Officer III MDRRM Office</i>



desired schedule of the activity.				
2. Wait for the approval of the request.	2. Approve or deny the request.	None	1 day	<i>Local Chief Executive Mayor's Office</i>
	2.1. Inform the client about the status of his/her request through a call, SMS or letter.	None	2 minutes	<i>LDRRM Assistant or LDRRM Officer III MDRRM Office</i>
	Total:	None	1 Day and 7 Minutes	



2. Issuance of Certifications

Certifications are being issued to affirm the validity of occurrence of a hazard or incident, consequent damage to property or declaration of state of calamity. The said certifications are can be used for insurance claims, request for financial assistance and application for loans.

Office/ Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Residents of the Municipality 2. Non Residents but has Business or Property within the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party/ Group/ Organization		
2. Proof of Business or Property Ownership (e.g. Mayor's Permit, Land Title or Tax Declaration, Barangay Certification)		Municipal Assessor's Office Barangay Secretary		
3. Picture of Damaged Property (If Damage Certification is being requested)		Requesting Party/ Group/ Organization		
4. At least 1 Government Issued ID		COMELEC, Post Office, SSS, GSIS, DFA, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the MDRRM Office a Request Letter addressed to the Mayor and specifying the Type of Certification being requested.	1. Receive the Request Letter from the client.	None	1 minute	<i>LDRRM Assistant or Administrative Aide I MDRRM Office</i>
	1.2. Endorse the request to the MDRRM Officer.	None	1 minute	<i>LDRRM Assistant or Administrative Aide I MDRRM Office</i>
2. Wait for the approval of the request.	2.1. Validate information from records.	None	5 minutes	<i>LDRRM Officer III MDRRM Office</i>
	2. Prepare the Certificate and Hand over to the client.	None	3 minutes	<i>LDRRM Officer III MDRRM Office</i>
Total:		None	10 Minutes	



3. Request for DRR-CCA Data

Information related to DRR and CCA such as Ecological Profile, Hazard Maps and Local Plans are openly shared to the public especially to researchers.

Office/ Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Head or Representative of the Requesting Group/Institution/ Organization.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the MDRRM Office a Request Letter addressed to the Mayor and specifying the following: a. Type of Data needed; b. Purpose; and c. Contact Person and Contact Details.	1. Receive the Request Letter from the client or through e-mail.	None	1 minute	<i>LDRRM Officer I or Administrative Aide I MDRRM Office</i>
2. Log on the Research Assistance Record Book.	2. Assist the client in filling-up information on the Record Book.	None	2 minutes	<i>LDRRM Officer I or Administrative Aide I MDRRM Office</i>
3. Wait for the release of requested information.	3. Evaluate the Type of Data needed if it is congruent with Data Privacy Act.	None	2 minutes	<i>LDRRM Officer I or Administrative Aide I MDRRM Office</i>
	3.1. Endorse the request to the MDRRM Officer.	None	1 minute	<i>LDRRM Officer I or Administrative Aide I MDRRM Office</i>
	3.2. Prepare the requested	None	30 minutes	<i>LDRRM Officer I</i>



	information and hand over to the client.			<i>or</i> <i>LDRRM Officer III</i> <i>MDRRM Office</i>
	Total:	None	36 Minutes	



4. Request for Stand-by First Aid Team for Planned Events

In order to ensure the safety of participants during planned events such as Fun Run, Sport Fest and Fiesta, trained First Aider are deployed to serve as first responders in case of an emergency incident.

Office/ Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Head or Representative of the Requesting Group/Institution/ Organization.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the MDRRM Office a Request Letter addressed to the Mayor and specifying the following: a. Activity to be conducted; b. Date; c. Expected number of participants; and d. Venue of the activity. Reminder: Request Letter should be five (5) working days before the desired schedule of the activity.	1. Receive the Request Letter from the client or through <i>e-mail</i> .	None	1 minute	<i>LDRRM Assistant or Administrative Aide I MDRRM Office</i>
	1.1. Transcribe the information of the letter on the Request Logbook.	None	2 minutes	<i>LDRRM Assistant or Administrative Aide I MDRRM Office</i>
	1.2. Endorse the Request Letter to the Office of the Mayor.	None	2 minutes	<i>LDRRM Officer I or LDRRM Officer III MDRRM Office</i>
2. Wait for the approval of the request.	2. Approve or deny the request.	None	1 day	<i>Local Chief Executive Mayor's Office</i>
	2.1. Inform the client about the status of his/her request through	None	2 minutes	<i>Administrative Aide I or LDRRM Officer III MDRRM Office</i>



	a call, SMS or letter.			
	Total:	None	1 Day and 7 Minutes	



MUNICIPAL HEALTH OFFICE

External Services



1. Issuance of Health Certificate

Medical Certificates are issued by the Municipal Health Office. Any person/individual can request a Health Certificate for a certain legitimate purpose such as: employment, application for licenses among others to safeguard clients from any food-borne illness.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any individual who will be employed in any establishment of Municipality of San Luis.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Examination (Chest-x-ray, Urinalysis and Fecalysis) (1 original each)		Laboratory of choice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to registration table	1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record	None	5 minutes	<i>Sanitation Inspector I Municipal Health Office</i>
2. Undergo examination	2. Interview and examine patient	None	15 minutes	<i>Rural Health Physician Municipal Health Office</i>
3. Pay amount due at the Municipal Treasurer's Office	3. Accept payment and issue O.R.	PHP 100.00	5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
4. Present O.R. and claim health certificate	4. Prepare and issue health certificate	None	5 minutes	<i>Rural Health Physician Municipal Health Office</i>
TOTAL:		PHP 100.00	30 minutes	



2. Issuance of Medical Certificate

Medical Certificates are issued by the Municipal Health Office. The person/individual can request a Medical Certificate for a certain legitimate purpose (person/individual who needs the medical certificate should present) such as: employment, long absence from work due to illness, change of gender.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any resident of San Luis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Examination (Chest-x-ray, Urinalysis and Fecalysis) (1 original each)		Laboratory of choice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to registration table	1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record	None	5 minutes	<i>Rural Health Midwife Municipal Health Office</i>
2. Undergo examination	2. Interview and examine patient	None	15 minutes	<i>Rural Health Physician Municipal Health Office</i>
3. Pay amount due at the Municipal Treasurer's Office	3. Accept payment and issue O.R.	Medical Certificate - PHP 100.00 Correction of Gender in birth certificate- PHP 100.00	5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
4. Present O.R. and claim medical certificate	4. Prepare and issue medical certificate	None	5 minutes	<i>Rural Health Physician Municipal Health Office</i>
TOTAL:		PHP 100.00	30 minutes	



3. Issuance of Sanitary Permit

The issuance of a Sanitary Permit is a requirement of all Food and Non Food Establishment, within the municipality as provided for under the Code on Sanitation of the Philippines or Presidential Decree No. 856

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individual who do business in the Municipality of San Luis.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Barangay Clearance (1 original)		Barangay hall		
Laboratory Examination (Chest-x-ray, Urinalysis and Fecalysis) (1 original each)		Laboratory of choice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form and other requirements	1. Check and evaluate submitted application form 1.1 Conduct Ocular Inspection, if needed	None	5 minutes	<i>Sanitation Inspector I Municipal Health Office</i>
2. Pay amount due at the Municipal Treasurer's Office (MTO)	2. Accept payment and issue O.R.	PHP 100.00	5 minutes	<i>Administrative Aide I Municipal Treasurer's Office (MTO)</i>
3. Present O.R. and Claim Sanitary permit	3. Prepare and issue Sanitary permit	None	5 minutes	<i>Sanitation Inspector I and Rural Health Physician Municipal Health Office</i>
TOTAL:		PHP 100.00	15 minutes	



4. Provision of Basic Health Services

The Municipal Rural Health Unit is in charge with the delivery of basic health services, impart programs such as maternal/ child care like Prenatal/ Ante Partum, Post Partum visit, National Immunization Program, Family Planning, Micronutrient Supplementation Operation Timbang; National Tuberculosis Program and other consultation services.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Member Data Record Philhealth (1 photocopy) (if Philhealth Member)		Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to registration table	1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record	None	5 minutes	<i>Rural Health Midwife Municipal Health Office</i>
	1.1 If needed, request for Laboratory examination	Urinalysis- PHP 40.00 Fecalysis- PHP 40.00	45 minutes	<i>Medical Technologist I Municipal Health Office</i>
2. Undergo consultation	2. Examine, diagnose and treat the patient	None	10 minutes	<i>Rural Health Physician Municipal Health Office</i>
3. Claim accomplished prescription forms	3. Prescribing medicines	None	5 minutes	<i>Rural Health Midwife Or Public Health Nurse with Supervision of the Municipal Health Officer Municipal Health Office</i>
TOTAL:		PHP 40.00	1 hour 5 minutes	



5. Provision of Dental Services

The Municipal Rural Health Unit is in charge with the delivery of dental service, like dental examination.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to registration table	1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record	None	5 minutes	<i>Rural Health Midwife Municipal Health Office</i>
2. Undergo dental consultation	2. Interview and examine patient. Suggest dental intervention if needed	None	30 minutes	<i>Dentist Deployment Program (Department of Health) Municipal Health Office</i>
3. Claim accomplished prescription forms	3. Prescribing medicines	None	5 minutes	<i>Dentist Deployment Program (Department of Health) Municipal Health Office</i>
TOTAL:		None	40 minutes	



6. Provision of Laboratory Services

The Municipal Rural Health Unit provides laboratory services to every constituent of the municipality. These services include the following:

- Urinalysis
- Fecalalysis
- Sputum Examination
- Syphilis
- Hepatitis B Screening
- Human Immunodeficiency Virus Screening
- Blood Typing

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to registration table	1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record	None	5 minutes	<i>Rural Health Midwife Municipal Health Office</i>
2. Submit laboratory request	2. Accept laboratory request and register the patient in the logbook.	None	5 minutes	<i>Medical Technologist I Municipal Health Office</i>
3. Submit Specimen	3. Identify properly the specimen. Prepare and read the specimen	None	45 minutes	<i>Medical Technologist I Municipal Health Office</i>
4. Pay amount due at the Municipal Treasurer's Office	4. Accept payment and issue O.R.	Urinalysis- PHP 40.00 Fecalalysis- PHP 40.00	5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
5. Claim the result	5. Release results	None	5 minutes	<i>Medical Technologist I Municipal Health Office</i>
TOTAL:		PHP 40.00	1 hour and 5 minutes	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

External Services



1. Issuance of Locational Clearance

Locational Clearance/Zoning Compliance Certificate is an approval document issued by the City/Municipal Planning and Development Office before granting Building Construction Permits, to guide, control and regulate the future growth and development of the Municipality in accordance with its Comprehensive Land Use Plan and other relevant Zoning regulations.

Office or Division:	Office of the Municipal Planning and Development			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and Notarized Application Form for Building Locational Clearance (3 Copy)		MPDC OFFICE Application form notarized by the Attorney		
2. Photocopy of Land Title (1Copy)		Register of Deeds		
3. Photocopy of Tax Declaration (1Copy)		LGU Assessor's Office		
4. Photocopy of Deed of Conditional or Absolute Sale (this is in the case wherein the title is not yet transferred to the applicant) (1Copy)		Register of Deeds		
5. Duly Notarized Contract of Lease Authorization form the Lot Owner (this is applicable if you rent the Lot) (1Copy)		From the Land Owner		
6. Building Plan perspective and floor plan signed and sealed by a civil Engineer) (1Copy)		Designer/Architect/Engineer incharge		
7. Photocopy of Bill of Materials and Cost estimates (1Copy)		Designer/Architech/Engineer incharge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application form, fill it in and go to the Attorney to be notarized	Issue 3 sets Application form for Locational Clearance & checklist of Requirements.	None	3 Minutes	<i>Administrative Aide I Office MPDC Office</i>



<p>2. Secure checklist of requirements for Locational Clearance and Prepare them for checking.</p>	<p>Inspect retirements availability and completeness, then compute for fees and issue order of payment. Compute Payment using HLURB</p>	<p>A. Single residential structure attached or detached</p> <ol style="list-style-type: none"> 1. P100,000 and below – P288 2. Over P100,000 to P200,000 – P576 3. Over P200,000 – P720 + (1/10 of 1% in excess of P200,000) <p>B. Apartment /Townhouses</p> <ol style="list-style-type: none"> 1. P500,000 and below – P1,440 2. Over P500,000 to 2 Million – P2,160 3. Over 2 Million – P3600 <p>C. Dormitories</p> <ol style="list-style-type: none"> 1. P2 Million and below – P3,600 2. Over 2 Million – P3,600 + (1/10 of 1% of cost in the number of floors <p>D. Institutional Project cost of which is :</p> <ol style="list-style-type: none"> 1. Below P2 million – P2,880 2. Over 2 Million – P2,880 + (1/10 of 1% of cost in excess of P2. M) <p>E. Commercial, Industrial and Agro-Industrial Project Cost of which is :</p>	<p>5 Minutes</p>	<p><i>Administrative Aide I/ Zoning Administrator MPDC Office</i></p>
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		<ol style="list-style-type: none"> 1. Below P100,000 – P1,440 2. Over P100,000 – P500,000 – P2,160 3. Over P500,000 – P2,880 4. Over P1 Million – P2 Million – P4,320 5. Over P2 Million – P7,200 + (1/10 of 1% of cost in excess of P2. M) <p>F. Special Uses/ Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)</p> <ol style="list-style-type: none"> 1. Below P2 Million – P7,200 + (1/10 of 1% of cost in excess of P2. M 2. Over 2 Million – P7,200 + (1/10 of 1% of cost in excess of P2. M) <p>G. Alteration / Expansion (affected areas/ cost only) – Same as the original application.</p>		
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<p>3. Receive the Order of Payment. Then pay to the Cashier at the Treasurer's office</p>	<p>Cashier issue Official Receipt (OR)</p>	<p>Based on the latest HLURB schedule of fees and bill of materials.</p>	<p>5 Minutes</p>	<p><i>Administrative Aide I Municipal Treasurer's Office</i></p>
<p>4. Give Official Receipt to the Clerk to get xerox copy</p>	<p>Receive the OR then prepare the Locational Clearance. Issue the LC to the applicant.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide I/ Zoning Administrator MPDC Office</i></p>
<p>5. Receive the Locational Clearance noted LOCATION AL CLEARANCE GRANTED.</p>	<p>File the Supporting documents.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Administrative Aide I MPDC Office</i></p>
<p style="text-align: center;">TOTAL</p>		<p>None</p>	<p>21 Minutes</p>	



2. Issuance of Zoning Certificate

A document issued by the MPDC/Zoning officer Certifying the parcel of Land or portion of it a business and others as to its location and should conform to which zone it must be located, based on the Approved Comprehensive Land Use Plan of the LGU

Office or Division:	Office of the Municipal Planning and Development			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Certificate of Title of the Subject Parcel of Land (1copy)		Register of Deeds		
2. Tax Declaration of Subject Parcel of land (1copy)		LGU-Assessor's Office		
3. DTI Certificate (1copy)		Department of Trade and Industry (Regional Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive, review and record submitted requirements	None	3 Minutes	<i>Administrative Aide I MPDC Office</i>
2. Pay amount due at Municipal Treasurer's Office (MTO)	Accept payment and issue Official Receipt (O.R)	Php 150.00	3 Minutes	<i>Administrative Aide I MPDC Office</i>
3. Present O.R	Photocopy O.R and prepare Zoning Certificate	None	10 Minutes	<i>Administrative Aide I MPDC Office</i>
4. Claim the Zoning Clearance	Issue Zoning Certificate	None	3 Minutes	<i>Administrative Aide I Zoning Administrator MPDC Office</i>
TOTAL		Php 150.00	19 Minutes	



3. Issue Copy of Maps, Socio Economic Profile (SEP), Comprehensive Land Use Plan (CLUP) / Zoning Ordinance, Research work / Feasibility Study.

These are issuance made for the request of clients mostly from students, teachers, agencies, graduating students preparing for their thesis etc.

Office or Division:	Office of the Municipal Planning and Development			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Students/Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D of person conducting the research (1copy)		Person Concern/Different Institution		
2. Letter request from school signed by authorized person (if students endorsed by the school) (1copy)		Different Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request letter from requesting official/from school assigned by authorized person	Check the letter request,Inspect the validity of the I.D	None	2 Minutes	<i>Administrative Aide I MPDC Office</i>
Present valid I.D of requesting official/students	From the data based of the MPDC.PrintMAPS ,SEP, CLUP,ZO or give them soft copy if required.	None	5 Minutes	<i>Administrative Aide I/ Zoning Administrator MPDC Office</i>
TOTAL		None	7 Minutes	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



1. Financial Assistance (Petty Cash)

It is the provision of financial assistance to individuals or families in crisis situation and has inadequate resources.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of this municipality who comes from indigent families.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay Hall		
Medical Certificate/request for laboratory test		Rural Health Unit/ Clinic/ Hospital		
Doctor's prescription with license number		Rural Health Unit/ Clinic/ Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Financial Assistance	1. Review of requirements	None	3 minutes	<i>Administrative Aide I MSWD Office</i>
	1.1. Interview and preparation of assessment report.	None	1 hour	<i>Social Welfare Officer I or Municipal Social Welfare and Development Officer I MSWD Office</i>
	1.2. Processing of application.	None	10 minutes	<i>Administrative Aide I MSWD Office</i>
	1.3. Release of financial assistance.	None	3 minutes	<i>Local Treasury Operations Officer I (Municipal Treasurer's Office)</i>
		TOTAL:	1 hour and 16 minutes	



2. Financial Assistance (Voucher)

It is the provision of financial assistance to individuals or families in crisis situation and has inadequate resources.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of this municipality who comes from indigent family.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay Hall		
Medical Certificate/request for laboratory test		Rural Health Unit/ Clinic/ Hospital		
Doctor's prescription with license number		Rural Health Unit/ Clinic/ Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Financial Assistance	1. Review of requirements.	None	3 minutes	<i>Administrative Aide I MSWD Office</i>
	1.1. Interview and preparation of assessment report.	None	1 hour	<i>Social Welfare Officer I or Municipal Social Welfare and Development Officer I MSWD Office</i>
	1.2. Submission of application to the Mayor's Office for approval.	None	5 minutes	<i>Administrative Aide I MSWD Office</i>
	1.3. Submission of application to the Accounting Office	None	3 minutes	<i>Administrative Aide I Municipal Accounting Office</i>
	1.4 Processing at Accounting and Budget	None	5 days	<i>Municipal Accounting & Budget Office</i>
	1.5 Processing at the Municipal Treasurer's Office	None	2 days	<i>Municipal Treasurer's Office</i>
	1.6 Release of Financial Assistance	None	3 minutes	<i>Municipal Administrator Mayor's Office</i>
TOTAL:		None	7 days and 1 hour and 14 minutes	



3. Issuance of Certificate of Indigency

Certificate of Indigency is issued to less fortunate individuals to avail assistance such as Scholarship, Medical Services and Free Legal Assistance for Attorney's Office (PAO) and the like.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Residents of this municipality who comes from indigent family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide personal information	Interview and check document submitted	None	5 minutes	<i>Social Welfare Officers MSWD Office</i>
2. Claim the Certificate of Indigency	Prepare and issue the document required	None	10 minutes	<i>Social Welfare Officers MSWD Office</i>
TOTAL		None	15 minutes	



4. Issuance of Senior Citizen, Person with Disability and Solo Parent Identification Card

Identification Card for a Senior Citizen, a Person with Disability or a Solo Parent shall be issued to avail of the benefits and privileges as provided for under the Rules and Regulations in the Implementation of RA , RA and RA 8972

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Residents of this municipality who comes from indigent family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Solo Parents a) Birth Certificate of child/ren who are still minor/s b) Proof of Solo Parent(Death Certificate, Barangay Certification, CENOMAR) c) 2 pieces 1"x1" ID Picture		Local Civil Registrar Local Civil Registrar/Barangay Hall and Philippine Statistics Administration Photo Studio		
Senior Citizen Birth Certificate or any document to determine the age of the applicant		Local Civil Registrar/ COMELEC		
Person with Disability Medical Certificate		Rural Health Unit/Clinic/Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provide personal information	Interview and check documents submitted	None	10 minutes	<i>Administrative Aide I MSWD Office</i>
2. Claim ID)	Prepare and issue ID	None	5 minutes	<i>Administrative Aide I MSWD Office</i>
TOTAL		None	15 minutes	



5. Issuance of Social Case Study Report

It is the provision of financial assistance to individuals or families in crisis situation and has inadequate resources.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Residents of this municipality who comes from indigent family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay Hall		
Medical Certificate/request for laboratory test		Rural Health Unit/Clinic/Hospital		
Doctor's prescription with license number		Rural Health Unit/Clinic/Hospital		
Death Certificate		Local Civil Registrar		
Funeral Contract		Funeral Parlor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Personal Information	Interview and prepare Social Case Study Report (SCSR)	None	1 hour	<i>Social Welfare Officers MSWD Office</i>
2. Claim Social Case Study Report (SCSR)	Issue SCSR	None	1 minute	<i>Social Welfare Officers MSWD Office</i>
TOTAL		None	1 hour and 1 minute	



HUMAN RESOURCE MANAGEMENT OFFICE

External Services



1. Submission of Application for a Job Vacancy in the LGU

Applications for work at the Municipal Government of San Luis is open to anyone except for positions requiring that the applicant shall be a resident of the municipality. Equal opportunities are given as long as the applicants meet the minimum qualification standards for the vacant position.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Applicant		
Personal Data Sheet (CS Form No. 212, Revised 2017) (3 copies)		CSC website (downloadable from the internet)		
Photocopy of Transcript of Records (3 copies)		School, College or University where the applicant studied		
Photocopy of certificate of eligibility/rating/license (3 copies)		CSC or PRC		
Performance rating in the last rating period (if applicable)		Office or agency where the applicant currently works		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter together with the required documents to the HR Office or email to hr.sanluispampanga@gmail.com	1. Accept and verify documents	None	2 Minutes	Human Resource Management Officer or Administrative Aide II HRM Office
	1.1 Conduct preliminary interview for walk-in applicants	None	7 Minutes	Human Resource Management Officer or Administrative Aide II HRM Office
	1.2 Print applications received via email	None	7 Minutes	Human Resource Management Officer or Administrative Aide II HRM Office
TOTAL		None	16 Minutes	
Note: Qualified applicants will be notified as soon as the HRMPSB screening has been scheduled.				



HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services



1. Issuance of Certification of Employment, Leave Credits and Service Record

The current and former LGU officials and employees may request for copies of certification of employment, leave credits and service records to the HRMO. These are usually required for loans, Notice of Salary Adjustment, Step Increments/Promotions, retirement and terminal leave purposes. These are also used as a requirement for employment to other companies/agencies.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current and former LGU officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization letter if being requested through a representative		Official/Employee being represented		
Government issued ID of the representative and the official/employee being represented (present original and 1 photocopy)		Representative and Official/Employee being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the HR Office and submit the required documents	1. Conduct interview regarding the requested document	None	3 Minutes	<i>Human Resource Management Officer or Administrative Aide II HRM Office</i>
2. Wait while the person-in-charge checks/updates the record	2. Encode and print the document and have it signed by the HRMO	None	10 Minutes	<i>Human Resource Management Officer or Administrative Aide II HRM Office</i>
3. Receive the requested document	3. Issue the requested document	None	1 Minute	<i>Human Resource Management Officer or Administrative Aide II HRM Office</i>
TOTAL		None	14 Minutes	



2. Processing of Application for Leave of Absence

Permanent, Coterminous and Casual employees are entitled to avail different kinds of leave privileges such as Vacation Leave, Sick Leave, Special Leave Privilege, Maternity Leave, Paternity Leave, Rehabilitation Leave, Ten (10) Days Leave (Violence Against Women and Their Children Act of 2004), Special Leave Benefits for Women, Five (5) Days Forced Leave, Study Leave, Terminal Leave and Special Emergency Leave.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form		Office of the HRMO		
Medical Certificate in case of Sick Leave exceeding than 5 days (present original and 1 photocopy)		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the HRMO for the dates and number of days to apply	1. Check and verify the employee's number of leave credits available	None	2 Minutes	<i>Human Resource Management Officer or Administrative Aide II HRM Office</i>
2. Fill out Application for Leave and for approval of immediate supervisor and submit to the HR Office	2. Accept leave form and for approval of the HRMO, the Municipal Mayor/Municipal Administrator	None	5 Minutes	<i>Human Resource Management Officer or Administrative Aide II HRM Office</i>
	2.1 Post and update leave balances		5 Minutes	<i>Administrative Aide II HRM Office</i>
TOTAL		None	12 Minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT

Internal/External Services



1. Issuance of Net Take Home Pay

Employees applying for loans from government and private authorized lending institutions are required to submit this certification to qualify.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employee / Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Remittance		Municipal Accounting Office – Bookkeeping Section		
Payroll		Municipal Accounting Office – Bookkeeping Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Loan Application.	1. Retrieves Employee Index of Payments.	None	5 minutes	<i>Administrative Assistant II Municipal Accounting Office</i>
2. Issues net take home pay certificate.	2. Prepares certification and submits to the signatory.	None	5 minutes	<i>Administrative Assistant II Municipal Accounting Office</i>
TOTAL		None	10 Minutes	



2. Issuance of Philhealth Certification

Philhealth certificate of remittance is a requirement whenever a member or his/her dependent is hospitalized to be able to enjoy the benefits it entitles them.

Office or Division:		Office of the Municipal Accountant		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Remittance Payroll		Municipal Accounting Office – Bookkeeping Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Philhealth Form	1. Records receipt in the logbook.	None	2 minutes	<i>Administrative Assistant II Municipal Accounting Office</i>
2. Fills out information	2. Provide information required in the form.	None	2 minutes	<i>Administrative Assistant II Municipal Accounting Office</i>
3. Issues duly accomplished/ Signed Philhealth Form	3. Releases the accomplished form to client.	None	2 minutes	<i>Administrative Assistant II Municipal Accounting Office</i>
TOTAL		None	6 Minutes	



3. Pre-audit/Processing of Payroll/Voucher for Claims, Supplies, and Infrastructure projects..

Government transactions are mandated to comply with all the applicable laws and procedures before government funds are disbursed.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C/G2G – Government to Citizen / Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See COA Circular 2012-001; 2017-002 Loan Amortization Documents/ NOSA/ Leave Forms Paid payrolls and Cash Receipts Reports		Municipal Treasurer's Office Municipal Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares payroll for salaries, wages allowances and other benefits.	1. Compiles documents pertaining to employee salaries, deductions, status/title	None	3 hours	<i>Administrative Aide II Municipal Accountant Municipal Accounting Office</i>
2. Prepares Remittance Lists	2. Generates remittance lists of Loan Amortizations and Premium Payments.	None	1 hour	<i>Administrative Aide II Municipal Accountant Municipal Accounting Office</i>
3. Prepares disbursement/ journal entry vouchers	3. Scrutinizes documents as to completeness, veracity, legality prior to preparation of vouchers.	None	15 minutes	<i>Accountant I Municipal Accounting Office</i>
	3.1 Computes appropriate withholding tax and prepares appropriate BIR Forms.	None	15 minutes	<i>Accountant I Municipal Accounting Office</i>
	3.2 Prepares other necessary supporting documents depending on the	None	5 Minutes	<i>Accountant I Municipal Accounting Office</i>



	nature of claim.			
	3.3 Records to appropriate subsidiary ledger cards.	None	5 Minutes	<i>Accountant I Municipal Accounting Office</i>
4.Forwards processed vouchers to Budget Office	4.Logs vouchers with complete attachments and forwards to the Budget Office for issuance of Obligation Request (ObR)	None	5 Minutes	<i>Administrative Aide I Municipal Accounting Office</i>
5. Receives back vouchers with ObR for numbering and certification by the Accountant.	5. Reviews and signs vouchers if found in order	None	10 Minutes	<i>Municipal Accountant Municipal Accounting Office</i>
6.Forwards signed vouchers to the Office of the Mayor.	6. Logs vouchers with complete attachments and forwards to the Office of the Mayor for approval	None	2 Minutes	<i>Administrative Aide I Municipal Accounting Office</i>
7.Receives approved vouchers from the Office of the Mayor	7. Assigns voucher number and records the transaction to individual Index of Payments and forwards to the office of the Treasurer for check Preparation	None	5 minutes	<i>Administrative Aide II Municipal Accounting Office</i>
8. Prepares Accountant's Advice of Local Check Disbursements	8. Receives signed checks with complete attachments for issuance of Accountant's Advice	None	20 minutes	<i>Administrative Aide II Municipal Accounting Office</i>
9. Receives Accountant's Advice for approval	9.Reviews and signs Accountant's advice once found	None	5 Minutes	<i>Municipal Accountant Municipal Accounting Office</i>



	in order, otherwise, return for corrections			
10. Submits Accountant's Advice of Local Check Disbursements to concerned Government Servicing Banks	Submit signed Accountant's Advice of Local Check Disbursements to DBP/Landbank	None	Half Day	<i>Administrative Aide I Municipal Accounting Office</i>
TOTAL		None	9 Hours and 32 Minutes	



4. Preparation/Signing of Barangay Financial Statements.

Barangay Financial Statements are being prepared by the Municipal Accountant for submission to the Commission on Audit.

Office or Division:		Municipal Accounting Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved Barangays vouchers with complete attachments.		Respective Barangays		
Bank Statements		Authorized Depository Banks		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives barangay vouchers of 17 barangays	1.1 Prepares the corresponding journal entries .	None	10 minutes	<i>Municipal Accountant Municipal Accounting Office</i>
	1.2 Posts transactions to corresponding journals/ledgers.	None	10 minutes	<i>Municipal Accountant Municipal Accounting Office</i>
2. Receives Bank statements of 17 barangays.	2.1 Prepares Bank Reconciliation Statement for each bank account.	None	1 day	<i>Municipal Accountant Municipal Accounting Office</i>
	2.2 Submits to the COA.	None	20 minutes	<i>Municipal Accountant Municipal Accounting Office</i>
3. Prepares barangay Financial Statements.	Prepares all financial statements including Trial Balance, Income statement, Statement of Financial Position, Cash flow statement, and Notes to Financial Statement of the 17 barangays.	None	1 day and half	<i>Municipal Accountant Municipal Accounting Office</i>



4. Submits the Financial Statements	Submits the signed financial statements to the COA.	None	20 Minutes	<i>Administrative Aide II Municipal Accounting Office</i>
TOTAL		None	2 Days, and 5 Hours	



5. Reconciliation of GSIS/PHILHEALTH Billing/Submission of Electronic Remittance File.

Prior to remittance of membership premiums and loan amortizations, reconciliation of accounts is required.

Office or Division:	Municipal Accounting Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Premiums/ Amortizations withheld/remitted, NOSA, Appointment papers.		Municipal Accounting Office – Bookkeeping Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uploads GSIS forms regarding employee data affecting GSIS data base .	1.1 Prepares GSIS forms (A,B,C,D,E) reflecting adj/changes in employee basic information/salaries and/or employment status/title	None	Maximum of 7 days	<i>Municipal Accountant Municipal Accounting Office</i>
	1.2 Awaits GSIS action on the uploaded forms to be able to proceed to the next agency action which is updating employee GSIS records.			
2. Search billing	2. Access GSIS EBCS.	None	2 Minutes	<i>Administrative Aide II Municipal Accounting Office</i>
3. Reconciles billing vs. payroll/records on file.	3. Download Electronic Billing to compare/reconcile with payroll working paper/other records on file	None	1 Hour	<i>Administrative Aide II Municipal Accounting Office</i>



4. Prepares reconciled ERF.	4. Uploads Electronic Remittance File (ERF)	None	30 Minutes	<i>Administrative Aide II Municipal Accounting Office</i>
5. Prepares working paper for BIR remittances.	5. Reconciles withholding taxes from payroll vs. employee withholding tax file	None	30 minutes	<i>Administrative Aide I Municipal Accounting Office</i>
6. Uploads BIR Remittances.	6. Access Electronic Tax Payment System and facilitate electronic payment	None	30 Minutes	<i>Administrative Aide I Municipal Accounting Office</i>
TOTAL		None	7 days, 2 Hours and 32 Minutes	



OFFICE OF THE MUNICIPAL ASSESSOR

External Services



1. Issuance of Certifications related to Real Property Assessment.

This service provides Certification of No Real Property, Certification of No Improvement, and Certification of Property Holdings for taxation purposes as requested by property owners for different kinds of purposes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Any person who owns real property within the Municipality of San Luis.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 photocopy and 1 original)		Declared Owner/s		
2. Tax Clearance or Real Property Tax Receipt up to the current year (1 photocopy)		Municipal Treasurer's Office		
3. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy)		Declared Owner/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and fill up service request form.	1. Check the requirements if complete and receive the request.	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
2. Pay the necessary fees to the Treasurer's Office.	2. Received the payment and issue official receipt.	PHP 75.00	5 Minutes	<i>Administrative Aide I Office of the Municipal Treasury</i>
	2.1 Verify the Real Property.	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	2.2 For typing/encoding/printing of Certifications.	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	2.3 For review and for approval.	None	3 Minutes	<i>Municipal Assessor Municipal Assessor's Office</i>
3. Present O.R. to the Receiving & Releasing Officer and Claim the Certification.	3. For releasing and log the request.	None	2 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
TOTAL		PHP 75.00	23 Minutes	



2. Issuance of Certified True Copy of Tax Declarations and other documents related to real properties.

This service provides certified true and xerox copies of documents for taxation purposes as requested by property owners for different kinds of purposes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Any person who owns real property within the Municipality of San Luis.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 photocopy and 1 original)		Declared Owner/s		
2. Official receipt evidencing full payment of real property tax for the current year, unless, otherwise, the tax declaration being requested will be used for the payment of current taxes.		Municipal Treasurer's Office		
3. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy)		Declared Owner/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and fill up service request form.	1. Check the requirements if complete and receive the request.	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
2. Pay the necessary fees to the Treasurer's Office.	2. Received the payment and issue official receipt.	PHP 75.00	5 Minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
	2.1 Check and print the Certified True Copy of Tax Declaration and other documents related to real properties.	None	4 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
3. Present O.R. to the Receiving & Releasing Officer and claim the Certified True Copy of Tax Declaration.	3. For releasing and log the request.	None	2 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
TOTAL		PHP 75.00	14 Minutes	



3. Issuance of Notice of Cancellation of Assessment of Building and Machinery.

The service provides the property owner/s when the real property tax assessment should be removed from the assessment roll due to legal reason such as demolition of building.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	Any person who owns real property within the Municipality of San Luis.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 photocopy and 1 original)		Declared Owner/s		
2. Tax Clearance up to the current year. (2 photocopies)		Municipal Treasurer's Office		
3. Notarized Written request for re-assessment (2 photocopies)		Notary Public		
4. Demolition Permit or Certification from the Barangay if demolished (2 photocopies)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and fill up service request form.	1. Check/verify the requirements if complete and receive the request.	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.1 For scheduling of field inspection.	None	2 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.2 Conduct Field Inspection.	None	1 Day within/after receipt request	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.3 Prepare and submit the findings and recommendation for review of Municipal Assessor and Prepare Inspection Report for NCA.	None	1 Day after field inspection	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.4 For encoding/printing of Notice of	None	5 Minutes	<i>Municipal Assessor Municipal Assessor's Office</i>



	cancellation and for review and recommendation.			
	1.5 Submit to Provincial Assessor's Office for approval.	None	1 Day	<i>Provincial Assessor Provincial Assessor's Office</i>
	1.6 If Approved, Corresponding NCA will be issued. In case of dis-approval, owner will be notified through official letter.	None	20 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
2. Go to the Receiving & Releasing Officer and Claim the Approved Notice of Cancellation of Assessment.	2. For releasing of NCA and log the request.	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
TOTAL		None	3 Days and 13 Minutes	



4. Issuance of Tax Declaration for Newly Declared Building and Machinery.

The service provides an ocular inspection of real properties for newly constructed house or building and newly installed machinery.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	Any person who owns real property within the Municipality of San Luis.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Building.				
1. Title or Tax Declaration of lot where the structure is built (2 photocopies).		Declared Owner/s		
2. Building Plans/Improvement Plan and Building Permit or Certificate of Completion/Occupancy (1 photocopy)		Municipal Engineering Office		
For Machinery.				
1. Official receipt on the sale of the machinery/ies (includes acquisition cost, installation cost, hauling cost, etc.) (2 photocopies)		Declared Owner/s		
2. Sworn Statement of Ownership as to prices, year acquired, installed and operated (2 photocopies)		Notary Public		
3. Itemized list of machinery (2 photocopies)		Declared Owner/s		
4. SEC Registration in case of registration of commercial or industrial machineries (2 photocopies)		Securities and Exchange Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and fill up service request form.	1. Check/verify the requirements if complete and receive the request.	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.1 For scheduling of field inspection.	None	2 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.2 Conduct Field Inspection.	None	1 Day within/after receipt request	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>



				<i>Office</i>
	1.3 Prepare and submit the findings and recommendation for review of Municipal Assessor	None	1 Day after field inspection	<i>Municipal Assessor Municipal Assessor's Office</i>

	1.4 For encoding/typing	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.5 For printing of FAAS and Notice of Assessment.	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.6 For review and for recommendation.	None	5 Minutes	<i>Municipal Assessor Municipal Assessor's Office</i>
	1.7 Submit to Provincial Assessor's Office for approval.	None	1 Day	<i>Provincial Assessor Municipal Assessor's Office</i>
	1.8 If Approved, Corresponding Tax Declaration and Notice of Assessment will be issued. In case of dis-approval, owner will be notified through official letter.	None	15 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
2. Go to the Receiving & Releasing Officer and Claim the Tax Declaration and Notice of Assessment.	2. For Releasing of Tax Declaration and Notice of Assessment and log the request.	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
TOTAL		None	3 Days and 40 Minutes	



5. Issuance of Tax Declaration for Simple Transfer of Ownership.

This service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis in computing their real property taxes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Real property owner who wish to declare their property for taxation purposes.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 photocopy and 1 original)		Declared Owner/s		
2. Certified True Copy of New Titles. (2 photocopies)		Registry of Deeds		
3. Deed of Conveyance or Voluntary land transfer for titles Property (2 photocopies)		Notary Public		
4. Tax Clearance up to the current year (2 photocopies)		Municipal Treasurer's Office		
5. Certificate Authorizing Registration (2 photocopies)		Bureau of Internal Revenue		
6. Transfer Tax Receipt (2 photocopies)		Provincial Treasurer's Office		
7. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy)		Declared Owner/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and fill up service request form.	1. Check/verify the requirements if complete and receive the request.	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
2. Pay the necessary fees to the Treasurer's Office.	2. Received the payment and issue official receipt.	PHP150.00	5 Minutes	<i>Administrative Aide I Office of the Municipal Treasury</i>
	2.1 For encoding/typing.	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	2.2 For printing of Field Appraisal Assessment Sheet and Notice of Assessment.	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	2.3 For review and for approval.	None	3 Minutes	<i>Municipal Assessor Municipal Assessor's Office</i>
3. Present O.R. to the Receiving & Releasing Officer and Claim the	3. For Releasing of Tax Declaration and	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor</i>



Tax Declaration and Notice of Assessment	Notice of Assessment and log the request.			<i>Municipal Assessor's Office</i>
TOTAL		PHP 150.00	24 Minutes	



6. Issuance of Tax Declaration for Transfer with Change in Area (subdivided, consolidation, con-subdivision of Lot).

This service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration for subdivided/consolidated lots as basis in computing their real property taxes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Real property owner who wish to declare their property for taxation purposes.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 photocopy and 1 original)		Declared Owner/s		
2. Certified True Copy of New Titles. (2 photocopies)		Registry of Deeds		
3. Deed of Conveyance or Voluntary land transfer for titles Property (2 photocopies)		Notary Public		
4. Tax Clearance up to the current year (2 photocopies)		Municipal Treasurer's Office		
5. Certificate Authorizing Registration (2 photocopies)		Bureau of Internal Revenue		
6. Transfer Tax Receipt (2 photocopies)		Provincial Treasurer's Office		
7. Approved Subdivision Plan (2 photocopies)		Bureau of Lands		
8. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy)		Declared Owner/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and fill up service request form.	1. Check/verify the requirements if complete and receive the request.	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
2. Pay the necessary fees to the Treasurer's Office.	2. Received the payment and issue official receipt.	PHP150.00 per Real Property Unit	5 Minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
	2.1 Check and Verify in the Section Map for the last Property Identification Number and Assign PIN.	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	2.2 For encoding/typing.	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	2.3 For printing of Field	None	5 Minutes	<i>Administrative Aide I,</i>



	Appraisal Assessment Sheet and Notice of Assessment.			<i>Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	2.4 For review and for approval	None	3 Minutes	<i>Municipal Assessor Municipal Assessor's Office</i>
3. Present O.R. to the Receiving & Releasing Officer and Claim the Tax Declarations and Notice of Assessment.	3. For Releasing of Tax Declarations, Notice of Assessment and log the request.	None	2 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
TOTAL		PHP 150.00 per Real Property Unit	28 Minutes	



7. Re-appraisal/Re-assessment of Real Properties.

The service provides an ocular inspection of real properties due to change in classification and actual use of properties.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	Any person who owns real property within the Municipality of San Luis.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 photocopy and 1 original)		Declared Owner/s		
2. Title of the Lot (2 photocopies)		Registry of Deeds		
3. Tax Clearance up to the current year. (2 photocopies)		Municipal Treasurer's Office		
4. Notarized Written request for re-assessment (2 photocopies)		Notary Public		
5. In case of the request for reclassification, attach Sangguniang Bayan affirmation of the resolution (2 photocopies)		Office of the Sangguniang Bayan		
6. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy)		Declared Owner/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and fill up service request form.	1. Check/verify the requirements if complete and receive the request.	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.1 For scheduling of field inspection.	None	2 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.2 Conduct Field Inspection.	None	1 Day within/after receipt request	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.3 Prepare and submit the findings and recommendation for review of Municipal Assessor and Prepare Inspection Report for Re-appraisal/Re-assessment.	None	1 Day after field inspection	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.4 For	None	5 Minutes	<i>Administrative Aide I,</i>



	encoding/typing			<i>Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.5 For printing of FAAS and Notice of Assessment.	None	5 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
	1.6 For review and for recommendation.	None	6 Minutes	<i>Municipal Assessor Municipal Assessor's Office</i>
	1.7 Submit to Provincial Assessor's Office for approval.	None	1 Day	<i>Provincial Assessor Provincial Assessor's Office</i>
	1.8 If Approved, Corresponding Tax Declaration and Notice of Assessment will be issued. In case of dis-approval, owner will be notified through official letter.	None	20 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
2. Go to the Receiving & Releasing Officer and Claim the Tax Declaration and Notice of Assessment.	2. For Releasing of Tax Declaration and Notice of Assessment and log the request.	None	3 Minutes	<i>Administrative Aide I, Administrative Assistant II, Municipal Assessor Municipal Assessor's Office</i>
TOTAL		None	3 Days and 38 Minutes	



MUNICIPAL BUDGET OFFICE

Internal Services



1. Issuance of Obligation Request

The existence of available appropriation is being signed by the Municipal Budget Officer under Column B of the Obligation Request of every department of the Local Government Unit to certify its existence within the Budget for the Calendar Year.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employee / Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher and Journal Entry Voucher with supporting documents		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Voucher will submit to the budget office with supporting documents.	1. Received voucher and payroll with necessary documents	None	1 Minute	<i>Budgeting Aide Municipal Budget Office</i>
	1.1. Determine the availability of appropriation/allotment of the transaction.	None	1 Minute	<i>Revenue Collection Clerk II Municipal Budget Office</i>
	1.2. Prepare Obligation Request (OBR) and assign OBR number, responsibility center and account code.	None	1 Minute	<i>Budgeting Aide Municipal Budget Office</i>
	1.3. Present to MBO for review and approval	None	1 Minute	<i>Municipal Budget Officer Municipal Budget Office</i>
	1.4. Detached one (1) copy of OBR for encoding/posting in the registry sheet and record in the logbook in a sequence manner and submit to Mayor's Office	None	2 Minutes	<i>Revenue Collection Clerk II Municipal Budget Office Administrative Aide I (Office of the Mayor)</i>
TOTAL		None	6 Minutes	



2. Preparation of Executive Budget

Budget preparation is the first phase of the local budget process. It involves cost estimation per PPA, preparation of budget proposals, executive review of budget proposals, and preparation of the LEP and the Budget Message. This phase starts with the issuance of the Budget Call, and ends with submission of the Executive Budget to the Sanggunian on or before October 16 of each year.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employee / Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Estimated Income		Local Finance Committee		
Budget Proposal with indicative Project Procurement Management Plan (PPMP)		Per Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Local Chief Executive (LCE) order for a budget call	1.Prepare the necessary Documents to the Municipal Offices regarding budget call	None	2 Days	<i>Municipal Mayor</i> <i>Municipal Budget Officer</i> <i>Municipal Budget Office</i>
2.Submission of estimated Income	2. Basis for budgeting appropriation	None	5 Days	<i>Local Finance Committee</i> <i>Municipal Budget Officer</i> <i>Municipal Accountant</i> <i>Municipal Treasurer</i> <i>Municipal Planning and Development Coordinator</i>
3.Submission of budget proposals/Plans and program of per Office	3.Consolidate the Budget Proposals	None	14 Days	<i>Municipal Budget Officer</i> <i>Municipal Budget Office</i>
	3.1. Executive Budget review	None	14 Days	<i>Municipal Mayor</i>



	and finalization			<i>Department Heads</i>
	3.2. Prepare budget message and submit the Executive Budget to the Office of Sangguniang Bayan for final review and approval	None	1 Day	<i>Municipal Budget Officer Budgeting Aide Municipal Budget Office</i>
4.Request Supplemental Budget as need arises	4.Prepare and submit Supplemental Budget to Sanggunian Bayan	None	3 Days	<i>Municipal Mayor Local Finance Committee Budgeting Aide Municipal Budget Office</i>
TOTAL		None	39 Days	



3. Review Barangay Budget Proposal

Review proposed Barangay Budget as to compliance with all the budgetary requirements and Personal Services (PS) Limitations.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employee / Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Annual/Supplemental Budget of Barangay (6 copies original)		Readily available in their respective Barangay.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Annual/Supplemental Budget	1. Review the Annual/Supplemental Barangay Budget pursuant to section 331(b) of RA 7160 and Local Budget Circular (LBC) of Department of Budget and Management (DBM)	None	1 Day	<i>Municipal Budget Officer Municipal Budget Office</i>
	1.1. Submit the Annual/Supplemental Barangay Budget with recommendation to the Sanggunian Bayan	None	10 Minutes	<i>Budgeting Aide Municipal Budget Office</i>
TOTAL		None	1 Day and 10 Minutes	



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

External Services



1. Application and Issuance of Marriage License

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

The local civil registrar concerned shall enter all application for marriage license in a registry book strictly in the order in which the same are received.

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

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Couple applicants (Male & Female), at least 18 years of age, whose civil status is Single, Widow, Widower or Divorced and has no legal impediment to enter into marriage and one or both of the contacting parties are residents of the municipality.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Any/or one (1) of the following: - PSA Birth Certificate (Present original and 3 photocopies) - Baptismal Certificate (Present original and 3 photocopies) - Death Certificate of deceased spouse of the contracting party whose civil status is widow or widower. (Present original and 3 photocopies)	Philippine Statistics Authority Church (Place of Baptism) Philippine Statistics Authority
	2. Certificate of No Marriage/ Marriage Advisory (Present original and 3 photocopies)	Philippine Statistics Authority
	3. Pre-Marriage Counselling (PMC) Seminar Certificate of Attendance (1 original)	Population Commission Officer
	4. Valid Identification Cards of Parents/guardian (Present original and 3 photocopies)	Owner's Copy, Office that issued the identification card presented
	5. Official Receipt (original)	Municipal Treasurer Office
	6. Notice of Application for Marriage License, if one is not a resident of the municipality.	Municipal Civil Registrar's Office
	7. Additional requirements, if	Municipal Civil Registrar's Office



<p>applicable</p> <ul style="list-style-type: none"> - Accomplished form No. 6 – Parental Consent - Accomplished form No. 8 – Parental Advice 				
<p>8. For Annulled Applicants:</p> <ul style="list-style-type: none"> - Registered Court Order of Annulment with Certificate of Finality and Certificate of Registration of Court Order (Present original and 3 photocopies) - Annotated Certificate of Marriage (Present original and 3 photocopies) - Registered Judicial Decree of Annulment (Present original and 3 photocopies) 	<p>Municipal Civil Registrar’s Office where the court is located</p> <p>Philippine Statistics Authority</p> <p>Municipal Civil Registrar’s Office where the court is located</p>			
<p>9. For Filipino citizen married to Foreigner and was divorced by his/her alien spouse:</p> <ul style="list-style-type: none"> - Registered recognition of Foreign decree of divorce and Certification of Registration and other judicial attachments (Present original and 3 photocopies) - Annotated Certificate of Marriage (Present original and 3 photocopies) 	<p>Municipal Civil Registrar’s Office where the court is located</p> <p>Philippine Statistics Authority</p>			
<p>10. For Foreign applicant:</p> <ul style="list-style-type: none"> - Legal capacity to marry (Present original and 3 photocopies) - Passport (Present original and 3 photocopies) - Divorce papers for Divorced applicants and judicial declaration of divorce (Present original and 3 photocopies) 	<p>Embassy/Consular Office of the Foreigner</p> <p>Owner’s Copy</p> <p>Owner’s Copy</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Inquire about the service.</p>	<p>1. Give instructions to client and provide checklist of requirements.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i></p>



2. Fill out Application for Marriage License	2. Assist clients in filling up the application for Marriage License.	None	15 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
3. Submit accomplished form and requirements.	3. Receive and review application for Marriage License and requirements 3.1 Advise client to pay required fee at the Municipal Treasurer's Office	None	15 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
4. Pay required fee at Municipal Treasurer's Office (MTO)	4. Accept official receipt and log: -transaction type -official receipt number and -amount paid in the Revenue Log Book	P302.00	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	4.1 Post notice of application for Marriage License	None	10 days	<i>Administrative Aide II and Administrative Aide I</i>
	4.2 Assign and log registry number	None	10 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
5. Receive document after ten (10) days of posting	5. Issue Marriage License	None	5 minutes	<i>Administrative Aide II</i>
	5.1 Sign Marriage License	None	3 minutes	<i>Municipal Civil Registrar</i>
	5.2 Release Marriage License	None	5 minutes	<i>Administrative Aide II and Administrative</i>



	to client and attach a photocopy of the document for filing			<i>Aide I Municipal Civil Registry Office</i>
TOTAL		P302.00	10 days, 1 hour and 8 minutes	



2. Annotation of Court Orders/Decrees (Adoption/Annulment/Nullity of Marriage/Correction of Clerical Error)

Pursuant to Rule 50 of Administrative Order No. 1, series of 1993, Court Orders/Decrees/Decisions affecting the civil status of a person shall be registered in the Register of Court Orders at the Municipal Civil Registrar's Office where the issuing court is operating. The respondent Municipal Civil Registrar (Record Keeping Civil Registrar) shall annotate in the Birth/Marriage/Death Certificate the decision of the Court.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Petitioner Counsel of the Petitioner Any person who has direct interest on the court order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified copy of Court Decision (3 photocopies)		Municipal Civil Registry Office where the court is located		
2. Certified copy of Certificate of Finality (3 photocopies)		Municipal Civil Registry Office where the court is located		
3. Certificate of Registration of Court Decision (Present original copy and 3 photocopies)		Municipal Civil Registry Office where the court is located		
4. Certificate of Authenticity (Present original copy and 3 photocopies)		Municipal Civil Registry Office where the court is located		
5. Official Receipt		Municipal Treasurer Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Court Decision, Certificate of Finality, Certificate of Authenticity and Certificate of Registration to LCRO	1. Receive and review requirements	None	25 minutes	<i>Administrative Aide II</i>
	1.1 Process annotation of court order and other documents to be submitted to PSA then advise client to pay required fee at the Office of the Municipal Treasurer	None	55 minutes	<i>Administrative Aide II Municipal Civil Registry Office</i>
2. Pay required fee at the	2. Accept official receipt and log	P1500.00	15 minutes	<i>Administrative Aide II</i>



Municipal Treasurer's Office (MTO)	transaction type, official receipt number and amount paid in the Revenue Log Book			
	2.1 Prepare transmittal to PSA, East Ave., Quezon City	None	5 minutes	<i>Administrative Aide II</i>
	2.2 Sign documents and transmittal	None	5 minutes	<i>Municipal Civil Registrar</i>
	2.3 Advise client to mail documents	None	3 minutes	<i>Administrative Aide II</i> <i>Municipal Civil Registry Office</i>
3. Mail documents to PSA, East Avenue, Quezon City	3. Receive copy of proof of mailing and attach to clients copy of documents	None	2 minutes	<i>Administrative Aide II</i> <i>Municipal Civil Registry Office</i>
4. Receive annotated civil registry document with supporting papers to be used in requesting for an Annotated PSA copy.	4. Release annotated civil registry document with supporting papers to be presented to PSA, Quezon City	None	5 minutes	<i>Administrative Aide II</i> <i>Municipal Civil Registry Office</i>
TOTAL		P1500.00	1 hour and 55 minutes	



3. Filing of Petition for Change of First Name or Nickname (CFN) and Filing of Migrant Petition for Change of First Name or Nickname Pursuant to Republic Act 9048

Republic Act No. 9048, is an act authorizing the Municipal Civil Registrar or the Consul General to correct clerical or typographical error/s and change of first name in the civil register without the need of a judicial order, amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines.

A Migrant Petition is a petition filed by a petitioner whose present residence or domicile is different from the place where the civil registry record to be corrected was registered.

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	<ol style="list-style-type: none"> 1. Owner of the document, if 18 years of age 2. Parents, brother and sister of the child 2. Any person duly authorized by law or by the document owner 	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
<ol style="list-style-type: none"> 1. PSA Birth Certificate (present original and 2 photocopies) 2. Local copy of Birth Certificate (present original and 2 photocopies) 3. NBI Clearance (present original and 2 photocopies) 4. Police Clearance (present original and 2 photocopies) 5. Certificate of employment, if employed (present original and 2 photocopies) 6. Affidavit of Non-Employment (2 original copies) 7. At least two (2) relevant public/private documents showing the correct name in which the Change of First Name shall be based such as: <ul style="list-style-type: none"> - Baptismal Certificate (present original and 2 photocopies) - School Records/Form 137 Elementary/Transcript of Records/Diploma (present original and 2 photocopies) - Voter Certification (present original and 2 photocopies) - Other documents to establish the correct 	Philippine Statistics Authority	
	Municipal Civil Registry Office	
	National Bureau of Investigation	
	Philippine National Police where the petitioner resides	
	Petitioner's Employer	
	Notary Public	
	Concerned Agencies	
	Concerned Agencies	



name of the petitioner	
8. Proof of Publication: - Newspaper Clippings - Affidavit of Publisher	Any Newspaper of General Circulation (For Migrant Petition) Any Newspaper of Local Circulation (For Non-Migrant Petition)
9. Certificate of Indigency, if the petitioner is an indigent person	Punong Barangay where the petitioner resides MSWDO
10. Postal Money Check	Philippine Post Office
11. Community Tax Certificate of Petitioner	Municipal Treasurer's Office
12. Special Power of Attorney (SPA), if the petitioner is not the owner of the document, spouse, father, mother, guardian, sibling and child of the document owner	Notary Public
13. Official Receipt	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service	1. Interview client and provide checklist of requirements	None	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
2. Submit requirements and file petition for change of first name	2. Review requirements and prepare petition	None	30 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
3. Pay filing fee at the Municipal Treasurer's Office (MTO), if petitioner is not an indigent person	3. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book	P3000.00 filing fee	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
4. Review petition and sign document	4. Sign document	None	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
5. Receive copy of petition	5. Issue owner's copy of petition to client and	None	20 minutes	<i>Municipal Civil Registrar</i>



	<p>advise client to return to LCRO to mail petition to PSA, East Ave., Quezon City after the ten-day posting period and two weeks publication of the petition</p> <p>5.1 Prepare Notice of Posting</p> <p>5.2 Prepare Notice of Publication</p> <p>5.3 Post notice for ten (10) consecutive days in the Local Civil Registry bulletin board</p> <p>5.4 Submit Notice of Publication to newspaper publisher</p> <p>5.5 Prepare and issue Certificate of Posting after 10 days</p> <p>5.6 Pick- up Newspapers and Affidavit of Publisher after two (2) weeks</p> <p>5.7 Render MCR's decision on the petition within 5 working days</p>	<p>None</p> <p>P2300.00</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 calendar days</p> <p>2 consecutive weeks</p> <p>5 minutes</p> <p>4 hours</p> <p>5 working days</p>	<p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registrar</i></p>
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	5.8 Prepare transmittal then call or text petitioner to mail the petition	None	5 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
6. Mail Petition to PSA, East Avenue, Quezon City for processing and wait for approval of the petition after standard time of 6 months	6. File a copy of proof of mailing together with the MCR's copy of the petition	None	5 minutes	<i>Municipal Civil Registrar</i>
		None	5 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
TOTAL		P5300.00	19 days, 5 hours and 40 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Migrant Petition: 1. Inquire about the service	1. Interview client and provide checklist of requirements	None	10 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
2. Submit requirements and file petition for change of first name	2. Review requirements and process petition then advise client to pay filing fee	None	30 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
3. Pay filing fee at the Municipal Treasurer's Office (MTO), if the petitioner is not an indigent person	3. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book	P500.00	10 minutes	<i>Municipal Civil Registrar</i>
	3.1 Advise client to secure a Postal Money	None	15 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil</i>



	Check from Post Office, addressed to Record Keeping Civil Registrar (RKCR)			Registry Office
4. Secure Postal Money Check from Post office addressed to Record Keeping Civil Registrar (RKCR)	3.3 Accept Postal Money Check and attached to documents	P3800.00	5 minutes	Municipal Civil Registrar Municipal Civil Registry Office
4. Review petition and sign document	4. Sign document and issue owner's copy of petition	None	5 minutes	Municipal Civil Registrar Municipal Civil Registry Office
5. Receive copy of petition	5. Advise client to return to LCRO to mail petition after the ten-day posting period and two weeks publication of the petition	None	20 minutes	Municipal Civil Registrar
	5.1 Prepare Notice of Posting			
	5.2 Prepare Notice of Publication			
	5.3 Post notice for ten (10) consecutive days in the Local Civil Registry bulletin board	None	10 calendar days	Municipal Civil Registrar
	5.5 Submit Notice of Publication to newspaper publisher	P2300.00	2 consecutive weeks	Municipal Civil Registrar
	5.6 Prepare and issue Certificate of Posting, after 10 days	None	5 minutes	Municipal Civil Registrar



	5.7 Pick-up Newspapers and Affidavit of Publisher after two (2) weeks	None	4 hours	<i>Municipal Civil Registrar</i>
	5.8 Render MCR's decision on the petition	None	5 working days	<i>Municipal Civil Registrar</i>
	5.9 Prepare transmittal then call or text petitioner to mail petition	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
6. Mail Petition to Record Keeping Civil Registrar (RKCR) and follow-up petition at the Local Civil Registry Office after standard time of 7 months.	6. File a copy of proof of mailing together with the MCR's copy of petition	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
	TOTAL	P6600.00	14 days, 5 hours and 50 minutes	



4. Filing of Petition for Correction of Clerical Error (CCE) and Migrant Petition for Correction of Clerical Error Pursuant to Republic Act 9048

Republic Act No. 9048, is an act authorizing the Municipal Civil Registrar or the Consul General to correct clerical or typographical error/s and change of first name in the civil register without the need of a judicial order, amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines.

An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors of changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors in civil registry documents.

A Migrant Petition is a petition filed by a petitioner whose present residence or domicile is different from the place where the civil registry record to be corrected was registered.

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	1. Owner of the document, if 18 years of age 2. Parents, brother and sister of the child 2. Any person duly authorized by law or by the document owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PSA Birth Certificate (present original and 2 photocopies) 2. Local copy of Birth Certificate (present original and 2 photocopies) 3. At least two supporting documents to establish each entry subject for correction: - Baptismal Certificate (present original and 2 photocopies) - School Records/Form 137 Elementary/Transcript of Records/Diploma (present original and 2 photocopies) - Voter Certification (present original and 2 photocopies) - Other documents (present original and 3 photocopies) 4. Official Receipt 5. Community Tax Certificate of the Petitioner 6. Special Power of Attorney (SPA), if the petitioner is not the owner of		Philippine Statistics Authority Municipal Civil Registry Office Church (Place of Baptism) Concerned Agencies Concerned Agencies Municipal Treasurer's Office Municipal Treasurer's Office Notary Public



the document, spouse, father, mother, guardian, sibling and child of the document owner				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service	1. Interview client and provide checklist of requirements	None	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
2. Submit requirements and file petition for correction of clerical error	2. Review requirements and process petition then advise client to pay filing fee	None	30 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
3. Pay filing fee at the Municipal Treasurer's Office (MTO), if petitioner is not an indigent person	3. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book	P1000.00	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
4. Review petition and sign document	4. Sign document	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
5. Receive copy of petition	5. Issue owner's copy of petition to client and advise client to return to LCRO to mail petition to PSA, East Ave., Quezon City	None	10 minutes	<i>Municipal Civil Registrar</i>
	5.2 Prepare Notice of Posting 5.3 Post notice for ten (10) consecutive days in the Local Civil Registry bulletin board	None	10 calendar days	<i>Municipal Civil Registrar</i>



	5.4 Prepare and issue Certificate of Posting after 10 days	None	5 minutes	<i>Municipal Civil Registrar</i>
	5.5 Render MCR's decision on the petition	None	5 working days	<i>Municipal Civil Registrar</i>
	5.6 Prepare transmittal then call or text petitioner to mail the petition	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
6. Mail Petition to PSA, East Avenue, Quezon City for processing and wait for approval after standard time of 6 months	6. File a copy of proof of mailing together with the MCR's copy of petition	None	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
TOTAL		P1000.00	15 days, 1 hour and 25 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Migrant Petition: 1. Inquire about the service	1. Interview client and provide checklist of requirements	None	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
2. Submit requirements and file petition for correction of clerical error	2. Review requirements, process petition and advise client to pay filing fee	None	30 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
3. Pay filing fee at the Municipal Treasurer's Office (MTO), if the petitioner is not an indigent person	3. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book	P500.00	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>



	3. Advise client to secure a Postal Money Check from Post Office	None	15 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
4. Secure Postal Money Check addressed to Record Keeping Civil Registrar (RKCR)	3.3 Accept Postal Money Check and attached to documents	P1800.00	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
5. Review petition and sign document	4. Sign document	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
6. Receive copy of petition	5. Issue owner's copy of petition to client and advise client to return to LCRO to mail petition to PSA, Quezon City after the ten-day posting period	None	10 minutes	<i>Municipal Civil Registrar</i>
	5.1 Prepare Notice of Posting			
	5.2 Post notice for 10 consecutive days in the Local Civil Registry bulletin board	None	10 calendar days	<i>Municipal Civil Registrar</i>
	5.3 Prepare and issue Certificate of Posting, after 10 days	None	5 minutes	<i>Municipal Civil Registrar</i>
	5.4 Prepare transmittal then call or text petitioner to mail the petition	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>



7. Mail Petition to Record Keeping Civil Registrar (RKCR) and follow-up petition at the Local Civil Registry Office after standard time of 7 months.	6. File a copy of proof of mailing together with the MCR's copy of petition	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
TOTAL		P2300.00	10 days, 1 hour and 40 minutes	



5. Filing of Petition for Correction of Clerical Error (CCE) and Migrant Petition for Correction of Clerical Error Pursuant to Republic Act 10172

Republic Act No. 10172 amends Republic Act No. 9048 and now authorizes the Municipal Civil Registrar or the Consul General to correct the clerical or typographical error in the birth record of a person particularly the **sex and date of birth (month and day only)** without a judicial decree.

A **Migrant Petition** is a petition filed by a petitioner whose present residence or domicile is different from the place where the civil registry record to be corrected was registered.

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	1. Owner of the document, if 18 years of age 2. Parents, brother and sister of the child 2. Any person duly authorized by law or by the document owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PSA Birth Certificate (present original and 2 photocopies)		Philippine Statistics Authority
2. Local copy of Birth Certificate (present original and 2 photocopies)		Municipal Civil Registry Office
3. Baptismal Certificate (present original and 2 photocopies)		Church (Place of Baptism)
4. School Records/Form 137 Elementary (present original and 2 photocopies)		School Graduated
5. Medical Record (present original and 2 photocopies)		Hospital, Clinic, Laboratory
6. Medical Certificate		Municipal Health Officer
7. Official Receipt		Municipal Treasurer's Office
8. Community Tax Certificate of the Petitioner		Municipal Treasurer's Office
9. Special Power of Attorney (SPA), if the petitioner is not the owner of the document, spouse, father, mother, guardian, sibling and child of the document owner		Notary Public



10. NBI Clearance	National Bureau of Investigation			
11. Police Clearance	Philippine National Police			
12. Certificate of Employment/Affidavit of Non-Employment	Company/Notary Public			
13. Affidavit of Minority, if the child is below 18 years of age	Notary Public			
14. Proof of Publication: - Newspaper Clippings - Affidavit of Publisher	Any Newspaper of General Circulation (For Migrant Petition) Any Newspaper of Local Circulation (For Non-Migrant Petition)			
15. Certificate of Indigency, if the petitioner is an indigent person	Punong Barangay where the petitioner resides MSWDO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service	1. Interview client and provide checklist of requirements	None	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
2. Submit requirements and file petition for correction of clerical error	2. Review requirements and prepare petition then advise client to pay filing fee	None	30 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
3. Pay filing fee at the Municipal Treasurer's Office (MTO), if petitioner is not an indigent person	3. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book	P3000.00	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
4. Review petition and sign document	4. Sign document	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
5. Receive copy of petition	5. Issue owner's copy of petition to client and advise client to	None	20 minutes	<i>Municipal Civil Registrar</i>



	<p>return to LCRO to mail petition to PSA, East Ave., Quezon City after the ten-day posting period and two weeks publication of the petition</p> <p>5.1 Prepare Notice of Posting</p> <p>5.2 Prepare Notice of Publication</p> <p>5.3 Post notice for 10 consecutive days in the Local Civil Registry bulletin board</p> <p>5.4 Submit Notice of Publication to newspaper publisher</p> <p>5.5 Prepare and issue Certificate of Posting after 10 days</p> <p>5.6 Pick- up Newspapers and Affidavit of Publisher after two (2) weeks</p> <p>5.8 Render MCR's decision on the petition</p> <p>5.9 Prepare transmittal then call or text petitioner to mail</p>	<p>None</p> <p>P2300.00</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 calendar days</p> <p>2 consecutive weeks</p> <p>5 minutes</p> <p>4 hours</p> <p>5 days</p> <p>5 minutes</p>	<p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registrar</i></p>
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	the petition			
6. Mail Petition to PSA, East Avenue, Quezon City for processing and wait for approval after standard time of 6 months	6. File a copy of proof of mailing together with the MCR's copy of petition	None	5 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
TOTAL		P5300.00	19 days, 5 hours and 30 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Migrant Petition: 1. Inquire about the service	1. Interview client and provide checklist of requirements	None	10 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
2. Submit requirements and file petition for correction of clerical error	2. Review requirements, process petition and advise client to pay filing fee	None	30 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
3. Pay filing fee at the Municipal Treasurer's Office (MTO), if the petitioner is not an indigent person	3. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book	P500.00	10 minutes	<i>Municipal Civil Registrar</i>
	3.1 Advise client to secure a Postal Money Check from Post Office	None	15 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
4. Secure Postal Money Check addressed to Record Keeping Civil Registrar (RKCR)	3.3 Accept Postal Money Check and attached to documents	P3800.00	5 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
5. Review petition and	4. Sign	None	5 minutes	<i>Municipal Civil Registrar</i>



sign document	document			<i>Municipal Civil Registry Office</i>
6. Receive copy of petition	5. Issue owner's copy of petition to client and advise client to return to LCRO to mai petition to PSA, East Ave., Quezon City after the ten-day posting period and two weeks publication of the petition	None	20 minutes	<i>Municipal Civil Registrar</i>
	5.1 Prepare Notice of Posting			
	5.2 Prepare Notice of Publication			
	5.3 Post notice for ten (10) consecutive days in the Local Civil Registry bulletin board	None	10 consecutive days	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
	5.4 Submit Notice of Publication to newspaper publisher	P2300.00	2 consecutive weeks	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
	5.5 Prepare and issue Certificate of Posting, after 10 days	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
	5.6 Pick-up Newspapers and Affidavit of Publisher after two (2) weeks	None	4 hours	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>



	5.7 Render MCR's decision on the petition	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
	5.8 Prepare transmittal then call or text petitioner to mail petition	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
7. Mail Petition to Record Keeping Civil Registrar (RKCR) and follow-up petition at the Local Civil Registry Office after standard time of 7 months.	6. File a copy of proof of mailing together with MCR's copy of Petition	None	10 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
TOTAL		P6600.00	14 days and 6 hours	



6. Issuance of Certification/Certified True copy of Birth, Death and Marriage Certificate

Civil Registry documents such as birth, marriage and death certificates and other registrable documents maybe availed of by securing a Certified Machine/Photo copy from the original record filed and kept in the Office of the Municipal Civil Registrar. Likewise, certified transcripts from the Registry Book can also be requested from the same Office.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	1. Owner of the document, if 18 years of age 2. Spouse, parents, brother and sister of the child 2. Any person duly authorized by law or by the document owner			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Valid identification Card, if owner of the document (Present original and one (1) photocopy)	Owner's copy			
2. Valid Identification Card, of authorized person (Present original and one (1) photocopy)	Owner's copy			
3. Authorization letter from document owner (original copy)	Document owner			
4. Official Receipt	Municipal Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request document	1. Interview client and verify requested document then advise client to pay required fee	None	25 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
2. Pay required fee at Municipal Treasurer's Office (MTO)	2. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book	P100.00	5 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
	2.2 Prepare document	None	5 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
	2.3 Sign document	None	3 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
3. Receive document	3. Issue document to client	None	2 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
TOTAL		P100.00	40 minutes	



7. On-Time Registration of Birth Certificate and Late Registration of Birth Certificate - For Legitimate and Illegitimate Children

The birth of a child being a vital event, should be registered at the Office of the Municipal Civil Registrar within a thirty (30) day reglementary period from the time of birth. Other than serving identification purposes, a birth Certificate is also required by various agencies and instrumentalities in availing of their services. If registered beyond the reglementary period, it is considered late registration.

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Simple for on-time registration and Highly Technical for late registration	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Parents, guardians, attendant at birth, hospital and clinic authorities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Municipal Form 102, If child was born in hospital or clinic (4 copies)		Hospital or Clinic where birth occurred
2. Notarized Affidavit to Use the Surname of the Father (AUSF), for illegitimate children (3 original copies)		Notary Public
3. Notarized Affidavit of Acknowledgement, if the child was not acknowledged by the father, for illegitimate children (3 original copies) for late registered birth		Notary Public
4. Any three(3) of the following documents: <ul style="list-style-type: none"> - Baptismal Certificate (present original copy and 3 photocopies) - Immunization Record (present original copy and 3 photocopies) - Form 137, Transcript of Records (present original copy and 3 photocopies) - SSS membership Form (present original copy and 3 photocopies) - MDR Philhealth (present original copy and 3 photocopies) - Voter Certification (present original copy and 3 photocopies) - Other documents showing the 		Church (Place of Baptism) Owner's copy Owner's copy/School Owner's copy Owner's copy Owner's copy



name, date of birth and place of birth of the child to be registered (present original and 3 photocopies)	Owner's copy
5. Marriage Certificate of parents (present original and 3 photocopies)	Owner's copy
6. Joint Affidavit of Disinterested Persons (3 original copies)	Mayor's Office/Notary Public
7. Sworn Statement from any of the parents or child if of age	Mayor's Office/Notary Public
8. Barangay Captains Certification	Punong Barangay of place of birth
9. Certification of Attendant at Birth	Attendant at Birth
10. Official Receipt	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On-Time Registration: For legitimate children born in hospital or clinic: 1. Submit duly accomplished Municipal form 102, review the accuracy of all entries and sign on the remarks portion	1. Review and process document	None	20 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
	1.1 Sign document	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
2. Receive registered Certificate of Live Birth	2. Release Certificate of Live Birth to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
TOTAL		None	30 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On-Time Registration: For legitimate children born at home or aboard a vehicle: 1. Apply for registration of birth	1. Interview client and prepare the Certificate of Live Birth	None	25 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
	1.1 Advise client to have the document signed by the attendant at birth then submit the document to LCRO	None	5 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
2. Submit the document and review the accuracy of all entries then sign on the remarks portion	2. Receive, process and sign document	None	10 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
	2.1 Sign document	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
3. Receive registered Certificate of Live Birth	3. Release Certificate of Live Birth to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
TOTAL		None	50 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>On- Time Registration: For illegitimate children born in hospital or clinic:</p> <p>1. Submit duly accomplished Municipal form 102</p>	<p>1. Review the document and advise client to have the acknowledgement portion (on the dorsal side of the Certificate of Live Birth) notarized by a Notary Public and execute an Affidavit to Use the Surname of the Father (AUSF)</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i></p>
<p>2. Submit document with duly notarized acknowledgement and Affidavit to Use the Surname of the Father and review the accuracy of all entries then sign on the remarks portion</p>	<p>2. Receive and process document</p> <p>2.1 Register legal instrument (AUSF)</p> <p>2.3 Prepare Certificate of Registration of Legal Instrument and advise client to pay required fee</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i></p>



3. Pay required fee at Municipal Treasurer's Office (MTO)	3. Accept official receipt and log type of document, O.R. Number and amount paid in the Revenue Log Book and sign document	P200.00	10 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.1 Sign documents	None	5 minutes	<i>Municipal Civil Registrar Municipal Civil Registry Office</i>
4. Receive registered Certificate of Live Birth with AUSF and Certificate of Registration of Legal Instrument	4. Release Certificate of Live Birth to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
TOTAL		P200.00	1 hour and 10 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On-Time Registration: For illegitimate children born at home or aboard a vehicle: 1. Apply for registration of birth	1. Interview client and prepare the Certificate of Live Birth	None	20 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	1.1 Advise client to have the acknowledgement portion at the dorsal side of the Certificate of Live Birth notarized by a Notary Public and execute an Affidavit to Use	None	30 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>



	<p>the Surname of the Father (AUSF);</p> <p>1.2 Advise client to have the document signed by the attendant at birth then submit all documents to LCRO</p>			
<p>2. Submit document with duly notarized acknowledgement and Affidavit to Use the Surname of the Father and review the accuracy of all entries and sign on the remarks portion</p>	<p>2. Receive and process document</p> <p>2.1 Register legal instrument (AUSF)</p> <p>2.2 Prepare Certificate of Registration of Legal Instrument</p> <p>2.3 Advise client to pay required fee</p>	None	20 minutes	<p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Municipal Civil Registry Office</i></p>
<p>3. Pay required fee at Municipal Treasurer's Office (MTO)</p>	<p>3. Accept official receipt and log type of document, O.R. Number and amount paid of transaction in the Revenue Log Book and sign document</p> <p>3.1 Sign documents</p>	<p>P200.00</p> <p>None</p>	<p>10 minutes</p> <p>20 minutes</p>	<p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registry Office</i></p>



4. Receive registered Certificate of Live Birth with AUSF and Certificate of Registration of Legal Instrument	4. Release Certificate of Live Birth to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P200.00	1 hour and 45 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Late registration of birth for legitimate children born at home or on board a vehicle: 1. Inquire about the thservice	1. Interview client and prepare document 1.1 Provide checklist of requirements to client 1.2 Advise informant to review and sign the document then have the document signed by the attendant at birth and return document to LCRO	None	35 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
2. Submit document and requirements and sign on the remarks portion	2. Receive and review document and requirements 2.1 Process document and advise client to pay required fee	None	20 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>



3. Pay required amount at Municipal Treasurer's Office (MTO)	3. Accept official receipt and log type of document, O.R. Number and amount paid in the Revenue Log Book and sign document	P100.00 for birth under 6 mos. P200.00 for birth 6 mos. and above	10 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.1 Sign documents	None	5 minutes	<i>Municipal Civil Registrar</i>
	3.2 Inform client to pick up birth certificate after 10 days of posting	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.3 Post document for ten (10) consecutive days	None	10 consecutive days	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Receive Certificate of Live Birth after 10 days	4. Release Certificate of Live Birth to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P100.00/ P200.00	10 days 1 hour and 20 mins.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Late registration of birth for legitimate children born in clinic or hospital: 1. Submit duly accomplished Municipal form 102	1. Review document and provide checklist of requirements to client	None	10 minutes	<i>Administrative Aide II and Administrative Aide I</i>



	1.2 Advise informant to review and sign the document and return document to LCRO upon completion of requirements	None	15 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
2. Submit duly signed Mun. Form 102 with requirements	2. Receive and process document and advise client to pay required fee	None	15 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
3. Pay required fee at Municipal Treasurer's Office (MTO)	3. Accept official receipt and log type of document, O.R. number and amount paid in the Revenue Log Book and sign document	P100.00 for birth under 6 mos. P200.00 for birth 6 mos. and above	10 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.1 Sign documents	None	5 minutes	<i>Municipal Civil Registrar</i>
	3.2 Inform client to pick up birth certificate after 10 days	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.3 Post for ten(10) consecutive days	None	10 consecutive days	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Receive Certificate of Live Birth after 10 days	4. Release Certificate of Live Birth to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>



TOTAL		P100.00/ P200.00	10 days 1 hour and 5 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Late registration of birth for illegitimate children born at home or on board a vehicle:</p> <p>1. Inquire about the service</p>	<p>1. Interview applicant and prepare birth certificate</p> <p>1.1 Provide checklist of requirements</p> <p>1.2 Instruct client to have the acknowledgement portion at the dorsal side of the Certificate of Live Birth notarized by a Notary Public and secure an Affidavit to Use the Surname of the Father (AUSF). If illegitimate child is 7 years old and above, require duly notarized attestation of the mother</p> <p>1.4 Instruct client to have the birth certificate signed by the attendant at birth and submit all</p>	None	45 minutes	<p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Municipal Civil Registry Office</i></p>



	requirements to LCRO upon completion			
2. Submit all documents to LCRO	2. Receive and process document and instruct client to pay the required fee at the Municipal Treasurer's Office	None	10 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
3. Pay required fee at Municipal Treasurer's Office (MTO)	3. Accept official receipt and log type of document, O.R. number and amount paid in the Revenue Log Book and sign document	P100.00 for birth under 6 mos. P200.00 for birth 6 mos. and above	10 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.1 Sign documents	None	5 minutes	<i>Municipal Civil Registrar</i>
	3.2 Advise client to pick up birth certificate after 10 days	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.3 Post for ten (10) consecutive days	None	10 consecutive days	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Receive Certificate of Live Birth after 10 days	4. Release Certificate of Live Birth to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P100.00/ P200.00	10 days 1 hour and 20 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Late registration of birth for illegitimate children born in hospital or clinic:</p> <p>1. Submit duly accomplished Municipal form 102</p>	<p>1. Review document and provide checklist of requirements to client</p> <p>1.2 Instruct client to have the acknowledgement portion (located at the dorsal side of the Certificate of Live Birth) notarized by a Notary Public and secure an Affidavit to Use the Surname of the Father (AUSF). If illegitimate child is 7 years old and above, require duly notarized Affidavit of Attestation of the Mother</p> <p>1.3 Instruct client to have the birth certificate signed by the attendant at birth and submit all requirements to LCRO upon completion</p>	<p>None</p>	<p>45 minutes</p>	<p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Municipal Civil Registry Office</i></p>



2. Submit all documents to LCRO	2. Receive and process documents and advise client to pay the required fee at the Municipal Treasurer's Office	None	10 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
3. Pay amount due at Municipal Treasurer's Office (MTO)	3. Accept official receipt and log type of document, O.R. Number and amount of transaction in the Revenue Log Book	P100.00 for birth under 6 mos. P200.00 for birth 6 mos. and above	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.1 Sign documents	None	5 minutes	<i>Municipal Civil Registrar</i>
	3.2 Advise client to pick up birth certificate after 10 days	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.3 Post for ten(10) consecutive days	None	10 consecutive days	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
4. Receive Certificate of Live Birth after 10 days	4. Release Certificate of Live Birth to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
TOTAL		P100.00/ P200.00	10 days 1 hour and 15 minutes	



8. On-Time Registration of Death Certificate and Late Registration of Death Certificate

The certificate of death is a permanent legal record which contains an individual's death information. It provides important information and data on the circumstances surrounding the death. The information from the death certificate has various uses, it is used for settlement of claims, inheritance, insurance benefits as well as proof of death. The certificate is likewise provided to the family members since it is a requirement for burial arrangement.

It shall be the responsibility of the spouse or the nearest relative who has knowledge of the death to report the incident within forty-eight (48) hours if the deceased died without medical assistance. The Municipal Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of the death Certificate to the Office of the Civil Registrar within the reglementary period of thirty (30) days.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple for on-time registration and Highly Technical for late registration
Type of Transaction:	G2C- Government to Citizen
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
1. Duly accomplished Municipal form 103: - if death occurred in the hospital - if death occurred at home	Hospital where death occurred Funeral Parlor
2. Sworn Statement, if late registration	Notary Public
3. Affidavit of two disinterested persons, if late registration	Notary Public
4. Medical Certificate, if late registration	Hospital where death occurred
5. Any two (2) of the following documents showing proof of death of deceased person, if late registration: - Funeral Receipt - Photo of gravestone with inscription -Police Report -Others	Owner's Copy



6. Official Receipt and Burial Receipt/Transfer Receipt	Municipal Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On-time registration:				
1. Submit duly accomplished Municipal Form 103 (Death Certificate)	1. Review document and instruct client to go to the Municipal Health Officer (MHO) to place cause of death and sign the document then return document to LCRO	None	25 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
2. Return document with cause of death and signature of MHO	2. Accept and process document and advise client to pay required fees to MTO	None	20 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
3. Pay amount due at Municipal Treasurer's Office (MTO)	3. Accept Official Receipt and sign document	P100.00 Registration fee P100.00 Burial permit fee or P100.00 Transfer fee whichever is necessary	10 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
4. Receive document	4. Release document	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P 200.00	1 hour	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Late registration:</p> <p>1. Submit duly accomplished Municipal Form 103 (Death Certificate)</p>	<p>2. Review document and instruct client to go to the Municipal Health Officer (MHO) to place cause of death and sign the document then return document to LCRO.</p> <p>2.1 Provide checklist of requirements</p>	None	20 minutes	<p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Municipal Civil Registry Office</i></p>
<p>2. Return document with requirements to LCRO</p>	<p>2. Accept and process document. Instruct client to pay the required fee to MTO</p>	None	20 minutes	<p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Municipal Civil Registry Office</i></p>
<p>3. Pay amount due at Municipal Treasurer's Office (MTO)</p>	<p>3. Accept Official Receipt and sign document, then instruct client to get document after 10 days of posting</p> <p>3.1 Post for ten (10) consecutive days</p>	<p>P100.00 registration fee for deaths below six(6) months</p> <p>P200.00 registration fee for deaths six (6) months and above</p> <p>Burial permit fee P100.00 or Transfer fee</p>	<p>10 minutes</p> <p>10 consecutive days</p>	<p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Municipal Civil Registrar</i></p> <p><i>Municipal Civil Registry Office</i></p> <p><i>Administrative Aide II and Administrative Aide I</i></p> <p><i>Municipal Civil</i></p>



		P100.00 whichever is necessary		<i>Registry Office</i>
4. Receive document after 10 days	4. Release document to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P200.00/ P300.00	10 days and 55 minutes	



9. On-Time Registration of Certificate of Marriage and Late Registration of Certificate of Marriage

A **Certificate of Marriage** is a document that shows social union or a legal contract between people that creates kinship. Such a union, often formalized via a wedding ceremony, may also be called matrimony. A general definition of marriage is that it is a social contract between two individuals that unites their lives legally, economically and emotionally.

It is a document containing the important details of marriage, signed by the couple and by all in attendance. It is a registrable document and should be registered at the Office of the Municipal Civil Registrar within 15 days except for marriage of exceptional character, i.e. art. 34, articulo mortis etc. which should be registered within a period of thirty (30) days.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple for on-time registration and Highly Technical for late registration
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Spouse , children, relatives of the couple or the nearest kin
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Municipal Form 97 (Certificate of Marriage)	Solemnizing Officer
2. Affidavit of living together for at least five (5) years, if Article 34	Notary Public
3. Joint affidavit of two disinterested persons, if late registration	Notary Public
4. Joint Affidavit of contracting parties/ Affidavit of solemnizing officer, if late registration	Notary Public
5. Official Receipt	Municipal Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On-time registration:				
1. Submit duly accomplished Mun. Form. No. 97 (Marriage Certificate), and Affidavit of living together for at least five years, if Art. 34	1. Accept and process document and advise client to pay the required fee	None	15 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
2. Pay amount due at Municipal Treasurer's Office (MTO)	2. Accept official receipt and sign document	P100.00	15 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	2.1 Sign document	None	5 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
3. Receive document	3. Release document	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P100.00	40 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Late registration:				
1. Submit duly accomplished Mun. Form. No. 97 (Marriage Certificate), and Affidavit of living together for at least five years, if Art. 34	1. Review document	None	15 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	1.1 Provide checklist of requirement and instruct the client to submit the documents upon completion	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
2. Submit document with complete	2. Accept, process and sign	None	15 minutes	<i>Administrative Aide II and</i>



requirements	document then advise client to pay the required fee 2.1 Sign document	None	5 minutes	<i>Administrative Aide I</i> <i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
3. Pay amount due at Municipal Treasurer's Office (MTO)	3. Accept official receipt and advise client to return after the 10 day posting period 3.1 Post for ten (10) consecutive days	P100.00 registration fee for marriage below six (6) months P200.00 registration fee for marriage six (6) months and above	5 minutes 10 consecutive days	<i>Administrative Aide II and Administrative Aide I</i> <i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Receive document after 10 days	4. Release document to client	none	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P100.00/ P200.00	10 days and 50 minutes	



10. Request for an Advanced copy or Piecemeal Submission and Endorsement of civil registry documents.

Piecemeal Submission or Advanced copy is the immediate submission of civil registry document upon registration to the Office of the Civil Registrar General (OCRG) not following the normal schedule and processing of monthly submission.

Endorsement is the submission of copy of an old document to the OCRG regardless of the date of occurrence and date of registration.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Spouse, parents, children, guardians, relatives of the document owner or the nearest kin			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. PSA Negative certification	Philippine Statistics Authority			
2. Official Receipt	Municipal Treasurer's Office			
3. Authorization Letter from the document owner	Document Owner			
4. Valid ID of document owner	Document Owner			
5. Valid ID of authorized person	Owner's copy			
6. Proof of mailing	Post Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Piecemeal or Advanced copy:				
1. Request for the advance copy of the civil registry document	1. Process document and advise client to pay required fee to the MTO	None	10 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
2. Pay amount due at Municipal Treasurer's Office (MTO)	2. Accept official receipt	P300.00	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	2.1 Sign document and	None	5 minutes	<i>Municipal Civil Registrar</i>



	transmittal 2.2 Advise client to mail document and submit proof of mailing to LCRO	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
3. Submit proof of mailing to LCRO	3. Accept proof of mailing and attach to owner's copy of transmittal and documents	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Receive copy of transmittal and documents with proof of mailing	4. Release documents to client and advise client to request the document to PSA after 15 days	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P300.00	35 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorsement: If document owner: 1. Submit PSA negative certification and request for endorsement of civil registry document If authorized by the document owner: 1. Submit PSA negative certification and request for endorsement and present : -valid IDs of document owner and authorized person;	1. Accept certification and verify document	None	20minutes	<i>Administrative Aide II and Administrative Aide I</i>
	1.1 Process document and advise client to pay required fee to MTO.	None	15 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>



-authorization letter from document owner				
2. Pay required fee at Municipal Treasurer's Office (MTO)	2. Accept official receipt	P300.00	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	2.1 Sign transmittal and documents	None	5 minutes	<i>Municipal Civil Registrar</i>
	2.2 Advise client to mail document and submit proof of mailing to LCRO	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
3. Submit proof of mailing to LCRO	3. Accept proof of mailing and attach to owner's copy of transmittal and documents	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Receive copy of transmittal and documents with proof of mailing	4. Release documents to client and advise client to request the document to PSA after 15 days	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P300.00	1 hour	



11. Request for Legitimation

Legitimation is a remedy by means of which those who in fact were not born in wedlock and should therefore, be considered illegitimate, are by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married.

Only children conceived and born outside of wedlock of parents who at the time of the conception of the former, were not disqualified by any impediments to marry each other, may be legitimated.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Parents of the child			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. PSA Birth Certificate of child	Philippine Statistics Authority			
2. CENOMAR of both parents	Philippine Statistics Authority			
3. PSA Marriage Certificate of parents	Philippine statistics Authority			
4. Baptismal Certificate of child	Owner's copy			
5. Affidavit of Admission of Paternity, if not acknowledged in the birth certificate	Notary Public			
6. School record of child or other documents available	Owner's copy			
7. Affidavit of Legitimation	Notary Public			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for legitimation of child	1. Interview client and provide checklist of requirements	None	30 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
2. Submit requirements	2. Accept and review requirements	None	10 minutes	<i>Administrative Aide II and Administrative Aide I Administrative Aide II</i>



	2.1 Process document	None	1 hour	<i>and Administrative Aide I</i>
	2.2 Advise client to pay required fee at the MTO and submit Official Receipt to LCRO	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
3. Pay amount due at Municipal Treasurer's Office (MTO)	3. Accept official receipt and prepare transmittal	P800.00	10 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.1 Sign documents and transmittal	None	5 minutes	<i>Municipal Civil Registrar</i>
	3.2 Advise client to mail documents and submit proof of mailing to LCRO	None	10 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Submit proof of mailing to LCRO	4. Accept proof of mailing and attach to owner's copy of transmittal and documents	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Receive copy of transmittal and documents with proof of mailing	4. Release documents to client and advise client to request the document to PSA after 15 days	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P800.00	2 hours and 20 minutes	



12. Request for Out-of-Town Registration of Birth and Supplemental Report on civil registry documents

Out-of Town registration of birth occurs when the certificate of Birth is presented to the civil registrar of a city or municipality which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be registered.

A **Supplemental Report** is used to supply entries or information in a civil registry document which are inadvertently omitted when the document was registered. Only two (2) omitted entries can be supplied by the civil registrar. In cases where there are more than two omitted information, shall be referred to the Office of the Civil Registrar General (OCRG). Pending approval by the OCRG, the local civil registrar shall refrain from effecting the supplemental report.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Document owner, Parents of document owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Out-of Town Registration:	
1. PSA Negative Certificate	Philippine Statistics Authority
2. Affidavit of Two disinterested witnesses	Notary Public
3. Marriage Certificate, if married	Philippine Statistics Authority
4. Any two (2) documents showing the name, date of birth and place of birth of the registrant such as : <ul style="list-style-type: none"> ➤ Baptismal Certificate, ➤ Form 137, ➤ Voter Certification, ➤ Others 	Owner's copy
5. Official Receipt	Municipal Treasurer's Office
6. Postal money check	Post Office



For Supplemental Report:				
1. PSA civil registry document	Philippine Statistics Authority			
2. Affidavit of Supplemental Report	Notary Public			
3. Any two (2) documents to establish the correct entries to be supplemented	Owner's copy			
4. Official Receipt	Municipal Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Out-of-Town Registration:				
1. Request for Out-of-Town Registration of Birth Certificate	1. Interview client and provide checklist of requirements	None	35 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
2. Submit requirements to LCRO of the place of residence	2. Accept and review requirements	None	10 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	2.1 Process document and prepare transmittal	None	20 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
3. Pay amount due at Municipal Treasurer's Office (MTO)	3. Accept official receipt	P500.00	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.1 Sign documents and transmittal	None	5 minutes	<i>Municipal Civil Registrar</i>
	3.2 Advise client to get Postal Money Check	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Submit Postal Money Check (PMC) to LCRO	4. Accept PMC and advise client to mail documents with	P1,000.00	10 minutes	<i>Administrative Aide II and Administrative Aide I</i>



	postal money check and submit proof of mailing to LCRO			<i>Municipal Civil Registry Office</i>
5. Mail documents and submit proof of mailing to LCRO	5. Receive proof of mailing and attach owner's copy of documents	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
6. Receive owner's copy of documents	6. Release owner's copy of documents to client and wait for further notice from LCRO	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
Total		P1,500.00	1 hour and 40 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supplemental Report:				
1. Apply for supplemental report	1. Interview client and provide checklist of requirements	None	10 minutes	<i>Administrative Aide II and Administrative Aide</i> <i>Municipal Civil Registry Office</i>
2. Submit requirements to LCRO	2. Accept requirements and process document	None	20 minutes	<i>Administrative Aide II and Administrative Aide</i> <i>Municipal Civil Registry Office</i>
3. Pay amount due at Municipal Treasurer's Office (MTO)	3. Accept official receipt and prepare transmittal	800.00	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	3.1 Sign transmittal and documents	None	5 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
4. Mail documents and submit proof of mailing to LCRO	4. Receive proof of mailing and attach owner's copy of document	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>



5. Receive owner's copy of document	5. Release owner's copy of documents to client and wait for further notice from LCRO	None	5 minutes	<i>Administrative Aide II and Administrative Aide I Municipal Civil Registry Office</i>
TOTAL		P800.00	50 minutes	



13. Request for PSA documents thru the Batch Request Entry System (BREQS).

Batch Request Entry System is a scheme where PSA authorizes a partner to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	1. Owner of the document, if 18 years of age 2. Spouse, parents, brother and sister of the document owner 3. Any person duly authorized by law or by the document owner			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Valid ID, if document owner, parent, spouse, brother and sister	Owner's copy			
2. Valid ID of authorized person	Owner's copy			
3. Authorization letter	Document owner			
4. Acknowledgement receipt	Local Civil Registrar's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for PSA civil registry document	1. Interview client and check requirements	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i>
	1.1 Provide application form to client	None	3 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
2. Fill out application form and pay amount due to LCRO	2. Receive application form and payment and issue acknowledgement receipt to client	P250.00 (birth, marriage, death) P310.00 (CENOMAR)	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
3. Receive acknowledgement	3. Release acknowledgement	LGU processing	5 minutes	<i>Administrative Aide II and Administrative</i>



receipt and return after seven (7) working days	ent receipt and advise client to return after seven (7) working days 3.1 Submit application form to PSA to be released after seven (7) working days	fee P100.00 PSA - P155.00 (birth, death, marriage) P210.00 (CENOMAR)	7 days	<i>Aide I</i> <i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
4. Receive PSA document after seven (7) working days	4. Release PSA document to client	None	5 minutes	<i>Administrative Aide II and Administrative Aide I</i> <i>Municipal Civil Registry Office</i>
TOTAL		P255.00/ P310.00	7 days and 23 minutes	



OFFICE OF THE MUNICIPAL ENGINEER

External Services



1. Issuance of Building Permit

The Local Building Official Division is primarily responsible for the issuance of Building Permits and other related permits as mandated by law particularly the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to promote public safety, order and welfare towards a sustainable and sound environment catering to Town of San Luis development.

A Building Permit is required by any person, firm or corporation prior to erection, construction, alteration, major repair or renovation or conversion of any building or structure.

Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Fully accomplished application forms duly signed and sealed by licensed architect or civil engineer whose services are hired by the client/applicant Five (5) Copies	Office of the Municipal Engineer
	2. Certified photocopies of TCT Five (5) Photocopies <i>(Note: Submit five (5) photocopies of Contract of Lease, Deed of Absolute Sale or Contract of Sale if the applicant is not the registered owner of the lot)</i>	Client
	3. Current Tax Declaration Five (5) Photocopies	Municipal Assessor's Office
	4. Current Real Property Tax Receipt or Land Tax Clearance Five (5) photocopies	Municipal Treasurer Office
	5. Plans duly signed and sealed by respective professionals Five (5) sets <ul style="list-style-type: none"> a. by licensed architect or civil engineer for architectural and structural plans b. by licensed sanitary engineer or master plumber for sanitary and plumbing installation plans c. by professional electrical engineer for electrical plans d. by professional mechanical engineer for mechanical plans e. by professional electronics and communication engineer for 	Client



electronic plans <i>(Note: Submit additional one (1) set of plans for projects along national roads)</i>				
6. Cost Estimates/Bill of Materials and Specifications duly signed and sealed by respective professionals whose services are hired by the client/applicant (5 sets)		Client		
7. Structural Design Analysis, signed and sealed by the Civil Engineer whose services are hired by the client/applicant (For buildings two storey's and higher only) (5 sets)		Client		
8. Boring & Plate Load Tests & Location of Earthquake Recording Instrumentations (ERI's) or Accelerograph for buildings four (4) storey's and higher only (5 sets)		Client		
9. Location Plan signed and sealed by licensed geodetic engineer whose services are hired by the applicant/client. (5 sets)		Client		
10. Location Clearance (1 Original & 4 Photocopies)		Municipal Planning Development & Coordinator		
11. Fire Clearance Certificate (1 Original & 4 Photocopies)		Bureau of Fire Protection		
12. Approved Construction Occupational Safety & Health Program (1 Original & 4 Photocopies)		Department of Labor & Employment		
12. Clearances from various government authorities/agencies if necessary; (1 Original & 4 Photocopies)		(Example: DPWH, ATO, DENR, DOTC, DOH, DEPED, PHIVOLCS, DAR, DA, NHA, PPA, etc.)		
13. Barangay Clearance and Homeowners Clearance (for projects within the subdivision) (1 Original & 4 Photocopies)		Office of the Barangay		
14. Authorization/Secretary's Certification for corporation (1 Original & 4 Photocopies)		Client		
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON



	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit filled-out application form and complete set of plans and other required documents	1. Evaluate plans and documents 1.1 Assess building application and issue order of payment	Building Permit & other Ancillary Permit Fees based on NBCDO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004	1 hour & 30 minutes	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>
2. Pay Amount Due at Municipal Treasurer's Office (MTO)	2. Receive payment and issue of Official Receipt (O.R.)		5 minutes	<i>Administrative Aide I Office of the Municipal Treasurer</i>
3. Present O.R. (Original)	3. Prepare Building Permit		30 minutes	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>
4. Claim Building Permit	4. Issue building permit		5 minutes	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>
	TOTAL		2 hours and 10 minutes	



2. Issuance of Occupancy Permit

The Local Building Official Division is primarily responsible for the issuance of Certificate of Occupancy/Use before occupying a building or structure, as mandated by law. It is also a pre-requisite in applying for LBOD clearance and in order to avail the assistance of various financial institutions such as PAG-IBIG, BANKS, etc. Any person, firm or corporation who has secured the Building Permit and whose building or structure has been completed in its phase of construction can avail this service.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved building plan/s		Office of the Municipal Engineer		
2. Fully Accomplished Application Forms (Building, Sanitary/Plumbing & Electrical) 2 copies)				
3. Inspection Report (1 copy)		Bureau of Fire Protection		
4. Fire Safety Inspection Certificate (2 copies)				
5. Construction Logbook duly signed and sealed by licensed professionals (1 copy)		client		
6. As-Built Plans if the approved plan was altered during actual construction. (2 sets)		client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit filled-out Occupancy permit application form and complete set of required documents	1.Evaluate plans and documents 1.2 Conduct Site Inspection 1.3Assess Occupancy application and prepare order of Payment	Occupancy Permit Fees based on NBCDO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004	4 hours	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>
2.Pay Amount Due at	2. Receive		5 minutes	<i>Administrative Aide I</i>



Municipal Treasurer's Office (MTO)	payment and issue of Official Receipt (O.R.)			<i>Municipal Treasurer's Office</i>
3.Present O.R. (Original)	3. Prepare Occupancy permit		20 minutes	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>
TOTAL			4 hours & 25 minutes	



3. Issuance of Other Accessory Permits

(Ground Preparation & Excavation, Demolition, Fencing & Signages)

Aside from a building permit, the Local Building Official Division issues other permits that are required by any person, firm or corporation before the renovation construction or demolition of any structure.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully Accomplished Application Forms duly signed and sealed by respective professionals (3 Copies original)		Office of the Municipal Engineer		
2. Certified Photocopies of TCT (3 Photocopies)		Office of the Municipal Engineer		
3. Tax Declaration (1 Original & 2 Photocopies)		Office of the Municipal Assessor		
4. Current Real Property Tax Receipt or Land Tax Clearance (1 Original & 2 Photocopies)		Office of the Municipal Treasurer		
5. Layout Plans (Ground Preparation & Excavation, Demolition, Fencing or Signage's) duly signed and sealed by respective professionals (3 sets)		Client		
6. Cost Estimates/Bill of materials and specifications duly signed and sealed by respective professionals (3 sets)		Client		
7. Fire Clearance Certificate (1 Original & 2 Photocopies)		Bureau of Fire Protection		
8. Barangay Clearance and Homeowners Clearance (for projects within the subdivision) (1 original & 2 Photocopies)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit filled-out Accessory Application Form and complete set of required documents	1.Evaluate plans and documents 1.2 Conduct Site Inspection 1.3 Assess Accessory Application and prepare order of	Accessory Permit Fees based on NBCDO (P.D. 1096) DPWH Memorandum	1 hour	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>



	Payment	Circular No. 1 Series of 2004		
2. Pay Amount Due at Municipal Treasurer's Office (MTO)	2. Receive payment and issue of Official Receipt (O.R.)		5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
3. Present O.R. (Original)	3. Prepare Accessory permit		20 minutes	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>
4. Claim Accessory Permit	Issue Accessory Permit		5 minutes	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>
TOTAL			1 hour & 30 minutes	



4. Issuance of Simple Electrical Permit

The Local Building Official Division issues electrical permit to any person/individual putting up electrical installations with residential structure of less than 20 sq.m. in order to obtain services of the electric utility company based on the R.A. 7920 known as the Philippine Electrical Code.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Residents Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sketch Plan indicating the name, complete address, location of the site and contact number of the applicant (2 copies)		Client		
2. Fully Accomplished Application Form duly signed and sealed by professional electrical engineer whose services are hired by the owner (2 copies)		Office of the Municipal Engineer		
3. Electrical Layout duly signed and sealed by professional electrical engineer whose services are hired by the owner. (2 copies)		Client		
4. Transfer Certificate of Title (TCT) to verify ownership of the property. (2 copies)		Client		
5. Authorization to apply for electric meter duly notarized (if the applicant is not the registered owner of the lot as reflected in the TCT). (2 copies)		Client		
6. Barangay Certification for private lot and government lot (2 copies)		Barangay Hall		
7. Fire Safety Inspection Certificate (2 copies)		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Electrical Permit Application Form and complete set of	1. Conduct Site Inspection 1.2 Evaluate plans	Electrical Permit Fees based on	4 hours	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>



required documents	and documents 1.2 Assess electrical permit application	NBCDO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004		
2. Pay Amount Due at Municipal Treasurer's Office (MTO)	2. Receive payment and issue of Official Receipt (O.R.)		5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
3. Present O.R. (Original)	3. Prepare electrical permit		5 minutes	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>
4. Claim Electrical Permit	4. Issue electrical permit		5 minutes	<i>Municipal Engineer/ Administrative Aide I Municipal Engineer's Office</i>
TOTAL			4 hours & 15 minutes	



OFFICE OF THE MUNICIPAL MAYOR

External Services



1. Issuance of Mayor's Certification

The Mayor's Certification is issued to affirm the validity of information.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification (Present original and 1 photocopy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement	1. Check requirement. 1.1 Prepare Mayor's Certification and have it signed by the Municipal Mayor	None	7 minutes	<i>Administrative Aide I & Municipal Mayor Mayor's Office</i>
2. Claim Mayor's Certification.	2. Issue Mayor's Certification	None	3 minutes	<i>Administrative Aide I Mayor's Office</i>
3. Sign in the Client Logbook	3. Write the name of the client in the Logbook	None	3 minutes	<i>Administrative Aide I Mayor's Office</i>
TOTAL		None	13 minutes	



2. Issuance of Mayor's Clearance

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

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Clearance (Present original)		Local Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement	1. Check requirement. 1.1 Prepare Mayor's Clearance and have it signed by the Municipal Mayor	None	7 minutes	<i>Administrative Aide I & Municipal Mayor Mayor's Office</i>
2. Claim Mayor's Clearance	2. Issue Mayor's Clearance	None	3 minutes	<i>Administrative Aide I Mayor's Office</i>
3. Sign in the Client Logbook	3. Write the name of the client in the Logbook	None	3 minutes	<i>Administrative Aide I Mayor's Office</i>
TOTAL		None	13 minutes	



3. Issuance of Tricycle Operators and Drivers Association (TODA) Endorsement Letter

The Tricycle Operators and Drivers Association (TODA) Endorsement Letter is issued to individuals needing this document that states that he/she is a member of the association.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Members of the Tricycle Operators and Drivers Association (TODA) register within the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Membership (1 original)		President of the Tricycle Operators and Drivers Association (TODA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement	1. Check requirement. 1.1 Prepare Endorsement Letter and have it signed by the Municipal Mayor	None	7 minutes	<i>Administrative Aide I & Municipal Mayor Mayor's Office</i>
2. Claim Endorsement Letter	2. Issue Endorsement Letter	None	3 minutes	<i>Administrative Aide I Mayor's Office</i>
3. Sign in the Client Logbook	3. Write the name of the client in the Logbook	None	3 minutes	<i>Administrative Aide I Mayor's Office</i>
TOTAL		None	13 minutes	



4. Processing of Educational Assistance

The Educational Assistance/Scholarship applications are accepted and processed every semester in school year. Qualified students will be notice for the schedule of the distribution of the Educational Assistance.

Office or Division:	Office of the Mayor			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	College Students and Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Grades (Present original and 1 photocopy)		Office of the School Registrar		
2. Certificate of Registration (Present original and 1 photocopy)		Office of the School Registrar		
3. School Issued Identification Card (1 photocopy)		School		
4. Barangay Indigency (1 original)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1. Secure Application Form.	None	10 minutes	<i>Administrative Aide II or Administrative Aide IV Mayor's Office</i>
2. Submit requirements.	2. Check requirements.	None	10 minutes	<i>Administrative Aide II or Administrative Aide IV Mayor's Office</i>
3. Notice for the distribution of Educational Assistance.	3. Notify the student for the schedule of the distribution of the Educational Assistance.	None	10 minutes	<i>Administrative Aide II or Administrative Aide IV Mayor's Office</i>
	3.1 Check and verify the master list of the qualified students.	None	2 days	<i>Administrative Aide II or Administrative Aide IV Mayor's Office</i>



	3.2 Submit the master list of the qualified students to Accounting Office for the processing of Disbursement Voucher, Obligation Request and check.	None	7 days	<i>Budget Officer, Accountant, Treasurer & Municipal Mayor Budget Office/ Accounting Office / Treasure's Office /Mayor's Office</i>
4. Claim Educational Assistance/cash.	4. Distribute the Educational Assistance/cash.	None	1 hour	<i>Municipal Mayor & employees Mayor's Office</i>
TOTAL		None	9 days, 1 hour and 30 minutes	



OFFICE OF THE MUNICIPAL TREASURER

External Services



1. Business Permit Application

Business Permit is being issued to any person/citizen, group, who intends to engage or engages in trade, commerce, business within the territorial jurisdiction of the Municipality of San Luis for the purpose of regulating the operation of business activity.

Office/ Department	Office of the Municipal Treasurer	
Classification	Simple	
Type of Transaction	G2C- Government to Citizen G2B- Government to Business Entity	
Who may Avail	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>FOR NEW BUSINESS:</p> <ol style="list-style-type: none"> 1. Business Permit Application Form-1 original 2. Sketch of Business Location -1 original 3. DTI Registration Certificate (for Single Proprietorship) - 1 photocopy <p>SEC Registration Certificate & Articles of Incorporation & By-Laws (for Partnership, Corporation, Association)- 1 photocopy</p> <p>CDA Registration Certificate (for Cooperatives) – 1 photocopy</p> <ol style="list-style-type: none"> 4. Barangay Business Clearance-1 original 5. Community Tax Certificate- 1 original, for presentation 6. Occupancy Permit- 1 photocopy 7. Zoning Clearance- 1 photocopy 8. Sanitary Permit- 1 photocopy 9. Fire Safety Certificate- 1 photocopy 10. Lease Contract, duly notarized (if place is being rented)- 1 photocopy 11. Notarized authorization letter (if by representative) - 1 original <p>FOR RENEWAL OF BUSINESS:</p> <ol style="list-style-type: none"> 1. Business Permit Application Form -1 original 2. Barangay Business Clearance- 1 original 3. Community Tax Certificate- 1 original for presentation 		<ol style="list-style-type: none"> 1. Mun.Treasury Office- Business Permit & Licensing Office (BPLO) 2. Provided by the applicant 3. Department of Trade & Industry Office <p>Securities and Exchange Commission Office</p> <p>Cooperative Development Authority</p> <ol style="list-style-type: none"> 4. Barangay Hall, where business is located 5. Municipal Treasury Office 6. Municipal Engineering Office 7. Mun. Planning & Development Office 8. Municipal Health Office 9. Bureau of Fire Protection-San Luis Station 10. Property owner 11. Notary Public Office <ol style="list-style-type: none"> 1. Mun.Treasury Office- Business Permit & Licensing Office (BPLO) 2. Barangay Hall, where business is located 3. Municipal Treasury Office



<p>4. Supporting documents for declaration of Gross Sales:</p> <ul style="list-style-type: none"> • Duly Certified Audited Financial Statement- 1 photocopy • Certification of Breakdown of Sales per branch, if consolidated • Certified Copies of BIR Quarterly Tax payments (1st to 4th quarter of the preceding year) or Income Tax Returns of the preceding year- 1 photocopy <ul style="list-style-type: none"> • Sworn Declaration of Gross Sales (for Non-BIR Registered) <p>5. Certificate of Tax Exemption from local taxes or fees, if exempt- 1 photocopy</p> <p>6. Supporting documents for declaration of Non-Operation of Business:</p> <ul style="list-style-type: none"> • Certified BIR Tax Returns showing “No Operation” of Business- 1 photocopy • Sworn Declaration of Non-Operation of business for the taxable period (Non-BIR Registered)- 1 original • Barangay Certification stating” Non-Operation” of business for the taxable period- 1 original <p>7. Sanitary Permit- 1 photocopy</p> <p>8. Fire Safety Certificate- 1 photocopy</p> <p>9. Lease Contract, duly notarized (for Lessor and Lessee)- 1 photocopy</p> <p>10. LTFRB Franchise (for trucking services)-1 photocopy</p> <p>11. BSP Certificate of Registration (for pawnshops, foreign exchange dealers, money changers, remittance agents)- 1 photocopy</p> <p>12. Notarized authorization letter (if by a representative)- 1 original</p>		<p>4.</p> <ul style="list-style-type: none"> • Company Accountant • Company Accountant/Manager • Bureau of Internal Revenue • Notary Public Office <p>5. Government Agency granting tax exemption</p> <p>6.</p> <ul style="list-style-type: none"> • Bureau of Internal Revenue • Notary Public Office • Barangay Hall where business is located <p>7. Municipal Health Office</p> <p>8. Bureau of Fire Protection-San Luis Station</p> <p>9. Lessor of the property</p> <p>10. Land Transportation Franchising & Regulatory Board</p> <p>11. Bangko Sentral ng Pilipinas</p> <p>12. Notary Public Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present fully accomplished Application Form with complete requirements.</p>	<p>1. Evaluate the submitted documents to ascertain its completeness.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Business Permit & Licensing Officer (BPLO) or Administrative Aide I Municipal Treasurer's Office</i></p>



2.Wait for the action taken by the endorsing offices.	2.Forward to the endorsing offices 2.1Wait for the actionof the endorsing offices on the application.	None	3 days--for simple transaction 7 days- for complex transaction 20 days- for Highly Technical transaction 45 days- for Special transaction	BPLO, Endorsing Officers: <i>Municipal Engineer Municipal Planning and Development Coordinator Sanitation Inspector, BFP Personnel</i>
3.Upon approval from the endorsing offices, proceed to Table 1 for the computation of amount due.	3.Assess the corresponding taxes, fees & charges	For New Business: Applicable fees &charges- as per latest approved Mun. Revenue Code. For Renewal of Business: Business Tax- based on Gross Sales & other applicable fees/charge s as per latest approved Mun. Revenue Code	15 minutes	<i>Municipal Treasurer, Administrative Aide I Municipal Treasurer's Office</i>



		Penalties & Surcharges: Late payments: 25% surcharge & 2% interest per month of delay		
4. Pay the amount due and receive Official Receipt (O.R.)	4. Receive payment & issue O.R.		5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
5. Present O.R. to the BPLO & claim Business Permit	5. Check O.R., 5.1. Print & release Business Permit together with Business Plate & Sticker 5.2. Photocopy Business Permit & O.R. 5.3. Log Business Permit to the Record Book	None	10 minutes	<i>BPLO Administrative Aide I Municipal Treasurer's Office</i>
TOTAL		AMOUNT WILL BE BASED ON THE APPLICABLE TAXES, FEES & CHARGES	40 MINUTES plus the *PRESCRIBED PROCESSING PERIOD FOR THE TYPE OF TRANSACTION INDICATED IN STEP 2	



2. Business Retirement Certificate

Any person, natural or juridical, subject to the tax on business who decides to terminate its business operation in the Municipality.

Office/ Department	Office of the Municipal Treasurer
Classification	Simple
Type of Transaction	G2B-Government to business entity
Who may Avail	Business operators registered in the List of Business Establishments operating within the Municipality.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application Form for Business Retirement, duly accomplished-1 original copy 2. Barangay Certification on the cessation of the business operation- 1 original copy 3. Supporting documents for declaration of Gross Sales: <ul style="list-style-type: none"> • Certified Copies of BIR Quarterly Tax payments for the taxable period or Income Tax Returns for the taxable period - 1 photocopy <ul style="list-style-type: none"> • Sworn Declaration of Gross Sales (for Non-BIR Registered) 4. Latest Business Permit issued (original copy) 5. Business Plate previously issued to the business owner. 6. Notarized authorization letter, if by representative (original copy) 	<ol style="list-style-type: none"> 1. Municipal Treasury Office-Business Permit & Licensing Office 2. Office of the Punong Barangay where business is located. 3. <ul style="list-style-type: none"> • Bureau of Internal Revenue 4. Provided by the applicant 5. Provided by the applicant 6. Notary Public Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present fully accomplished Application Form with complete requirements	1. Check requirements. 1.1 Advise the applicant that the Application is subject for verification.	None	5 minutes	<i>BPLO Municipal Treasurer's Office</i>
	1.2 Conduct inspection to verify if the business is no longer operating. 1.3 If valid, proceed	None	3 days upon receipt	<i>Administrative Aide I / Administrative Aide II Municipal Treasurer's Office</i>



	with the computation of taxes.	Based on the portion of Gross Sales or receipts for the current year, as per latest Revised Revenue Code of the Municipality.	5 minutes	<i>BPLO/ Administrative Aide I Municipal Treasurer's Office</i>
2. Pay the amount due.	2. Receive payment and issue Official Receipt.		5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
3. Claim Official Receipt and Certificate of Closure of Business.	3. Issue Certificate of Closure of Business	P75.00	5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
TOTAL		AMOUNT WILL BE BASED ON THE APPLICABLE TAXES, FEES & CHARGES PLUS P75.00 CERTIFICATION FEE	3 DAYS & 20 MINUTES	



3. Community Tax Certificate (CTC) Issuance

Residents of the Municipality, eighteen (18) old & over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year; who's engaged in business or occupation; who owns real property with an aggregate assessed value of One Thousand (P1,000.00) or more; who is required by law to file income tax return. The Community Tax shall accrue on the 1st day of January of each year and shall be paid not later than the last day of February of each year.

Office/ Department	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen G2B- Government to Business Entity			
Who may Avail	Residents of the Municipality, Business Entities located within the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. BIR Income Tax Return of the preceding calendar year (1 st to 4 th quarter returns or Annual Income Tax Return)- 1 photocopy 2. Real Property Tax Declaration, if any- 1 photocopy			1. Bureau of Internal Revenue Office 2. Municipal Assessor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to table 1 or 2, and present requirements 1.1 Provide information to the attending staff.	1. Verify requirements 1.1 Interview client & assess applicable fees & charges.	<i>For Individuals</i> Basic Community Tax, P5.00 & Additional Community Tax of P1.00 for every P1,000 of gross receipts or earnings from business, salaries, or exercise of profession, occupation or income from real property, but not to exceed P5,000.00 <i>For Corporation</i> Basic Community Tax, P500.00 & Additional Community Tax of P2.00 for every P5,000 of assessed value of real property owned in the Phil.; Gross receipts including dividends/ earnings from business in the Phil. during the preceding year but not to exceed P10,000.00. Late Payment: Penalty of 24% per annum	10 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>



2. Pay the amount due and claim CTC.	2. Accept payment & issue Community Tax Certificate		5minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
TOTAL		AMOUNT WILL BE BASED ON THE APPLICABLE TAXES, FEES & CHARGES	15 MINUTES	



4. Market Rental Collection

Market Rental fee is being collected to the tenants of Municipal Public Market.

Office/ Department		Office of the Municipal Treasurer		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may Avail		Registered tenants of the Municipal Public Market		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt of the latest market rental payment, if any			1. Provided by the applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement for record verification	1. Verify records 1.1 Assess the applicable fees & charges.	Stalls in front of Public Market: 36sq.m.=P3,000 per month 21sq.m.=P1,500 per month 16.5 to 18 sq.m. =P1,000 per month Stalls inside the Public Market: 9.5 sq.m.=P600 per month 7.5 sq.m.=P450 per month 7 sq.m.= P350 per month Newly constructed stall inside the Public Market: Corner stall=P900 per month Remaining Concrete Stall= P600 per month Late payment: 25% surcharge	10 minutes	<i>Administrative Aide II Municipal Treasurer's Office</i>
2. Pay the amount due and claim Official Receipt.	2. Issue Official Receipt.		3 minutes	<i>Administrative Aide II Municipal Treasurer's</i>



				Office
	TOTAL	AMOUNT WILL BE BASED ON THE APPLICABLE FEES & CHARGES	13 MINUTES	



5. Motorized Tricycle Operator's Permit (MTOP) Plate Issuance

MTOP Plate is issued to operators of tricycle-for-hire who has granted MTOP franchise by the Office of the Sangguniang Bayan to render transport services to the general public over specified zones.

Office/ Department	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may Avail	Tricycle Operators who are engaged in the business of operating tricycle for hire.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application Form for MTOP 1 Order of payment 2 Community Tax Certificate for the current year			1. Office of the Sangguniang Bayan 2. Office of the Sangguniang Bayan 3. Office of the Mun. Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the attending staff.	1. Check the requirements presented	None	5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
2. Pay the amount due	2. Process payment and issue O.R.	<i>For New Applicant (rate/unit)</i> MTOP fee- P 100.00 Parking fee- 70.00 Sticker - 15.00 MTOP Plate- 100.00 <i>For Renewal (rate/unit)</i> MTOP fee- P 100.00 Parking fee- 70.00 Sticker - 15.00 Other fees on tricycle operation: 1. Filing fee for the first five units- P125.00 for each additional unit- 25.00 2. Fare adjustment fee for fare increase- P50.00 3. Filing fee for amendment of MTOP- P100.00	10 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
3. Get the Official Receipt and MTOP Plate.	3. Issue MTOP Plate, 3.1 Record the issued plate	None	15 minutes	<i>Administrative Aide I Municipal Treasurer's</i>



	on the logbook			Office
	TOTAL	AMOUNT WILL BE BASED ON THE APPLICABLE FEES & CHARGES	30 MINUTES	



6. Other Municipal Permits, Fees and Charges Payment

Payment of other Municipal Permits, Fees and Charges, is being collected for the services availed and other transactions made by clienteles to various departments of the Municipal Government of San Luis.

Office/ Department	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	ALL			
Who may Avail	Clientele doing transaction from various departments/offices of the Municipal Government of San Luis.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Order of Payment			1.Requesting department/office of the Municipality	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Order of Payment	1. Receive & verify the Order of Payment.	As per latest Revised Municipal Revenue Code; Traffic Code; Order of Payment	5minutes	<i>Administrative Aide / Municipal Treasurer's Office</i>
2Pay the amount due and claim Official Receipt	2. Accept payment and issue Official Receipt.		2 minutes	<i>Administrative Aide / Municipal Treasurer's Office</i>
TOTAL		AMOUNT WILL BE BASED ON THE APPLICABLE FEES & CHARGES	7 MINUTES	



7. Real Property Tax Clearance Issuance

Tax Clearance is being issued upon request to Real Property Owners or persons with legal interest on the real property located within the territorial jurisdiction of the Municipality.

Office/ Department	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may Avail	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Latest Real Property Tax Official Receipt, if any			3 Provided by the applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Table 1, 4, or 5 and present copy of latest Real Property Tax Official Receipt.	1.Check requirement presented. 1.1. Verify records of payment 1.2 Advice to pay delinquencies, if any	Based on the amount due appearing on the iTax System.	15 minutes per Real Property Unit (RPU)	<i>Administrative Aide I / Administrative Aide II Municipal Treasurer's Office</i>
2.Settle delinquent taxes, if any	2.Accept payment & issue Official Receipt		5 minutes	<i>Administrative Aide I Administrative Aide II Municipal Treasurer's Office</i>
3.Pay Tax Clearance fee	3. Accept payment for Tax Clearance fee.	Php75.00	2 minutes	<i>Administrative Aide I Administrative Aide II Municipal Treasurer's Office</i>
3.1Receive Tax Clearance Certificate.	3.1 Issue Tax Clearance Certificate.			
TOTAL		AMOUNT WILL BE BASED ON THE APPLICABLE TAXES, FEES & CHARGES PLUS PHP75.00 for CERTIFICATION FEE.	7 MINUTES PLUS 15 MINUTES PER RPU	



8. Real Property Tax Payment

Real Property owners or persons with legal interest on the real property located within the territorial jurisdiction of the Municipality.

Office/ Department		Office of the Municipal Treasurer		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may Avail		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of Latest Real Property Tax Declaration or 2. Latest Real Property Tax Official Receipt or 3. Real Property Tax Bill			1. Municipal Assessor's Office 2. Provided by the applicant 3. Provided by the applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Table 1, 4, or 5 and present the requirements.	1. Verify requirements presented 1.1 Check record of payment 1.2 Assess payment	For Current RPT Tax Payment Assessment Level x2% = Tax Due with the following application: <ul style="list-style-type: none"> 10% discount for prompt payment (payments made during the 1st qtr. of the current year) 2% penalty for every month of delay (payments made after the 1st quarter of the current year) 20% discount for advanced payment For Delinquent RPT Tax Payment Assessment Level x2% = Tax Due with the following application: <ul style="list-style-type: none"> Corresponding penalties shall be based on Updated Table of Penalties for RPT Taxes provided by the Provincial 	5 minutes per Real Property Unit	<i>Administrative Aide I</i> <i>Administrative Aide II</i> <i>Municipal Treasurer's Office</i>



		Government.		
2. Pay the amount due and Official Receipt.	2. Receive payment and issue Official Receipt.		5 minutes	<i>Administrative Aide I / Administrative Aide II Municipal Treasurer's Office</i>
TOTAL		AMOUNT WILL BE BASED ON THE APPLICABLE TAX RATE.	10 MINUTES PER RPU	



9. Sealing & Licensing of Weights and Measures

All instruments for determining weights & measures in all consumer and consumer related transactions shall be tested, calibrated and sealed every six(6) months and licensed annually and continuously be inspected by the Municipal Treasurer or her duly authorized representative. Defective instruments beyond repair shall be confiscated in favor of the government and shall be destroyed by the Municipal Treasurer in the presence of the Provincial Auditor or his/her duly authorized representative.

Office/ Department		Office of the Municipal Treasurer		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen G2B- Government to Business Entity		
Who may Avail		Business owners operating within the municipality who are using instruments of weights and measures.		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Presentation of weights and measures instrument				1.Provided by the applicant
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the required instruments.	1.Conduct the testing, calibration& sealing of instruments presented.		30 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>
2.Pay the amount due	2.Assess payment. 2.1. Issue O.R.	For sealing linear metric measures: Not over 1 meter – P40.00 Over 1 meter- 60.00 For sealing metric measures of capacity: Not over 10 liters- P40.00 Over 10 liters 60.00 For sealing metric instruments of weights: Capacity of not more than 30kg-P40.00 More than 30kg but not more than 300kg.-P60.00 More than 300kg but not more than 3,000kg.- P150.00 More than 3,000kg-P200.00 For sealing apothecary balances of precision- P50.00	5 minutes	<i>Administrative Aide I Municipal Treasurer's Office</i>



		<p>For sealing scale or balance with complete set of weights:</p> <p>For each scale or balances or other balances w/complete set of weights for use therewith-P70.00 For each extra weight-P100.00</p> <p>For each & every re-testing & re-sealing of weights & measures including gasoline pumps outside the office upon request by the operator, an additional service charge of P50.00 per instrument.</p> <p>Validity period: One (1) year from the date of sealing/licensing.</p> <p>Penalties: Surcharge of 500% of the prescribed fee shall be imposed for using the instrument beyond the validity period.</p>		
	TOTAL	AMOUNT WILL BE BASED ON THE APPLICABLE FEES & CHARGES	35 MINUTES	



OFFICE OF THE SANGGUNIANG BAYAN

External Services



1. Motorized Tricycle Operator's Permit (MTO)

Motorized Tricycle Operator's Permit is a provision from the 2009 Revised Revenue Code of San Luis, Pampanga under Article N, Section 3 N.01 and Section 17 of the Commonwealth Act No. 146.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C–Government to Citizens			
Who may avail:	Bonafide members of Tricycle Driver's and Operator's Association plying the route of San Luis and adjacent towns.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certificate of Registration, Official Receipt and Driver's License issued by the LTO (1 photocopy) • Certificate from the President and/ or the Secretary of the TODA of their membership (1 Original copy) • Certificate from the President and/ or the Secretary of the TODA of their membership (1 Original copy) 		<ul style="list-style-type: none"> • Land Transportation Office (LTO) • Concerned TODA • Office of the Municipal Treasurer 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COMPLETE requirements	1. Review requirements	None	3 minutes	<i>Administrative Aide I or Administrative Aide II SB Office</i>
2. Pay amount due at Municipal Treasurer's Office (MTO)	2. Receive payment and issue Official Receipt	MTO – P100 Plate – P100 Parking Fee – P70 Sticker – P15	5 minutes	<i>Administrative Aide I or Administrative Aide II SB Office</i>
3. Sign the application form	3. Receive signed form and prepare MTO	None	3 minutes	<i>Administrative Aide I or Administrative Aide II</i>
	3.1. Approval of MTO	None	3 minutes	<i>Municipal Vice Mayor Vice Mayor's Office</i>
4. Receive MTO Certificate	4. Release of Certificate	None	2 minutes	<i>Administrative Aide I or Administrative Aide II SB Office</i>



TOTAL	P285.00	16 minutes	
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OFFICE OF THE SANGGUNIANG BAYAN

Internal Services



1. Issuance of Copies of Ordinance/Resolutions and other SB Documents

The Office of the Secretary to the Sangguniang Bayan is the depository of all records of the Sangguniang Bayan, such as resolutions, ordinances journals and minutes of the said office.

Most of the documents in the custody of the Secretary are public in character, copies of which are available within a reasonable period of time upon request subject to the approval of the Municipal Vice-Mayor and/or the SB Secretary.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C–Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Fill-up Request Form/Request Letter		• Office of the Sec to the SB, 2 nd Floor, Mun. Bldg.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires enacted Ordinances or Approved Resolutions	1. Answer inquiries upon verification	None	5 minutes	<i>Administrative Aide I SB Office</i>
2. Submission of request letter or filling-up of request form (Must include name, Dept./unit/org. contact no. & purpose of request)	2. Verify the content of the request letter/request form then forward to the SB Secretary or Hon. Vice Mayor	None	5 minutes	<i>Administrative Aide I SB Office</i>
3. Answer further inquiries if any	3. Approval of the Hon. Vice Mayor and/or the SB Secretary	None	5 minutes	<i>Municipal Vice Mayor/SB Secretary Vice Mayor's Office</i>
4. Claiming/ Issuance of request	4. Reproduction of the requested documents	None	5 minutes	<i>Administrative Aide I SB Office</i>
TOTAL		None	20 minutes	



2. Accreditation of Non-Governmental Organizations (NGOs) and People's Organizations (POs)

The Local Government Code of 1991 (Republic Act 7160) mandates the Local Government unit through the Office of the Sangguniang Bayan to promote the establishment of the operation of People's Organizations (POs), Non-Governmental Organizations (NGOs) and the Private Sectors (PS), to make them an active partner in the pursuit of local autonomy.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2B–Government to Business			
Who may avail:	Non-Governmental Organizations (NGOs) and People's Organizations (POs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly accomplished Application Form • Board Resolution signifying intention for accreditation Certificate of Registration (SEC, DOLE, etc.) • List of current officers and member's • Annual Accomplishment Report • Financial Statement • Profile indicating the purposes and objectives of the organization • Copy of the minutes of the meeting of the organization • Copy of Constitution and By-laws 		<ul style="list-style-type: none"> • Office of the Sec to the SB, 2nd Floor, Mun. Bldg. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for Accreditation of Organizations	1. Explain to the client the requirements and give application form	None	5 minutes	<i>Administrative Aide I SB Office</i>
2. Submission of application and requirements	2. Receive application and check the requirements	None	5 minutes	<i>Administrative Aide I SB Office</i>
3. Wait for the SB approval	Processing Accreditation: 3. Upon Instruction of the Committee Chair on Rules, include in the Calendar of Business	None	Depends upon the schedule of session and its approval.	<i>SB Secretary and Administrative Aide I SB Office</i>



	Preparing Accreditation Papers: 3.1 Prepare the Certificate or Resolution of Accreditation	None	After approval	
4. Claiming/ Issuance of Accreditation Papers	4. Issue Certificate or resolution of Accreditation	None	5 minutes	<i>Administrative Aide / SB Office</i>
TOTAL		None	Depends upon the schedule of session and its approval.	



3. Ordinances and Resolutions

The Sangguniang Bayan, as the legislative body of the municipality, is primarily responsible for the enactment of ordinances, approval of resolutions and appropriation of funds for the general welfare of the municipality.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2G–Government to Government			
Who may avail:	Barangays / General Public / Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter or Endorsement Letter Copy of Barangay Ordinance or Resolution Supporting Documents (if any) 		<ul style="list-style-type: none"> Requesting Office/Department/Agency Barangay 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Approval of Ordinances and Resolutions	1. Receive, validate and endorse to SB Secretary for calendar	None	5 minutes	<i>Administrative Aide I and SB Secretary SB Office</i>
2. Wait for further instructions of SB Staff/SB Secretary	Prepare Resolution/Ordinance for Agenda: 2. Upon instruction of Committee Chair on Rules, record the same for inclusion in the agenda	None	Depends upon the schedule of session	<i>Administrative Aide I and SB Secretary SB Office</i>
3. Wait for the SB approval / disapproval	Review, Deliberation and Approval: 3.1 For review and deliberation of SB during the Session 3.2 If the ordinance or resolution is	None	1-3 sessions of SB	<i>SB Secretary and SB Members SB Office</i>



	<p>approved, prepare the documents to be signed by Presiding Officer and SB Secretary and or SB Members</p> <p>3.3 *If disapproved or lack of requirements, notify or return the measure to the Punong Barangay or other concerned.</p>			
4. Claiming/ Issuance of Ordinance / Resolution	4. Forward the documents to concerned person and or agency	None	After approval	<i>Administrative Aide I and SB Secretary SB Office</i>
TOTAL		None	Depends upon the schedule of session and its approval	



4. Issuance of Certification and Endorsement

The Sangguniang Bayan issues certification and endorsement needed by its clientele for their official business transactions.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C–Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Fill-up Request Form/Request Letter		• Office of the Sec to the SB, 2 nd Floor, Mun. Bldg.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification and Endorsement	1. Accommodates inquiry and refers to the concerned person	None	5 minutes	<i>Administrative Aide I and SB Secretary SB Office</i>
2. Wait for the release	2. Prepare the Certificate or Endorsement	None	5 minutes	<i>Administrative Aide I and SB Secretary SB Office</i>
3. Claiming /Issuance of Requested Documents	3. Forward the documents to concerned person and or agency	None	5 minutes	<i>Administrative Aide I and SB Secretary SB Office</i>
TOTAL		None	15 minutes	



5. Receiving and Action on Incoming Communications

The Office of the Sangguniang Bayan receives various communication coming from various offices and government agencies to take appropriate actions.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C–Government to Citizens / G2G - Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Fill-up Request Form/Request Letter		• Office of the Sec to the SB, 2 nd Floor, Mun. Bldg.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver/Submit/ Forward communications to the Office of the Sangguniang Bayan	1. Receive, validate, accommodate client request a. Checks for the Completeness of documents and its attachments	None	5 minutes	<i>Administrative Aide I and SB Secretary SB Office</i>
2. Receive proof of service/ copy of endorsement/ reply letter	2. Prepare the Endorsement / Reply letter	None	10 minutes or more / Depends on the appropriate action	<i>Administrative Aide I and SB Secretary SB Office</i>
3. Receive feedback and/or instructions	3. Forward the documents or Instructions to the concerned person and or agency	None	5 minutes	<i>Administrative Aide I and SB Secretary SB Office</i>
TOTAL		None	20 minutes / Depends on the appropriate action	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk (PACD).</p> <p>Or email at: omsanluispampanga@gmail.com</p>
How feedbacks are processed?	<p>Every 1st and 16th of the month, the PACD staff opens the drop box and compiles and records all feedback submitted. The employee-in-charge on the email prints all documents received.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may email at omsanluispampanga@gmail.com or may personally visit the Office of the Mayor.</p>
How to file a complaint?	<p>Answer the Client Complaint Form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk (PACD).</p> <p>Complaints can also be filed via email at atomsanluispampanga@gamil.com. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may email at omsanluispampanga@gmail.com or may personally visit the Office of the Mayor</p>
How complaints are processed?	<p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Municipal Mayor for appropriate action.</p>



	<p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may email at omsanluispampanga@gmail.com or may personally visit the Office of the Mayor.</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



VII. List of Offices

Office	Address	Contact Information
Municipal Agriculture Office	2 nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	maosanluispampanga@gmail.com
Municipal Disaster Risk Reduction and Management Office	Action Center, Sto. Tomas, San Luis, Pampanga	mdrrmc_sanluis@yahoo.com / r3.pam.mdrmm.sanluis@gmail.com
Municipal Health Office	RHU I Bldg., Sta. Cruz Poblacion, San Luis, Pampanga	sanluismunicipalhealthoffice@gmail.com
Municipal Planning and Development Office	2 nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	mpdcsanluis@gmail.com
Municipal Social Welfare and Development Office	Ground Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	mswdsanluispampanga@gmail.com
Office of the Human Resource Management	2 nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	hr.sanluispampanga@gmail.com
Office of the Municipal Accountant	2 nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	Acctgslpamp@gmail.com
Office of the Municipal Assessor	Ground Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	sanluisassessor@gmail.com
Office of the Municipal Budget Officer	2 nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	budgetsanluis@gmail.com
Office of the Municipal Civil Registrar	Ground Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	lcrsanluispampanga@yahoo.com
Office of the Municipal Engineer	2 nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	meo_sanluispampanga@yahoo.com
Office of the Municipal Mayor	2 nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	omsanluispampanga@gmail.com
Office of the Municipal Treasurer	Ground Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	mtosanluispampanga@gmail.com
Office of the Municipal Vice Mayor/Sangguniang Bayan	2 nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga	sbofficesanluis@yahoo.com