



EXTERNAL SERVICES



OFFICE OF THE MUNICIPAL MAYOR
External Services



1. Name of Service: MAYOR'S CLEARANCE

Brief Description: Issuance of MAYOR'S CLEARANCE for local Job Seekers who are both residents of Rpxas and those coming from nearby barangays of neighboring towns who are seeking employment in the Municipality

Office/Division:	MAYOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Jobseekers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down: 1. Barangay Clearance	List down: 1. Barangay
2. Police Clearance	2. Roxas Municipal Police Station
3. Payment	3. Municipal Treasurer's Office
4. Community Tax Cert	4. Barangay/Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Client Request Form	1.1. Check the CRF for completeness and correctness of attached requirements		5 minutes	Administrative Aide
	2.1 Get the receipt and record receipt details	P 100.00		Client
	2.2 Prepare the Mayor's Clearance		10 minutes	Administrative Aide
	2.3 Check accuracy of the Mayor's Clearance		5 minutes	
	2.4 Approval of the Mayor's Clearance		5 minutes	Municipal Mayor
	3. Releasing		5 minutes	Administrative Aide
TOTAL		P 100.00	30 minutes	

2. Name of Service: CASH/MEDICAL ASSISTANCE

Brief Description: This service is for indigent clients who are in crises and are seeking assistance for financial, medical, and burial needs.

Office/Division:	Mayor's Office/YaKaPP (Yakap at Kalinga ng Pamahalaan Program)
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Specify

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down:	List down
For Cash/Medical Assistance:	For Cash/Medical Assistance:
1. Certificate of Indigency	1. Punong Barangay
2. Valid government-issued identification (PSA ID, SSS ID, Philippine passport)	2. Philippine Statistics Authority, SSS, Department of Foreign Affairs (DFA)
3. Medical records/prescription	3. Hospital/attending physician
4. Letter request from client seeking medical or financial assistance	4. Client
For Burial Assistance	For Burial Assistance
1. Certificate of Indigency	1. Punong Barangay
2. Valid government-issued identification (PSA ID, SSS ID, Philippine passport)	2. Philippine Statistics Authority, SSS, Department of Foreign Affairs (DFA)
3. Medical records/prescription	3. Hospital/attending physician
4. Letter request from client seeking medical or financial assistance	4. Client
5. Contract with funeral parlor providing funeral and burial services	5. Funeral Parlor
5. Death Certificate	6. Municipal Civil Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Check completeness of submitted requirements		5 minutes	Administrative Aide
	1.2 Interview client to get history		10 minutes	Senior Administrative Assistant
	1.3 Secure approval of requested assistance – amount		10 minutes	Administrative Aide
	1.4 Inform the client that they will be notified if assistance is ready for release		5 minutes	Administrative Aide
	2.1 Prepare voucher		10 minutes	Administrative Aide
	2.2 Have the voucher signed by MM		5 minutes	Senior Administrative Assistant
	3. Transmit to MBO for budget allocation/charging of expense			Administrative Aide
	3.1 Get back voucher from MBO and forward to Treasurer's Office for signature on the voucher			Administrative Aide
	3.2 Forward to Municipal Accountant's Office for fund's availability certification			Administrative Aide
	3.3 Return the voucher to Municipal Treasurer's Office for check preparation		5 minutes	Senior Administrative Assistant
	4. Secure the Municipal Mayor's approval on the check		5 minutes	Administrative Aide
	5. Approved check is forwarded to the Office of the Municipal Treasurer for release.		5 minutes	Administrative Aide
2. Claim the check at the Treasurer's Office	6. Client is informed that check for requested financial assistance is ready for release. Client is likewise advised to bring valid identification as requirement for release.			
TOTAL			1 hour	



3. Name of Service: PROVIDE BUSINESS INFORMATION ASSISTANCE

Brief Description: This service provides all information needed by an entrepreneur in doing business. The service aims to simplify complex business information such as mandatory compliance with local and national requirements.

Office/Division:	Business Development Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Potential Business Owners and Leaders who will operate business in the Municipality of Roxas; Existing Business Owners and Leaders in the Municipality of Roxas

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Form (1 original)	Roxas LEDIPO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit form and Inquire concern(s) at Roxas LEDIPO	1. Accommodate inquiries and concerns	None	15 minutes	Roxas LEDIPO
TOTAL		None	15 minutes	

4. Name of Service: PROVISION OF GAD INFORMATION AND REFERRAL SERVICES

Brief Description: The provision of GAD Information and Referral Services includes the furnishing of relevant information related to GAD concerns and referral to appropriate government departments or agencies for concerns that are beyond the mandate of the GAD Council Office. This service also covers the distribution of IEC materials related to GAD.

Office/Division:	Gender And Development Office
Classification:	Simple-Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All individuals, barangays, agencies, CSOs, institutions seeking GAD information, clarification, or referral assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
WALK IN CLIENT				
1. Enters office and logs details	1.1 GAD Staff requests client to log details	None	1 min	
	2.1 GAD staff gathers relevant information	None	2 mins	
	2.2 Advises client on appropriate action and referral agency	None	3 mins	
	2.3 Provides IEC materials	None	1 min	
Telephone Inquiries				
1. Calls GAD hotline	1.1 Receives phone inquiries	None	2 mins	
	1.2 Responds to simple inquiries	None	—	
	1.3 For complex inquiries, advises client to submit written letter	None	3 mins	
	1.4 Forwards call to concerned personnel	None	—	
Written Inquiries/Requests				
	1.1 Encodes letters to GAD Database	None	5 mins upon receipt	
	1.2 Forwards document to assigned unit / GAD TWG Head	None	—	
	1.3 Monitors GAD Database & status	None	3 days	
	1.4 Updates GAD Database	None	5 mins	
TOTAL			3 days and 22 mins	



5. Name of Service: PROVISION OF RESPONSIVE GAD TECHNICAL ASSISTANCE ON GENDER BASED COMPLAINTS AND REPORTS

Brief Description: Responsive GAD Technical Assistance is the provision of **timely, appropriate, and sensitive professional support** by the Local Government Unit (LGU)'s GAD Focal Point System (GFPS) to its various departments and barangays.

Office/Division:	Gender And Development Office
Classification:	Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Individuals who experienced gender-based violence or harassment; barangays; agencies; institutions seeking technical or referral assistance.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Guard refers client to GAD front desk	None	1 min	
	1.2 Admin refers client to concerned personnel	None	—	
	2.1 Conducts consultation/interview	None	1 hour	
		None	—	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> • Psychiatric consultation/ counseling • Legal consultation/ counseling • Case filing assistance • Court hearing assistance • Temporary shelter/ Protective custody • Advocacy 			
	3.1 Provides intake form for incident report	None	7 working days	Barangays / Police / Hospitals / MSWDO
	3.2 Provides legal and other needed assistance	None	—	Concerned Agencies
	3.3 Encodes incident report into GAD databank	None	3 days	
	3.4 Monitors case progress and coordinates with agencies	None	—	
TOTAL			10 days, 1 hour, 1 minute	

6. REFERRAL TO THE SERVICE PROVIDERS REGARDING GAD TRAINING

The formal process of linking LGU personnel or external partners (such as Barangay officials, local CSOs, or other LGU offices) who need specialized GAD knowledge or skills with the appropriate external resource or training institution.

Office/Division:	Gender And Development Office
Classification:	Simple-Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Barangays, LGU offices, NGOs/CSOs, private organizations, institutions, and individuals needing GAD training.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Training Request Letter	Client / Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
WALK IN CLIENT				
1. Logs entry	1.1 GAD Staff assists logging	None	1 min	
2. Discuss concern	2.1 Admin gathers info and refers to unit	None	2 mins	
3. Proceeds to concerned unit	3.1 Unit advises client and coordinates referral to service provider	None	5 mins	
Telephone Inquiries				
1. Calls GAD	1.1 Receives training inquiries			
2. Provides details	1.2 Responds to simple inquiries			
Written Inquiries/Requests				
	1.1 Admin forwards to Capacity-Building Unit	None	1 day	Admin / Training Team
	1.2 GAD TWG Head reviews and approves assigned staff	None	2 days	GAD TWG Head
	1.3 Training Team coordinates with speakers and requesting party	None	30 mins	GAD Training Team
	1.4 Prepares transmittal letter for resource person	None	30 mins	GAD Training Team
	1.5 Conducts actual training (8 hours)	None	8 hours	Resource Speakers & Training Team
TOTAL			3 days, 9 hours, 11 minutes	

7. Name of Service: YOUTH ORGANIZATION REGISTRATION PROGRAM

Brief Description: Mandated by RA 10742 (SK Reform Law,) the LYDO is required to facilitate the registration of the Youth and Youth Serving Organization to ensure access to and participation in government programs.

Office/Division:	Office of the Mayor - Local Youth Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Youth and Youth- serving Organizations with 10 members and above, and a set of officers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished YORP Form 2. List of Active Members 3. List of Officers 4. Photocopy of valid ID of officers 5. Constitution and By Laws	https://yorpnyc.org.ph Local Youth Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Local Youth Development Office Roxas Facebook Page for online registration.	Receive and check documents.	None	10 Minutes	Youth Development Assistant I
2. Answer the registration form and comply with requirements.	Verification of the requirements submitted.	None	5 Minutes	Admin Aide III
3. Assignment of URN and printing of YORP Certification.	Issue and unique Registration Number per organization and print the certification for a signature by the YDO and the LCE.	None	10 Minutes	Youth Development Assistant I
4. Signature of the Local Chief Executive (LCE)	Routing for the Signature of the Local Chief Executive.	None	1 day	Local Chief Executive
5. Release of the YORP Certification	Released the signed certification	None	5 Minutes	Admin Aide III
6. Accomplish Feedback Form	Provide feedback form/QR Code	None	5 Minutes	Admin Aide III
TOTAL			1 Day & 35 Minutes	

8. Name of Service: YOUTH SKILLS TRAINING AND WORKSHOPS

Brief Description: This Service provides youth with access to skills development trainings and workshops to enhance their their competencies.

Office/Division:	Name of Office/Division
Classification:	Simple
Type of Transaction:	G2C -Government to Citizens
Who may avail:	Youth aged 15- 30 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Registration Form	Local Youth Development Office or Official Website PSA, or relevant government agency
2.Valid ID (National ID, or any government issued)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	Receive the documents through email or personal appearance, verify completeness and encode basic information into the registration system.	None	5 minutes	Admin Aide III
2. Verification of Eligibility	Validate age usually 15-30 years old, residency, and availability of training slots. Notify clients of confirmed enrollment via email.	None	15 minutes	Youth Development Assistant I
3. Attendance to schedules Training and Workshops	Provide training materials, attendance sheets and facilitate the workshop.	None	5 hours	Training Facilitator
4. Issuance of certificate	Prepare and release certificate of participation to all attendees	None	5 minutes	Admin Aide III
5. Accomplish Feedback Form	Provide feedback form/QR Code	None	5 Minutes	Admin Aide III
TOTAL			5 Hours & 30 Minutes	

9. Name of Service: YOUTH PROFILING AND DATABASE REGISTRATION

Brief Description: Collection of youth information (ages 15–30) for inclusion in the official municipal youth database to support programs, services, and policy development.

Office/Division:	Office of the Mayor- Local Youth Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All youth residents of Roxas aged 15–30 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID (School ID, Barangay ID, or any valid identification)	Client/ Issuing Agency
Accomplished Youth Profile Form	LYDO or online form

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request Youth Profile Form (online or onsite)	Provide form and give instructions.	None	3 minutes	Youth Development Assistant I
2.Fill out and submit the completed form with ID.	Receive and review requirements. Encode Information into the Youth Database	None	13 minutes	Admin Aide III
3.Confirm personal details	Validate entries and finalize registration	None	2 minutes	Youth Development Assistant I
4. Accomplish Feedback Form	Provide feedback form/QR Code	None	5 Minutes	Admin Aide III
		Total	23 minutes	

10. Name of Service: REQUEST FOR TECHNICAL ASSISTANCE FOR SK AND YOUTH ORGANIZATIONS (TRAINING, SEMINARS, PROJECT DEVELOPMENT)

Brief Description: Provide technical assistance such as activity support and partnerships to SK and youth organizations

Office/Division:	Office of the Mayor- Local Youth Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Youth, schools, organizations, agencies, sports teams

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client
Activity Proposal	Client
List of Participants	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter, and preferred schedule.	Receive and check completeness of documents. Verify availability of resources. Record the client's approved schedule and prepare confirmation	None	13 minutes	Admin Aide III
2. Attend coordination meetings.	Conduct coordination.	None	1 hour	Youth Development Assistant I
3. Wait for approval.	Prepare an endorsement letter.	None	10 minutes	Youth Development Assistant I
4. Participate in Training.	Facilitate delivery of technical assistance.	None	1 day	LYDO Youth Development Assistant I
5. Accomplish Feedback Form	Provide feedback form/QR Code	None	5 Minutes	Admin Aide III
Total			1 day, 1 hour and 28 minutes	

11. Name of Service: REQUEST TO BORROW SPORTS EQUIPMENT

Brief Description: Manages the scheduling of sports equipment to support youth programs, community activities, and sports development initiatives.

Office/Division:	Office of the Mayor- Local Youth Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Youth, schools, organizations, agencies, sports teams

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID (School ID, Barangay ID, or any valid identification)	Client/ Issuing Agency
Request Letter and Borrowing form	LYDO or online form

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter, ID, and preferred schedule and equipment.	Receive and check completeness of documents. Verify equipment availability based on the official schedule. Record the client's approved schedule and prepare confirmation	None	5 minutes	Admin Aide III
2. Receive confirmation of approved schedule and equipment.	Release or lend the equipment to the client	None	5 minutes	Admin Aide III
Total			10 Minutes	

12. Name of Service: ROXAS COMMUNITY COLLEGE ENROLLMENT PROCESS

Brief Description: TESDA enrollment involves two main paths: online (TESDA Online Program - TOP) and in-person at a Training Center, both requiring account creation/application, providing requirements like pictures and academic records (HS Card, TOR), choosing a program (check for registration!), paying fees (if applicable), and attending training/assessment; TOP offers free access but requires an account, while physical centers have specific schedules and slot

Office/Division:	Name of Office/Division-ROXAS COMMUNITY COLLEGE
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Students/Trainees, Beneficiaries

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down <ol style="list-style-type: none"> Birth Certificate Form 137/ Report Card/School Records/Diploma Certificate of Indigency ID one by one/passport size white back ground 6 pieces. 	List down <ul style="list-style-type: none"> Local Civil Registrar School Attended Barangay Hall Photo Copy Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Enrollees will Fill out Registration Form (6 copies) xerox Fill out the form correctly and legibly. attach Id as needed. Attach pictures as needed.	1.1 Check and review the Registration Form	none	30 mins.	Registrar Administrative Aide III
2. ONLINE - Biometric-Enabled Scholarship Registration System (BSRS) for TESDA Scholars	2.1 The enrollees with complete requirements are allowed in on line Biometric Scholars Registration System.	none	1 hour	Administrative Assistant II UTPRAS FOCAL Administrative Aide III BSRS - FOCAL PERSON / T2MIS NCODER
3. Prepare the requirements for BSRS.	Requirements for BSRS 2.2 Own Cellphone Latest Email Address Valid Drivers License National ID SSS ID Voters Certification Birth Certificate	none	30 minutes	UTPRAS Focal Administrative Aid III BSRS - FOCAL PERSON / T2MIS ENCODER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Facial Recognition of the clients	They must be recognized if they have clean cut, no color of hair and no duplicate.	none	16hours	UTPRAS Focal Administrative Assistant III BSRS - FOCAL PERSON / T2MIS ENCODER
5. Make it Sure that the name of the trainees in T2mis. (TESDA Training Management Information System.) and BSRS are encoded.	Monitor that the encoder with the trainees must done in T2mis	none	ten hours	UTPRAS Focal Administrative Aide III BSRS - FOCAL PERSON / T2MIS ENCODER
6. The trainer accepted the students enrolled and will click his enrollment.	Monitoring of the students who enrolled in the training	none	one hour	Registrar Trainer
7. Start the training based on the scheduled time and day in BSRS and T2mis.				
8. Latest ID Pictures 6 pcs Passport Size ID (white background, with Collar and Name Tag)	2.1 Check and review the presented documents	none	1 minute	Administrative Aide III
TOTAL			20 minutes	

13. Name of Service: ISSUANCE OF HISTORICAL/TOURISM DATA

Brief Description: The Municipal Tourism Office ensures the quality and accuracy of data/information released regarding Tourism-Related Enterprises in the municipality through the issuance of Certification of the tourism-related request.

Office/Division:	Municipal Tourism Office
Classification:	Simple
Type of Transaction:	G2C & G2B
Who may avail:	<ol style="list-style-type: none"> 1. Tourist 2. Visitors 3. Investors 4. Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PRINCIPAL <ol style="list-style-type: none"> 1. National ID 2. Request Letter 3. Recommendation Letter (For researchers) Representative	client client client
<ol style="list-style-type: none"> 1. Valid ID 	client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and basic required documents	1.1 Assist and conduct briefing regarding the requested info/data	N/A	15 minutes	<i>Tourism Officer Municipal Mayor Tourism Operations Assistant Administrative Aide III</i>
2. Claim the requested documents	1.2 Provide the information/data needed	N/A	2 minutes	<i>Tourism Officer Municipal Mayor Tourism Operations Assistant Administrative Aide III</i>
Clients feedback				
TOTAL		None	17 minutes	

14. Name of Service: ISSUANCE OF CERTIFICATION TO TOURISM-RELATED SERVICES

Brief Description: The Municipal Tourism Office ensures the quality and accuracy of data/information released regarding Tourism-Related Enterprises in the municipality through the issuance of Certification of the tourism-related requests.

Office/Division:	Municipal Tourism Office
Classification:	Simple
Type of Transaction:	G2C, G2B & G2G
Who may avail:	1. Tourism Facilities/Establishments 2. Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PRINCIPAL 1. Official Receipt from Treasury 2. Valid IDs 3. Request Letter 4. Copy of Business Permit (For Accommodation) 5. Department of Tourism Accreditation (Primary Tourism Enterprises and Secondary Tourism Enterprises)	Client Client Client Client Client
REPRESENTATIVE 1. Valid ID (Owner and Representative) 2. Authorization Letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and present basic required documents	1.1 Assist and conduct briefing regarding the requested certificate	N/A	10 minutes	<i>Tourism Officer Municipal Mayor Tourism Operations Assistant Administrative Aide III</i>
	Prepare and sign the requested certificate	N/A	5 minutes	<i>Administrative Aide III</i>
2. Claim the requested certificate	Issue the requested certificate	N/A	3 minutes	<i>Tourism Officer Municipal Mayor Tourism Operations Assistant Administrative Aide III</i>
Clients feedback				
TOTAL		None	18 minutes	



15. Name of Service: ISSUANCE OF CERTIFICATION TO TOURISM-RELATED SERVICES

Brief Description: The Municipal Tourism Office ensures the quality and accuracy of data/information released regarding Tourism-Related Enterprises in the municipality through the issuance of Certification of the tourism-related requests.

Office/Division:	Municipal Tourism Office
Classification:	Simple
Type of Transaction:	G2C & G2B
Who may avail:	<ol style="list-style-type: none"> 1. Tourist 2. Visitors 3. Researchers 4. Investors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PRINCIPAL 1. Valid ID'S 2. Request letter REPRESENTATIVE 3. Valid ID	Client Client Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and basic required documents	1.1 Assist and conduct briefing regarding the requested document	N/A	5 minutes	<i>Tourism Officer Municipal Mayor Tourism Operations Assistant Administrative Aide III</i>
2. Claim the requested documents Clients feedback	1.2 Provide the requirements needed	N/A	2 minutes	<i>Tourism Officer Municipal Mayor Tourism Operations Assistant Administrative Aide III</i>
TOTAL		None	7 minutes	

16. Name of Service: TRAFFIC ASSISTANCE

Brief Description: To ensure the safety of all the road user

Office/Division:	Traffic Management Office
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	Residents of Roxas Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down	List down

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request Letter for Traffic Assistance	1.1 Received the request letter	N/A	3 minutes	Traffic Officers
	1.2 Scheduled posted			
	1.3 Assisted with the traffic officers			
2.Approval of the Municipal Mayor	2.1 Municipal Mayor's signature	N/A		Municipal Mayor
3.Provide routing map	3. Received the routing map	N/A		Clients
TOTAL				



BUSINESS PERMIT & LICENSING SECTION

External Services

1. Name of Service: SECURING MAYOR'S PERMIT/BUSINESS PERMIT

Brief Description: A Business Permit, also known as a Mayor's Permit is issued by the Municipal Mayor. It allows proprietors or companies to conduct business within the municipality's geographical jurisdiction and ensures that all business activities and transactions are legitimate.

Office/Division:	Office of the Mayor/Business Permit and Licensing Section
Classification:	Simple, Complex
Type of Transaction:	G2G-Government to Government, G2B- Government to Business Entity
Who may avail:	Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>FOR NEW</p> <ol style="list-style-type: none"> 1. Barangay Business Clearance 2. Community Tax Certificate (<i>Cedula</i>) 3. Sanitary Certification 4. Proof of Business Name Registration (<i>DTI, SEC, CDA or DOLE REGISTRATION</i>) 5. Fire Safety Inspection Certificate 6. Zoning Compliance / Locational Clearance 7. Building Permit / Occupancy Permit 8. ESO Certificate 9. Tourism Clearance (<i>for Hotel, Lodging, Apartelle, Transient, Resort and Restaurant</i>) 10. Official Receipt 11. Assessor Clearance 12. Market Clearance (<i>for stall owners only</i>) <p>RENEWAL</p> <ol style="list-style-type: none"> 1. Barangay Business Clearance 2. Community Tax Certificate (<i>Cedula</i>) 3. Sanitary Certification 4. Proof of Business Name Registration (<i>DTI, SEC, CDA or DOLE REGISTRATION</i>) 5. Fire Safety Inspection Certificate 6. Zoning Compliance / Locational Clearance (<i>if there is an improvement on the structure</i>) 7. Building Permit / Occupancy Permit (<i>if there is an improvement on the structure</i>) 8. ESO Certificate 9. Annual Income Tax Return (<i>AITR</i>) 10. Tourism Clearance (<i>for Hotel, Lodging, Apartelle, Transient, Resort and Restaurant</i>) 11. Official Receipt 12. Assessor Clearance 13. Market Clearance (<i>for stall owners only</i>) 	<p>Office of the Barangay Captain Office of the Barangay Captain/Municipal Treasurer's Office Municipal Health Office / Business One Stop Shop DTI, SEC, CDA or DOLE Bureau of Fire and Protection / Business One Stop Shop Municipal Planning and Development Office / Business One Stop Shop Municipal Engineering Office / Business One Stop Shop Environment and Sanitation Office / Business One Stop Shop Municipal Tourism Office Municipal Treasurer's Office Municipal Assessor's Office / Business One Stop Shop Roxas Public Market Office</p> <p>Office of the Barangay Captain Office of the Barangay Captain/Municipal Treasurer's Office Municipal Health Office / Business One Stop Shop DTI, SEC, CDA or DOLE Bureau of Fire and Protection / Business One Stop Shop Municipal Planning and Development Office / Business One Stop Shop Municipal Engineering Office / Business One Stop Shop Environment and Sanitation Office / Business One Stop Shop Bureau of Internal Revenue (BIR) Municipal Tourism Office Municipal Treasurer's Office Municipal Assessor's Office / Business One Stop Shop Roxas Public Market Office</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>STEP 1: For Walk-in Applicants: Complete all the necessary requirements. After completing them, submit the documents to the Business Permit and Licensing Section.</p> <p>For Online Applicants: Go to https://bpbpc.ibpls.com/roxasorientalmindoro/, create an account, fill out all the necessary information, and submit your documents, then wait for the approval of your application.</p> <p>After the verification of the application, kindly wait for the approval from the concerned offices.</p>	<p>Check all submitted documents, then encode the filled-out form into the system.</p> <p>Assess the application and check the submitted requirements. Verify the application once the assessment is done.</p> <p>Monitor the iBPLS approval by the concerned offices.</p>	NONE	30minutes	Administrative Aide VI, Administrative Aide III; RHU, ESO, MPDO, BFP, MEO
<p>STEP 2: Upon approval of the concerned offices, pay the permit and license fees.</p> <p>Online Payment Go to https://bpbpc.ibpls.com/roxasorientalmindoro/, and Linkbiz</p>	Collection of Payment and issuance of Receipt.	(Depends on the declared Annual Gross Sales and Line of Business)	15 minutes	Revenue Collection Clerk/ MTO
<p>STEP 3: Issuance of the Business Permit and plate/sticker.</p>	Preparation and issuance of the Business Permit and plate/sticker.	NONE	5 minutes	Administrative Aide III
<p>STEP 4: Accomplish the client feedback form</p>	Receive the accomplished client feedback form	NONE	3 minutes	Administrative Aide III
TOTAL			53 minutes	

2. Name of Service: SECURING PEDICAB REGISTRATION

Brief Description: Pedicab owners must secure a pedicab sticker.

Office/Division:	Business Permit and Licensing Section
Classification:	Simple
Type of Transaction:	G2C-Government to client
Who may avail:	Pedicab Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Barangay Clearance 2. Certification from ESO 3. Community Tax Certificate (<i>Cedula</i>) 4. Official Receipt 	Office of the Barangay Captain Environment and Sanitation Office Office of the Barangay Captain/Municipal Treasurer's Office Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Fill-out the client logbook.		NONE		Administrative Aide III (Clerk III)
STEP 2: Submit the complete requirements.	Receive and check the requirements.	NONE	5 minutes	Administrative Aide III
STEP 3: Payment.	Collection of Payment and issuance of Receipt.		3 minutes	Municipal Treasurer's Office
STEP 4: Receive plate/sticker.	Issue the plate/sticker.	NONE	5 minutes	Administrative Aide III
STEP 5: Accomplish the client feedback form	Receive the accomplished client feedback form	NONE	3 minutes	Administrative Aide III
TOTAL			16 minutes	

3. Name of Service: SECURING MOTORIZED TRICYCLE OPERATOR'S PERMIT/FRANCHISE

Brief Description: Tricycle owners must secure a motorcycle franchise.

Office/Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C-Government to client
Who may avail:	All Tricycle Owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For New</p> <ol style="list-style-type: none"> 1. Photocopy of OR/CR 2. Photocopy of Driver's License 3. Barangay Clearance 4. Community Tax Certificate (<i>Cedula</i>) 5. Certificate from TODA 6. ESO Certificate 7. Official Receipt 8. Certificate of Road Worthiness <p>For Renewal</p> <ol style="list-style-type: none"> 1. Photocopy of OR/CR 2. Photocopy of Driver's License 3. Barangay Clearance 4. Community Tax Certificate (<i>Cedula</i>) 5. Certificate from TODA 6. Official Receipt 7. ESO Certificate 8. Certificate of Road Worthiness 9. Last year Motorized Tricycle Franchise 	<p>Land Transportation Office Land Transportation Office Office of the Barangay Captain Office of the Barangay Captain/Municipal Treasurer's Office TODA Association Environment and Sanitation Office Municipal Treasurer's Office Municipal Engineering Office</p> <p>Land Transportation Office Land Transportation Office Office of the Barangay Captain Office of the Barangay Captain/Municipal Treasurer's Office TODA Association Municipal Treasurer's Office Environment and Sanitation Office Municipal Engineering Office Client/s</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Fill-Out the client logbook.		NONE		Administrative Aide III
STEP 2: Submit the complete requirements.	Receive and check the requirements.	NONE	5 minutes	Administrative Aide III
STEP 3: Payment.	Collection of Payment and issuance of Receipt.		3 minutes	Municipal Treasurer's Office
STEP 4: Receive plate/sticker.	Issue the plate/sticker.	NONE	5 minutes	Administrative Aide III
STEP 5: Accomplish the client feedback form	Receive the accomplished client feedback form	NONE	3 minutes	Administrative Aide III
TOTAL			16 minutes	

4. Name of Service: SECURING ELECTRONIC VEHICLE REGISTRATION

Brief Description: Electronic vehicle owners must obtain registration.

Office/Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C-Government to client
Who may avail:	All E-Bike Owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New 1. Certificate of Purchase/Receipt 2. Photocopy of Driver's License 3. Community Tax Certificate (<i>Cedula</i>) 4. Official Receipt 5. Picture of Electronic Vehicle Renewal 1. Barangay Clearance 2. Photocopy of Driver's License 3. Community Tax Certificate (<i>Cedula</i>) 4. Official Receipt	Client/s Land Transportation Office Office of the Barangay Captain/Municipal Treasurer's Office Municipal Treasurer's Office Client/s Office of the Barangay Captain Land Transportation Office Office of the Barangay Captain/Municipal Treasurer's Office Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Fill-Out the client logbook.		NONE		Administrative Aide III
STEP 2: Submit the complete requirements.	Receive and check the requirements .	NONE	5 minutes	Administrative Aide III
STEP 3: Payment.	Collection of Payment and issuance of Receipt.		3 minutes	Municipal Treasurer's Office
STEP 4: Receive plate/sticker.	Issue the plate/sticker .	NONE	5 minutes	Administrative Aide III
STEP 5: Accomplish the client feedback form	Receive the accomplished client feedback form	NONE	3 minutes	Administrative Aide III
TOTAL			16 minutes	

5. Name of Service: SECURING A SPECIAL PERMIT

Brief Description: Gaffer/Butcher/Firecrackers/Motorcade and Other Activities

Office/Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C-Government to client
Who may avail:	Individuals, Organizations, Associations and business owners requesting authorizations to conduct activities requiring a Special Permit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Barangay Clearance 2. Community Tax Certificate (<i>Cedula</i>) 3. Official Receipt <p>Additional requirements for motorcade and other activities: Request Letter</p>	Office of the Barangay Captain/Municipal Treasurer's Office Municipal Treasurer's Office/Office of the Barangay Captain Municipal Treasurer's Office Client/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Fill-out the client logbook.		NONE		Administrative Aide III
STEP 2: Submit the complete requirements	Receive and evaluate the requirements.	NONE	3 minutes	Administrative Aide III
STEP 3: Payment	Collection of payment and issuance of the Official Receipt.		3 minutes	Municipal Treasurer's Office
STEP 4: Receive the permit certificate.	Issue the special permit.	NONE	3 minutes	Administrative Aide III
STEP 5: Accomplish the client feedback form	Receive the accomplished client feedback form	NONE	3 minutes	Administrative Aide III
TOTAL			12 minutes	

6. Name of Service: CLOSURE OF BUSINESS

Brief Description: The process of officially ending all business operations and cancelling the business permit with the LGU.

Office/Division:	Business Permit and Licensing Office	
Classification:	Simple	
Type of Transaction:	G2C-Government to client	
Who may avail:	Business Owners	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Barangay Business Closure 2. Community Tax Certificate (<i>Cedula</i>) 3. Official Receipt 4. Request Letter 	Office of the Barangay Captain/Municipal Treasurer's Office Municipal Treasurer's Office/Office of the Barangay Captain Municipal Treasurer's Office Client/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Fill-out the client logbook.		NONE		Administrative Aide III
STEP 2: Submit the complete requirements.	Receive and evaluate the requirements.	NONE	3 minutes	Administrative Aide III
STEP 3: Payment	Collection of payment and issuance of the Official Receipt.		3 minutes	Municipal Treasurer's Office
STEP 4: Receive the business certificate of retirement.	Issue the business certificate of retirement	NONE	3 minutes	Administrative Aide III
STEP 5: Accomplish the client feedback form	Receive the accomplished client feedback form	NONE	3 minutes	Administrative Aide III
TOTAL			12 minutes	



ENVIRONMENT AND SANITATION OFFICE

External Services

1. Name of Service: REQUEST FOR TECHNICAL ASSISTANCE

Brief Description: To ensure the proper and effective Implementation of RA 9003 Ecological Solid Waste Management Act through segregation, collection recycling composting and proper disposal.

Office/Division:	ENVIRONMENT AND SANITATION OFFICE (ESO)
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All Agencies and residents of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Attend Solid Waste Management Orientation	Environment and Sanitation Office (ESO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1.1 verify	None	5 minutes	Administrative Aide
2. Acknowledgement of response	2.1 issuance of written response	None	5 minutes	Administrative Aide OIC-ESO/MENRO
TOTAL			10 minutes	

2. Name of Service: ISSUANCE OF CERTIFICATE OF ATTENDANCE

Brief Description: Orientation/ Seminar on Ecological Solid Waste Management as Provided for under Chapter 31, Section 1 of MUNICIPAL ORDINANCE NO. 02 SERIES OF 2010 otherwise known as "THE SANITATION CODE OF THE MUNICIPALITY OF ROXAS, ORIENTAL MINDORO", held at Environment and Sanitation Office, Roxas, Oriental Mindoro.

Office/Division:	ENVIRONMENT AND SANITATION OFFICE (ESO)
Classification:	Simple
Type of Transaction:	G2C, G2B,
Who may avail:	ALL other Agencies and residents of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Garbage bin/MRF's for business establishments and Utility vehicles. Brgy permit.	Environment and Sanitation Office (ESO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. submission of requirements.	1.1 Assess and verify documents Correspond to the business classification	None	3 minutes	Administrative Aide OIC-ESO/MENRO
2. Receive ESO Certificate	1.2 Issuance of certificate	None	3 minutes	Administrative Aide OIC-ESO/MENRO
TOTAL			6 minutes	

3. Name of Service: ISSUANCE OF PERMIT TO CUT TREES

Brief Description: As authorized by the DENR and implemented through the Local Government Unit (LGU). The permit allows the regulated cutting of trees within the specific area, ensuring compliance with the environmental laws and proper documentation.

Office/Division:	Name of Office/Division- MENRO
Classification:	Simple, Complex or Highly Technical
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Specify

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Permit Picture	Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Permit.	1.1 Assess and verify documents	None	5 minutes	Administrative Aide OIC-ESO/MENRO
	1.2. issuance of certification	None	3 minutes	OIC-ESO/MENRO
2. Secure order of payment		₱200	15 minutes	Municipal Treasurer Office
TOTAL		P 200.00	23 minutes	

4. Name of Service: ISSUANCE OF QUARRY CERTIFICATION

Brief Description: To legally extract and utilize limited quantities of sand, gravel, and other quarry resources within the identified area, in accordance with the rules and regulations of the DENR to ensure proper environmental management and sustainable resource use.

Office/Division:	Name of Office/Division- MENRO
Classification:	Simple,
Type of Transaction:	G2B,
Who may avail:	Specify

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
communication letter from PCRB.	Provincial Mining Regulatory Board

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Verify the documents	None	3 minutes	Administrative Aide
	1.2 Posting of Quarry Documents to Bulletin Board Within 30 days.	None	5 minutes	Administrative Aide
2. *Secure order of payment		₱200	15 minutes	Municipal Treasurer Office
3. Received certificate	1.1 issuance of certification	None	3 minutes	
TOTAL		P 200.00	31 minutes	



GENERAL SERVICES OFFICE

External Services

1. Name of Services: INSPECTION SERVICES

Brief Description: Proper procedures for Inspection of Goods & Services.

Office/Division:	General Services Office (GSO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Concerned Individuals/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request (PR) Purchase Order (PO) Job Order (JO) Job Request (JR) Delivery Receipt (DR) Sales Invoice (SI) Original Receipt (OR)	Concerned Offices Bids and Awards Committee (BAC) Bids and Awards Committee (BAC) Concerned Offices Supplier Supplier Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provision of Copy of Approved PR/PO from BAC Office/ Concerned Offices.	1. Receives copy for inspection.			Administrative Aide
2. Delivery of Goods & Services at GSO Office (including On-Sites).	2. Inspections of Goods & Services. (if completed, Goods/SI/OR are accepted and DR is duly signed by Inspector.) (if incomplete, awaits next delivery and DR of only the delivered Goods is Signed.)		15 mins	Administrative Aides Storekeeper III
3. Receiving of Goods & Services by the End User.	Transfer of Goods to the End User.			Administrative Aides Storekeeper III
Note: Processing Time of Inspection may vary depending on the scale of the Project and failure of the Supplier to fully deliver the Goods and Services.				
TOTAL			15 mins	

2. Name of Services: HAULING SERVICES (Unserviceables)

Brief Description: Proper procedures for turn-over of Unserviceables.

Office/Division:	General Services Office (GSO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Concerned Individuals/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Turn-over Letter	Concerned Individuals/Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provision of turn-over letter.	2. 1.1 Receives letter.		3 mins	Lucia A. Coching
	1.2 Scheduling of Hauling for Unserviceables within the availability of Municipal Vehicles, Storage Area and Manpower with the Environment and Sanitation Office (ESO).		10 mins	Kenny Robert S. Quiatchon
	1.3 Notify the Concerned Individuals/Offices concerning the hauling schedule.		5 mins	Kenny Robert S. Quiatchon Faith Lea L. Malones
2. Observe Hauling Operation	2.1 Hauling Operation with ESO.		1 day	Kenny Robert S. Quiatchon
	2.2 Notify the Concerned Individuals /Offices when operation is finished. (if completed, operation is successful) (if incomplete, repeat 1.2)		5 mins	Kenny Robert S. Quiatchon Faith Lea L. Malones
Note: Processing time for operation may vary depending on the scale of the Project and availability of vehicles and manpower.				
TOTAL			1 days and 23 mins	



LOCAL ECONOMIC ENTERPRISE

External Service



1. Name of Service: APPLICATION DOR MARKET STALL AND CONTRACT OF LEASE

Brief Description: Process flow for the application of the Market Stall/Space and providing Contract of Lease (COL) covering the area of Roxas Public Market.

Office/Division:	Office of the Mayor/ Roxas Public Market
Classification:	Simple
Type of Transaction:	G2C, G2B,
Who may avail:	Market Stall/space owner/ Lessee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application Form and requirements 2. ID's 3. Clearance from Treasurer's Office 4. Clearance from BPLO 	<p style="text-align: right;">RPM Office</p> <p style="text-align: right;">MTO</p> <p style="text-align: right;">BPLO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPLICATION FOR MARKET STALL/SPACE				
a. For RENEWAL				
		None		Client
	Provide Application Form and Verification of previous data	None	5 minutes	Administrative Aide I
		None		Client
	Verification of Rental Records/ CONTRACT OF LEASE (COL)	None	5 minutes	Market Admin/staff
	Orientation of Revenue Code and Market Code	none	20 minutes	Market Admin/staff
3. Secure certification from BPLO	BPLO provide certification	None		BPLO Staff/client
	MTO provide certification	None		Treasurer's Office Staff/client
	Scan documents for completeness	None	3 minutes	Market Admin/staff
	Signed the Application by Market Admin and Recommendation to apply for Contract of Lease (COL)	None	3 minutes	Market Admin
	Feedback form			Client
	End of process			
	TOTAL		36 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. For NEW				
		None		Client
	Provide Application Form	none	3 minutes	Administrative Aide I
	Verification of Vacant Stall/ Type of business	None	5 minutes	Administrative Aide I
	Orientation and reminders of Market Code/ Revenue Code	none	20 minutes	market admin
		None		Client
	Scan documents for completeness	none	5 minutes	Market staff/admin
	Signed the Application of by Market Admin and Recommendation to apply for Contract of Lease	none	20 Minutes	Market Inspector/Admin/Mayor
				Client
	Received all documents for Filing	None	5 minutes	Market Staff
	Feedback form			Client
	end of process			
	Total		58 Minutes	
Application for CONTRACT OF LEASE				
1. Secure application form for COL		none		Client
		None		Client
	Check the completeness of the Application form and requirements (Documents from application of Market Stall/space)	None	3 minutes	Administrative Aide
	Encode the details of client in COL form	None	5 minutes	Administrative Aide
	Signed the application by the signatories and witnesses	None	20 minutes	Client/ Market Staff/ Admin/ Mayor
		none		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Release the COL (Contract of Lease)	none	3 minutes	Market Admin
	Feedback form	none		Client
	end of process			
4. Proceed to BPLO for Business Permit/Mayors Permit Application				Client
TOTAL			31 minutes	

2. Name of Service: MARKET COLLECTORS/ INSPECTORS PROCESSES

Brief Description: Simple processes of revenue Collectors and Inspectors

Office/Division:	Office of the Municipal Treasurer/ Market Collectors
Classification:	Simple process
Type of Transaction:	G2C, G2B,
Who may avail:	Market Stall owner/ businesses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
cash ticket	MTO
official receipt	MTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Secure cash ticket from Revenue Collection Clerk	none	3 minutes	Collectors
	Proceed to designate areas	none	3 minutes	Collectors
	Issued cash tickets with date at the back	none	3 minutes	Collectors
	Collect corresponding amount based on Tax Revenue Code	As per ticket issued	3 minutes	Collector
	inspect the ticket by Inspector assigned	none	3 minutes	Inspector
	Remit collections to Revenue Collection Clerk	none	3minutes	Collector
	Cash Ticket manager will remit the total collection to Treasurer's Office	none	5 minutes	revenue collection clerk
	Feedback Form			Client
	End of process			
TOTAL			23 minutes	

3. Name of Service: TOLL FEE COLLECTORS/ INSPECTOR processes

Brief Description: Simple processes of revenue Collectors and Inspectors at Toll Fee Dangay

Office/Division:	Office of the Municipal Treasurer/ Market Collectors
Classification:	Simple process
Type of Transaction:	G2C, G2B,
Who may avail:	Trucks/Buses/

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
cash ticket	MTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Secure running capital from the cash ticket manager/ MTO	none	10 minutes	Team Leader/ Supervisor
	Revenue Collector must issue a ticket every driver entering the facility or service area		3 minutes	Collectors
		none		Clients
	Collector receive payment as tax revenue collection code	As per ticket issued	3 minutes	Collector
	Inspector ensure the payment matches the amount on ticket		3 minutes	Inspector
	collector log in to the record book ticket numbers release and the amount collected	none	5 minutes	Collectors
	Tickets collected within 24hrs period must be organized and attached to the bond paper, then submitted to the treasury	As per ticket issued	15 minutes	Team Leader/ Supervisor
	Provide a copy of collection to Local Economic Enterprise Focal Person		15 minutes	Team Leader/ Supervisor
	Feedback Form			Client
	End of process			
	TOTAL		54 minutes	

4. Name of Service: OPERATION OF ROXAS SLAUGHTERHOUSE

Brief Description: Simple processes at Roxas Slaughter house

Office/Division:	Office of the Municipal Treasurer/ Slaughterhouse
Classification:	Simple process
Type of Transaction:	G2C, G2B,
Who may avail:	client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bond receipt	MTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Client
	Animals received and subject to ante-mortem inspection	none	10 minutes	Meat Inspector
	Inspector conduct ante-mortem - (Inspection to determine their fitness for slaughter)	none	10 minutes	Meat Inspector
	Recording and Documentation (animal ID No., Species, Breed, Sex, Owners name and distinguishing character)	none	10 minutes	Meat Inspector
	Transfer to holding area - (Animals are moved to designated Corrals and observe animal welfare and reduce stress)	none	5 minutes	Slaughter Staff
	Slaughtering Operation	none	20 minutes	Butcher
	(a). Regular (humane) Slaughter - (Slaughter are processed using humane, Sanitary, and approved slaughtering procedures)			
	(b). Emergency Slaughter - (all animals that die without intentional killing sudden death to illness, injury, or other causes)			
	Production line Operation - (Carcass enter the production line consisting of Hide and Skin removal, Removal of offal's/ viscera, initial rinsing and cleaning of the carcass)	none	20minutes	Butcher
	Carcass Cleaning - (it undergoes through washing and cleaning or ensuring the removal of visible contaminants)	none	10 minutes	Butcher
	Evisceration – (internal organs are removed carefully to avoid contamination)	none	10 minutes	Butcher
	Post-mortem Inspection - (determined suitability for human consumption)	none	5 minutes	Meat Inspector



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(a). Passed Meat – (Final washing weighing for documentation and payment)	As per ticket provided/issued	5 minutes	Meat Inspector/ Collector/client
	(b). Condemned Meat – (Carcasses or parts deemed unsafe due to disease, contamination) <ul style="list-style-type: none"> Forwarded to ESO for proper disposal 	none	5 minutes	Meat Inspector
		none		Clients
	Cleaning and Sanitation – (Post-Operation) (Sanitation personnel ensure the area meets regulatory cleanliness standards before the next operation begins)	none	45 minutes	Slaughter House Staff
	Provide a copy of collection to Local Economic Enterprise Focal Person	none	15 minutes	Team leader/Supervisor
	Feedback Form			Client
	end of process			
TOTAL			3 hours	

5. Name of Service: GRAND TERMINAL COLLECTORS/INSPECTOR PROCESSES

Brief Description: Simple processes of revenue Collectors and Inspectors at Roxas Grand Terminal

Office/Division:	Office of the Municipal Treasurer/ Market Collectors
Classification:	Simple process
Type of Transaction:	G2C, G2B,
Who may avail:	Trucks/ Buses, Van and Tricycles (TODA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
cash ticket	MTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Secure cash ticket from the cash ticket manager	none	10 minutes	Revenue Collection Clerk
	Proceed to designate areas	none	3 minutes	collectors
	Issued cash tickets with date	none	3 minutes	collectors
		as per ticket issued		Client
	Collect corresponding amount based on Tax Revenue Code	as per ticket issued	3 minutes	collector
	inspect the ticket by Inspector assigned	none	3 minutes	inspector
	Remit collections to Revenue Collection Clerk	none	5 minutes	collector
	Cash Ticket manager will remit the total collection to Treasurer's Office	none	20 minutes	revenue collection clerk
	Provide a copy of collection to Local Economic Enterprise Focal Person	none	15 minutes	Supervisor/Team Leader
	Feedback Form			Client
	end of process			
TOTAL			1 hour 2 minutes	

6. Name of Service: COLLECTORS WITH CASH BOND RECEIPT

Brief Description: Simple process of Collectors with Cash Bond Ticket

Office/Division:	Municipal Treasury / Roxas Public Market
Classification:	Simple
Type of Transaction:	G2C, G2B,
Who may avail:	Market Stall/space owners (Lessee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bond Receipt	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Revenue Collection Collectors secure bonded Receipt to the treasurer's office	None	5 minutes	Revenue Collectors
	Proceed to designate Areas for collection	none	5 minutes	Revenue Collectors
	Issue Receipt for rentals fees	none	3 minutes	Revenue Collectors
		As per receipt issued		Client
	Receive payment as per receipt issued	As per receipt issued	3 minutes	Collectors
	Remit collections to Revenue Collection Clerk	none	5 minutes	collector
	Cash Ticket manager will remit the total collection to Treasurer's Office	none	20 minutes	revenue collection clerk
	Provide a copy of collection to Local Economic Enterprise Focal Person	none	15 minutes	Revenue Collectors/clerk
	Feedback form			Client
	End of process			
TOTAL			56 minutes	



PUBLIC EMPLOYMENT AND SERVICES OFFICE (PESO) External Services

1. Name of Service: LOCAL RECRUITMENT ACTIVITY (LRA) & SPECIAL RECRUITMENT ACTIVITY (SRA)

Brief Description: ISSUANCE OF NO OBJECTION CERTIFICATE (NOC) FOR RECRUITMENT AGENCIES REQUESTING FOR SPECIAL RECRUITMENT AUTHORITY AND LOCAL RECRUITMENT ACTIVITY (LRA)

Office/Division:	PUBLIC EMPLOYMENT AND SERVICE OFFICE (PESO)
Classification:	Simple
Type of Transaction:	Government to Citizen - G2C
Who may avail:	Agencies Recruiting for Overseas Employment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to the Municipal Mayor Through PESO Manager 2. Permits and Licenses 3. Valid Department of Migrant Workers (DMW) - Philippine Overseas Employment Administration (POEA) License of Recruiting Agency 4. Affidavit of Undertaking 5. Valid List of Job Orders 6. Agency-issued valid ID of Recruiting Staff 7. DMW/POEA - Appointment letter of Recruiting Staff 8. Authority to Operate a Branch (if the requesting agency is a branch office) DMW-POEA 9. PhilJobnet Registration of Agency	RECRUITMENT AGENCY RECRUITMENT AGENCY RECRUITMENT AGENCY DMW-POEA DMW-POEA RECRUITMENT AGENCY RECRUITMENT AGENCY DMW-POEA DMW-POEA DMW-POEA Job Portal Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PESO Assistance and sign client logbook	1.1 Provide Customer Registration Logbook and refer customer to person in charge of preparation of NOC	NONE	10 minutes	Peso Staff
2. Submit all documentary requirements	2.1 Check the completeness of requirements and discuss with customer the set up and processes involved in conduct of recruitment	NONE	20 minutes	Peso Manager & Staff
	2.2 Prepare the No Objection Certificate (NOC), forward it to PESO Manager for signature, and Released NOC to the Client.	NONE	10 minutes	Peso Staff
TOTAL			40 minutes	

2. Name of Service: APPLICATION FOR SPECIAL PROGRAM FOR THE EMPLOYMENT OF THE STUDENTS (SPES)

Brief Description: The DOLE Special Program for the Employment of the Students (SPES) provides temporary jobs for poor but deserving students and out-of-school youth (OSY) during summer or Christmas Vacation to help them finance their education and gain work experience.

Office/Division:	PUBLIC EMPLOYMENT AND SERVICE OFFICE (PESO)
Classification:	Simple
Type of Transaction:	Government to Citizen - G2C
Who may avail:	Qualified Students and Out-Of-School Youth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Applicant's photocopy of birth certificate. 2. Except for dependents of displaced or would-be displaced workers: a) Applicant whose parents are wage-earners may submit any of the following: *Photocopy of parents' income tax return (ITR); *Photocopy of parents' certificate of tax exemption issued by BIR. *Original copy of parents' certificate of low income issued by barangay where they are residing. b) For non-wage earner parents: *Original copy of parent's certificate of indigence or low income. 3. Applicant shall submit the following: *High School: Form 138 (Student's report card from the last school attended); *College/TechVoc: Copy of grades for the previous semester certified by school registrar. *Out-of-school youth must submit OSY certification issued from Barangay 4. 2X2 Colored photo with white background; lower part of photo must bear the name and signature of the applicant. Additional requirement: *Applicant who is under the care of a guardian must submit his/her guardian's Certificate of Guardianship issued by the MSWDO	Client Bureau of Internal Revenue (BIR) Bureau of Internal Revenue (BIR) Office of the Barangay Captain Office of the Barangay Captain School School Office of the Barangay Captain Client MSWDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PESO Assistance and sign client logbook.	1.1 Provide Customer Registration Logbook and refer customer to person in charge of SPES facilitation.	NONE	10 minutes	PESO STAFF
2. Submit requirements	2.1 Check the completeness of documents give the customer an overview of the employment program	NONE	15 minutes	PESO Manager
	3.1 Assist SPES Clients for encoding in NSRP and PhilJobnet.	NONE	20 minutes	PESO STAFF
	3.2 Inform applicant that his/her online registration is completed	NONE	5 minutes	PESO Manager
TOTAL			50 minutes	

3. APPLICATION FOR EMERGENCY EMPLOYMENT/DOLE TUPAD

Enrolling eligible displaced, unemployed workers or seasonal workers in a community-based, cash-for-work scheme for 10 or 15 days for P430 per day.

Office/Division:	PUBLIC EMPLOYMENT AND SERVICE OFFICE (PESO)
Classification:	Simple
Type of Transaction:	Government to Citizen - G2C
Who may avail:	Displaced Workers, Unemployed; Underemployed Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tupad Form 2. Valid ID 3. Medical Certificate/fit to work for Senior Citizen and PWD's	TUPAD Beneficiary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Provide Customer Registration Logbook and refer customer to person in charge of Emergency Employment Program	NONE	10 minutes	PESO STAFF
	1.2 Interview the client and evaluate his/her eligibility (Process stops at this point when client is deemed ineligible to avail of the project.	NONE	10 minutes	PESO Manager
2. Provide service provider with data needed for emergency employment application.	2. Collect from client the necessary data for emergency employment application.	NONE	20 minutes	PESO Manager
3. Receives further instructions	3. Instruct client to wait for approval of his/her application for emergency employment	NONE	5 minutes	PESO Manager
TOTAL			45 minutes	

4. Name of Service: PASSPORT ON WHEELS

Brief Description

Office/Division:	PUBLIC EMPLOYMENT AND SERVICE OFFICE (PESO)
Classification:	Simple
Type of Transaction:	Government to Citizen - G2C
Who may avail:	Specify

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>NEW</p> <ul style="list-style-type: none"> • Print Passport Application form • Original and photocopy of PSA-issued Birth Certificate • Original and photocopy of PSA-issued Marriage Contract/Report of Marriage (for females using their spouses' last name) • Original and photocopy of valid ID <p>RENEW</p> <ul style="list-style-type: none"> • Print Passport Application form • Original and photocopy of PSA-issued Birth Certificate or Original and photocopy of PSA-issued Marriage Certificate • Photocopy of green card or US visa • For Dual Citizens, photocopy of Identification Certificate • Additional requirements for minor applicants, and for female applicants who will use their husbands' last name for the first time or who will revert to their maiden name. 	<p>Clients PSA PSA Clients</p> <p>Clients PSA Clients Clients Clients</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PESO Assistance and sign client logbook.	1. Provide Customer Registration Logbook and refer customer to person in charge in Passport on Wheels Program.	None	5 minutes	PESO Staff
2. Submit documentary requirements	2. Check completeness and authenticity	None	10 minutes	PESO Manager
3. Correct deficiencies (if any)	3. Advise corrections and missing documents	None	5 minutes	PESO Manager



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive pre-approved folder and ready for encoding.	4. Organize applicant documents for DFA	None	5 minutes	PESO Manager
6. Wait for text/email confirmation	5. Compile validated list and submitted to DFA Coordinator.	None	15 minutes	PESO Staff
TOTAL			40 minutes	



OFFICE OF THE MUNICIPAL AGRICULTURIST
External Services

1. Name of Service: PROVISION OF AGRICULTURAL INTERVENTION

Brief Description: The office is providing agricultural intervention to all qualified beneficiaries based on the criteria of each banner program. In most cases, the Office is providing farm input support such as palay seeds (inbred and hybrid), vegetable seeds, planting materials, fertilizers, and farm machines/implements/tools to farmers and or farmers' associations, while the Office is providing fishing gears, fishing paraphernalia and fish production inputs to fisherfolks.

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	RSBSA Registered Farmers and Fisherfolks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Government-Issued Identification Card	Provide by client
RSBSA Stub/Farmer's ID	Provide by client
Claim stub from FAs where the client is a member (Optional)	Provide by client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at the Front Desk Personnel	1.1 Refer the concerned Program Coordinator	None	5 minutes	Assigned Front Desk Personnel
2. Submit the required documents	2. Received and verified the documents and RSBSA validation	None	5 minutes	Agricultural Technologist
3. Signing of Farmers' acknowledgement receipt	3. Release the intervention	None	10 minutes	Agricultural Technologist
TOTAL			20 minutes	

2. Name of Service: RSBSA REGISTRATION/NCFRS REGISTRATION

Brief Description:

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers and Fisherfolks not yet registered

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID photocopy with 3 with signature	Provide by client
2x2 ID picture (recent)	Provide by client
Land Title/Tax declaration/Deed of sale photocopy	Provide by client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at the Front Desk Personnel	1. Refer the concerned Agricultural Technologist	None	5 minutes	Assigned Front Desk Personnel
2. Proceed to desk of the assigned Agricultural Technologist	2. Conduct interview and filling out of RSBSA/NCFRS form	None	20 minutes	Agricultural Technologist
TOTAL			24 inutes	

3. Name of Service: CERTIFICATION OF MUNICIPAL AGRICULTURIST

Brief Description:

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	RSBSA Registered Farmers and Fisherfolks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 xerox Government Issued ID	Provided by client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at the Front Desk Personnel	1. Refer the concerned Agricultural Technologist	None	3 minutes	Assigned Front Desk Personnel
2. Proceed to desk of the assigned Agricultural Technologist	2.Verification of RSBSA registration and reference code	None	10 minutes	Agricultural Technologist
3. Proceed to Municipal Treasurer's Office	3.Accept payment for MAO's Certification and issuance of OR	P 130.00	10 minutes	Municipal Treasurer's Office personnel
3. Back to desk of the assigned Agricultural Technologist	4.Issuance of MAO's Certification duly signed by the Municipal Agriculturist and dry seal	None	1 minute	Agricultural Technologist
TOTAL		P 130.00	24 minutes	

4. Name of Service: MUNICIPAL FISHING VESSEL REGISTRATION

Brief Description:

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Municipal Fishing Vessel Operators of Roxas

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2 copies Valid ID photocopy with 3 with signature	Provide by client
2 copies picture of the boat (size:5R) (recent)	Provide by client
MFARMC Clearance	Concerned MFARMC Chairman
Barangay Clearance	Concerned Barangay Captain
PNP-Maritime Clearance	PNP-Maritime Group Roxas
Community Tax Certificate	Municipal Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at the Front Desk Personnel	1. Refer the concerned Agricultural Technologist	None	5 minutes	Assigned Front Desk Personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the required documents	2. Received and verify the documents for the completeness	None	10 minutes	Agricultural Technologist
3. Admeasurement	3. Conduct Actual Admeasurement of Boat	None	1 day	Agricultural Technologist
4. Accomplish the standard Fishing Vessel Application form	4. Conduct interview and filling out of standard Fishing Vessel Application form	None	10 minutes	Agricultural Technologist
	4.1 Assign Municipal Fishing Vessel Registration Number	None	5 minutes	Agricultural Technologist
	4.2 Approved the Standard Fishing Vessel Application Form	None	20 minutes	Municipal Agriculturist
5. Proceed to Municipal Treasury for the Payment of the required fees	5. Accept Payment and Issue Official Receipt	Payment for Non-Motorized Boat P250 Motorized Vessel P350 for 2 Gross Tonnage Below and P750 for 3 Gross Tonnage to 2.1 GT	20 minutes	Municipal Treasurers Office
6. Back to desk of the assigned Agricultural Technologist	6 Issuance of Municipal Fishing Vessel Registration	None	5 minutes	Agricultural Technologist
TOTAL			1 Day & 1 hour and 15 minutes	

5. Name of Service: CROP/FISHING VESSEL/LIVESTOCK INSURANCE

Brief Description:

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	RSBSA Registered Farmers and Fisherfolks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Government-Issued Identification Card photocopy with 3 wet signatures	Provided by client
RSBSA Stub/Farmer's ID photocopy	Provided by client
Printed photo of livestock/fishing vessel	Provided by client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at the Front Desk Personnel	1. Refer the concerned Agricultural Technologist	None	3 minutes	Assigned Front Desk Personnel
2. Proceed to desk of the assigned Agricultural Technologist	2. Conduct interview and filling out of corresponding insurance form	None	20 minutes	Agricultural Technologist
TOTAL			23 minutes	

6. Name of Service: PROVISION OF TECHNICAL ASSISTANCE

Brief Description:

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers and Fisherfolks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 xerox Government Issued ID	Provided by client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at the Front Desk Personnel	1. Refer the concerned Agricultural Technologist	None	3 minutes	Assigned Front Desk Personnel
2. Proceed to desk of the assigned Agricultural Technologist	2.1 Conduct interview	None	10 minutes	Agricultural Technologist
	2.2 Conduct area inspection and assessment	None	1 Day	Agricultural Technologist
	2.3 Provide technical recommendations	None	5 minutes	Agricultural Technologist
TOTAL			1Day and 18 minutes	

7. Name of Service: Registration of Agricultural & Fisheries Machinery and Equipment

Brief Description: Pursuant to DA-DILG Memorandum Circular No. 2018-02, this is a one-time registration of both new and currently used agricultural and fisheries machinery and equipment by individual owner, registered farmer cooperatives, government and private entities which are registered with the Securities and Exchange Commission, Department of Trade and Industry, Department of Labor and Employment or Cooperative Development Authority.

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Owners of Agricultural and Fisheries Machinery and Equipment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of Ownership (1 photocopy) such as: <ul style="list-style-type: none"> • Official Receipt (OR) • Delivery Receipt (DR) • Sales Invoice (SI) • Deed of Donation • Memorandum of Agreement/Understanding (MOA/MOU) Affidavit of Ownership (1 original) Colored Picture of the Machinery/Equipment being registered showing the whole unit and the serial number (1 original) Valid ID (1 photocopy) Agricultural & Fisheries Machinery and Equipment Registration Application Form (1 original) Municipal Agricultural Office – ABE Section Transaction Slip (1 original) Official Receipt for Registration Fee (1 photocopy)	Provided by the client Concerned Barangay Captain Provided by the client Provided by the client Municipal Agricultural Office – ABE Section Municipal Agricultural Office – ABE Section Municipal Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at the Municipal Agriculture Office (MAO) Front Desk and read the Citizen's Charter Handbook to be informed of the service process flow. Once done, fill out the Logbook	1. Give the client the logbook 1.1 Check the completeness of information	None	4 minutes	Special Assistant to Agricultural & Biosystems Engineer
2. Submit the required documents at the ABE Section desk	2.1 Receive and verify the documents for completeness 2.2 Provide a Registration Application Form	None	5 minutes	Special Assistant to Agricultural & Biosystems Engineer
3. Fill out and submit the Agricultural & Fisheries Machinery and Equipment Registration Application Form	3. Assist the client in accomplishing the form 3.1 Receive the application form and verify the completeness of information 3.2 Attach all submit requirements to the Application Form 3.3 Schedule the date of inspection of the Machinery/Equipment applied for registration	None	10 minutes	Agricultural & Biosystems Engineer
4. Receive the Transaction slip and Order of Payment	4. Issue a Transaction Slip and Order of Payment to client for reference of the Treasury Office	None	5 minutes	Agricultural & Biosystems Engineer
5. Proceed to Municipal Treasury Office present the Order of Payment and pay the required fees *Make sure to secure Official Receipt (OR)	5.1 Accept the Transaction slip and payment based on Order of payment 5.2 Issue an Official Receipt (OR)	Registration Fee – Based on Ordinance on Registration Fees for different type of machine or equipment Inspection Fee Amount Registration Sticker – Amount	45 minutes	Municipal Treasury Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Proceed to the BPLO, present Official Receipt and claim Special Mayor's Permit	6.1 Receive and record OR number 6.2 Prepare and issue Special Mayor's Permit	None		Municipal Government Department Head / Business Permits and Licensing Office
7. Return to the Municipal Agriculture Office and present Special Mayor's Permit and Official Receipt (OR)	7.1 Record the registration details, Photocopy the OR and Special Mayor's Permit and attach it to the Application Form 7.2 Submit the application form to be noted by the municipal agriculturist 7.3 Assign a Certificate No. and Print a Certificate of AFME Registration (CAFMER) for signature of the Mayor 7.4 Instruct client to wait for the notification thru SMS once the duly signed CAFMER and Registration Sticker are ready Note: The Official Registration Sticker Printing Schedule depends on the availability of the printing resources and once the record has been uploaded to the local database of the ABE Section.	None	15 minutes	Municipal Mayor Municipal Agriculturist Agricultural & Biosystems Engineer
8. Acknowledge the notification	8. Once the CAFMER is available, contact the and notify the client 1 day before the scheduled date of the Registration Sticker Printing	None	1 day	Special Assistant to Agricultural & Biosystems Engineer
9. Receive the CAFMER and the Registrat	9.1 Print the Registration Sticker and Photocopy the CAFMER for record keeping 9.2 Release the CAFMER and Registration Sticker to the client 9.3 Instruct the client to attach the Registration sticker securely on the visible part of the body of the Machine or Equipment registered	None	1 day	Agricultural & Biosystems Engineer
TOTAL		Sum of applicable fees	2 days, 1 hour, 24 minutes	



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

External Services

1. Name of Service: Certificate of Live Birth

A. FOR CHILDREN BORN IN CLINIC and HOSPITAL (Timely Registration)

Married Parent

Brief Description:

REPUBLIC ACT NO. 3753 mandates the establishment of a civil register in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of person shall be recorded.

The birth of the child, being a vital event of a person, shall be registered within thirty (30) days (timely registration) from the time of birth in the Office of the Municipal Civil Registrar of the city/municipality where the birth occurred. Births registered beyond the reglementary period are considered delayed registration.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Certificate of Live Birth	Hospital or Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive the COLB		1 minute	Administrative Aide III
	1.2 The clerk examines the document, whether the entries are properly filled-up.		1 minute	Administrative Aide III
	1.3 The AA III type the Received portion and Registered portion with appropriate date and assigned registry number. Two copies of the COLB are retained as a file copy of the office and the other one for the Philippine Statistics Authority.		5 minutes	Administrative Aide III
2. Fill out Feedback form	1.4. Signature of registered document and release		5 minutes	Municipal Civil Registrar
TOTAL		None	12 minutes	

B. FOR CHILDREN BORN IN CLINIC and HOSPITAL (Timely Registration)

Not Married Parent

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth for Registration 2. Affidavit to Used the Surname of Father 3. Attestation of the Mother/Guardian if the mother gave birth is under 18 years old 4. Affidavit of Admission of Paternity if the father of the child is under 18 years old 5. Attestation of the mother/Guardian if the father of the child is under 18 years old 6. Community Tax Certificate		1. Hospital or Clinic 2. MCRO 3. MCRO 4. Notary Public/Public Attorney 5. MCRO 6. Municipal Treasurer Office/Office of the Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive the COLB		1 minute	Administrative Aide III
	1.2. The clerk examines the document, and check the age of both parents if they are less that or more than 18 years old and check the COLB if all the entries are properly filled-up.		1 minute	Administrative Aide III
2. AA III advise to pay the AUSF	1.3 AA III type the Affidavit to used the surname of the father (AUSF). 1.4.Type the Received portion and Registered portion with appropriate date and assigned registry number. Two copies of the COLB are retained as a file copy of the office and the other one for the Philippine Statistics Authority.	P 200.00	5 minutes 5 minutes	Administrative Aide III MTO Administrative Aide III
3. Fill out Feedback form	1.5. Signature of registered document and release		5 minutes	Municipal Civil Registrar
TOTAL		P 200.00	17 minutes	

C. FOR CHILDREN BORN AT HOME (Timely Registration)

Married Parent

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information sheet filled-up by the informant 2. Marriage Contract of parents 3. Yellow card of a child/Mother's Booklet 4. Traditional Midwife (Hilot); Person attended the birth of the child		1. MCRO 2. Client 3. RHU 4. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Give the information sheet 1.2. The clerk reviews/examines the information sheet as to the correctness and completeness of the information needed.		2 minutes	Administrative Aide III
	2. Preparation of the Document The clerk types the COLB		5 minutes	Encoder
2. The attendant at birth and the informant signs the COLB after reviewing it as to the correctness of the entries.			5 minutes	Administrative Clerk III
3. Fill out Feedback form	3. Registration of Document 3.1. AA III advised the client to wait while the clerk registers the COLB 3.2. MCR signs the registered COLB and released it to the client		2 minutes 1 minute	Administrative Clerk III Municipal Civil Registrar
	TOTAL		15 minutes	
		None		

**D. FOR CHILDREN BORN AT HOME (Timely Registration)
Not Married Parent**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Information sheet filled-up by the informant 2. Parents of the child 3. Yellow card of a child/Mother's Booklet 4. Traditional Midwife (Hilot); Person attended the birth of the child 5. Affidavit to Used the Surname of Father 6. Attestation of the Mother/Guardian if the mother gave birth is under 18 years old 7. Affidavit of Admission of Paternity if the father of the child is under 18 years old 8. Attestation of the mother/Guardian if the father of the child is under 18 years old 9. Community Tax Certificate	1. MCRO 2. Client 3. RHU 4. Client 5. MCRO 6. MCRO 7. Notary Public/Public Attorney 8. MCRO 9. MTO/Office of the Barangay Captain

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of documents The informant requests for the information sheet from the AAIII. The informant fills up the information sheet with the facts of birth of the child.	1. Receive the COLB	None	30 seconds	Administrative Aide III
	1.1. If the informant/hilot does not know how to write the clerk interviews the client and fills up the form	None	2 minutes	Administrative Aide III
	2. Review/Examination of Document 2.1. AA III examine the document, and check the age of both parents if they are less that or more than 18 years old and check the COLB if all the entries are properly filled-up.	None	30 seconds	Administrative Aide III
	3. Preparation of the documents: 3.1. Type the COLB/AUSF	None Php 200	5 minutes	Encoder MTO
	4. The AAIII assist the client	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The attendant at birth; the informant and the mother signs the COLB and AUSF after reviewing it as to the correctness of the entries. 3. Fill out feedback form	4.Registration of Document 4.1. AAll registers the COLB and AUSF and assign registry number 4.2. MCR sign the COLB/AUSF and give 1 copy to the parent.	None	30 seconds	Administrative Aide III Administrative Aide III
TOTAL		P 200.00	13 minutes	

E. DELAYED REGISTRATION OF BIRTH

CHECKLIST OF REQUIREMENTS FOR DELAYED REGISTRATION OF BIRTH

		18 Years Old and Above			
		Marital Child		Non Marital Child	
1	Four (4) copies of COLB duly accomplished and signed	✓		✓	
2	Affidavit of Delayed Registration	✓		✓	
3	Negative Certification form PSA	✓		✓	
4	Two (2) documentary evidence				
	✓				
	✓				
5	Affidavit of Two Disinterested Person	✓		✓	
6	Certificate of Marriage, if Married	✓		✓	
7	National ID	✓		✓	
8	Barangay Certification (Residency)	✓		✓	
9	Unedited front facing photo (2X2)	✓		✓	
11	Affidavit of whereabouts of the mother			✓	
12	Affidavit of Paternity			✓	
13	Affidavit to use the Surname of the Father			✓	
14	Birth Certificate of Parents			•	
15	Personal Appearance	✓		✓	

- * Baptismal Certificate
- * School Records
- * Income Tax Return
- * Insurance Policy
- * Medical Records
- * Philhealth (MDR)
- * Immunization Card/Record
- * SSS Record
- * Marriage Certificate
- *and others, such as Barangay Captains Certification

16	Ten (10) days Posting	✓		✓	
	TOTAL	12		15	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of documents The informant requests for the information sheet from the AAIII. The informant fills up the information sheet with the facts of birth of the child.	1. Receive the COLB	None	30 seconds	Administrative Aide III
	1.1. If the informant/hilot does not know how to write the clerk interviews the client and fills up the form	None	2 minutes	Administrative Aide III
2. The attendant at birth; the informant and the mother signs the COLB after reviewing it as to the correctness of the entries. 3. Fill out Feedback form	2. Review/Examination of Document 2.1. AA III examine the document and review if all the requirements are complete. If it is complete advise the client to come back after 10 days (posting period as per law of PSA)	None	30 seconds	Administrative Aide III
	3. Preparation of the documents: 3.1. Type the COLB	None Php 10 per year as penalty	5 minutes	Encoder MTO
	4. The AAIII assist the client			
	4.Registration of Document 4.1. AAIII registers the COLB and AUSF and assign registry number	None	5 minutes	Administrative Aide III
	4.2. MCR sign the COLB/AUSF and give 1 copy to the parent.	None	30 seconds	Administrative Aide III
TOTAL			13 minutes	

2. Name of Service: REGISTRATION OF DEATH CERTIFICATES

Brief Description ABOUT THE SERVICE

IT SHALL BE responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty eight (48) hours if the deceased died without medical attendance.

The Health Officer shall examine and sign the Death Certificate and direct the registration of the Death Certificate to the Office of the Municipal Civil Registrar within the reglementary period of thirty (30) days.

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Death Certificate 2. Barangay Certificate (for death occurring outside hospital or clinics) 3. Police Report (for death by external causes)	MCRO Office of the Barangay Captain MPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 The AAIII ask the client if the deceased died outside the hospital, clinic or at home 1.2. Type the COD	None Php 100 (Burial Fee)	10 seconds 10 minutes	Administrative Aide III MTO
	2. If the person died in hospital secure Death Certificate from the hospital, certified by the attending physician.			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Check the COD if it is from the hospital. It should be properly filled-up with complete sign by the attending physician and embalmer.			
	AAll accept the COD and review if all data is complete (cause of death/embalmer)			Municipal Health Officer Funeral Embalmer
	4. Registration of COD AAll register the COD with assigned registry number and sign by the MCR.		5 minutes	
3. Fill out feedback form				
TOTAL		P 100.00	15 minutes	

3. Name of Service: REGISTRATION OF MARRIAGE

Brief Description

MARRIAGE is a special contract of a permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life. In ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage while in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Marriage 2. Affidavit for Delayed Registration of Marriage 3. Letter Request by the couple to the Solemnizing Officer if the venue/event of marriage is outside church or outside the Office of the Municipal Mayor	Church/Office of the Mayor/Court Notary Public/Public Attorney Notary Public/Public Attorney

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. AA III accept the COM 1.2. Review the COM 1.3. Assign/Register the COM	None	5 minutes	Administrative Clerk VI
	2. Registration of COM 2.1. MCR sign and register the COM	None	2 minutes	Municipal Civil Registrar
2. Fill out feedback form				
TOTAL			7 minutes	

4. Name of Service: APPLICATION FOR MARRIAGE LICENSE

Brief Description: WHERE A MARRIAGE license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside.

When the license is issued, the same shall be valid in any part of the Philippines for a period of 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/Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
REQUIREMENT(S) a. Certified machine copy of Birth Certificate of applicants b. Pre-Marriage Counseling/Orientation Certificate c. Parental Consent if applicant is between 18 and 21 years old d. Parental Advice if applicant is between 21 and 25 years old e. At least one of the contracting parties must be a resident of the place where the Local Civil Registry Office is located f. Certificate of No Marriage (CENOMAR)	MCRO POPDEV PSA

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
g. Application fee Applicants are both residents of the municipality 200.00 Non-residents (Either one or both are not residents of the municipality) 500.00 Foreigners 1,000.00 h. Marriage License 100.00				MTO
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application Present the required supporting documents	1.1 AAll Accept the requirements 1.2 AAll examines the submitted documents 1.3 Preparation of application AAll type the documents needed for application for marriage license AAll advised to review and check the entries in the Application for Marriage License Applicants sign in the application while the parents sign the consent/advice. 1.4. AAll advised to pay the required application fee. 1.5. AAll advised to come back after 10 days posting period and bring the Certificate of Counselling/Orientation	Php 200	2 minutes 5 minutes 2 minutes 2 minutes 1 minute	Administrative Aide III Administrative Aide III Administrative Aide III MTO Administrative Aide III
2. Bring the Certificate of Counselling/Orientation	2.1. AAll received the certificate and prepare the Marriage License 2.2. MCR review and subscribes the application. The original copy of the application is given to the applicants.		2 minutes 1 minute	AAll MCR
3. Fill out feedback form				
TOTAL		P 200.00	15 minutes	

5. Name of Service: ISSUANCE OF A CERTIFIED COPY OR TRANSCRIPTION OF RECORD FROM THE CIVIL REGISTRY BOOK OF BIRTH, DEATH AND MARRIAGE

Brief Description: CIVIL REGISTRY documents such as birth, marriage and death certificates may be availed in the Municipal Civil Registrar's Office by securing a certified transcript of photocopy from the office.

FEES:

Birth Certificate	-	Php 130.00
Death Certificate	-	Php 130.00
Marriage Certificate	-	Php 130.00

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Fill up slip and submit to the AAll	1.1. Accept the slip 1.2 AAll search the requested civil registry document as to the availability of records.	None 130.00	30 seconds	Administrative Aide III MTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client claims the requested civil registry document at the releasing window.	1.3. If record is available, AAll instruct the client to pay. 1.4. AAll prepares the transcription of requested civil registry document. AAll checks/reviews the correctness of the entries in the civil registry document.		8 minutes	AA III
3. Fill out the feedback form	1.5. MCR review and signs the document		1 minute	MCR
TOTAL		P 130.00	39 minutes	

6. Name of Service: REQUESTING ENDORSEMENT OF CIVIL REGISTRY RECORDS TO THE CIVIL REGISTRAR GENERAL

Brief Description: AS A RULE, the civil registrar shall send to the Civil Registrar General during the first ten days of each month, copies of civil registry documents registered during the preceding month, for filing thru the PSA Provincial Office.

There are instances when the PSA SIRBILIS CENTER cannot issue copy/copies to the interested party because they have no available record in its data/archive, or the current document is still with the PSA Provincial Office being processed.

To facilitate the issuance of requested documents, the concerned Provincial Statistics Officer (PSO) OR Civil Registrar is required to submit or endorse the needed document on a piecemeal basis to the PSA.

REQUIREMENT(S):

PSA Negative Result Certification

FEES:

Endorsement Fee - Php 130.00

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request Approach the Administrative Aide III and request for an endorsement of his/her record to PSA	1.1.Entertain the client 1.2. AAIII verifies from the archive whether the record for endorsement is available. Search is made in: a. Database b. In the archive		30 seconds 7 minutes	Administrative Aide III AA III
2. Present the PSA negative result.	2.1.Check the requirement 2.2. .Preparation of endorsement AAIII makes a transcription of the document to be endorsed to PSA together with an endorsement letter 2.3. AAIII advised to pay. 2.4.AAIII bring said document to MCR for signature MCR review and sign the document	Php 130.00	10 minutes	AA III
3. Fill out feedback form	2.5. Release AAIII instructed the client to mail all documents to PSA Regional Office and try to follow up after 15 to 20 working days.		1 minute	MTO MCR
TOTAL		P 130.00	48 minutes	

7. Name of Service: REGISTRATION OF COURT ORDERS/DECREES AND REQUEST OF ANNOTATED RECORD

Brief Description: LIKE OTHER CIVIL REGISTRY DOCUMENTS, Court Decrees concerning the status of a person shall be registered in the Civil Registrar's Office where the court is functioning within ten (10) days after the decree/order has become final.

The following are registrable court decrees:

1. Adoption/Rescission of Adoption
2. Annulment of Marriage/Declaration of Absolute Nullity of Marriage/Legal Separation/Court Order setting aside the decree of legal separation
3. Court Order to correct or change entries in any Certificate of Birth, Marriage or Death
4. Declaration of Presumptive Death of the absent spouse
5. Repatriation or voluntary renunciation of citizenship
6. Court decision recognizing or acknowledging or natural children or impugning or denying such recognition or acknowledgement
7. Judicial determination of Maternity Affiliation
8. Aliases



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Original/Certified machine copy of the Court Order b. Certificate of Finality c. Certificate of Court Order registration issued by the concerned Municipal Civil Registrar where the court order was issued.	Regional Trial Court Regional Trial Court MCRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of Documents	1.1.Entertain the client 1.2.MCR examines the presented documents for registration and annotation 2.Registration of Court Order and Annotation to affected registry record MCR advised to wait while enters the court order in the Registry Book and annotates the same to the record.		30 seconds	Municipal Civil Registrar
	2.2. MCR prepares Certificate of Registration, annotated civil registry record and certified machine copy of Court Order . 2.3. MCR advised to pay the required fees at the Treasurer's Office 2.4. MCR signs the documents and advised the client to mail to PSA Central Office for annotation of the Court Order	Php 200.00	5 minutes	MCR
2. Fill out feedback form			10 minutes	MCR
			1 minute	MTO
TOTAL		P 200.00	46 minutes	

8. Name of Service: REGISTRATION OF LEGAL INSTRUMENTS/LEGITIMATION OF NATURAL CHILD

Brief Description:

1. Affidavit of Reappearance – where the parties to the subsequent marriage are residing.
2. Marriage Settlement – where the marriage recorded
3. Admission of Paternity
4. Acknowledgement; Legitimation; Voluntary Emancipation of Minor; Parental Authorization or Ratification of Artificial Insemination – where the birth of the child was recorded.

Not falling under the aforementioned exceptions are the following registrable documents:

1. Acknowledgement
2. Acquisition of legal capacity to contract marriage
3. Option to elect Philippine citizenship
4. Partition and distribution of properties of spouses and delivery of the children's presumptive legitime

5. Waiver of rights/interest of absolute community property
6. Affidavit to use the surname of absolute community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Legal Instrument Legitimation of Natural Child <ul style="list-style-type: none"> • Marriage Contract of parent's • Birth Certificate of Child • Affidavit of Legitimation of parents • Affidavit of Acknowledgement/Admission of Paternity 2. Community Tax Certificate of parents	MCRO MTO

FEES:

1. Legal Instrument/Legitimation - P 200.00

9. Name of Service: SUPPLEMENTAL REPORT FOR BIRTH, DEATH AND MARRIAGE

Brief Description: A SUPPLEMENTAL REPORT using the appropriate form maybe filed to supply information inadvertently omitted when the document was registered. However, the Medical Certificate" in the Certificate of Death and the Certificate of Fetal Death and all applicable certifications contained in the Certificate of Marriage should accomplished correctly and completely before registration. Hence, no supplemental report having reference to the mentioned certificates is acceptable.

The Supplemental Report shall not be used in any manner to change or correct any entry which was previously entered in the Civil Register.

The Civil Registrar shall accept only one supplemental report for not more than two (2) omitted information in any registered event. In cases where these are more than two omitted information, all papers related thereto shall be forwarded to the Office of the Civil Registrar General.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Civil Registry document wherein supplemental report has to be made 2. At least two (2) documentary evidences showing the information omitted in the civil registry document 3. Affidavit indicating the entry/ies missed in the registration and the reason why there was a failure in supplying the required entry. 4. Certificate of Marriage	

10. Name of Service: R.A. 10172 - Petition for Correction of Sex and/or Day and/or Month In the Date of Birth

Brief Description: This is the process of correcting the entry of the sex or day and/or month of date of birth of the document owner in his/her Certificate of Live Birth.

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	For Correction in the Date/Month of Birth: Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Birth For Correction in the Entry of Sex: Personal appearance of document owner



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)</p> <p>2. Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper)</p> <p>3. Mandatory requirements to be submitted (3 photocopies - should be in legal size paper):</p> <ul style="list-style-type: none"> ● Certification of Employment with no pending case (if employed); ● Affidavit of Non-Employment (If not employed); ● NBI Clearance (latest) purpose: Petition to correct Date of Birth/Sex ● Police Clearance (latest with 6 months' validity) purpose: Petition to correct Date of Birth/Sex ● Baptismal Certificate ● Elementary School Record ● (2) Government-issued / Valid Identification Card or CEDULA ● Medical Certification (for petition to correct entry of sex) issued by an accredited government physician that the petitioner did not undergo sex change or sex transplant with the following required information: - Full name of government physician with valid medical/PRC license - Name of hospital, designation, and contact number <ul style="list-style-type: none"> ● Medical Record <p>*NOTE: A processor will determine applicable documents Other relevant documents the Civil Registrar may require for the approval of the Petition</p>	<p>MCRO PSA</p> <p>Employer of Client</p> <p>Public Attorney's Office, Law Offices, Hall of Justice NBI Police District Office Church/School</p> <p>Hospital/Clinic</p> <p>Hospital/Clinic/Private Physician Depends on the documents required</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Presents the document sought for correction/ change</p> <p>2. On the interview, submits requirement to processor.</p> <p>3. Pays at the Municipal Treasurer's Office.</p>	<p>1. AAVI compares PSA and local copy for consistency of discrepancy.</p> <p>1.2. Issues list of applicable requirements.</p> <p>2. If requirements are in order, issues order of payment</p> <p>3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 3-6 months.</p> <p>3.1. Upon receipt from PSA, annotate document, issue certificate of Finality .</p>	<p>Filing fee - PHP 3,000.00 Publication - PHP 2,500.00 Mailing to PSA P150.00</p> <p>Additional fee for Migrant Petition, Date of Birth - PHP 1,000.00</p>	<p>15 Days mandatory posting period 2 Weeks, consecutive, publication</p> <p>2-3 months (in PSA Legal Division) depending on the volume of transaction</p>	MTO
TOTAL				

R.A. 10172 - Petition for Correction of Sex and/or Day and/or Month in the Date of Birth are qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted Only documents with official receipts will be processed.

11. Name of Service: R.A. 9048 CORRECTION OF CLERICAL ERROR; CHANGE OF FIRST NAME;

Brief Description: RA 9048, known as the "Clerical Error Law" in the Philippines, provides a streamlined administrative process for correcting minor mistakes (like misspellings) in civil registry documents (birth, marriage, death certificates) and for changing a person's first name or nickname without needing a court order, making corrections faster and more accessible through the local civil registrar or consul general.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)</p> <p>2. Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper)</p> <p>3. Mandatory requirements to be submitted (3 photocopies - should be in legal size paper):</p> <ul style="list-style-type: none"> ● Certification of Employment with no pending case (if employed); ● Affidavit of Non-Employment (If not employed); ● NBI Clearance (latest) purpose: Petition to correct Date of Birth/Sex ● Police Clearance (latest with 6 months' validity) purpose: Petition to correct Date of Birth/Sex ● Baptismal Certificate ● Elementary School Record ● (2) Government-issued / Valid Identification Card or Cedula ● Medical Certification (for petition to correct entry of sex) issued by an accredited government physician that the petitioner did not undergo sex change or sex transplant with the following required information: - Full name of government physician with valid medical/PRC license - Name of hospital, designation, and contact number ● Medical Record <p>*NOTE: A processor will determine applicable documents Other relevant documents the Civil Registrar may require for the approval of the Petition</p>	<p>MCRO PSA</p> <p>Employer of Client</p> <p>Public Attorney's Office, Law Offices, Hall of Justice NBI Police District Office Church/School</p> <p>Hospital/Clinic</p> <p>Hospital/Clinic/Private Physician Depends on the documents required</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Presents the document sought for correction/ change</p> <p>2. On the interview, submits requirement to processor.</p> <p>3. Pays at the Municipal Treasurer's Office.</p>	<p>1. AAVI compares PSA and local copy for consistency of discrepancy. 1.2. Issues list of applicable requirements.</p> <p>2. If requirements are in order, issues order of payment</p> <p>3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 3-6 months.</p> <p>3.1. Upon receipt from PSA, annotate document, issue certificate of Finality .</p>	<p>Filing fee - PHP 1,000.00 - CCE Php 3,000- CFN Publication - PHP 2,500.00 Mailing to PSA P150.00 Additional fee for Migrant Petition, CCE - PHP 500.00</p>	<p>15 Days mandatory posting period 2 Weeks, consecutive, publication 2-3 months (in PSA Legal Division) depending on the volume of transaction</p>	<p>MTO</p>
TOTAL				

OFFICE OF THE MUNICIPAL ENGINEER/ OFFICE OF THE BUILDING OFFICIAL

External Service

1. Name of Service: APPLICATION FOR BUILDING PERMIT

Brief Description: A document issued by the Office of the Building Official (OBO), in accordance with the format outlined in NBCDO Memorandum Circular 01, series of 2020. This document advises owners/applicants to proceed with various construction activities such as construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition, or other related work on a specific project/building/structure or portions thereof. Such activities are permitted once the accompanying principal plans, specifications, and other pertinent documents submitted with the application are deemed satisfactory and in substantial conformity with the National Building Code of the Philippines (NBCP) and its Implementing Rules and Regulations.

Office/Division:	Office of the Building Official (OBO)
Classification:	<p>Simple, Complex, Highly Technical</p> <p>Simple Transaction</p> <ol style="list-style-type: none"> 1. Construction/erection/addition/alteration/ renovation/repair/legalization of the following structures under group J Section 701 Division of the NBCP: <ol style="list-style-type: none"> i. Private garage not more than ninety (90) square meters; ii. Carport; iii. Sheds not less than six (6) square meters; iv. Agricultural buildings; v. Fences less than 1.80 meters in height; vi. Tanks and towers. 2. Repairs which do not involve alteration/changes from the building plans covered by a previously issued Building Permit, Repair Permits other than those mentioned in Section 301.3 of the NBCP (exemption from Building and Repair Permit). 3. Signage for advertising and business signs; and, 4. Stand-alone permit applications for Building Service Equipment and other support facilities including: <ol style="list-style-type: none"> i. Mechanical; ii. Sanitary; iii. Electrical iv. Electronics; and, v. Accelerographs. <p>Complex Application</p> <ol style="list-style-type: none"> 1. Construction/erection/alteration/renovation/repair/legalization of the following Complex Type of Project Activity/structures: <ol style="list-style-type: none"> 1. Interior Renovations covered by an appropriate Building Permit; 2. Conversion of existing building occupancy classification; 3. Multiple unit residential house not more than 7 storey; 4. Single detached residential house not more than 7 storey; 5. Commercial buildings not more than 9 storey; 6. Warehouse not more than 9 storey; 7. Market buildings not more than 9 storey; 8. Billboard Structures; 9. All other types of Occupancy not more than 9 storey. <p>Highly Technical Application</p> <ol style="list-style-type: none"> 1. Construction / erection / addition / alteration / renovation / repair / legalization of the following Highly Technical Type of Project Activity / Structures:



	<ol style="list-style-type: none"> 1. Commercial buildings exceeding 9 storey; 2. Market buildings exceeding 9 storey; 3. All applications belonging to Group D of the NBCP; <ol style="list-style-type: none"> i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-3 of the NBCP; ii. Public and Private hospitals (Division D-2 of the NBCP); iii. Nursing homes for ambulatory patients, school and home, belonging to Division D-3 of the NBCP; 4. Those belonging to Group H and I of the NBCP; <ol style="list-style-type: none"> i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc. ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and, iii. Those buildings / structures whose use has very advance structure calculation method in design, as classified in the Structural Reference Standards. 5. All types of occupancy of more than 9 storeys. 6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC). 7. Special Structures such as but not limited to Aerodome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, Historic Centers / Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Offshore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings <p>All other transactions not expressly falling under either 'Complex' or 'Highly Technical' shall, for the purpose of these Guidelines, be considered as 'Simple' consistent with the mandate of RA No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018)</p>
Who may avail:	Any person, firm or corporation including government agencies or instrumentality who planned to erect, repair/renovate, convert any building or structure or cause the same to be done.
Type of Transaction:	Building Permit G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person, firm or corporation including government agencies or instrumentality who planned to erect, repair/renovate, convert any building or structure or cause the same to be done.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
TECHNICAL DOCUMENTS FOR LAND USE AND ZONING, LINE AND GRADE, ARCHITECTURAL, STRUCTURAL, SANITARY / PLUMBING	
1. One (1) set duly accomplished application forms completely and properly filled-out – Unified Building (notarized), Building Permit, Architectural, Civil/Structural, Plumbing/Sanitary, Electrical, Mechanical (if any), Electronics (if any), Fencing (if any), Excavation (if any) application forms	To be submitted by the owner / applicant / contractor. * Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive: https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Four (4) sets of complete plans with key plan, location map and vicinity map duly signed and sealed by an Engineer and Architect and signed by the owner / applicant.	To be provided by the owner, applicant or contractor.
3. One (1) copy of latest Verification Survey Plan and Survey Report - originally signed and sealed by a Geodetic Engineer	To be provided by the owner, applicant or contractor.
4. Two (2) copies of Bill of materials (include installation/labor cost and material cost) originally signed and sealed by an Engineer / Architect	To be provided by the owner, applicant or contractor.
5. Two (2) sets Material Specification originally signed and sealed by an Engineer / Architect.	To be provided by the owner, applicant or contractor.
6. Two (2) sets of Complete Structural Design and Analysis originally signed and sealed by a Civil / Structural Engineer (ring bind)	To be provided by the owner, applicant or contractor.
7. One (1) set of Seismic Load Analysis – for 2- storey with deck and up originally signed and sealed by a Civil / Structural Engineer	To be provided by the owner, applicant or contractor.
8. One (1) set of Soil Boring Test – for 2-storey with deck and up originally signed and sealed by a Civil / Structural Engineer with DPWH accreditation.	To be provided by the owner, applicant or contractor.
9. Site Development Plan reflecting the Road Right-of-Way (RROW) width.	To be provided by the owner, applicant or contractor.
10. Two (2) copies of latest PTR and Valid PRC ID and UAP / IAPOA Certificate (for Architect) of Licensed Engineers / Architect originally signed and sealed.	To be provided by the owner, applicant or contractor/ Professionals who signed and sealed the Plans
TECHNICAL DOCUMENTS FOR ELECTRICAL	
11. Four (4) sets of Electrical plans duly signed and sealed by a Professional Electrical Engineer and signed by the owner / applicant	To be provided by the owner, applicant or contractor.
12. Two (2) sets detailed Bill of Materials for Electrical works (include installation/labor cost and material cost) originally signed and sealed by a Professional Electrical Engineer (PEE)	To be provided by the owner, applicant or contractor.
13. One (1) set Scope of Works for electrical works originally signed and sealed by PEE	To be provided by the owner, applicant or contractor.
14. One (1) set Electrical Design Analysis, Short Circuit and Voltage Drop Calculation, originally signed and sealed by PEE.	To be provided by the owner, applicant or contractor.
15. One (1) set Electrical Specification originally signed and sealed by PEE.	To be provided by the owner, applicant or contractor.
16. Two (2) latest copies of PTR and PRC ID of Professional Electrical Engineer (PEE) / Registered Electrical Engineer (REE) / Registered Master Electrician (RME), originally signed and sealed.	To be provided by the owner, applicant or contractor.
TECHNICAL DOCUMENTS FOR MECHANICAL	
17. Four (4) sets of Mechanical plans, duly signed and sealed by a Professional Mechanical Engineer and signed by the owner / applicant. (Per equipment)	To be provided by the owner, applicant or contractor.
18. One (1) set Detailed Bill of Materials for Mechanical works, originally signed and sealed by a Professional Mechanical Engineer (per equipment) .	To be provided by the owner, applicant or contractor.
19. One (1) set of Scope of Mechanical Works originally signed and sealed by PME	To be provided by the owner, applicant or contractor.
20. One (1) set Mechanical Specification (per equipment) originally signed and sealed by PME.	To be provided by the owner, applicant or contractor.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
21. One (1) set of Load Design Computation – for elevator / escalator signed and sealed by PME. (Or to be indicated on mechanical plan)	To be provided by the owner, applicant or contractor.
22. One (1) set of Hydraulic Analysis with computation of fire pump and jockey pump – for fire protection signed and sealed by PME. (original copy)	To be provided by the owner, applicant or contractor.
23. One (1) copy of Certificate of Structural Stability supported by structural evaluation and assessment and material testing originally signed and Sealed by a Structural Engineer and copy of latest PTR and PRD ID of Structural Engineer – for Elevator and Escalator (for rehabilitation, modernization, replacement and upgrading)	To be provided by the owner, applicant or contractor.
24. One (1) latest copy of PTR and PRC ID of Professional Mechanical Engineer (PME) originally signed and sealed / Licensed Mechanical Engineer (ME)	To be provided by the owner, applicant or contractor.
TECHNICAL DOCUMENTS FOR ELECTRONICS	
26. Four (4) sets of Electronics plans duly signed and seal by a Professional Electronics Engineer and signed by the owner / applicant.	To be provided by the owner, applicant or contractor.
27. One (1) set Detailed Bill of Materials for Electronic works originally signed and sealed by a Professional Electronics Engineer (PECE)	To be provided by the owner, applicant or contractor.
28. One (1) set Scope of Electronic Works originally signed and sealed by PECE.	To be provided by the owner, applicant or contractor.
29. One (1) set Electronics Specifications originally signed and sealed by PECE.	To be provided by the owner, applicant or contractor.
30. One (1) set of Electronic Design Analysis (voltage Drop and Battery Sizing) originally signed and sealed by a Professional Electronics Engineer (if applicable)	To be provided by the owner, applicant or contractor.
31. One (1) latest copy of PTR, IECEP ID and PRC ID of Professional Electronics Engineer (PECE) originally signed and sealed. / Registered Electronics Engineer (RECE).	To be provided by the owner, applicant or contractor.
PROOF OF OWNERSHIP	
32. One (1) 1 original copy of Certified True Copy of Original or Transfer Certificate of Title (TCT/OCT)/ Condominium Title covering the subject lot / unit – within the last 4 months. <i>If in case the applicant is not the registered owner of the said lot / unit, in addition to TCT/OCT/Condominium Title, the following documents must be attached, whichever is applicable:</i> <ol style="list-style-type: none"> 1 copy of duly notarized Deed of Absolute Sale (original) 1 copy of duly notarized Deed of Donation (original) 1 copy of Assignment of Rights or any proof of land ownership and possession. (original) 1 copy of duly notarized Affidavit of Consent from the Unit / Lot Owner. <ol style="list-style-type: none"> One (1) copy duly notarized Extra Judicial Settlement (if registered owner is deceased) (original) One (1) copy duly notarized Special Power of Attorney (original) 	To be provided by the owner, applicant or contractor.
33. One (1) copy of Tax declaration of land and building (original) (if any)	To be provided by the owner, applicant or contractor.
34. One (1) copy of Lease Contract (if leased) (photocopy)	To be provided by the owner, applicant or contractor.
CLEARANCE/CERTIFICATION	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
35. One (1) copy CEDULA (Residence Certificate) (Photocopy)	1st Floor, Treasurer's Office
36. One (1) copy of Updated Tax Receipt (original)	2 nd floor, Real Property Tax Division, Roxas Municipal building
39. One (1) of Locational Clearance (original)	2 nd floor, Planning and Development Office, Roxas Municipal building
40. One (1) copy of DOLE Clearance (original)	Department of Labor and Employment
41. One (1) Home Owners Association Clearance (if any) (original)	From the HOA where the building will be constructed
42. 1 copy Barangay Clearance (original)	From Barangay where the building will be constructed.
43. One (1) copy of previously approved Building permit <i>* for renovation/repair/improvement, and additional applications</i>	Municipal Engineering office, 2 nd fl., Municipal Building
44. 1 copy of Secretary's Certificate. Authority to Sign with attached photocopy of ID of Owner/applicant and representative (if corporation) (original copy)	To be provided by the owner, applicant or contractor.
45. 1 copy of duly notarized Authorization Letter with attached photocopy of ID of Owner/applicant and representative (original copy) (if applicable)	To be provided by the owner, applicant or contractor.
46. CAAP Clearance (original) (if applicable)	Civil Aviation Authority of the Philippines (CAAP)
47. DOH Clearance (original) (if applicable)	Department of Health office
48. PHIVOLCS Clearance (if structure is near fault line) (original) (if applicable)	PHIVOLCS office
49. DPWH Clearance (original) (if applicable)	DPWH office
50. MMDA Clearance (original) (if applicable)	MMDA office
51. CENRO Clearance (original) (if applicable)	CENRO office
52. 1 copy of Environmental Compliance Certificate from DENR (original) (if applicable)	DENR office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and verify the completeness of: A. Application documents in accordance with the provided checklist of requirements. B. Zoning clearance. If Both A and B are complete, prepare and issue the Endorsement letter to BFP'	None	30 mins. (Simple and Complex) 40 mins. (Highly Technical)	Technical Staff
	1.2 Evaluate/Verify building plans, other supporting documents, and assess the building fees.	None	1 day (Simple) 5 days (Complex) 14 days (Highly Technical)	Technical Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Prepare Order of Payment	Refer to NCBDO Memorandum Circular No. 1 series of 2004, "New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (Pd 1096)"	1 day. (Simple and Complex) 2 days (Highly Technical)	Technical Staff
	1.4 Sign and approve order of payment	None	1 hr.	Building official
	Issue approved Order of Payment	None	5 minutes	Technical Staff
	2.1 Receive and record Official Receipt	None	15 minutes.	Cashier at the Treasurer's Office
	2.2 Encoding of the Plans	None		Technical Staff
	2.3 Sign and approve the Building and Ancillary plans and Permit	None	1hr.	Technical Staff
3. Claim approved Building plans and permit Sign on logbook	3.1 Release approved Building and Ancillary plans and permit.	None	10 minutes	Technical Staff
TOTAL			3 days (Simple) 7 days (Complex) 20 days (Highly Technical)	

2. Name of Service: APPLICATION FOR CERTIFICATE OF OCCUPANCY

Brief Description: Certificate of Occupancy, A document issued by the Building Official, in adherence to the format specified in NBCDO Memorandum Circular 01, series of 2020, which attests that the building/structure has been finalized and is suitable for occupation/use as per the approved purpose.

Office/Division:	Municipal Engineering office / Office of the Building official
Classification:	Simple, Complex, Highly Technical Simple Transaction 1. Construction/erection/addition/alteration/ renovation/repair/legalization of the following structures under group J Section 701 Division of the NBCP: i. Private garage not more than ninety (90) square meters;

- ii. Carport;
 - iii. Sheds not less than six (6) square meters;
 - iv. Agricultural buildings;
 - v. Fences less than 1.80 meters in height;
 - vi. Tanks and towers.
2. Repairs which do not involve alteration/changes from the building plans covered by a previously issued Building Permit, Repair Permits other than those mentioned in Section 301.3 of the NBCP (exemption from Building and Repair Permit).
 3. Signages for advertising and business signs; and,
 4. Stand-alone permit applications for Building Service Equipment and other support facilities including:
 - vi. Mechanical;
 - vii. Sanitary;
 - viii. Electrical
 - ix. Electronics; and,
 - x. Accelerographs.
- Complex Application** – construction/erection/ alteration/ renovation/repair/legalization of the following Complex Type of Occupancy:
1. Interior Renovations covered by an appropriate Building Permit;
 2. Conversion of existing building occupancy classification;
 3. Multiple unit residential house not more than 7 storey;
 4. Single detached residential house not more than 7 storey;
 5. Commercial buildings not more than 9 storey;
 6. Warehouse not more than 9 storey;
 7. Market buildings not more than 9 storey;
 8. Billboard Structures;
 9. All other types of Occupancy not more than 9 storey.
- Highly Technical Application**
1. Construction / erection / addition / alteration / renovation / repair / legalization of the following Highly Technical Type of Occupancy:
 1. Commercial buildings exceeding 9 storey;
 2. Market buildings exceeding 9 storey;
 3. All applications belonging to Group D of the NBCP;
 - i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-3 of the NBCP;
 - ii. Public and Private hospitals (Division D-2 of the NBCP);
 - iii. Nursing homes for ambulatory patients, school and home, belonging to Division D-3 of the NBCP;
 4. Those belonging to Group H and I of the NBCP;
 - i. Recreational or similar public assembly bldgs., such as stadia, sports complex, convention centers, etc.
 - ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and,
 - iii. Those buildings / structures whose use has very advance structure calculation method in design, as classified in the Structural Reference Standards.
 5. All types of occupancy of more than 9 storeys.



	<p>6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC).</p> <p>7. Special Structures such as but not limited to Aerodome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, Historic Centers / Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Offshore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings</p> <p>All other transactions not expressly falling under either 'Complex' or 'Highly Technical' shall, for the purpose of these Guidelines, be considered as 'Simple' consistent with the mandate of RA No. 11032.</p>
Type of Transaction:	<p>Occupancy Permit</p> <p>G2C – Government to Citizens</p> <p>G2B – Government to Business</p> <p>G2G – Government to Government</p>
Who may avail:	The owner/s of newly constructed/renovate/repaired building or structure

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. One (1) Duly accomplished Unified application forms for Certificate of Occupancy</p>	<p>To be submitted by the owner / applicant / contractor.</p> <p><i>*Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i></p> <p>https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab</p>
<p>2. Three (3) copies of duly accomplished and notarized Certificate of Completion signed by the owner / applicant and signed and sealed by the duly licensed Architect or Civil Engineer in-charge of construction.</p> <p><i>*If the construction was undertaken through a contract, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer.</i></p>	<p>To be submitted by the owner / applicant / contractor.</p> <p><i>*Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i></p> <p>https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab</p>
<p>3. Two (2) sets duly accomplished Electrical Completion Forms, originally signed and sealed by a Professional Electrical Engineer (PEE) and Electrical Engineer In-charge.</p> <p><i>* If the construction was undertaken through a contract, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer.</i></p>	<p>To be submitted by the owner / applicant / contractor.</p> <p><i>* Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i></p> <p>https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. Two (2) sets duly accomplished Mechanical Completion Forms, originally signed and sealed by a Professional Mechanical Engineer (PME) and Mechanical Engineer In-charge. <i>*If the construction was undertaken through a contract, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer.</i></p>	<p>To be submitted by the owner / applicant / contractor.</p> <p><i>* Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i></p> <p>https://drive.google.com/drive/folders/1L1yrYC77H6o8gK2jiggEtxGdjPnm2dab</p>
<p>5. Two (2) sets duly accomplished Electronics Completion Forms, originally signed and sealed by a Professional Electronics Engineer (PECE) and Electronics Engineer In-charge. <i>*If the construction was undertaken through a contract, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer.</i></p>	<p>To be submitted by the owner / applicant / contractor.</p> <p><i>*Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i></p> <p>https://drive.google.com/drive/folders/1L1yrYC77H6o8gK2jiggEtxGdjPnm2dab</p>
<p>6. One (1) Duly accomplished CFEI application form originally signed and sealed by PEE (<i>if with Application for ORMECO meter</i>)</p>	<p>To be submitted by the owner / applicant / contractor.</p> <p><i>* Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i></p> <p>https://drive.google.com/drive/folders/1L1yrYC77H6o8gK2jiggEtxGdjPnm2dab</p>
PLANS	
<p>7. Two (2) sets copy of approved plans (Architectural, Structural, Plumbing/Sanitary, Electrical, Mechanical (per equipment) (if any), Electronics (if any)). <i>*For verification purpose, to be returned to owner together with the approved certificate of Occupancy</i></p>	<p>To be provided by the owner, applicant or contractor.</p>
<p>8. Four (4) sets As-Built Plans signed and sealed by respective Engineers and Architect and signed by owner / applicant (Architectural, Structural, Plumbing/Sanitary, Electrical, Mechanical (per equipment) (if any), Electronics (if any)) <i>*In case there are changes in the approved plans</i></p>	<p>To be provided by the owner, applicant or contractor.</p>
TECHNICAL DOCUMENTS FOR ARCHITECTURAL, STRUCTURAL, SANITARY/PLUMBING	
<p>9. One (1) daily construction Logbook – duly accomplished and signed and sealed by the supervising Engineer / Architect on every page.</p>	<p>To be provided by the owner, applicant or contractor.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. One (1) set copy of detailed Bill of Materials (actual cost) signed and sealed by the supervising Engineer / Architect.	To be provided by the owner, applicant or contractor.
11. One (1) set copy of Building and Ancillary Permits (Photocopy)	To be provided by the owner, applicant or contractor.
12. 1 copy of Material Specification – signed and sealed by Engineer / Architect <i>* If with major changes with the approved plan</i>	To be provided by the owner, applicant or contractor.
13. Geotagged Photo of structure with substantial completion showing inside, front, sides, and rear areas.	To be provided by the owner, applicant or contractor.
14. One (1) copy of latest PTR and Valid PRC ID, UAP-IAPOA (for Architect) of licensed Engineer / Architect originally signed and sealed.	To be provided by the owner, applicant or contractor.
15. One (1) copy of duly notarized Affidavit of Change of Engineer / Architect / Sanitary (if applicable)	To be provided by the owner, applicant or contractor.
16. One (1) copy of Secretary's Certificate. Authority to Sign with attached photocopy of ID of Owner/applicant and representative (if corporation) (original copy)	To be provided by the owner, applicant or contractor.
17. One (1) copy of Authorization Letter with attached photocopy of ID of Owner/applicant and representative (original copy)	To be provided by the owner, applicant or contractor.
18. other requirements that maybe required as provided under the 2015 National Structural Code of the Philippines (NSCP)	To be provided by the owner, applicant or contractor.
TECHNICAL DOCUMENTS FOR ELECTRICAL	
18. One (1) copy of detailed Bill of Materials for electrical works (actual cost) originally signed and sealed by PEE.	To be provided by the owner, applicant or contractor.
19. 3 copies of latest PTR and PRC ID of PEE / RME originally signed and sealed.	To be provided by the owner, applicant or contractor.
20. One (1) copy of PCAB license of Electrical Contractor (for bldg./structure with 200 AT and above Main breaker)	To be provided by the owner, applicant or contractor.
21. One (1) copy of Insulation Test/Megger Test with Certificate of Calibration of the Equipment used (if applicable) (original)	To be provided by the owner, applicant or contractor.
22. One (1) copy of duly notarized Affidavit of Change of Electrical Engineer (if applicable)	To be provided by the owner, applicant or contractor.
23. One (1) copy of Yellow Card from ORMECO (Photocopy, Front and back)	ORMECO office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>*if with CFEI application</i>	
TECHNICAL DOCUMENTS FOR MECHANICAL	
24. One (1) copy of detailed Bill of Materials for Mechanical works originally signed and sealed by PME (per equipment) (actual cost)	To be provided by the owner, applicant or contractor.
25. One (1) copy Mech. Specifications originally signed and sealed by a Professional Mechanical Engineer. (Per equipment) <i>*if with major changes</i>	To be provided by the owner, applicant or contractor.
26. Three (3) copies of latest PTR and PRC ID of PME / ME originally signed and sealed.	To be provided by the owner, applicant or contractor.
27. One (1) copy of duly notarized Affidavit of Change of Mechanical Engineer (if applicable)	To be provided by the owner, applicant or contractor.
TECHNICAL DOCUMENTS FOR ELECTRONICS	
28. One (1) copy of detailed Bill of Materials for Electronic works (actual cost) originally signed and sealed by PECE.	To be provided by the owner, applicant or contractor.
29. Three (3) copies of latest PTR, IECEP and PRC ID of PECE / ECE originally signed and sealed.	To be provided by the owner, applicant or contractor.
30. One (1) copy of duly notarized Affidavit of Change of Electronics Engineer (if applicable)	To be provided by the owner, applicant or contractor.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Verify that the application documents are complete, and in accordance with the provided checklist of requirements.	None	30 mins. (Simple and Complex) 40 mins. (Highly Technical)	Technical Staff
	1.2 Create an endorsement letter to the Bureau of Fire Protection (BFP) for evaluation and issuance of the Fire Safety Inspection Certificate (FSIC).	None	15 mins.	Technical Staff
	1.3 Site inspection and Validation	None	1 day (Simple and Complex) 3 days (Highly Technical)	Site/Building Inspector/Building official



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepare and issue Order of Payment	Refer to NCBDO Memorandum Circular No. 1 series of 2016, "New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (Pd 1096)"	2 hrs.	Assessment Officer
	2.1 Receive and check Official Receipt	None	15 minutes.	Technical Staff
	2.2 Encode the Official Receipt and record the corresponding details in the system.	None	2 hrs.	Technical Staff
	2.3 Sign and approve the Building/Ancillary plans and Permit	None	1hr.	Building Official
3. Claim approved Building plans and permit and Sign on Logbook	3.1 Release approved Building/Ancillary plans and permit	None	10 minutes	Technical Staff
TOTAL			3 days (Simple) 7 days (Complex) 20 days (Highly Technical)	

3. Name of Service: APPLICATION FOR DEMOLITION PERMIT

Brief Description: Demolition Permit, An Accessory Permit issued by the Building Official for construction activities initiated before or during the application/processing of Building Permits. This document authorizes owners/applicants to proceed with the demolition of a specific project/building/structure or portions thereof once the accompanying principal plans, specifications, and other pertinent documents with the application are deemed satisfactory and substantially conform to the National Building Code of the Philippines (NBCP) and its Implementing Rules and Regulations.

Office/Division:	Office of the Building Official
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Classification:	Simple, Complex Simple application: Demolition of a single residential structure not more than three hundred (300) square meters and three storeys in height. Complex Transaction: Any type of occupancy / use with area of more than three hundred (300) square meters.
Type of Transaction:	Demolition Permit G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person, firm, or corporation including government agency or instrumentality who planned to demolish any building or structure.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 4 copies of Duly accomplished and notarized Demolition Permit application Forms originally signed and sealed by a licensed Civil Engineer / Architect.	To be submitted by the owner / applicant / contractor. <i>*Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i> https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jiqqEtxGdjPnm2dab
2. 3 sets old plan or simple sketch plans of the subject building/structure with dimensions (floor plan and elevation), vicinity and location plan – signed and sealed by the supervising engineer/architect and signed by the owner.	To be provided by the owner, applicant or contractor.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. 1 original copy of Certified true Copy of TCT / OCT covering the subject lot– within the last 4 months. <i>*If in case the applicant is not the registered owner of the said lot / building in addition to TCT / OCT / Condominium Title / Tax Declaration of the Bldg., the Following Documents must be attached, whichever is applicable</i></p> <ul style="list-style-type: none"> a. 1 copy of duly notarized Deed of Absolute Sale (original) b. 1 copy of duly notarized Deed of Donation (original) 1 copy of Assignment of Rights or any proof of land / building ownership and possession. (original) d. 1 copy of duly notarized Affidavit of Consent from the Lot Owner. <ul style="list-style-type: none"> d.1. 1 copy duly notarized Extra Judicial Settlement (if registered owner is deceased) (original) d.2 1 copy duly notarized Special Power of Attorney (original) 	<p>To be provided by the owner, applicant or contractor.</p>
<p>4. 1 copy of Tax Declaration of lot and building (original)</p>	<p>Ground floor, Assessor's Office, Municipal Building</p>
<p>5. 1 copy of Tax Clearance or updated Tax Receipt (original)</p>	<p>Ground floor, Real Property Tax Division</p>
<p>6. 1 copy of Barangay Clearance for demolition. (original)</p>	<p>From the office of the Barangay where the building/structure to be demolished is located</p>
<p>7. 1 copy of Homeowner's Clearance (original) (if any)</p>	<p>From HOA Office where the building/structure to be demolished is located.</p>
<p>8. 1 copy of CEDULA (Community Tax Certificate) (photocopy)</p>	<p>Ground floor Municipal Building, Treasurer's Office</p>
<p>9. 1 copy of Demolition Methodology – signed and sealed by the supervising Civil Engineer / Architect</p>	<p>To be provided by the owner, applicant or contractor.</p>
<p>10. 1 copy of Cost of Demolition and duration of demolition – signed and sealed by the supervising Engineer/Architect.</p>	<p>To be provided by the owner, applicant or contractor.</p>
<p>11. 1 copy of latest PTR and Valid PRC ID, UAP/ IAPOA (for architect) of the supervising Civil Engineer or Architect, originally signed and sealed</p>	<p>To be provided by the owner, applicant or contractor.</p>
<p>12. 1 copy of Authorization Letter with attached photocopy of ID of Owner/applicant and representative (original copy)</p>	<p>To be provided by the owner, applicant or contractor.</p>
<p>13. 1 copy of Secretary's Certificate. Authority to Sign with attached photocopy of ID of Owner/applicant and representative (if corporation) (original copy)</p>	<p>To be provided by the owner, applicant or contractor.</p>
<p>14. 1 copy of picture of structure to be demolished</p>	<p>To be provided by the owner, applicant or contractor.</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Received and Check completeness of application documents based on checklist of requirements.	None	30 minutes	Technical Staff
	1.2 Encode received applications and documents	None	10 minutes	Technical Staff
	1.3 Inspect location of project site	None	2 days (Simple and Complex)	Building Inspector/Building official
	1.4 Prepare inspection report	None	130 minutes	Technical Staff
	1.5 Evaluate methodology for demolition, technical requirements	None	1hr.	Building Inspector/Building official
	1.6 Prepare Order of Payment	None	1 hr.	Technical Staff
	1.7 Approve Order of Payment	None	1 hr.	Building official
	2.1 Check and record OR number and assign demolition permit number, encode on permit forms, stamp plans and permits.	Refer to NCBDO Memorandum Circular No. 1 series of 2016, "New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (Pd 1096)"	30 minutes	Technical Staff
	2.2 Prepare plans and documents for applicant and office copy.	None	15 minutes	Technical Staff
	Approve Demolition Permit and plans	None	15 minutes	Building official
3. Claim approved permit and plans , and sign on Logbook	3.1 Release approved Demolition Permit and plans	None	5 minutes	Technical Staff
TOTAL			1 DAY	

4. Name of Service: APPLICATION FOR SIGN PERMIT

Brief Description: Sign Permit, An Accessory Permit issued by the Building Official is acquired before or during the processing of a building permit, allowing individuals or businesses to install, erect, or modify signage on their property or in public spaces. This permit is granted once the accompanying principal plans, specifications, and other pertinent documents with the application are found satisfactory and in substantial conformity with the National Building Code of the Philippines (NBCP) and its Implementing Rules and Regulations. The accessory permit form outlines the coverage details, including the expiration period. Signatures from the respective owner/applicant and relevant professionals are mandatory for these permits, which also encompass sign removal.

Office/Division:	Office of the Building Official (OBO)
Classification:	Simple, Complex Simple Transaction Signage for advertising and business signs Complex Application Construction/erection/ alteration/renovation/repair/legalization of Billboard Structures
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person, firm, or corporation including government agency or instrumentality who planned to construction/erection/ alteration/ renovation/ repair/legalization of signage for advertising and business signs on any building or structure.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 4 copies of duly accomplished Unified Building and Sign Permit application Forms originally signed and sealed by a licensed Civil Engineer/Architect.	To be submitted by the owner / applicant / contractor. <i>*Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i> https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab
2. 4 sets of plans with key plan, Locational Map & Vicinity Map – originally signed and sealed by the supervising Civil Engineer/Architect and signed by the owner.	To be provided by the owner, applicant or contractor.
3. 1 copy of Detailed Bill of Materials – signed and sealed by Civil Engineer	To be provided by the owner, applicant or contractor.
4. 1 copy of Specification – signed and sealed by Civil Engineer	To be provided by the owner, applicant or contractor.
5. 1 copy of complete Structural Design and Analysis – signed and sealed by Civil Engineer (if pylon signage)	To be provided by the owner, applicant or contractor.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. 1 copy of the approved plan of the building where the pylon will be installed (for pylon signage)	To be provided by the owner, applicant or contractor.
7. 1 copy of certificate of Occupancy of the Building / unit (Photocopy)	To be provided by the owner, applicant or contractor.
8. 1 copy of Tax Declaration of land and building. (original)	To be provided by the owner, applicant or contractor.
9. 1 copy of certificate that there no back taxes or updated Tax Receipt. (original)	To be provided by the owner, applicant or contractor.
10. 1 copy of latest PTR and Valid PRC ID, UAP/IAPOA (for architect) of the supervising Civil Engineer or Architect, originally signed and sealed.	To be provided by the owner, applicant or contractor.
11.1 copy of certificate of use – for billboard structure (original)	To be provided by the owner, applicant or contractor.
12. 1 copy of Notarize Authorization Letter with attached photocopy of ID of Owner/applicant and representative (original copy)	To be provided by the owner, applicant or contractor.
13. 1 copy of Secretary's Certificate. Authority to sign with attached photocopy of ID of Owner/applicant and representative (if corporation) (original copy)	To be provided by the owner, applicant or contractor.
TECHNICAL DOCUMENTS FOR ELECTRICAL (FOR SIGN AND SIGN STRUCTURES EQUIPPED WITH ELECTRICAL DEVICES/ MACHINERY RATED LESS THAN 500 KVA OR LESS THAN 600 VOLTS)	
14.4 sets Duly accomplished Electrical Permit Forms originally signed and sealed by PEE.	To be submitted by the owner / applicant / contractor. <i>*Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i> https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab
15. 4 sets of Electrical plans, duly signed and seal by a Professional Electrical Engineer and signed by the owner / applicant.	To be provided by the owner, applicant or contractor.
16. 1 set detailed Bill of Materials for Electrical works originally signed and sealed by a Professional Electrical Engineer (PEE)	To be provided by the owner, applicant or contractor.
17. 1 set Scope of Works for electrical works originally signed and sealed by PEE	To be provided by the owner, applicant or contractor.
18. 1 set Electrical Design Analysis, Short Circuit and Voltage Drop Calculation, originally signed and sealed by PEE.	To be provided by the owner, applicant or contractor.
19. 1 set Electrical Specification originally signed and sealed by PEE.	To be provided by the owner, applicant or contractor.
20. 1 latest copy of PTR and PRC ID of Professional Electrical Engineer (PEE) / Registered Electrical Engineer (REE) / Registered Master Electrician (RME) originally signed and sealed.	To be provided by the owner, applicant or contractor.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Received and Check completeness of application documents based on the checklist of requirements.	None	30 minutes	Technical Staff
	1.2 Encode received applications and documents	None	10 minutes	Technical Staff
	Inspect location of project site	None	2 days (Simple and Complex)	Building inspector
	1.3 Prepare inspection report	None	30 minutes	Technical Staff
	1.4 Evaluate technical requirements for sign permit	None	1hr.	Building inspector
	1.5 Prepare Order of Payment	None	1 hr.	Technical Staff
	1.6 Approve Order of Payment	None	1 hr.	Building official
	1.7 Issue Order of Payment	None	10 minutes	Technical Staff
	2.1 Issue official receipt	Refer to NCBD0 Memorandum Circular No. 1 series of 2016, "New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (Pd 1096)"	10 minutes	Technical Staff
	2.2 Receive order of payment	None	15 minutes	Cashier at Treasurer's office
	2.3 Check and record OR number and assign sign permit number, encode on permit forms, stamp plans and permits.	None	30 minutes	Technical Staff
	2.4 Prepare plans and documents for applicant and office copy.	None	15 minutes	Technical Staff
	2.5 Approve Sign Permit and plans	None	15 minutes	Building official
3. Claim Permit and sign on Logbook	3.1 Release approved Sign Permit and plans	None	5 minutes	Technical Staff
TOTAL			3 days	

5. Name of Service: APPLICATION FOR FENCING PERMIT

Brief Description: Fencing Permit, an Accessory Permit issued by the Building Official is initiated before or during the processing of a building permit, allowing individuals or businesses to install, erect, or modify fences on their property or in public spaces. This permit is granted once the accompanying principal plans, specifications, and other pertinent documents with the application are found satisfactory and in substantial conformity with the National Building Code of the Philippines (NBCP) and its Implementing Rules and Regulations. The scope of coverage is outlined in the accessory permit form, including the expiration period. These permits must be signed by the respective owner/applicant and the relevant professionals. This encompasses various activities, including fencing, provided the fence does not exceed a height of 1.80 meters.

Office/Division:	Office of the Building Official (OBO)
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person, firm, or corporation including government agency or instrumentality who planned to construction/erection/ alteration/ renovation/ repair/legalization of fence.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 4 copies of duly accomplished and notarized Fencing Permit application Forms originally signed and sealed by a licensed Civil Engineer / Architect.	To be submitted by the owner / applicant / contractor. * Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive: https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab
2. 4 sets of plans with key plan, Locational Map & Vicinity Map – originally signed and sealed by the supervising Civil Engineer/ Architect and signed by the owner.	To be provided by the owner, applicant or contractor.
3. 1 copy of latest Verification Survey Plan and Survey Report -originally signed and sealed by a Geodetic Engineer.	To be provided by the owner, applicant or contractor.
4. 1 copy of Detailed Bill of Materials – signed and sealed by Civil Engineer/Architect.	To be provided by the owner, applicant or contractor.
5. 1 copy of Specification – signed and sealed by Civil Engineer/Architect.	To be provided by the owner, applicant or contractor.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. 1 original copy of Certified true Copy of TCT within the last 4 months <i>If in case the applicant is not the registered owner of the said lot/ building in addition to TCT, the following Documents must be attached, whichever is applicable</i> <ol style="list-style-type: none"> a. 1 copy of duly notarized Deed of Absolute Sale (original) b. 1 copy of duly notarized Deed of Donation (original) c. 1 copy of Assignment of Rights or any proof of land / building ownership and possession. (original) d. 1 copy of duly notarized Affidavit of Consent from the Lot Owner. <ol style="list-style-type: none"> d.1. 1 copy duly notarized Extra Judicial Settlement (if registered owner is deceased) (original) d.2. 1 copy duly notarized Special Power of Attorney (original) 	To be provided by the owner, applicant or contractor. <i>*Requests for a Certified True Copy of the Original or Transfer Certificate of Title (TCT/OCT) or Condominium Title can be made at the Registry of Deeds, located within the Municipal Building</i>
7. 1 copy of Tax Declaration of Land (original)	Assessor's Office
8. 1 Certification that there are no back taxes or updated Tax Receipt (original)	2 nd floor, Real Property Tax Division
9. 1 copy of Barangay Clearance. (original)	Barangay Hall where the project/construction is located
10. 1 copy of Homeowner's Clearance (original)	HOA Office where the project/construction is located
11. 1 copy of CEDULA (Community Tax Certificate) (photocopy)	Treasurer's Office, Gr. Floor, Roxas Municipal Building
12. 1 copy of latest PTR and Valid PRC ID, IAPOA of the supervising Civil Engineer or Architect, originally signed and sealed	To be provided by the owner, applicant or contractor.
13. 1 copy of Authorization Letter with attached photocopy of ID of Owner/applicant and representative (original copy)	To be provided by the owner, applicant or contractor.
14. 1 copy of Secretary's Certificate. Authority to Sign with attached photocopy of ID of Owner/applicant and representative (if corporation) (original copy)	To be provided by the owner, applicant or contractor.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and Check completeness of application documents based on the checklist of requirements	None	30 minutes	Technical Staff
	1.2 Encode received applications and documents	None	10 minutes	Technical Staff
	1.3 Inspect location of project site	None	2 days	Building inspector/ Building official

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepare inspection report	None		
	1.5 Evaluate technical requirements for fencing permit	None	1 hr.	Building inspector/ Building official
	1.6 Prepare Order of Payment	Refer to NCBDO Memorandum Circular No. 1 series of 2016, "New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (Pd 1096)"	1 hr.	Technical staff
	1.7 Approve Order of Payment	None	1 hr.	Building official
	2.1 Issue Order of Payment	None	10 minutes	Technical staff
	2.2 Receive payment and issue official receipt	None	15 minutes	Technical staff
	2.3 Check and record OR number and assign Fencing Permit number 2.4 Prepare plans and documents for applicant and office copy.	None	30 minutes	Technical staff
	2.5 Sign and Approve Fencing Permit and plans	None	15 minutes	Building official
3. Claim approved Fencing permit and plans Sign on logbook	3.1 Release approved Fencing Permit and plans	None	5 minutes	Technical staff
TOTAL			3 days	

6. Name of Services: APPLICATION FOR EXCAVATION AND GROUND PREPARATION PERMIT

Brief Description: Excavation and Ground Preparation Permit, An Accessory Permit issued by the Building Official is initiated before or during the processing of a building permit, allowing individuals or businesses to conduct excavation activities on a specified site. This permit is granted once the accompanying principal plans, specifications, and other pertinent documents with the application are found satisfactory and in substantial conformity with the National Building Code of the Philippines (NBCP) and its Implementing Rules and Regulations. The details of coverage, including the expiration period, are outlined in the accessory permit form. These permits must be signed by the respective owner/applicant and the relevant professionals involved.

Office/Division:	Office of the Building Official (OBO)
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person, firm, or corporation including government agency or instrumentality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 4 copies of duly accomplished and notarized Fencing Permit application Forms originally signed and sealed by a licensed Civil Engineer / Architect.	To be submitted by the owner / applicant / contractor. <i>*Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i> https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab
2. 4 sets of plans with key plan, Locational Map & Vicinity Map – originally signed and sealed by the supervising Civil Engineer/Architect and signed by the owner.	To be provided by the owner, applicant or contractor.
3. 1 copy of latest Verification Survey Plan and Survey Report -originally signed and sealed by a Geodetic Engineer.	To be provided by the owner, applicant or contractor.
4. 1 copy of Detailed Bill of Materials – signed and sealed by Civil Engineer/Architect.	To be provided by the owner, applicant or contractor.
5. 1 copy of Specification – signed and sealed by Civil Engineer/Architect.	To be provided by the owner, applicant or contractor.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. 1 original copy of Certified true Copy of TCT within the last 4 months <i>* If in case the applicant is not the registered owner of the said lot/ building in addition to TCT, the following Documents must be attached, whichever is applicable</i> a. 1 copy of duly notarized Deed of Absolute Sale (original) . 1 copy of duly notarized Deed of Donation (original) f. 1 copy of Assignment of Rights or any proof of land / building ownership and possession. (original) g. 1 copy of duly notarized Affidavit of Consent from the Lot Owner. g.1. 1 copy duly notarized Extra Judicial Settlement (if registered owner is deceased) (original) g.2. 1 copy duly notarized Special Power of Attorney (original)	To be provided by the owner, applicant or contractor. <i>*Requests for a Certified True Copy of the Original or Transfer Certificate of Title (TCT/OCT) or Condominium Title can be made at the Registry of Deeds, located in Roxas Municipal Building.</i>
7. 1 copy of Tax Declaration of Land (original)	1rst floor, Assessor's Office
8. 1 Certification that there are no back taxes or updated Tax Receipt (original)	1rst floor, Real Property Tax Division
9. 1 copy of Barangay Clearance. (original)	Barangay Hall where the project/construction is located
10. 1 copy of Homeowner's Clearance (original)	HOA Office where the project/construction is located
11. 1 copy of CEDULA (Community Tax Certificate) (photocopy)	Municipal Treasurer's Office
12. 1 copy of latest PTR and Valid PRC ID, IAPOA of the supervising Civil Engineer or Architect, originally signed and sealed	To be provided by the owner, applicant or contractor.
13. 1 copy of Authorization Letter with attached photocopy of ID of Owner/applicant and representative (original copy)	To be provided by the owner, applicant or contractor.
14. 1 copy of Secretary's Certificate. Authority to Sign with attached photocopy of ID of Owner/applicant and representative (if corporation) (original copy)	To be provided by the owner, applicant or contractor.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and Check completeness of application documents based on the checklist of requirements	None	30 minutes	Technical staff
	1.2 Encode received applications and documents	None	10 minutes	Technical staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inspect location of project site	None	2 days	Building inspector/Building official
	1.3 Prepare inspection report	None		
	1.4 Evaluate technical requirements for fencing permit	None	1hr.	Building inspector/Building official
	1.5 Prepare Order of Payment	Refer to NCBDO Memorandum Circular No. 1 series of 2016, "New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (Pd 1096)"	1 hr.	Technical staff
	1.6 Approve Order of Payment	None	1 hr.	
	2.1 Issue Order of Payment	None	10 minutes	Technical staff
	2.2 Receive payment and issue official receipt	None	15 minutes	Cashier at Treasurer's office
	2.3 Check and record OR number and assign Fencing Permit number	None	30 minutes	Technical staff
	2.4 Prepare plans and documents for applicant and office copy.	None	15 minutes	Technical Staff
	Sign and Approve Fencing Permit and plans	None	15 minutes	Building official
3. Claim approved Fencing permit and plans Sign on Logbook	3.1 Release approved Fencing Permit and plans	None	5 minutes	Technical staff
TOTAL			3 days	

7. Name of Services: APPLICATION FOR CERTIFICATE OF FINAL ELECTRICAL INSPECTION

Brief Description: A certificate issued by the building official to Residential, Commercial, and Industrial establishments during the application process for ORMECO Service Meter connection. In accordance with article 1.2.2.2 of the Philippine Electrical Code, it is required that "no electrical installation, alteration, and/or addition shall be connected to any power supply or any other source of electrical energy without a Certificate of Final Electrical Inspection/Completion (DPWH Form No. 96-006-E or as amended) obtained from the appropriate government authority."

Office/Division:	Office of the Building Official (OBO)
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person, firm, or corporation including government agency or instrumentality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR NEWLY CONSTRUCTED / RENOVATED BUILDING / STRUCTURE OR UNIT	
1 copy of duly accomplished CFEI application form with sketch of location	To be submitted by the owner / applicant / contractor. <i>* Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i> https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab
1 copy of Yellow Card from ORMECO	ORMECO Business center
1 copy of Approved Electrical Plan and Permit	To be provided by the owner, applicant or contractor.
1 set of As-built Electrical Plan originally signed and sealed by a Professional Electrical Engineer.	To be provided by the owner, applicant or contractor.
Two (2) sets of duly accomplished Certificate of Electrical Completion originally signed and sealed by Professional Electrical Engineer. <i>*If the construction was undertaken through a contact, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer.</i>	To be submitted by the owner / applicant / contractor. <i>* Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i> https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPnm2dab
1 copy of PTR and PRC ID of PEE originally signed and sealed	To be provided by the owner, applicant or contractor.
1 copy of approved Building Permit	To be provided by the owner, applicant or contractor.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 copy of Certificate of Occupancy <i>(If separate application for CFEI)</i>	To be provided by the owner, applicant or contractor.
1 copy of PCAB license of Electrical Contractor (for bldg./structure with 200 AT and above Main breaker)	To be provided by the owner, applicant or contractor.
1 copy of Insulation Test/Megger Test with Certificate of Calibration of the Equipment used	To be provided by the owner, applicant or contractor.
Authorization letter for Representative, with attached photocopy of ID of both the owner and the representative.	To be provided by the owner, applicant or contractor.
Picture of Building / Structure, Service Entrance and Panel Board	To be provided by the owner, applicant or contractor.
FOR EXISTING BUILDING/STRUCTURE OR UNIT	
1 copy of duly accomplished CFEI application form with sketch of location	To be submitted by the owner / applicant / contractor. <i>* Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i> https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdjPhm2dab
1 copy of Yellow Card from ORMECO	ORMECO Business Center
1 photocopy of TCT/Lot Award / NHA Clearance (Proof of Ownership)	To be provided by the owner, applicant or contractor.
1 photocopy of Tax Declaration of Land and Building	To be provided by the owner, applicant or contractor.
1 photocopy of latest Tax Receipt / Tax Clearance for Land and Building	To be provided by the owner, applicant or contractor.
1 photocopy of previously approved Building Permit / Occupancy Permit of the existing building / structure (for verification purposes only)	To be provided by the owner, applicant or contractor.
1 set of Electrical Plan / Electrical Load Schedule, originally signed and sealed by a Professional Electrical Engineer	To be provided by the owner, applicant or contractor.
1 set of Electrical Plan and Permit for Commercial / Industrial establishment	To be provided by the owner, applicant or contractor.
1 photocopy of Business Permit for Commercial / Industrial establishment	To be provided by the owner, applicant or contractor.
1 copy of Fire Safety Inspection Certificate (FSIC) for Business – for Commercial / Industrial establishment	To be provided by the owner, applicant or contractor.
1 copy of Barangay Clearance for CFEI application purposes.	From Barangay Hall where the house / building / structure is located

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Picture of Building / Structure, Service Entrance and Panel Board	To be provided by the owner, applicant or contractor.
ADDITIONAL REQUIREMENTS IN CASE THE APPLICANT IS NOT THE LAWFUL OWNER OF THE PROPERTY, WHICHEVER IS APPLICABLE	
1 copy of duly notarized Contract of Lease / Duly notarized Affidavit of Consent signed by the property owner or all of the immediate Heirs of the Property Owner.	To be provided by the owner, applicant or contractor.
1 copy of duly notarized Extra Judicial Settlement	To be provided by the owner, applicant or contractor.
1 copy of duly notarized Deed of Absolute Sale	To be provided by the owner, applicant or contractor.
1 copy of duly notarized Deed of Donation	To be provided by the owner, applicant or contractor.
1 copy of Duly Notarized Special Power of Attorney signed by the Property Owner.	To be provided by the owner, applicant or contractor.
1 photocopy of Memorandum of Agreement (MOA) between the Lot Owner and HOA, for properties under the CMP of the Municipality	To be provided by the owner, applicant or contractor.
Homeowners' Association Clearance originally signed by the HOA President.	Office of the HOA President where the property is located
Duly Notarized Affidavit of Substitution from the HOA	Office of the HOA President where the property is located
Photocopy of Certification from UPAO and PHRU	UPAO and PHRU Office
Grant of Right of way	Meralco Business Center
Authorization to process CEI, with photocopy of ID of both the Owner and the Representative.	To be provided by the owner, applicant or contractor.
CEI REQUIREMENTS FOR TELECOMS	
1 copy of duly accomplished CFEI application form with sketch of location	To be provided by the owner, applicant or contractor.
1 copy of Yellow Card from ORMECO	ORMECO Business Center
1 photocopy of TCT / Lot Award / NHA Clearance (Proof of Ownership)	To be provided by the owner, applicant or contractor.
1 photocopy of Tax Declaration of Land and Building	To be provided by the owner, applicant or contractor.
1 photocopy of latest Tax Receipt / Tax Clearance for Land and Building	To be provided by the owner, applicant or contractor.
1 copy of Contract of Lease	To be provided by the owner, applicant or contractor.
Photocopy of Excavation Permit for Pole Installation	Municipal Engineering office
TPMO Clearance	TPMO Office
Clearance from Engineering Department	Municipal Engineering office
Approved Electrical Permit for Cell Site / Antenna	To be provided by the owner, applicant or contractor.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Electronics Permit for Cell Site / Antenna	To be provided by the owner, applicant or contractor.
Certificate of Use	To be provided by the owner, applicant or contractor.
Picture of Building / Structure, Service Entrance and Panel Board	To be provided by the owner, applicant or contractor.
Authorization to process CEI, with photocopy of ID of both owner and representative.	To be provided by the owner, applicant or contractor.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and Check completeness of application documents based on the checklist of requirements	None	30 minutes	Technical Staff
	1.2 Encode received applications and documents	None	10 minutes	Technical Staff
	1.3 Inspect location of project site	None	1 day	Building inspector/Building official
	1.4 Prepare inspection report	None	1 day	Technical Staff
	1.5 Evaluate documents for compliance	None	1 hr.	Technical Staff
	1.6 Final Evaluation of submitted requirements, if found and complete and compliant prepare assessment of permit		20 minutes	Technical Staff
	1.7 Prepare Order of Payment	Refer to NCBDO Memorandum Circular No. 1 series of 2016, "New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (Pd 1096)"	10 minutes	Technical Staff
	1.8 Sign and approve Order of Payment	None	30 minutes	Building inspector/ Building official
	2.1 Check and record O.R No., Assign Wiring permit number, Prepare CFEI	None	30 minutes	Technical Staff
	2.2 Approved and Signed Certificate of Final Electrical Inspection	None	30 minutes	Building inspector/Building official
3. Claim copy of approved Wiring Permit	3.1 Issue copy of Wiring Permit	None	10 minutes	Technical Staff
TOTAL			3 days	

8. Name of Services: APPLICATION FOR CERTIFICATE OF OPERATION OF MECHANICAL EQUIPMENT

Brief Description: Permit to Operate (PTO), A document issued by the Building Official, attesting that the mechanical equipment/machinery has been completed, deemed operational, and is safe for public use within a specific expiration period. This certification is granted once the accompanying principal plans, specifications, and other relevant documents submitted with the application are determined to be satisfactory and in substantial conformity with the Philippine Mechanical Code, National Building Code of the Philippines (NBCP), and its Implementing Rules and Regulations.

Office/Division:	Office of the Building Official (OBO)
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person, firm, or corporation including government agency or instrumentality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2 sets of duly accomplished Certificate of Completion for Mechanical originally signed and Sealed by a Professional Mechanical Engineer / Mechanical Engineer In-Charge with signature of Applicant and Mechanical Contractor.	To be submitted by the owner / applicant / contractor. * Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive: https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jqqEtxGdjPnm2dab
4 sets as-built mechanical plan originally signed and sealed by a Professional Mechanical Engineer (PME) with signature of Applicant <i>(In case there are changes in the approved plans)</i>	To be provided by the owner, applicant or contractor.
FOR ELEVATOR, ESCALATOR, DUMBWAITER, CARLIFT	
1 copy of approved Mechanical Permit to install and Mechanical plan	To be provided by the owner, applicant or contractor.
1 set of detailed Bill of Materials (actual cost) for mechanical works originally signed and sealed by PME	To be provided by the owner, applicant or contractor.
3 copies of latest PTR and PRC ID of PME originally signed and sealed	To be provided by the owner, applicant or contractor.
1 copy of Mechanical Specifications originally signed and sealed by a Professional Mechanical Engineer <i>(in case there are changes in the approved plans)</i>	To be provided by the owner, applicant or contractor.
1 copy of Certificate of Safe operating Condition and Load Testing Certificate originally signed and sealed by PME – for Elevator and Escalator	To be provided by the owner, applicant or contractor.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 copy of Certificate of Structural Stability originally signed and sealed by a Structural Engineer and 1 copy of latest PTR and PRC ID of Structural Engineer originally signed and sealed. (If applicable)	To be provided by the owner, applicant or contractor.
1 copy of Certificate of Occupancy (Photocopy) (if applicable)	To be provided by the owner, applicant or contractor.
1 copy of latest / valid PCAB license Registration of Mechanical Contractor (photocopy)	To be provided by the owner, applicant or contractor.
FOR GENERATOR, PUMPS AND OTHER MECHANICAL EQUIPMENT	
1 copy of duly notarized Affidavit of Change of Mechanical Engineer (if applicable)	To be provided by the owner, applicant or contractor.
1 copy of Authorization letter to process with attached photocopy of ID of the Owner and the Representative	To be provided by the owner, applicant or contractor.
1 copy of PTR and PRC ID of PEE originally signed and sealed	To be provided by the owner, applicant or contractor.
FOR EXISTING BUILDING/STRUCTURE OR UNIT	
1 copy of duly accomplished CFEI application form with sketch of location	To be submitted by the owner / applicant / contractor. <i>* Forms can be obtained in person at the 2nd Floor of the Roxas Municipal Building, Municipal Engineering office, or downloaded from the Office of the building official google drive:</i> https://drive.google.com/drive/folders/1L1yrYC77H6o8qK2jigqEtxGdiPnm2dab
1 copy of Yellow Card from ORMECO	ORMECO Business Center
1 photocopy of TCT/Lot Award / NHA Clearance (Proof of ownership)	To be provided by the owner, applicant or contractor.
1 photocopy of Tax Declaration of Land and Building	To be provided by the owner, applicant or contractor.
1 photocopy of latest Tax Receipt / Tax Clearance for Land and Building	To be provided by the owner, applicant or contractor.
1 photocopy of previously approved Building Permit / Occupancy Permit of the existing building / structure (for verification purposes only)	To be provided by the owner, applicant or contractor.
1 set of Electrical Plan / Electrical Load Schedule, originally signed and sealed by a Professional Electrical Engineer	To be provided by the owner, applicant or contractor.
1 set of Electrical Plan and Permit for Commercial / Industrial establishment	To be provided by the owner, applicant or contractor.
1 photocopy of Business Permit for Commercial / Industrial establishment	To be provided by the owner, applicant or contractor.
1 copy of Fire Safety Inspection Certificate (FSIC) for Business – for Commercial / Industrial establishment	To be provided by the owner, applicant or contractor.
1 copy of Barangay Clearance for CFEI application purposes.	From Barangay Hall where the house / building / structure is located
Picture of Building / Structure, Service Entrance and Panel Board	To be provided by the owner, applicant or contractor.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ADDITIONAL REQUIREMENTS IN CASE THE APPLICANT IS NOT THE LAWFUL OWNER OF THE PROPERTY, WHICHEVER IS APPLICABLE	
1 copy of duly notarized Contract of Lease / Duly notarized Affidavit of Consent signed by the property owner or all of the immediate Heirs of the Property Owner.	To be provided by the owner, applicant or contractor.
1 copy of duly notarized Extra Judicial Settlement	To be provided by the owner, applicant or contractor.
1 copy of duly notarized Deed of Absolute Sale	To be provided by the owner, applicant or contractor.
1 copy of duly notarized Deed of Donation	To be provided by the owner, applicant or contractor.
1 copy of Duly Notarized Special Power of Attorney signed by the Property Owner.	To be provided by the owner, applicant or contractor.
1 photocopy of Memorandum of Agreement (MOA) between the Lot Owner and HOA, for properties under the CMP of the Municipality	To be provided by the owner, applicant or contractor.
Homeowners' Association Clearance originally signed by the HOA President.	Office of the HOA President where the property is located
Duly Notarized Affidavit of Substitution from the HOA	Office of the HOA President where the property is located
Photocopy of Certification from UPAO and PHRU	UPAO and PHRU Office
Grant of Right of way	ORMECO Business Center
Authorization to process CEI, with photocopy of ID of both the Owner and the Representative.	To be provided by the owner, applicant or contractor.
CEI REQUIREMENTS FOR TELECOMS	
1 copy of duly accomplished CFEl application form with sketch of location	To be provided by the owner, applicant or contractor.
1 copy of Yellow Card from ORMECO	ORMECO Business Center
1 photocopy of TCT / Lot Award / NHA Clearance (Proof of Ownership)	To be provided by the owner, applicant or contractor.
1 photocopy of Tax Declaration of Land and Building	To be provided by the owner, applicant or contractor.
1 photocopy of latest Tax Receipt / Tax Clearance for Land and Building	To be provided by the owner, applicant or contractor.
1 copy of Contract of Lease	To be provided by the owner, applicant or contractor.
Photocopy of Excavation Permit for Pole Installation	Office of the Building official, 2 nd fl., Municipal Building
TPMO Clearance	TPMO Office
Clearance from Engineering Department	Office of the Building official, 2 nd fl., Municipal Building
Approved Electrical Permit for Cell Site / Antenna	To be provided by the owner, applicant or contractor.
Approved Electronics Permit for Cell Site / Antenna	To be provided by the owner, applicant or contractor.
Certificate of Use	To be provided by the owner, applicant or contractor.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Picture of Building / Structure, Service Entrance and Panel Board		To be provided by the owner, applicant or contractor.		
Authorization to process CEI, with photocopy of ID of both owner and representative.		To be provided by the owner, applicant or contractor.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and Check completeness of application documents based on the checklist of requirements	None	30 minutes	Technical Staff
	1.2 Receive and encode applications and documents	None	10 minutes	Technical Staff
	1.3 Inspect project location site	None	1 day	Building inspector/ Building official
	1.4 Prepare inspection report	None	1 day	Technical Staff
	1.5 Evaluate documents for compliance	None	1 hr.	Technical Staff
	1.6 Final Evaluation of submitted requirements, if found and complete and compliant prepare assessment of permit	None	20 minutes	Building inspector/Building official
	1.7 Prepare Order of Payment	Refer to NCBDO Memorandum Circular No. 1 series of 2016, "New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (Pd 1096)"	10 minutes	Technical Staff
	1. 8 Sign and approve Order of Payment		30 minutes	Building official
2. Claim Order of Payment, Pay Fees to Cashier and Present O.R. to OBO	2.1 Check and record O.R No., Assign Wiring permit number and Prepare CFEI		30 minutes	Technical Staff
	2.2 Approved and Signed Certificate of Final Electrical Inspection		30 minutes	Building inspector/Building official
3. Claim copy of approved Wiring Permit and sign on log book	Issue copy of Wiring Permit		10 minutes	Technical Staff
TOTAL			3 days	

9. Name of Services: APPLICATION FOR CERTIFICATE OF ANNUAL INSPECTION

Office/Division:	Office of the Building Official (OBO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person, firm, or corporation including government agency or instrumentality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complete Set of updated As-built Plans – Architectural, Plumbing, Electrical, Mechanical (per equipment), Electronics, originally signed and sealed by respective engineers and architect, Tabulated Area per Floor, Tabulated List of Residential units with Floor area per unit *	To be provided by the owner, applicant
1 copy of Occupancy Permit and Certificate of Completion (photocopy)	To be provided by the owner, applicant
1 copy of previously approved Certificate of Annual Inspection (photocopy)	To be provided by the owner, applicant
1 copy of Tax Declaration of Building (photocopy) *	To be provided by the owner, applicant
1 copy of latest Business Permit (TOP, OR, Mayor's Permit) (photocopy)	To be provided by the owner, applicant
1 copy of Latest Fire Safety Inspection Certificate (FSIC) for Business Permit (photocopy)	To be provided by the owner, applicant
1 copy of previous annual permit OR and TOP (photocopy)	To be provided by the owner, applicant
1 copy of latest Certificate of Safe Electrical Installations with date of issuance and validity, signed and sealed by PEE with latest test results, e.g. Thermal Scanning, etc. (original copy)	To be provided by the owner, applicant
1 copy of latest Certificate of Safe Operating Condition / Good Running Condition of machinery / equipment (per equipment), issued by your respective equipment Maintenance Service Provider and signed and sealed by PME and Updated List of equipment with specs and quantity, with date of issuance and validity originally signed and sealed by PME (Elevator, Genset, Fire Protection, STP, Mechanical Ventilation, Pumps, Motors) (original copy)	To be provided by the owner, applicant
1 copy of certificate of good working condition of plumbing installations signed and sealed by Sanitary Engineer, with date of issuance and validity (original copy)	To be provided by the owner, applicant
1 copy of latest PTR and PRC ID of Engineers, originally signed and sealed	To be provided by the owner, applicant
1 copy of previous Permit to Operate of Various	To be provided by the owner, applicant
Mechanical Equipment (photocopy)	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Updated Discharge Permit from LLDA (for STP) (photocopy)		To be provided by the owner, applicant		
1 Copy of duly accomplished Joint Certification of structural stability supported by structural design and analysis that conforms with NSCP 2015 and material testing (for Building / Structure of more than 15 years), originally signed and sealed by Structural Engineer with copy of updated PTR and PRC ID of Structural Engineer (original copy) *		To be provided by the owner, applicant		
1 copy of Latest Certificate of Calibration of Earthquake Recording Instrument (original)		To be provided by the owner, applicant		
1 copy of Contingency and Evacuation Plan (photocopy) *		To be provided by the owner, applicant		
1 copy of Certificate of Installation of Earthquake Recording Instrument (photocopy) *		To be provided by the owner, applicant		
1 copy of Compliance Report based on the Previously issued Notice to Comply and Inspection Report.		To be provided by the owner, applicant		
PTO REQUIREMENTS				
DENR Permit to Operate for Genset and CENRO Clearance		DENR Office / CENRO Office		
Certificate of Compliance from ERC for Genset		ERC Office		
Certificate of Good Working Condition for Boiler from DOLE		DOLE Office		
Storage Permit for LPG from BFP		BFP – Roxas		
Third Party Inspection Certificate, for various mechanical equipment		To be provided by owner, applicant		
Elevator Inspection Checklist		To be submitted by the owner / applicant <i>Forms can be obtained in person at the 2nd fl., Municipal Building, Office of the Building Official</i>		
Certificate of Compliance from BME-PRC		PRC – BME Office		
Copy of previous Permit to Operate of Equipment		To be provided by owner, applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and Check completeness of application documents based on the checklist of requirements	None	40 minutes	Technical Staff
	1.2 Receive and encode applications and documents	None	10 minutes	Technical Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Arrange and execute building inspection, validation, and/or assessment of the building/ structure using on-site as-built plans and accompanying documentation. 1.4 Prepare inspection report and Notice to Comply.	None	7 days	Technical Staff
	1.5 Evaluation of Building Plans and other supporting documents.	None	10 days	Building official
	1.6 Prepare Order of Payment	Refer to NCBD0 Memorandum Circular No. 1 series of 2016, "New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (Pd 1096)"	2 days	Technical Staff
	1.7 Sign and approve Order of Payment	None	1 hr.	Building official
	2.1 Issue Order of Payment	None	10 minutes	Technical Staff
	2.2 Received payment and issue official receipt (O.R.)	None	15 minutes	Treasurer at Treasurer's office
	2.3 Check and Record O.R. No. and assign Certificate of Annual Inspection Numbers	None	2hrs.	Technical Staff
	2.4 Prepare Annual Inspection Certificate	None	15 minutes	Technical Staff
	2.5 Sign Certificate of Annual Inspection	None	30 minutes	Building official
3. Claim approved Certificate of Annual Inspection and Sign on Logbook	3.1 Release Certificate of Annual Inspection	None	10 minutes	Technical Staff
TOTAL			3 days	

10. Name of Service: ISSUANCE OF CERTIFICATIONS

Brief Description: The OBO will be issuing Certifications as requested for by any interested parties. These Certifications includes Appearances, Building Permit issuances (found in their Record Book) and other infra-related concerns.

Office/Division:	Office of the Building Official (OBO)
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person, firm, or corporation including government agency or instrumentality

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Receive and record the request letter in the logbook and submit it to Municipal Engineer A. If inspection is needed, proceed to 1.3 B. If inspection is needed, proceed to 1.4	None	30 minutes	Technical Staff
	1.3 Act on the request by endorsing request to the Inspecting team.	None	3 hrs.	Building inspector
	1.4. Prepare the Certification	None	30 minutes	Technical Staff
2. Pay fees at the Treasurer's Office and submit O.R to OBO staff.	2. Prepare billing	150 pesos	10 minutes	Cashier at Treasurer's office
3. Claim Certification	3. Issue Certification	None	10 minutes	Technical Staff
TOTAL			1 day	

11. Name of Process: PREPARATION OF PLANS AND PROGRAM OF WORKS

Brief Description:

One of the services rendered by the Municipal Engineer's Office, is the preparation of Plans and Program of Works as requested by barangay officials, private concerned citizens, departments of the municipal government and other government offices.

These usually are regarding Rehabilitation, improvement and construction of:

- Drainage Systems
- Concrete Roads
- Opening of Farm to Market Roads
- Flood Control facilities such Seawall, slope protection and irrigation
- Water System and Facilities
- Public and Government Buildings such as Barangay Hall, evacuation center, health center, Day Care Center, Multi- purpose hall, Classroom buildings.
- Other Infrastructure Projects such as fence, concrete pavement, solar dryer, and other proposed infra projects for funding.
- Other proposed infra projects funded under SEF

These services are being provided to guide constituents in the implementation of the proposed project especially regarding plans, specifications and costs.

Office/Division:	Office of the Municipal Engineer
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens; G2G – Government to Government
Who may avail:	Local Government Offices and Departments, Barangays, and other Government Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request specifying the service needed Approved budgetary requirements	Requesting barangays/office Municipal Budget office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Staff receives and records the request in a logbook.	None	3 mins.	Engineering Staff/ Technical staff
	1.2 Area engineer evaluates and asses the request.	None	5 mins.	Technical staff
	2.1 Conduct ocular inspection	None	3 hrs	Technical staff
	2.2 Prepare preliminary sketch plan/and estimates	None	2 hrs	Technical staff
	2.3 Market Scooping	None	1 hr.	Admin staff
	3.1 Prepare POW	None	1 hr.	Technical staff/ Engineer 1
	3.2 Check and review POW	None	30 mins	Engineer 1
	3.3 Sign and Approve POW	None	15 mins	Municipal Engineer
	3.4 Notify the requesting agency for the release of POW	None	5 mins	Admin staff
4. Fill up Log Book and Claim Approve POW	4.1 Record and Filed receiving Copy of POW.	None	5 mins	Admin Staff
TOTAL			8 hrs 3 mins	

12. Name of Service: PREPARATION OF PLANS & PROGRAM OF WORKS (Complex Transaction)

Office/Division:	Office of the Municipal Engineer
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Local Government Offices and Departments, Barangays, and other Government Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request specifying the service needed Approved budgetary requirements	Requesting barangays/office Municipal Budget office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the area engineer.	1.1 Staff receives and records the request in a logbook.	none	3 mins.	Engineer 1
	1.2 Area engineer evaluates and asses the request.	none	5 mins.	Engineer 1
2 Assist the site engineer for their investigation and validation.	2.1 Conduct ocular inspection	none	4 hrs	Engineer 1
	2.2 Prepare detailed engineering plan/ and estimates	none	2 days	Engineer 1
	2.3 Market Scooping	None	2 hrs	Admin staff
3.Wait for the notification/ Follow up release of POW.	3.1 Prepare POW	None	3 hrs	Engineer 1
	3.2 Check and Review POW	none	1 hr.	Engineer 1
	3.3 Sign and Approve POW	none	30 mins	Municipal Engineer
	3.4 Notify the requesting agency for the release of their POW	None	5 mins	Admin staff
4. Claim Approve POW	3.1 Record and Filed receiving Copy of POW.	None	5 mins	Admin Staff
TOTAL			3d 2hrs 48mins	

13. Name of Service: PREPARATION OF PLANS & PROGRAM OF WORKS (Highly Technical Transaction)

Office/Division:	Municipal Engineering Office
Classification:	Highly Technical transaction
Type of Transaction:	G2G, G2C
Who may avail:	Local Government Offices and Departments, Barangays, and other Government Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Letter Request specifying the service needed Approved budgetary requirements 	Requesting barangays/ office Municipal Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the area engineer assign.	1.1 Staff receives and records the request in a logbook.	none	3 mins.	Engineer 1
	1.2 Area engineer evaluates and asses the request.	none	30 mins.	Engineer 1
2 . Assist the site inspector for their site investigation and validation.	2.1 Conduct ocular inspection	none	1 day	Engineer 1
	2.2 Prepare detailed engineering plan/ and estimates	none	7 days	Engineer 1
	2.3 Market Scooping	none	1 day	Admin staff
3.Wait for the notification/ Follow up release of POW.	3.1 Prepare POW	None	2 days	Engineer 1
	3.2 Check and review POW	None	1 day	Engineer 1
	3.3 Sign and Approve POW	None	30 mins	Municipal Engineer
	3.4 Notify the requesting agency/authority for the release of POW	None	5 mins	Admin staff
4. Claim Approve POW and Detailed engineering Designs	4.1 Record and Filed receiving Copy of POW.	None	5 mins	Admin Staff
TOTAL			12 d 1hr 12mins	

14. Name of Process: MAINTENANCE OF ROADS AND OTHER INFRASTRUCTURE FACILITIES

Brief Description:

INFRASTRUCTURE maintenance services provided by the Municipal Engineer's Office include:

- Rehabilitation of Roads and Shoulders
- Repair of Buildings and Other Facilities
- Clearing/ dredging of Creek/ Rivers
- Rehabilitation of Water System and Facilities
- Maintenance of Streetlights
- Maintenance Basketball Court

Office/Division:	MUNICIPAL ENGINEERING OFFICE
Classification:	Simple, Complex Transaction: A transaction that is simple in nature and needs immediate actions such as repair and maintenance of Public infrastructure facilities like replacement of defective bulb and plumbing repair due to leakage. Complex Transaction: A transaction that includes all the projects implemented by admin mode of implementation such as improvement of mph, rehabilitation of roads and other public structures and facilities funded either by barangays or municipalities.
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Local Government Offices and Departments, Barangays, and other Government Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> · Letter Request specifying the service needed · Approved POW · Approved budgetary requirements 	Requesting barangays/ office Municipal Engineering Office Municipal Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Staff receives and records the request in a logbook.	none	5 mins.	Engineering Staff/ engineer 1
	1.2 Area engineer evaluates and assesses the request based on Approved POW if available or	none	5 mins.	Engineer 1
2 . Assist the site engineer for their investigation and validation.	2.1 Conduct ocular inspection	none	2 hrs	Engineer 1
	3.1 Set Schedule	none	10 mins	Engineer 1
	3.2 Dispatch team to do the task	None	1 day+ no. Of specific time requested	Maintenance staff/team
TOTAL			1d 2hrs 20mins+ spec. Time requested	

15. Name of Process: INFRASTRUCTURE PROJECT IMPLEMENTATION (Simple Transaction)

Brief Description:

The municipal Engineering office is in charge in the implementation / supervision/ monitoring of the approved infrastructure projects as per POW, PLANS AND SPECIFICATIONS funded by barangays, municipal, provincial, national and other concerned agencies.

Office/Division:	MUNICIPAL ENGINEERING OFFICE
Classification:	Simple transaction
Type of Transaction:	G2G, G2C
Who may avail:	Local Government Offices and Departments, Barangays, and other Government Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Approved POW (IF by Admin) Geotagg photos 	<ul style="list-style-type: none"> Approved POW (IF by Admin) Geotagg photos

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Monitor construction activities	none	15 mins	Technical Staff
2. Submit geotagg photos with approved POW	2.1 Prepare an Inspection Report 2.2 Check ,review and validate SWA/ Inspection Report 2.3 Sign and Approve SWA/ Inspection Report for Billing	None None None	30 mins 4 hrs 15 mins	Technical /admin staff Engineer 1 Municipal Engineer
3.Claim Inspection Report	3.1 Filed and record inspection report issued.	none	5mins	Admin staff
TOTAL			5hrs 5 mins	

16. Name of Service: INFRASTRUCTURE PROJECT IMPLEMENTATION (Complex Transaction)

Office/Division:	Municipal Engineering Office
Classification:	Complex transaction, Highly Technical Transaction
Type of Transaction:	G2G, G2C
Who may avail:	Local Government Offices and Departments, Barangays, and other Government Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Notice to Proceed • Geotagg photos • Material test Results • DOLE Certification 	<ul style="list-style-type: none"> • BAC/Municipal Engineering office • Contractor/implementing unit • Accredited testing Center • DOLE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 .Submit request for billing	1.1 Accept and endorse request for billing	None	30 mins	Engineer 1
	2.1 Conduct ocular inspection based on the billing request submitted.	none	1/2 day	Engineer 1
	2.2 Prepared Statement of Work Accomplishment			
	2.3 Check ,review and validate SWA/ Inspection Report	None	4 hrs	Engineer 1
	2.4 Sign and Approve SWA/ Inspection Report for Billing	None	15 mins	Municipal Engineer
3.Follow up Billing Request	Endorse for Pre -Audit	none	5mins	Admin staff
TOTAL			5hrs 5 mins.+ cd indicated in pow	

17. Name of Process: PREPARATION OF SUPPORTING DOCUMENTS FOR BILLING OF ALL INFRASTRUCTURE PROJECTS

Brief Description:

The municipal Engineering office is in charge of the preparation , consolidation of all checklist /documentary requirements and processing for the payment of all infrastructures related projects..

Office/Division:	Municipal Engineering Office
Classification:	Simple and Complex Transaction
Type of Transaction:	G2C
Who may avail:	Local Government Offices and Departments, Barangays, and other Government Entities

17.A For all Competitive Bidded Projects (By STRAIGHT CONTRACT)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification of Funds Availability by the Municipal Accountant	Accountant
CAFAO	End User
DV	End User
PR	
PO	
WARRANTY SECURITY PER SEC 62.1	Accountant
Bid Data Sheet	BAC
Instruction to Bidders	BAC
General Conditions of the Contract	BAC
Special Conditions of the Contract	
Minutes of pre-procurement conference (required 10 M for INFRA 5M FOR GOODS 2M Consulting)	
Minutes of pre-bid conference (required for 1 M above)	BAC



Minutes of Bidding	BAC
Bid evaluation report	BAC
Post Qualification Report	BAC
Notice of post Qualification	BAC
Notification to Losing Bidder (Section 37.1.1 of the RIRR of RA 12009)	BAC
NOTICE OF AWARD	BAC
POSTING OF WARD IN PHILGEPS	BAC
NOTICE TO PROCEED	BAC
POSTING OF NTP IN PHILGEPS	BAC
EVIDENCE OF INVITATION OF AT LEAST THREE OBSERVERS	BAC
Certification of the Head of the BAC Secretariat on the posting of advertisement at conspicuous places (Section 21.2.1a of the RIRR of RA 9184)	BAC
Proof of Posting of Notice of Award agency's website, if any, and conspicuous places (Section 37.1.6 of the RIRR of RA 9184)	BAC
Copy of O.R of Bid Documents	BAC
Bid Form	BAC
Abstract of Quotation (as read)	BAC
BAC Resolution declaring the bidder LCRB	BAC
CONTRACT	BAC
WARRANTY SECURITY AS PER SEC 62.2 OF RA 9184/PERFORMANCE SECURITY	CONTRACTOR
CARI (Contractor's All Risk Insurance)	CONTRACTOR



Cash Flow and Payment Schedule	CONTRACTOR
Construction Methods in narrative form	CONTRACTOR
Construction Safety & Health Program approved by DOLE	CONTRACTOR
Construction and S-Curve	CONTRACTOR
Quality Control Program	ENGINEERING
Project Organization Chart for the Contract (Section 25.2(b) of the RIRR of RA 9184)	CONTRACTOR
Equipment Utilization Schedule (Section 37.2.3 of the RIRR of RA 9184)	CONTRACTOR
Certification from the PTO on the Sand & Gravel Tax paid by the Contractor	CONTRACTOR
Materials Quality Control Test Results	CONTRACTOR
Pouring Permit (for concreting projects)	CONTRACTOR
CONTRACTORS AFFIDAVIT OF PAYMENT OF LABORERS AND MATERIALS IN EVERY PROGRESS PAYMENT	CONTRACTOR
EVIDENCE OF COMPLIANCE WITH COA CIRCULAR 2013-004 (billboard)	CONTRACTOR
RESULT OF TEST ANALYSIS (WATER AND STRUCTURE TESTING)	CONTRACTOR
Survey Report	CONTRACTOR/ENGINEERING
Site Investigation Report	CONTRACTOR/ENGINEERING
Foundation Investigation Report	CONTRACTOR/ENGINEERING
Soil and Materials Investigation Report	CONTRACTOR/ENGINEERING
PICTURES	CONTRACTOR/ENGINEERING
Acceptance and Inspection Report	ENGINEERING



Inventory and custodian receipt	ENGINEERING
Program of Work and Detailed Estimates (Section 9.1 of Circular 2012-001)	ENGINEERING
DRAWINGS AND SPECIFICATIONS	ENGINEERING
Resume Order (if needed)	ENGINEERING
Certificate of Agency Inspection	ENGINEERING
PERT/CPM	ENGINEERING
INSPECTION REPORT OF THE MUNICIPAL ENGINEER IN EVERY PROGRESS PAYMENT	ENGINEERING
INSPECTION REPORT OF THE MUNICIPAL INSPECTORATE TEAM	MIT
APPROVED STATEMENT OF TIME ELAPSED	ENGINEERING
Statement of Work Accomplished/Progress Billing	ENGINEERING
Certificate of Completion (for 100% completed)	ENGINEERING
Certificate of Acceptance (Section 9.1.1.4 of COA Circular 2012-001)	ENGINEERING
Project Procurement Management Plan (PPMP)	ENGINEERING
AIP	ENGINEERING
Approved Budget	ENGINEERING
Detailed Computation of Approved Budget	ENGINEERING
APPROVED AS BUILT PLANS	ENGINEERING
RESUME ORDER (IF APPLICABLE)	ENGINEERING
Warranty Security under 62.2.3.3 Upon Final Acceptance	CONTRACTOR

Letter request from contractors for advance/progress/final payment or for substitution incase of retention money, as applicable	CONTRACTOR
Checklist of Technical and Financial Documents	BAC
INVITATION TO VID	BAC
MAYOR'S PERMIT	CONTRACTOR
DTI	CONTRACTOR
Tax clearance	CONTRACTOR
PhilGEPS Registration Certificate (PLATINUM MEMBERSHIP)	CONTRACTOR
GIS or a separate Beneficial Ownership Declaration Form	CONTRACTOR
- List of all Ongoing Government & Private Contracts including Contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period as stated in the Bidding Documents.	CONTRACTOR
Projects listed must be supported with Contract Agreement and Notice of Award and/or Notice to Proceed	CONTRACTOR
- Statement of all Government & Private Contracts completed which are similar in nature	CONTRACTOR
Projects listed must be supported with Contract Agreement, Notice of Award and/or Notice to Proceed, Certificate of Completion and/or Certificate of Acceptance	CONTRACTOR
Statement of Single Largest Completed Contract (SLCC) similar to the Contract to be bid, within the relevant peroid as provided in the Bidding Documents in the case of Goods. (Section 37.2.3 of the RIRR of RA 9184)	
Valid Philippine Contractors Accreditation Board (PCAB) license and registration for the type and cost of contract to be bid.	
Audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year	
The prospective bidders' computation for its Net Financial Contracting Capacity (NFCC) or a commitment from a Universal Commercial Bank to extend a credit line in favor of the prospective bidder if awarded the contract to the bid.	
Valid Joint Venture Agreement, if applicable (Each partner of the joint venture shall submit the legal eligibility documents by any of	



the joint venture partners constitutes compliance)	
Manpower Schedule	
Affidavit of Site Inspection duly signed by the bidder	
Data Sheet of Key Personnel specifying complete qualification and experience	
Duly Signed Bid Prices in the Bill of Quantities	
Bid Securing Declaration	
OMNIBUS SWORN STATEMENT	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request For billing and other supporting documents including the material test results and Dole Certifications	1.1 Consolidate all the supporting requirements/ documents for the specific projects.	none	1 day	Engineering Aide
	1.2 Prepare for all the required documents for COA pre audit	none	2 days	Engineering Aide
2. Follow up Billing Request	2.1 Process all required documents for payment	none	2 days	Engineering aide/ Admin Aide
3. Claim Payment/ Check	3. Notify the clients status of payment	none	30 mins	MTO
TOTAL			5days 30 mins.	

**17. B Small Value Procurements
(PROCUREMENTS BELOW 400,000.00)**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>PR PO/CONTRACT Market scoping Annual Procurements Plan/Final PPMP RFQ-Posting on Philgeps (invitation) for those with ABCs equal to Two Hundred Thousand Pesos (200,000.00) RFQ sent to 3 suppliers (1 valid supplier response) BAC Resolution Notice of Award</p> <p>Posting of Award on Philgeps:for those with ABCs equal to Two Hundred Thousand Pesos (200,000.00) and above Mayor's Permit Latest BIR income Tax return Philgeps Registration (platinum or red membership) Sales Invoice Delivery Receipt Inventory Custodian(Semi- Expendable Goods) Requisition Issue Slip (for Supplies and Other Materials)</p>	<p>End user/ Municipal Engineering Office End user/ Municipal Engineering Office Procurement Unit Municipal Engineering Office Bids And Award Committee</p> <p>Supplier BAC Secretariat Bids and award Committee Bids And Award Committee Bids and Award Committee</p> <p>Supplier Supplier Supplier Supplier Supplier GSO GSO/ End user</p>
<p>Inspection and Acceptance Report Property Acknowledge Receipt for PPE 50,000 and above Pictures Omnibus Sworn statements(for 50,000 and above) Recipient (consumable goods/food) Warranty Certificate (PPE/if applicable) Mayor's Permit Certificate of Availability Report Addition Documents for: Repairs and Maintenance Pre and Post Inspection Report Waste Materials Report Programs/Event SB Resolution or Program Proposal Infrastructure (materials) Program of Work (POW)</p>	<p>GSO/ End User GSO GSO/ SUPPLIER SUPPLIER END USER SUPPLIER SUPPLIER SUPPLIER</p> <p>MUNICIPAL ENGINEERING OFFICE MUNICIPAL ENGINEERING OFFICE GSO END USER END USER/ SB MUNICIPAL ENGINEERING OFFICE MUNICIPAL ENGINEERING OFFICE</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and supporting documents	1.1 Consolidate all supporting documents and other requirements as listed above.	none	1 day	Engineering Aide
	1.2 Prepare for COA pre audit	none	1 day	BAC SECRETARIAT
2. Follow up Billing Request	2.1 Process all required documents for payment	none	2 days	Engineering aide/ Admin Aide
3. Claim Payment/ Check	3. Notify the clients for status of payment / claims	none	30 mins	Office of the Municipal Treasurer
TOTAL			4days 30 mins.	

17. C PAKYAW -LABOR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CAFOA VOUCHER APPLICATION(PAKYAW SYTEM) CERTIFICATE NO REGULAR LICENSE CONTRACTOR INVITATION TO PAKYAW GROUPS (AFTER DELIVERY OF MATERIALS) AGREEMENT AFFIDAVIT OF CONTRACTOR EVERY BILLING CERTIFICATE OF COMPLETION CERTIFICATE OF ACCEPTANCE (100%COMPLETED) INSPECTION REPORT PICTURE SKETCH PLAN POW MINUTES SWA	END USER/ MEO END USER/ MEO END USER/ MEO CONTRACTOR MEO MEO MEO MEO MEO MEO MEO MEO MEO MEO BIDS AND AWARD COMMITTEE MEO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill up application form and notarize	1. Prepare all supporting documents.	None	1 day	Engineering Aide
2. Submit Notarize forms	2. Consolidate all supporting documents and other requirements	none	4 hrs.	Engineering aide/ Admin Aide
3. Follow up request for Payment	3. Process of payment	none	30 mins	Admin aide
4. Claim checks / payments	4. notification and release of claims	none	30 mins	Office of the municipal treasurer
TOTAL			1 DAY 5 HRS.	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>For any concern/s, comments and suggestions an applicant reach out our office located at 2nd floor, Office of the Building Official, Roxas Municipal Building thru:</p> <ol style="list-style-type: none"> 1. Formal Letter; 2. Official email address of the office : (oboormin@gmail.com) <p>Applicants may write on a feedback form available at the office of the building official, and may drop on the suggestion box once the form has been filled up.</p>
How feedback is processed	The assigned officer regularly records all the feedback and endorses it to the Head of Office for validation.
How to file a complaint	<p>For any complaints, concern/s, an applicant may reach out our office located at 2nd floor, Office of the Building Official, Roxas Municipal building thru:</p> <ol style="list-style-type: none"> 1. Formal Letter; 2. Via official email address of the office : (oboormin@gmail.com)
How complaints are processed	After the complaint letter has been received and read, the office will conduct immediate actions and make a response letter signed by the Head of Office and may send via email
Contact Information	oboormin@gmail.com



OFFICE OF THE MUNICIPAL TREASURER
External Services

1. Name of Service: COLLECTION OF REAL PROPERTY TAX

Brief Description: To provide excellent and efficient financial services, which includes the prudent management of government funds and debt, and the collection of taxes and other fees. An annual ad valorem tax on real property such as land, buildings, machinery and other improvements not specifically exempted under the law.

Office/Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Real Property Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down	List down
1. Previous Tax Receipt	1. Owner of the Property
2. Notice of Tax Assessment	2. Municipal Assessor's Office
3. Tax Declaration	3. Municipal Assessor's Office
4. Tax Billing	4. Municipal Treasurer's Office
5. Special Power of Attorney (if representative)	5. Notary Public or Public Attorney's Office
6. Authority from the Family (if family representative)	6. Concern Family
7. Government Issued ID	7. Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
2. Present/ Submit required documents	1. Received/Verification of documents from the client	2% of assessed value of the property	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax System/FinanSys	None	10 minutes	Revenue Collection Clerks
	3. Computation of tax due/Inform the payer/s of their tax due	None	5 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
	TOTAL		33 minutes	

***Note: The allotted total time is per transaction of the Real Property Tax payment.

2. Name of Service: COLLECTION OF FEES & CHARGES

Brief Description: Collection of regulatory and service fees such as clearance and certification fees, permit fees and inspection fees.

2.1 Zoning Clearance Fee

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	TRANSACTING PUBLIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down	List down
1. Order of Payment	1. From MPDO/Zoning Administrator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
2. Submit required documents	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax System/FinanSys	None	10 minutes	Revenue Collection Clerks
	3. Inform the payer/s of their tax due	None	3 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
	TOTAL		32 minutes	

- I. Zoning/Locational clearance
 - A. Single residential structure attached or detached:
 1. P100,000 and below - P200.00
 2. Over P100,000 to P200,000 - P400.00
 3. Over P200,000 - P500.00 + 1/10 of 1% in excess of P200,000
 - B. Apartments/Townhouses
 1. P500,000 and below - P 1,000.00
 2. Over P500,000 to 2 Million - 1,500.00
 3. Over P2 Million - 2,500.00 + 1/10 of 1% in excess of P2 Million regardless of the number of doors
 - C. Dormitories
 1. P2 Million and below - P 2,500.00
 2. Over P2 Million - 2,500.00 + 1/10 of 1% of cost in excess of P2M regardless of the number of doors
 - D. Institutional – Project cost of which is:
 1. Below P2 Million - P2,000.00
 2. Over P2 Million - 2,000.00 + 1/10 of 1% of cost in excess of P2M
 - E. Commercial, Industrial and Agro-Industrial Project cost of which is:
 1. Below P100,000 - P 1,000.00
 2. Over P100,000 – P500,000 - 1,500.00
 3. Over P500,000 – P1Million - 2,000.00
 4. Over P1M – P2 Million - 3,000.00
 5. Over P2 Million - 5,000.00 + 1/10 of 1% of cost in excess of P2M
 - F. Special Uses / Special Projects
(Gasoline station, cell sites, slaughter house, treatment plant, etc)
 1. Below P2 Million - P 5,000.00
 2. Over P2 Million - 5,000.00 + 1/10 of 1% of cost in excess of P2M
 - G. Alteration/Expansion (affected areas/cost only) same as original application
- II. Subdivision and Condominium Projects (Under P.D. 957)
 - A. Approval of Subdivision Plan (including town houses) P250/ha. or a fraction thereof
 1. Preliminary Approval and Locational Clearance (PALC) / Preliminary Subdivision Development Plan (PSDP)
 - Inspection Fee - P 1,000/ha.
 2. Final Approval & Development Permit - P2,000/ha. regardless of density
 - Additional Fee on floor area of Houses and building sold with lot - P2/sq.m.
 - Inspection fee - 1,000/ha. regardless of Density
 (Projects already inspected for PALC application may not be charged inspection fee)
 3. Alteration of Plan (affected areas only) - same as Final Approval and Development Permit

4. Certificate of Registration Processing Fee - P2,000.00
 5. License to Sell - P150.00
 - Additional fee on floor area of Houses * building sold with lot - P10/sq. m.
 - Inspection fee - P1,000/ha. regardless of density
 6. Certificate of Completion
 - Certification Fee - P150.00
 - Processing Fee - 2,000/has. regardless of density
 7. Extension of time to develop - P350.00
 - Inspection fee (affected/unfinished areas only) - P1,000/ha. regardless of density
- B. Approval of Condominium Project (Final Approval and Development Permit)
1. Processing Fee
 - a) Land area - P5/sq. m.
 - b) No. of floors - P200/floor
 - c) Building areas - P4/sq. m.
 Inspection fee - P12/sq. m. of GFA
 2. Alteration of Plan (affected areas only) - Same as final approval and development permit
 3. Conversion (affected areas only) - same as final approval and development permit
 4. Certificate of Registration
 - Processing Fee - P2,000.00
 5. License to Sell
 - a) Residential (saleable areas) - P12/sq. m.
 - b) Commercial/Office (saleable areas) - P25/sq. m.
 6. Extension of Time to Develop
 - Processing Fee - P350.00
 - Inspection Fee (affected/unfinished areas only) - P12/sq. m. of GFA
 7. Certificate of Completion
 - Certificate Fee - P150.00
 - Processing Fee - P12/sq.m. of GFA
- C. Projects under BP 220
- A. Subdivision
1. Preliminary Approval and Locational Clearance
 - a. Socialized housing - P75/ha.
 - b. Economic housing - P150/ha.
 - *Inspection fee:*
 - a. Socialized housing - P200/ha.

- b. Economic housing - P500/ha.
- 2. Final Approval and Development Permit
 - *Processing Fee*
 - a. Socialized Housing - P500/ha.
 - b. Economic housing - 1,000/ha
 - *Inspection Fee*
 - a. Socialized housing - P200/ha.
 - b. Economic housing - 500/ha.

(Projects already inspected for PALC application may not be charged inspection fee)
- 3. Alteration of Plan (affected areas only) – same as Final Approval and Development Permit)
- 4. Building Permit (floor area of housing unit) - P5.00/sq. m.
- 5. Certificate of Registration
 - *Application Fee*
 - a. Socialized housing - P350.00
 - b. Economic housing - 500.00
- 6. License to Sell (per saleable lot)
 - a. Socialized housing - P20/lot
 - b. Economic housing - P50/lot

(Additional fee on floor area of houses/
building sold with lot) - P2/sq. m.

 - *Inspection Fee*
 - a. Socialized housing - P200/ha.
 - b. Economic housing - 500/ha.
- 7. Extension of Time to Develop
 - *Filing Fee*
 - a. Socialized housing - P350.00
 - b. Economic housing - P350.00
 - *Inspection fee* (affected/unfinished areas only)
 - a. Socialized housing - P200/ha.
 - b. Economic housing - 500.00
- 8. Certificate of Completion
 - *Certificate fee*
 - a. Socialized housing - P150.00
 - b. Economic housing - 150.00
 - *Processing fee*
 - a. Socialized housing - P200/ha.
 - b. Economic housing - P500/ha.
- 9. Occupancy Permit - P2/sq. m.
 - *Inspection Fee* (saleable floor area of the housing unit)
 - a. Socialized housing - P5/sq. m.
 - b. Economic housing - 5/sq. m.

- B. Condominium
 - 1. Preliminary Approval and Locational Clearance – P500
 - 2. Final Approval and Development Permit
 - a. Total land area - P5/sq. m.
 - b. Number of Floor - P100/floor
 - c. Building area - P2/sq. m. of GFA
 - Inspection Fee - P2/sq. m. of GFA
 - 3. Alteration of plan (affected areas only) – Same as Final Approval and Development Permit
 - 4. Certificate of Registration - P500.00
 - 5. License to Sell - P5/sq. m.
 - 6. Extension of Time to Develop
 - Inspection Fee (FA x P2 x % of remaining development cost - P2/sq. m. of saleable area
 - 7. Certificate of Completion
 - Certificate Fee - P150
 - Processing Fee - P3/sq. m. of GFA
- D. Approval of Industrial/Commercial Subdivision
 - 1. Preliminary Approval and Locational Clearance - P300/ha.
 - Inspection Fee - P1,000/ha. regardless of location
 - 2. Final Approval and Development Permit - P5,000/ha. regardless of location
(Projects already inspected for PALC application may not be charged inspection fee)
 - 3. Alteration of Plan (affected areas only) - Same as Final Approval and Development Permit)
 - 4. Certificate of Registration - P2,000.00
 - 5. License to Sell - P2/sq. m. of the land area
 - Inspection Fee - P1,000/ha. regardless of location
 - 6. Extension of Time to Develop - P350.00
 - Inspection fee (affected/unfinished areas only) – P1,000/ha.
 - 7. Certificate of Completion
 - a. Industrial - P350/ha. regardless of location
 - b. Commercial - P500/ha. regardless of Location
- E. Approval of Farmland Subdivision
 - 1. Preliminary Approval and Locational Clearance – P200/ha.
 - Inspection Fee - P500/ha.
 - 2. Final Approval and Development Permit – P1,000/ha.
 - Inspection fee - P500/ha.
(Projects already inspected for PALC application may not be charged inspection fee).
 - 3. Alteration of plan (affected areas only) Same as Final Approval and Development Permit
 - 4. Certificate of Registration - P2,000
 - 5. License to Sell - P500/lot
 - Inspection Fee - P1,000/lot
 - 6. Extension of Time to Develop - P350

- Inspection Fee (affected/unfinished areas only) – P1,000/ha.
- 7. Certificate of Completion
 - Certificate Fee - P150
 - Processing Fee - P1,000/ha.
- F. Approval of Memorial Park/Cemetery Project/Columbarium
 1. Preliminary Approval and Locational Clearance
 - a. Memorial Projects - P500/ha.
 - b. Cemeteries - P200/ha.
 - c. Columbarium - P2,500/ha.
 - Inspection fee
 - a. Memorial Projects - P1,000/ha.
 - b. Cemeteries - P500/ha.
 - c. Columbarium - P12/sq. m. of GFA
 2. Final Approval and Development Permit
 - a. Memorial Projects - P2/sq. m.
 - b. Cemeteries - P1/sq. m.
 - c. Columbarium - P200/floor

P4/sq. m. of GFA
P5/sq. m. of land area

 - Inspection Fee
(Projects already inspected for PALC application may not be charged inspection fee.)
 - a. Memorial Projects - P1,000/ha.
 - b. Cemeteries - P 500/ha.
 - c. Columbarium - P12/sq. m. of GFA
- 3. Alteration fee (Same as Final Approval/Dev't. Permit)
- 4. Certificate of Registration - P2,000
- 5. License to Sell
 - a. Memorial Projects - P50/2.5 sq. m.
 - Apartment-type - P20/per unit
 - b. Cemeteries - P20/tomb
 - c. Columbarium - P50/vault
 - Inspection fee
 - a. Memorial Park - P1,000/ha.
 - b. Cemeteries - P500/ha.
 - c. Columbarium - -
- 6. Extension of Time to Develop - P350.00
 - Inspection Fee (affected/unfinished areas only)
 - a. Memorial Projects - P1,000/ha.
 - b. Cemeteries - P500/ha.
 - c. Columbarium - P12/sq. m. of the

Remaining GFA

7. Certificate of Completion

- Certificate Fee - P150
- Processing Fee
 - a. Memorial Projects - P1,000/ha.
 - b. Cemeteries - P500/ha.
 - c. Columbarium - P4/sq. m. of GFA

G. Other Transactions/Certifications

A. Application/Request for:

1. Advertisement approval - P 500.00
2. Cancellation/Reduction of Performance Bond - P2,000.00
3. Lifting of Suspended Licenses to Sell - P2,000.00
4. Exemption from Cease & Desist Order - P 150.00
5. Clearance to Mortgage - P1,000.00
6. Lifting of Cease & Desist Order - P2,000.00
7. Change of Name/Ownership - P1,000.00
8. Voluntary Cancellation of CR/LS - P1,000.00
9. Revalidation/Renewal of Permit (Condominium) - 50% of assessed current Processing fees including Inspection fee

B. Other Certifications

1. Zoning Certifications - P500.00/ha.
2. Certification of Town Plan/Zoning Ordinance Approval - P150.00
3. Certification of New Rights/Sales - P150.00
4. Certificate of Registration (form) - P150.00
5. License to Sell (form) - P150.00
6. Certificate of Creditable Withholding Tax (maximum of 5 lots per certificate) - P150.00
7. Others, to include:
 - a. Availability to records/public request - P200.00
 - b. Certificate of no records on file - P200.00
 - c. Certification of with or without CR/LS -P200.00
 - d. Certified Xerox copy of documents (report size)
 - Document of five (5) pages or less - P 30.00
 - Every additional page - P 3.00
 - e. Photo copy of documents - P 2.00

H. Registration of Dealers/Brokers/Salesmen

- A. Dealers - P500.00
- B. Salesmen/Agent - P200.00

- I. Homeowner Associations
 - 1. Registration of HOA (Examination/Registration)
 - Articles of Incorporation - P650.00
 - By-Laws - P650.00
 - Books - P200.00
 - 2. Amendments:
 - Articles of Incorporation - P500.00
 - By-Laws - P500.00
 - 3. Dissolution of Homeowners Association - P500.00
 - 4. Certification of the new set of officers - P350.00
 - 5. Other Certifications - P150.00
 - 6. Inspection Fee (CMP Projects) - P500.00/ha.
- J. Legal Fees
 - A. Filing Fee - P1,000.00
 - B. Additional fee for claims (refund, damages, attorney's fees, etc):
 - 1. Not more than P20,000 - P 120.00
 - 2. More than P20,000 but less than P80,000 - P 400.00
 - 3. P80,000 or more but less than P100,000 - P 600.00
 - 4. P100,000 or more but less than P150,000 - P1,000.00
 - 5. For each P1,000 in excess of P150,000 - P 5.00
 - C. Petition for Review - P2,000.00
 - D. Pauper-litigants are exempted from payment of legal fees
 - 1. Those whose gross income is not more than P6,000 per month.
 - 2. Those who do not own real property.
 - E. Government agencies and its instrumentalities are exempted from paying legal fees.
 - F. Local government and government owned or controlled corporations with or without independent charters are not exempted from paying legal fees.
- K. Research/Service Fee (50% discount for students)
 - A. 1. Photocopy (maps: Subd./Condo. Plans; Presentation size) - P100.00
 - 2. Hard Copy from Diskettes (License to Sell data) - P30 1st 5 pages; P5/page in excess of 5
 - 3. Electronic File (License to Sell (Available Data) - P500/diskette; Additional P50 for rush jobs
 - 4. Electronic File (Land Use Maps available) - P10,000.00
 - 5. Certified True Copy – Map (Land Use Plan) - P100.00

2.1 Building Permit Fee as per Building Code

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	TRANSACTIONING PUBLIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of payment	1. Municipal Engineering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax System/FinanSys	None	10 minutes	Revenue Collection Clerks
	3. Inform the payer/s of their tax due	None	3 minute	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Correspondin g amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			32 minutes	

2.2 Embankment Fee as per Municipal Ordinance

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	TRANSACTIONING PUBLIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of payment	1. Municipal Engineering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax System/FinanSys	None	10 minutes	Revenue Collection Clerks
	3. Inform the payer/s of their tax due	None	4 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			30 minutes	



2.3 Secretary's Fee

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	TRANSACTIONING PUBLIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment	1. From Different Offices of this municipality

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax System/FinanSys	None	10 minutes	Revenue Collection Clerks
	3. Inform the payer/s of their tax due	None	3 minute	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	1 minute	Revenue Collection Clerks/ Clients
TOTAL			33 minutes	



- 1) For every one hundred (100) words or fraction thereof, typewritten (not including the certificate and any notation P100.00
- 2) Where the copy to be furnished is in printed form, in whole or in part, for each page (double this fee if there are two pages in a sheet 50.00
- 3) For each certificate of correctness (with seal of office) written on the copy or attached thereto 100.00
- 4) For certifying the official act of a municipal Judge or other juridical certificate, with seal 50.00
- 5) For certified copies of any paper, record, decree, judgment or entry of which any person is entitled to demand and receive a copy (in connection with judicial proceedings), for each hundred (100) words 100.00
- 6) Certified machine copy or any produced by copying machine, per page 100.00
- 7) Photocopy, per page 100.00

2.2.1 LOCAL CIVIL REGISTRY FEES

Section 4B.01. Imposition of Fees. There shall be collected for services rendered by the Local Civil Registrar of this municipality the following fee:

- a) Marriage Fees
 - 1) Application fee P200.00
 - Ø Applicants are both residents of the municipality 200.00
 - Non-residents (Either one or both are not residents of the municipality 500.00
 - Foreigners 1,000.00
 - 2) License fee 100.00
 - 3) Solemnization fee 300.00
 - 4) Family planning/counseling fee (including certificate 150.00
- b) For registration of the following:
 - 1) Court orders/decrees 200.00
 - 2) Naturalization 500.00
 - 3) Other Legal Instruments 100.00
 - 4) Delayed registration of:
 - 4.a) Birth:

- 4.a.1) 0 – 1 year old exempted from penalty
 - 4.a.2) 1 year old & above – penalty of P10.00/year will be imposed
 - 4.b) Death 50.00
 - 4.c) Marriages (reconstructed & delayed Registration 50.00
 - 5) Out of town registration 100.00
 - c) For certified copies of any document in the register 50.00/3 copies
 - d) Petitions (RA 9048, SB Resolution No. 2001)
 - 1) Filing fee for correction of clerical error 1,000.00
 - 2) Filing fee for change of first name 3,000.00
 - 3) Service fee for migrant petitioners 500.00
 - 4) Certificate of Finality 100.00
 - e) Issuance of certifications/transcriptions of registered documents 50.00
 - f) Permit for cadaver disposition
 - 1) Burial permit fee 100.00
 - 2) Fee for exhumation of cadaver 200.00
 - 3) Fee for removal of cadaver 200.00
 - 4) Fee for the transfer of cadaver to other place outside of this municipality 200.00
 - 5) Fee for the interment of non-resident 100.00
 - g) Endorsements/Advance copies of the following documents:
 - 1) Marriage/death/birth certificates 100.00
 - 2) Supplemental report 200.00
 - 3) Legitimation 200.00
 - h) RA 9255 Affidavit to use the surname of the father 200.00
 - i) LGU-BREQS (Processing Fee) 150.00
(Exemption for LGU-BREQS :
 - School/foundation with a minimum of 10 applicants per application will be given a 50% discount.
 - j) Issuance of clear copies of birth certificates 100.00
 - k) Issuance of certified true copies of book of registry (birth) in compliance with overseas employment requirements 100.00
 - l) RA 10172 Service Charge (Correction of Clerical Error and Change of First Name) 200.00
- Section 4B.02. Exemption. The fee imposed in this Article shall not be collected in the following cases:
- a) Issuance of certified copies of documents for official use at the request of a competent court or other government agency



b) Burial permit of a pauper, per recommendation of the Municipal Mayor.
 Section 4B.03. Time of Payment. The fee imposed herein shall be paid to the Municipal Treasurer before the registration of a document or issuance of the license or certified copy of a local registry records or documents.

Section 4B.04. Administrative Provisions:

- 1) All applicants for marriage license shall secure a certification from the Family Planning Coordinating Council of this municipality, thru its duly authorized representative, stating that they are informed and aware of the importance of family planning and have undergone a family planning counseling or seminar.
- 2) With the exception of marriage “articulo mortis” no marriage license shall be issued by the Local Civil Registrar unless the applicant could present required “certification” mentioned above.

2.2.2 SERVICE FEE FOR HEALTH EXAMINATION

- a) A fee of One Hundred Pesos (P100.00) shall be collected for the issuance of a medical certificate.
- b) A fee of Twenty Pesos (P20.00) shall be collected for each copy or subsequent issuance of the initial medical certificate issued by the Municipal Health Officer.
- c) A fee of Fifty Pesos (P50.00) shall be collected for the issuance of certification for stool examination, smear test and similar services.
- d) For the issuance of medical, physical or health examination certificate to be used for any legal purposes, there shall be collected a fee of One Hundred Pesos (P100.00).
- e) A fee of Two Thousand Pesos (P2,000.00) shall be collected for the Post Mortem Examination result (autopsy).

2.2.3 SANITARY INSPECTION FEE

- a) On establishments engaged in the manufacture of food and essential commodities P 100.00
- b) On establishments rendering or offering to render services 200.00
- c) On banks and financial institution 250.00
- d) On retailers 150.00
- e) On wholesalers 250.00
- f) On all other establishments whose operation requires a Mayor’s Permit 100.00

2.2.4 ASSESSOR’S ANNOTATION AND CERTIFICATION FEE

- a) Certification of aggregate landholdings, no declared property, certification of no improvement P150.00
- b) Certified true copy of tax declaration 100.00
- c) Annotation of bail, amortization, mortgage or encumbrances 100.00
- d) Certification of ownership and other certifications 100.00
- e) Tax mapping fee 300.00
- f) Research Fee 50.00/gra
- g) Subdivision 100.00

3. Collection of Business Tax

Brief Description: All collections will be based on the Revised Revenue Code of 2019. Taxes imposed by the LGU on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All Business Owners in the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form for Business License	1. BPLO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the Ebpls	None	5 minutes	Revenue Collection Clerks
	3. Inform the business owner/s on their tax due	None	4 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	15 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			33 minutes	

***Note: The allotted total time is per transaction for payment of Mayor's Permit/Business License.

4. Issuance of Community Tax Certificate

Brief Description: All collections will be based on the Revised Revenue Code of 2019. Tax levied by the municipality in lieu of the former residence tax.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Residents of the Local Government Unit of Roxas

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Individual-filled-up Application Form	1. Municipal Treasurer's Office
2. Identification Card	2. Individual who securing CTC
3. Corporation-filled-up application form	3. Corporation who securing CTC
4. Certificate of Registration	4. Department of Trade in Industry
5. Security Exchange Commission Certificate	5. Security Exchange Commission

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax/FinanSys	None	5 minutes	Revenue Collection Clerks
	3. Inform the business owner/s on their tax due	Individual: basic fee -P5.00 plus Annual Income Corporation: P500.00 basic fee plus P 2.00 in every P5,000.00 income	5 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			29 minutes	

5. Collection of Fees and Charges

Brief Description

Collection of regulatory and service fees such as clearance and certificate fees.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B
Who may avail:	Transacting by Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment	1. From originating Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Verification/Assessment	various amount	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax/FinanSys	None	5 minutes	Revenue Collection Clerks
	3. Inform the business owner/s on their tax due	None	5 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			29 minutes	

6. Name of Service: COLLECTION OF BUSINESS INCOME FROM ECONOMIC ENTERPRISE

Brief Description: Collection of market fees, and rental income from Local Government Unit owned properties.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B
Who may avail:	Lessee - owned properties by LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Previous Official Receipts	1. MTO/Lessee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Research/Analyze at Market Stallholders record	various amount	4 minutes	Administrative Assistant II Revenue Collection Clerks
	2. Compute amount and print Official Receipt	Corresponding amount	10 minutes	Administrative Assistant II Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipt and cash amount from lessee	Corresponding amount	3 minutes	Revenue Collection Clerks
	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
	Recording at Market Stallholders Folder	None	5 minutes	Administrative Assistant II
TOTAL			22 minutes	

7. Name of Service: ISSUANCE OF CLEARANCE ISSUED BY MUNICIPAL TREASURER'S OFFICE

Brief Description: Collection of market fees, and rental income from Local Government Unit owned properties.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Individual who secure clearances

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Previous Official Receipts	1. MTO/Lessee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Research/Evaluate documents. Check at iTax/FinanSys	None	4 minutes	Revenue Collection Clerks
	2. Print Official Receipt and Clearance	None	5 minutes	Revenue Collection Clerks
	3. Received payment	Corresponding amount	5 minutes	Revenue Collection Clerks
	4. Print and Signed Clearance	None	15 minutes	Revenue Collection Clerks Municipal Treasurer
3. Received of Official Receipts and Clearance for the validation of the payee	5. Official Receipts and Clearance issued	None	1 minute	Clients
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			30 minutes	

***Note: The allotted total time is per transaction for issuance of Clearances.



8. Name of Service: RENEWAL OF TRICYCLE FRANCHISE

Brief Description: Collection of regulatory and miscellaneous fees collected from tricycle.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C
Who may avail:	Tricycle Operators in the Municipality and neighboring municipalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Previous Official Receipts	1. MTO/Operators
2. OR/CR	2. Operators
3. Driver's License	3. Driver/LTO
4. Accredited TODA Certification	4. Operators/TODA
5. CTC	5. Barangay/MTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book				Clients
	1. Research/Evaluate documents. Check at iTax/FinanSys	None	4 minutes	Revenue Collection Clerks
	2. Print Official Receipt and Clearance	None	15 minutes	Revenue Collection Clerks
	3. Received payment	Corresponding amount	15 minutes	Revenue Collection Clerks
3. Received of Official Receipts and Clearance for the validation of the payee	1. Official Receipts and Clearance issued	None	1 minute	Clients
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			35 minutes	

9. Name of Service: RENEWAL OF TRIBIKE, eBIKE

Brief Description: Collection of regulatory and miscellaneous fees collected from tribike and eBike.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C
Who may avail:	Tricycle Operators in the Municipality and neighboring municipalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Previous Official Receipts	1. MTO/Operators
2. Delivery Receipt/OR	2. Operators/Owners/Dealers
3. CTC	3. Barangay/MTO
4. Pictures	4. Owner/Operators

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book				Clients
	1. Research/Evaluate documents. Check at iTax/FinanSys	None	5 minutes	Revenue Collection Clerks
	2. Print Official Receipt and Clearance	None	15 minutes	Revenue Collection Clerks
	3. Received payment	Corresponding amount	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts and Clearance for the validation of the payee	1. Official Receipts and Clearance issued	None	1 minute	Clients
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			26 minutes	

10. Name of Service: BUILDING PERMIT FEE BASED ON BUILDING CODE

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	TRANSACTING PUBLIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of payment	Municipal Engineering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax System/FinanSys	None	10 minutes	Revenue Collection Clerks
	3. Inform the payer/s of their tax due	None	3 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			32 minutes	

11. Name of Service: EMBARKMENT FEE BASED ON MUNICIPAL ORDINANCE

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	TRANSACTING PUBLIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Order of payment	Municipal Engineering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax System/FinanSys	None	10 minutes	Revenue Collection Clerks
	3. Inform the payer/s of their tax due	None	4 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			30 minutes	



12 Name of Service: SECRETARY'S FEE

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	TRANSACTIONING PUBLIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment	1. From Different Offices of this municipality

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax System/FinanSys	None	10 minutes	Revenue Collection Clerks
	3. Inform the payer/s of their tax due	None	3 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	1 minute	Revenue Collection Clerks/ Clients
TOTAL			33 minutes	



- 1) For every one hundred (100) words or fraction thereof, typewritten (not including the certificate and any notation) P100.00
- 2) Where the copy to be furnished is in printed form, in whole or in part, for each page (double this fee if there are two pages in a sheet) 50.00
- 3) For each certificate of correctness (with seal of office) written on the copy or attached thereto 100.00
- 4) For certifying the official act of a municipal Judge or other juridical certificate, with seal 50.00
- 5) For certified copies of any paper, record, decree, judgment or entry of which any person is entitled to demand and receive a copy (in connection with judicial proceedings), for each hundred (100) words 100.00
- 6) Certified machine copy or any produced by copying machine, per page 100.00
- 7) Photocopy, per page 100.00

2.2.1 LOCAL CIVIL REGISTRY FEES

Section 4B.01. Imposition of Fees. There shall be collected for services rendered by the Local Civil Registrar of this municipality the following fee:

- a) Marriage Fees
 - 1) Application fee P200.00
 - Ø Applicants are both residents of the municipality 200.00
 - Non-residents (Either one or both are not residents of the municipality) 500.00
 - Foreigners 1,000.00
 - 2) License fee 100.00
 - 3) Solemnization fee 300.00
 - 4) Family planning/counseling fee (including certificate) 150.00
- b) For registration of the following:
 - 1) Court orders/decrees 200.00
 - 2) Naturalization 500.00
 - 3) Other Legal Instruments 100.00
 - 4) Delayed registration of:
 - 4.a) Birth:
 - 4.a.1) 0 – 1 year old exempted from penalty

4.a.2) 1 year old & above – penalty of P10.00/year will be imposed	
4.b) Death	50.00
4.c) Marriages (reconstructed & delayed Registration	50.00
5) Out of town registration	100.00
c) For certified copies of any document in the register	50.00/3 copies
d) Petitions (RA 9048, SB Resolution No. 2001)	
1) Filing fee for correction of clerical error	1,000.00
2) Filing fee for change of first name	3,000.00
3) Service fee for migrant petitioners	500.00
4) Certificate of Finality	100.00
e) Issuance of certifications/transcriptions of registered documents	50.00
f) Permit for cadaver disposition	
1) Burial permit fee	100.00
2) Fee for exhumation of cadaver	200.00
3) Fee for removal of cadaver	200.00
4) Fee for the transfer of cadaver to other place outside of this municipality	200.00
5) Fee for the interment of non-resident	100.00
g) Endorsements/Advance copies of the following documents:	
1) Marriage/death/birth certificates	100.00
2) Supplemental report	200.00
3) Legitimation	200.00
h) RA 9255 Affidavit to use the surname of the father	200.00
i) LGU-BREQS (Processing Fee)	150.00
(Exemption for LGU-BREQS :	
- School/foundation with a minimum of 10 applicants per application will be given a 50% discount.	
j) Issuance of clear copies of birth certificates	100.00
k) Issuance of certified true copies of book of registry (birth) in compliance with overseas employment requirements	100.00
l) RA 10172 Service Charge (Correction of Clerical Error and Change of First Name)	200.00

Section 4B.02. Exemption. The fee imposed in this Article shall not be collected in the following cases:



- a) Issuance of certified copies of documents for official use at the request of a competent court or other government agency
 - b) Burial permit of a pauper, per recommendation of the Municipal Mayor.
- Section 4B.03. Time of Payment. The fee imposed herein shall be paid to the Municipal Treasurer before the registration of a document or issuance of the license or certified copy of a local registry records or documents.
- Section 4B.04. Administrative Provisions:
- 1) All applicants for marriage license shall secure a certification from the Family Planning Coordinating Council of this municipality, thru its duly authorized representative, stating that they are informed and aware of the importance of family planning and have undergone a family planning counseling or seminar.
 - 2) With the exception of marriage “articulo mortis” no marriage license shall be issued by the Local Civil Registrar unless the applicant could present required “certification” mentioned above.

2.2.2 SERVICE FEE FOR HEALTH EXAMINATION

- a) A fee of One Hundred Pesos (P100.00) shall be collected for the issuance of a medical certificate.
- b) A fee of Twenty Pesos (P20.00) shall be collected for each copy or subsequent issuance of the initial medical certificate issued by the Municipal Health Officer.
- c) A fee of Fifty Pesos (P50.00) shall be collected for the issuance of certification for stool examination, smear test and similar services.
- d) For the issuance of medical, physical or health examination certificate to be used for any legal purposes, there shall be collected a fee of One Hundred Pesos (P100.00).
- e) A fee of Two Thousand Pesos (P2,000.00) shall be collected for the Post Mortem Examination result (autopsy).

2.2.3 SANITARY INSPECTION FEE

- a) On establishments engaged in the manufacture of food and essential commodities P 100.00
- b) On establishments rendering or offering to render services 200.00
- c) On banks and financial institution 250.00
- d) On retailers 150.00
- e) On wholesalers 250.00
- f) On all other establishments whose operation requires a Mayor’s Permit 100.00

2.2.4 ASSESSOR’S ANNOTATION AND CERTIFICATION FEE

- a) Certification of aggregate landholdings, no declared property, certification of no improvement P150.00
- b) Certified true copy of tax declaration 100.00
- c) Annotation of bail, amortization, mortgage or encumbrances 100.00
- d) Certification of ownership and other certifications 100.00
- e) Tax mapping fee 300.00
- f) Research Fee 50.00/gra
- g) Subdivision 100.00

13. Name of Service: COLLECTION OF BUSINESS TAX

Brief Description:

All collections will be based on the Revised Revenue Code of 2019. Taxes imposed by the LGU on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All Business Owners in the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Application Form for Business License	BPLO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the eBPLS	None	5 minutes	Revenue Collection Clerks
	3. Inform the business owner/s on their tax due	None	4 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	15 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			33 minutes	

***Note: The allotted total time is per transaction for payment of Mayor's Permit/Business License.

14. Name of Service: ISSUANCE OF COMMUNITY TAX CERTIFICATE

Brief Description: All collections will be based on the Revised Revenue Code of 2019. Tax levied by the municipality in lieu of the former residence tax.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Residents of the Local Government Unit of Roxas

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Individual-filled-up Application Form	Municipal Treasurer's Office
2. Identification Card	Individual who securing CTC
3. Corporation-filled-up application form	Corporation who securing CTC
4. Certificate of Registration	Department of Trade in Industry
5. Security Exchange Commission Certificate	Security Exchange Commission

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book		None	None	Clients
	1. Received documents from the client and check the requirements	None	3 minutes	Revenue Collection Clerks
	2. Search, verify at the iTax/FinanSys	None	5 minutes	Revenue Collection Clerks
	3. Inform the business owner/s on their tax due	Individual: basic fee -P5.00 plus Annual Income Corporation: P500.00 basic fee plus P 2.00 in every P5,000.00 income	5 minutes	Revenue Collection Clerks
	4. Received money/payment from the tax payer/s	Corresponding amount of tax due	10 minutes	Revenue Collection Clerks
	5. Printing of Official Receipts	None	5 minutes	Revenue Collection Clerks
3. Received of Official Receipts for the validation of the payee	Issuance of Official Receipts for the validation of the payee	None	1 minute	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			29 minutes	

15. Name of Service: RELEASE OF DISBURSEMENT CHECKS

Brief Description: Settlement of Local Government payables by check. Disbursement check shall be released only to the payee or his duly authorized representative.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Contractors, Suppliers, Indigents and other government agencies with receivables from the Local Government Unit of Roxas.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Transaction-Valid Government ID	1. Claimants
2. Business Transaction- Valid Government ID/Employees ID	2. ID issued by Government/Business Company
3. Sales Invoice, Official Receipts, Collection Receipts	3. Business Company
4. Special Power of Attorneys	4. Notary Public/Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book				Clients
	1. Verify Valid ID	None	2 minutes	Administrative Assistant II/Cash Disbursing Officer
	2. Check and verify at Logbook	None	3 minutes	Revenue Collection Clerks
3. Sign voucher and check register to acknowledge receipt and Issuance of Sales Invoice, Official Receipt/Collection Receipt	3. Release check	None	10 minutes	Revenue Collection Clerks
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			15 minutes	

16. Name of Service: ISSUANCE OF ACCOUNTABLE FORMS TO ACCOUNTABLE OFFICERS

Brief Description: The Office of the Municipal Treasurer as custodian of accountable.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2G
Who may avail:	Accountable Officers who are banded by Bureau of the Treasury

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. All collectors of Local Government Unit-Requisition of Issue Slip (RIS)	1. Office of the Municipal Treasurer
2. Barangay Local Government Unit-Treasurer	2. Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book				Clients
	1. Verify all remittance submitted to Liquidating Officer	None	2 minutes	Municipal Treasurer Liquidating Officer
	2. Logbook in the record book of Accountable forms	None	10 minutes	Liquidating Office Accountable Forms Custodian
	3. Print Official Receipt and Received Money	Php 319.00 Php 86.61 (increase depend on National Printing)	10 minutes	Revenue Collection Clerk
	4. Release Accountable Forms	None	None	Revenue Collection Clerks
4. Receive Accountable	5. Log on Logbook of Accountable Forms with name of accountable office, number series, date and signature	None	3 minutes	Revenue Collection Clerks Client
5. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	1 minute	Revenue Collection Clerks/ Clients
TOTAL			26 minutes	

17. Name of Service: ISSUANCE OF RECEIPT OF CESSATION OF BUSINESS

Brief Description: Fee collected from Business Owners for the retirement/closure of business

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B
Who may avail:	Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (closure of establishment)	1. Business Owners
2. Approval from BPLO	2. BPLO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book				Clients
	1. Verify all documents	None	2 minutes	Administrative Assistant II Administrative Aide III
	2. Forward letter of Intent to BPLO for verification of Business	None	None	Administrative Assistant II Administrative Aide III
	3. BPLO prepares endorsement to Treasurer	None	None	BPLO Staff-In-Charge
3. Submit endorsement to MTO	1. Compute previous year's on paid Business Taxes and Regulatory Fees	Depend on the last operation	10 minutes	Municipal Treasurer Office
4. Surrender Business Plate and Business License	1. Prepare and Print Official Receipts	Php 100.00 Php 30.00-DST	10 minutes	Revenue Collection Clerks
5. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			22 minutes	

18. Name of Service: ISSUANCE OF PROFESSIONAL TAX RECEIPT (PTR)

Brief Description: Annual tax imposed on all professionals engaged/exercise their professions requiring government examination/license who practice their profession within the province.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C
Who may avail:	License Professionals who practice their profession

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PRC License	Professional Regulatory Commission
2. Previous Official Receipt	Municipal Treasurer Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book				Clients
2. Present/Submit required documents	1. Verify all documents	None	3 minutes	Revenue Collection Clerk
	1. Search on the System (FinanSys/iTAX)	None	5 minutes	Revenue Collection Clerk
	2. Received payment and issue PTR and print Official Receipt	Php 330.00 (late renewal with penalty of 25%)	10 minutes	Revenue Collection Clerk
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			18 minutes	

19. Name of Service: SEALING OF WEIGHT AND MEASURE INSTRUMENT

Brief Description: Fees collected for sealing weights and measures for business, commercial establishment and other transactions with consumers and other services using weight and measures.

Office/Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C, G2B
Who may avail:	Business establishment using weight and measure instruments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Weighing Scale	1. Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client book				Clients
	1. Verify all documents/instrument	None	3 minutes	Revenue Collection Clerk
	2. Seal the new instrument and attached stickers/	None	5 minutes	Revenue Collection Clerk
3. Receive money from clients	3. Receive payment and issue Official Receipt	Revised Revenue Code of 2019	10 minutes	Revenue Collection Clerk
4. Feedback form to be fill-up by the client	Issuance of Feedback form and explained the process	None	None	Revenue Collection Clerks/ Clients
TOTAL			18 minutes	

- a) For sealing linear metric measure of:
- | | |
|---------------------------|-----------|
| Not over three (3) meters | - P 50.00 |
| Over three (3) meters | - 100.00 |
- b) For sealing metric measures with a capacity of:
- | | |
|--------------------------|-----------|
| Not over ten (10) liters | - P 50.00 |
| Over ten (10) liters | - 100.00 |
- c) For sealing metric instrument of weights with a capacity of:
- | | |
|--|------------|
| Less than thirty (30) kilograms | - P 50.00 |
| Thirty (30) kilograms but not more than
fifty (50) kilograms | - P 100.00 |
| Fifty (50) kilograms but not more than
one hundred (100) kilograms | - P 150.00 |
| One Hundred (100) kilograms but not more than
five hundred (500) kilograms | - P 200.00 |
| Five Hundred (500) kilograms but not more than
one thousand (1,000) kilograms | - P 250.00 |
| One Thousand (1,000) kilograms or more | |



OFFICE OF THE MUNICIPAL ASSESSOR
External Services

1. Name of Service: DECLARATION OF REAL PROPERTY (Original Certificate of Title)

Brief Description: Land ownership evidenced by an Original Certificate of Title shall be declared for taxation purposes

Office/Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Title (1 original, 2 photocopy) 2. Approved plan (2 photocopy) 3. Subdivision fee if subdivision plan (2 photocopy) 4. Imposition fee if subdivision and to be declare to the previous owner (2 photocopy) 5. Real Property tax payment, current (2 photo copy) 6. 10 years back taxes and current year if declared for the first time (2 photo copy) 7. Transfer tax if declared other than the present holder of OCT (2 photocopy) 8. Deed of Conveyance if declared other than the present owner (2 photocopy) 9. Residence certificate (1 photocopy) 10. Sworn Statement 	Registry of Deeds Private Surveyor/DENR Office Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Law office/DENR/Barangay Barangay/Municipal Treasurer Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the lobby of the office.	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2. Receive documents and check completeness	NONE	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	2.1 Research the property in the record	NONE	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.1 If not complete, return the documents noting the lacking one	None	1 minute	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 If complete:			
	3.3 Forward the documents to the Municipal Assessor for assessment and recommendation of action needed			
	3.4 Take Action on the request	None	4 hours	Municipal Assessor
	3.5 Prepare the order of payments for subdivision fee (for subdivision)	Php100/RPU	2 minutes/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.6 Prepare the order of payment for imposition fee if subdivided and to be declared to the same owner in the tax declaration	Php200.00/RPU	2 minutes/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.7 Prepare the order of payments for ten years back taxes and current year (if declared for the first time)	Depends on the assessed value	1 Hour /RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.8 Prepare the order of payment for transfer tax, fee plus penalty, interest & surcharge for late declaration (if the owner is different from the previous declarant)	Depends on the market value, & acquisition cost whichever is higher times 55% of 1% plus 500 penalty, 25% surcharge, plus interest of 2% per month maximum of 72 months	10 minutes/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
4. Payment of taxes and Fees to Municipal Treasurer	4. Receive payment and issues Official Receipt	Fees mentioned above		Municipal Treasurer
5. Submit No. 3,4,6,7, 9 & 10	5. Scrutinize all the documents	NONE	5 minutes/RPU	Local Assessment Operation Officer I
	5.1 If complete, draft Field Appraisal and Assessment Sheet and print the same and Tax Declaration	None	1 hour/RPU	Local Assessment Operation Officer II Assessment Clerk III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3 copies of Tax Declaration and 2 copies of FAAS 5.3 Prepare Tax Map Action Slip if needed	None	15 minutes	Administrative Aide I Tax Mapper
	6. Ask the declarant to sign the TD and FAAS	None	5 minutes / RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	6.1 Check the correctness of the printed FAAS and TD	None	5 minutes / RPU	Municipal Assessor
	6.2 Check, approve and sign the FAAS and TD for recommendation for approval by the Provincial assessor	None	4 hours/RPU	Municipal Assessor
	6.3 Prepare transmittal for outgoing TDs and FAAS for approval For Office-based transmittals, Transmit the signed FAAS and TD to the Provincial Assessor's Office	None	5 minutes	Assessment Clerk III Administrative Aide I Municipal Assessor's Office
	6.4 For Hand carry transactions, record/encode the TD's/FAAS to the transmittal list after encoding. Advise the client to submit TD's and FAAS to the Provincial Assessor			
TOTAL			1 day and 5 minutes	

2. Name of Service: DECLARATION OF REAL PROPERTY (Transfer Certificate of Title)

Brief Description: Land ownership evidenced by Transfer Certificate of Title shall be declared for taxation purposes to effect the change of ownership in the assessment roll

Office/Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C-Government to client,G2G-Government to Government,G2B- Government to Business Entity			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Title (1 original, 2 photocopy) 2. Certificate Authorizing Registration (CAR) 3. Approved plan (2 photocopy) 4. Subdivision fee if subdivision plan (2 photocopy) 5. Imposition fee if subdivision and to be declare to the previous owner (2 photocopy) 6. Transfer tax if declared other than the present holder of OCT (2 photocopy) 7. Residence certificate (1 photocopy) 8. Sworn Statement 		Registry of Deeds Bureau of Internal Revenue (BIR) Private Surveyor/DENR Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Barangay/Municipal Treasurer Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I Municipal Assessor's Office
	2. Receive documents and check completeness	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	2.1. Research the property in the record	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.1 If not complete, return the documents noting the lacking requirements	None	1 minute	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.2 If Complete,			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Forward the documents to the Municipal Assessor for assessment and recommendation of action needed 3.4 Take Action on the request 3.5 Prepare the order of payments for subdivision fee (for subdivision)	None Php 100.00/ parcel	4 hours 2 minutes/ RPU	Municipal Assessor Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.6 Prepare the order of payment for imposition fee if subdivided and to be declared to the same owner in the tax declaration	Php200.00/ RPU	2 minutes/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
4. Payment of taxes and Fees to Municipal Treasurer	4. Receive payment and issues Official Receipt	Fees mention above		Municipal Treasurer
5. Submit No. 3,4,6,7 & 8	5. Scrutinize all the documents 5.1 If complete, draft Field Appraisal and Assessment Sheet and print the same and Tax Declaration 3 copies of Tax Declaration and 2 copies of FAAS 5.2 Prepare Tax Map Action Plan, if needed	NONE None None	5 minutes/ RPU 1 hour/RPU 15 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III Administrative Aide I Tax Mapper
	6.1 Ask the declarant to sign the TD and FAAS	None	5 minutes / RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	6.2 Check the correctness of the printed FAAS and TD	None	5 minutes / RPU	Municipal Assessor
	6.3 Check, approve and Sign the FAAS and TD for recommendation for approval by the Provincial Assessor	None	4 hours/RPU	Municipal Assessor
	6.4 Prepare letter of transmittal for outgoing TDs & FAAS For Office-based transmittals, Transmit the signed FAAS and TD to the Provincial Assessor's Office	None	5 minutes	Assessment Clerk III
	6.5 For Hand carry transactions, record/encode the			Administrative Aide I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TD's/FAAS to the transmittal list after encoding. Advise the client to submit TD's and FAAS to the Provincial Assessor			
TOTAL			1 day, 1hr and 55 minutes	

3. Name of Service: DECLARATION OF REAL PROPERTY (Untitled)

Brief Description: Land ownership evidenced by any Deed of Conveyance other than the title shall be declared for taxation purposes to effect the change of ownership in the assessment roll provided that the previous owner does not possess a title

Office/Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Deed of Conveyance (1 original, 2 photocopy) 2. Approved plan if portion of whole parcel (2 photocopy) 3. Subdivision fee if subdivision plan (2 photocopy) 4. Imposition fee if subdivision and to be declare to the previous owner (2 photocopy) 5. Real Property tax payment (2 photo copy) 6. Transfer tax (2 photocopy) 7. Residence certificate (1 photocopy) 8. Sworn Statement 9. Sworn Statement 	Notary Public Private Surveyor/DENR Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Barangay/Municipal Treasurer Municipal Assessor's Office Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2.1 Receive documents and check completeness	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	2.2 Research the property in the record	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the returned documents	3.1 If not complete, return the documents noting the lacking requirements	None	1 minute	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.2 If Complete, 3.3. Forward the documents to the Municipal Assessor for assessment and recommendation of action needed 3.4 Take Action on the request 3.5 Prepare the order of payments for subdivision fee (for subdivision)	None Php 100.00/ parcel	4 hours 2 minutes/ RPU	Municipal Assessor Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.6 Prepare the order of payment for imposition fee if subdivided and to be declared to the same owner in the tax declaration	Php200.00/ RPU	2 minutes/ RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.7 Prepare the order of payments for ten years back taxes and current year (if declared for the first time)	Depends on the assessed value	1 Hour /RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	4. Payment of taxes and Fees	4. Receive payment and issues Official receipt	Fees mention above	Municipal Treasurer
5. Submit No. 3,4,6, 7 & 8	5. Scrutinize all the documents	NONE	5 minutes/RPU	Local Assessment Operation Officer I
	5.1 If complete, draft Field Appraisal and Assessment Sheet and print the same and Tax Declaration 3 copies of Tax Declaration and 2 copies of FAAS	None	1 hour/RPU	Local Assessment Operation Officer II Assessment Clerk III
	6. Ask the declarant to sign the TD and FAAS	None	5 minutes / RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	6.1 Check the correctness of the printed FAAS and TD	None	5 minutes / RPU	Municipal Assessor
	6.2 Check, and approve and Sign the FAAS and TD for recommendation for approval by the Provincial Assessor	None	4 hours/RPU	Municipal Assessor
	6.4 Prepare transmittal of outgoing TDs and FAAS For Office-based transmittals, Transmit the signed FAAS and TD to the Provincial Assessor's Office	None	5 minutes	Assessment Clerk III Administrative Aide III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.5 For Hand carry transactions, record/encode the TD's/FAAS to the transmittal list after encoding. Advise the client to submit TD's and FAAS to the Provincial Assessor			
TOTAL			1 day, 1 hr and 40 minutes	

4. Name of Service: DECLARATION OF REAL PROPERTY (Approved Free Patent Application)

Brief Description: Land ownership evidenced Approved Free Patent Application shall be declared for taxation purposes and to affect the declaration of the public land

Office/Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Certification by DENR of the approved Free Patent Application (1 original 2 photocopy) 2. Deed of Conveyance, if declared to another person (2 photocopy) 3. Approved plan if portion of whole parcel (2 photocopy) 4. Subdivision fee if subdivision plan (2 photo copy) 5. Real Property tax payment (2 photo copy) 6. Transfer tax (2 photocopy) 7. Residence certificate (1 photocopy) 8. Sworn Statement 	CENRO-DENR San Mariano, Private Notary Public Private Surveyor/DENR Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Barangay/Municipal Treasurer Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2. Receive documents and check completeness	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	2.1 Research the property in the record	None	5 minutes	Local Assessment Operation Officer I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Local Assessment Operation Officer II Assessment Clerk III
	3.1 If not complete, return the documents noting the lacking requirements	None	1 minute	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.2 If Complete, 3.3 Forward the documents to the Municipal Assessor for Assessment 3.4 Take Action on the request 3.5 Prepare the order of payments for subdivision fee (for subdivision)	None Php 100.00/ parcel	4 hours 2 minutes/ RPU	Municipal Assessor Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.6 Prepare the order of payment for imposition fee if subdivided and to be declared to the same owner in the tax declaration	Php200.00/ RPU	2 minutes/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.7 Prepare the order of payments for ten years back taxes and current year (if declared for the first time)	Depends on the assessed value	1 Hour /RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
4.Payment of taxes and Fees	4. Receive payment and issues Official Receipt	Fees mention above		Municipal Treasurer
5. Submit No. 3,4,6, 7 & 8	5. Scrutinize all the documents 5.1 If complete, draft Field Appraisal and Assessment Sheet and print the same and Tax Declaration 3 copies of Tax Declaration and 2 copies of FAAS 5.2 Prepare Tax Map Action Slip if needed	NONE None None	5 minutes/ RPU 1 hour/RPU 15 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III Administrative Aide I Tax Mapper
	6. Ask the declarant to sign the TD and FAAS	None	5 minutes / RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	6.1 Check the correctness of the printed FAAS and TD	None	5 minutes / RPU	Municipal Assessor
	6.2 Check, approve and Sign the FAAS and TD for recommendation for approval by the Provincial Assessor	None	4 hours/RPU	Municipal Assessor
	6.4 Prepare transmittal for outgoing TDs and FAAS For Office-based transmittals, Transmit the signed FAAS and TD to the Provincial Assessor's Office	None	5 minutes	Assessment Clerk III Administrative Aide I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.5 For Hand carry transactions, record/encode the TD's/FAAS to the transmittal list after encoding. Advise the client to submit TD's and FAAS to the Provincial Assessor			
TOTAL			1 day, 2 hrs and 53 minutes	

5. Name of Service: DECLARATION OF BUILDING & OTHER STRUCTURES

Brief Description: Building and other Structures shall be declared for taxation purposes

Office/Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Building Permit/Plan with cost of materials or Letter Request to declare from the owner (2 photocopy) 2. Sworn Statement of the True Current and Fair Market of Real Properties (2 original copy) 3. Deed of Conveyance, if acquired through purchase (2 photocopy) 4. Realty Tax payment if acquired through purchase (2 photocopy) 5. Transfer Tax if declared to other person 6. Residence certificate (1 photocopy) 7. Sworn Statement 	Municipal Engineer Notary Public Notary Public Municipal Treasurer's Office Municipal Treasurer's Office Barangay/Municipal Treasurer Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2. Receive documents and check completeness	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	2.1 Research the property in the record	None	5 minutes	Local Assessment Operation Officer I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Local Assessment Operation Officer II Assessment Clerk III
	3. If not complete, return the documents noting the lacking requirements	None	1 minute	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.2 If complete: 3.3 Forward the documents to the Municipal Assessor for assessment and recommendation of action needed 3.4 Take action plan on the request 3.5 Ocular inspection	None None	4 hours/RPU 5 days/RPU	Municipal Assessor Municipal Assessor Local Assessment Operation Officer I Local Assessment Operation Officer II Administrative Aide I
	3.6 Prepare the order of payment for transfer tax, fee plus penalty, interest & surcharge for late declaration (if the owner is different from the previous declarant)	Depends on the market value, zonal value & acquisition cost whichever is higher times 55% of 1% plus 500 penalty, 25% surcharge, plus interest of 2% per month maximum of 72 months	10 minutes/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II
4. Payment of fees and taxes	4. Receive Payment and issues Official receipt	fees mention above		Municipal Treasurer
5. Submit no. 5 requirement	5. If complete, draft Field Appraisal and Assessment Sheet and print the same and Tax Declaration 3 copies of Tax Declaration and 2 copies of FAAS	None	1 hour/ RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II
	6.1 Ask the declarant to sign the TD and FAAS	None	5 minutes / RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II
	6.2 Check the correctness of the printed FAAS and TD	None	5 minutes / RPU	Municipal Assessor
	6.3 Check, approve and Sign the FAAS and TD for recommendation for Approval by the Provincial Assessor	None	4 hours/RPU	Municipal Assessor
	6.4 Prepare transmittal letter for outgoing TDs and FAAS For Office-based transmittals,	None	5 minutes	Assessment Clerk III Administrative Aide I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Transmit the signed FAAS and TD to the Provincial Assessor's Office 6.5 For Hand carry transactions, record/encode the TD's/FAAS to the transmittal list after encoding. Advise the client to submit TD's and FAAS to the Provincial Assessor			
TOTAL			6 days, 1hr and 41 minutes	

6. Name of Service: DECLARATION OF MACHINERY

Brief Description: Machinery shall be declared for taxation purposes

Office/Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Official Receipt showing the date and the purchase price (original and 2 photo copy) 2. Sworn Statement of the True Current and Fair Market of Real Properties (2 original copy) 3. Realty Tax payment if acquired through purchase (2 photocopy) 4. Transfer Tax if declared to other person 5. Residence certificate (1 photocopy) 6. Sworn Statement 	Real Property Owner Notary Public Municipal Treasurer's Office Municipal Treasurer's Office Barangay/Municipal Treasurer Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2.1 Receive documents and check completeness	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Research the property in the record	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3. If not complete, return the documents noting the lacking requirements	None	1 minute	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	If complete: 3.1 Forward the documents to the Municipal Assessor for assessment and recommendation of action needed	None	4 hours/RPU	Municipal Assessor
	3.2 If complete 3.3 Ocular inspection & measure the dimension of the structure if without building plan	None	5 days/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Administrative Aide I
4 .Payment to Municipal Treasurer's office	4. Receive payment and issues Official Receipt	Fees mention above		Municipal Treasurer
	4.1 If complete, draft Field Appraisal and Assessment Sheet and print the same and Tax Declaration 3 copies of Tax Declaration and 2 copies of FAAS	None	1 hour/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II
	5.1 Ask the Declarant to sign the FAAS and TD	None	5 minutes/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II
	5.2 Check the correctness of printed FAAS and TD	None	5 minutes/RPU	Municipal Assessor
	5.3 Check, approve and Sign the FAAS and TD for recommendation for approval by the Provincial Assessor	None	4 hours/RPU	Municipal Assessor
	6.4 Prepare transmittal letter for outgoing TDs and FAAS For Office-based transmittals, Transmit the signed FAAS and TD to the Provincial Assessor's Office	None	5 minutes	Assessment Clerk III Administrative Aide I
	6.5 For Hand carry transactions, record/encode the TD's/FAAS to the transmittal list after encoding. Advise the client to submit TD's and FAAS to the Provincial Assessor			

7. Name of Service: REASSESSMENT OF REAL PROPERTY

Brief Description: The real property owner may request for reassessment if there is a change on the use and condition of real property

Office/Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Letter request (1 copy) 2. Realty tax payment receipt (2 photocopy) 3. Inspection fee 4. Sworn Statement of the True Current and Fair Market of Real Properties (2 original copy) 5. Residence certificate (1 photocopy) Authorization letter/Special power of attorney (if not the owner) 			Real Property Owner Municipal Treasurer's Office Municipal Treasurer's Office Notary Public Barangay/Municipal Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2.1 Receive documents and check completeness	None	5 minutes	Local Assessment Operation Officer I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents # 1,2 4,5 and 6				Local Assessment Operation Officer II Assessment Clerk III
	2.2 Research the property in the record	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.1 If not complete, return the documents noting the lacking requirements	None	1 minute	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	If complete 3.2 Forward the documents to the Municipal Assessor for assessment and recommendation of action needed 3.3 prepare order of payment for inspection fee	200.00	2minutes/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	4.1 Receive payment and issues Official Receipt	fees mention above		Municipal Treasurer
	4.2 conduct ocular inspection	None	5 days/RPU	Municipal Assessor Local Assessment Operation Officer I Local Assessment Operation Officer II Administrative Aide I Tax Mapping Aid
	4.3 If complete, draft Field Appraisal and Assessment Sheet and print the same and Tax Declaration 3 copies of Tax Declaration and 2 copies of FAAS	None	1 hour /RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II Municipal Assessor
	5.1 Ask the Declarant to sign the FAAS and TD	None	5minutes/RPU	Local Assessment Operation Officer I Local Assessment Operation Officer II
	5.2 Check the correctness of printed FAAS and TD	None	5minutes/RPU	Municipal Assessor
	5.3 Check, approve and Sign the FAAS and TD for recommendation for approval by the Provincial Assessor	None	4 hours/RPU	Municipal Assessor
	6.4 For Office-based transmittals, Prepare transmittal letter for outgoing TDs and FAAS Transmit the signed FAAS and TD to the Provincial Assessor's Office	None	5minutes/RPU	Assessment Clerk III Administrative Aide I
	6.5 For Hand carry transactions, record/encode the TD's/FAAS to the transmittal list after encoding. Advise the client to submit TD's and FAAS to the Provincial Assessor			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		P 200.00	5 days, 5 hrs and 33 minutes	

8. Name of Service: CORRECTION OF REAL PROPERTY DATA

Brief Description: The data of the real property may not be correct in the office records

Office/Division:	Office of the Municipal Assessor		
Classification:	Simple		
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity		
Who may avail:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Letter request (1 copy) 2. Title/Deed of Absolute sale (2 photocopies) 3. Authorization letter/Special power of attorney (if not the owner) 		Real Property Owner Real Property Owner Real Property Owner/Notary Public	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2.1 Receive the request	None	1 minute	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	2.2 Research the property in the record	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
3. Present the Documents	3.1 Receive the documents	None	1 minute	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.2 Evaluate the documents noting the lacking requirements	None	10 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	4.1 If not complete, return the documents noting the lacking requirements	None	2 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II
	4.2 If complete: Forward the documents to the Municipal Assessor for assessment and recommendation of action needed	None	10 minutes	Assessment Clerk II Administrative Aide I
	4.3 Encode the correct data to the system			
	4.4 Log in the correction sheet to be forwarded to Provincial Assessor	None	5minutes/RPU	Assessment Clerk III Assessment Clerk II
	4.5. Correct the Hard Copy of TD and FAAS	None	10minutes/ RPU	Assessment Clerk III
	4.6. Correct the Ownership Record Form, Taxmapping Control Roll	None	10 minutes/ RPU	Administrative Aide
	4.7 Correct the data in assessment roll	None	10 minutes/ RPU	Assessment Clerk II
	4.8 Print Correct Tax Declaration	None	1 minute	Assessment Clerk II Administrative Aide I
5. Receive owner's copy of tax declaration	5. Issue owner's copy of Tax Declaration	None	1 minute	Administrative Aide I
TOTAL			1 hr and 11 minutes	



9. Name of Service: CANCELLATION OF REAL PROPERTY RECORD

Brief Description: The real property record can be cancelled from assessment roll upon verification.

Office/Division:	Office of the Municipal Assessor	
Classification:	Simple	
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity	
Who may avail:	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Letter request (1 copy) 2. Affidavit 3. Realty tax payment 4. Inspection fee 5. Authorization letter/Special power of attorney (if not the owner) 		Real Property Owner Client Municipal Treasurer Municipal Treasurer Real Property Owner/Notary Public

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2.1 Receive the documents	None	1 minute	Administrative Aide I
	2.2 If complete, Forward the documents to the Municipal Assessor for assessment and recommendation of action needed	None	None	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	2.3 prepare bill of payment for inspection fee			
	2.3 Research the property in the record	None	5 minutes	Local Assessment Operation Officer I Local Assessment Operation Officer II Assessment Clerk III
	3.1 Receive payment and issues Official Receipt	Php200.00/RPU		Municipal Treasurer
	3.2 Conduct ocular inspection	None	5 days	Municipal Assessor Local Assessment Operation Officer I Local Assessment Operation Officer II Tax Mapping Aid Administrative Aide I
	4.1 Issue Notice of Cancellation	None	10minutes/RPU	Assessment Clerk II
	4.2 Forward copy of Notice to Municipal Treasurer and Provincial Assessor	None	7 days	Municipal Assessor
	4.3 Delete from the system if found depleted/non-existing	None	15 minutes/ RPU	Administrative Aide I (Casual)
	4.4 Cancel from Assessment Roll	None	5 minutes/ RPU	Administrative Aide I
	4.5 Cancel from the books of TD and FAAS	None	5 minutes/ RPU	Assessment Clerk III
	4.6 Cancel from Ownership Record Form and Tax mapping Control Roll	None	10 minutes/ RPU	Administrative Aide I
TOTAL		P200.00	12 days and 56 minutes	



10. Name of Service: ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

Brief Description: The Real Property Owner may request certified true copy of tax declaration for whatever legal purpose

Office/Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity
Who may avail:	ALL
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Realty tax payment 2. Certification fee 3. Authorization letter/Special power of attorney (if not the owner) 4. Identification Card 	Municipal Treasurer's Office Municipal Treasurer's Office Real Property Owner/Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2.1 Receive the requirements	None	1 minute	Administrative Aide I
	2.2 Evaluate the requirements	None	5 minutes	Assessment Clerk III Local Assessment Operation Officer I Local Assessment Operation Officer II Municipal Assessor
	2.3 Research the property to the records		5 minutes/RPU	Administrative Aide III Administrative Aide I
3. Fill up request form	3. Assist filling up the form	None	5 minutes	Administrative Aide I Administrative Aide I
	4.1 Receive payment and issues Official Receipt	Php130.00/RPU		Municipal Treasurer
	4.2 Prepare certified true copy	None	5 minutes/ RPU	Administrative Aide III Administrative Aide I
	4.3 Verify the correctness of data with the record		5 minutes/RPU	Assessment Clerk III Local Assessment Operation Officer II
	4.4 Sign the certificate	None	1 minute/RPU	Municipal Assessor
5. Received certified true copy	5. Issue certified true copy to the requesting party	None	1 minute/RPU	Administrative Aide III Administrative Aide I
6. Fill up feedback form	6. Receive the filled-out customer survey form			
TOTAL		P 130.00	33 minutes	

11. Name of Service: ISSUANCE OF CERTIFICATION OF MUNICIPAL AGGREGATE LANDHOLDING

Brief Description: The Real Property Owner may request Certificate of Aggregate Landholdings for whatever legal purpose

Office/Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Certification fee (1 copy) 2. Special Power of Attorney	Municipal Treasurer Real Property Owner/Notary Public			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
2. Fill up request form	2. Assist filling up the form	None	5 minutes	Administrative Aide III Administrative Aide I
	3.1 Receive payment and issues Official receipt	Php180.00/RP U	5 minutes	Municipal Treasurer Administrative Aide III Administrative Aide I
	3.2 Research the property to the records			
	3.2 Prepare certificate of aggregate landholding	None	1 hour/RPU	Administrative Aide III Administrative Aide I
	3.3 Verify the correctness of data with the records		10 minutes	Assessment Clerk III Local Assessment Operation Officer II
	3.4 Sign the certificate	None	1 minute	Municipal Assessor
4. Received certificate of aggregate Landholding	4. Issue certificate of Municipal aggregate landholding to requesting party	None	1 minute/RPU	Administrative Aide III Administrative Aide I
5. Fill up feedback form	5. Receive the filled-out customer survey form			
TOTAL		P 180.00	28 minutes	

12. Name of Service: ISSUANCE OF CERTIFICATION OF NO PROPERTY, NO IMPROVEMENT/WITH IMPROVEMENT.

Brief Description: The Real Property Owner may request Certification of No Property, No improvement and with improvement for whatever legal purposes

Office/Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity
Who may avail:	ALL



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification fee (1 copy)		Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
2. Fill up request form	2. Assist filling up the form	None	5 minutes	Administrative Aide III Administrative Aide I
	3.1 Receive payment and issues Official receipt	Php180.00/RP U	5 minutes	Municipal Treasurer
	3.2 Research the property to the record			
	3.3 Prepare certificate of No Property, No Improvement and With Improvement	None	10 minutes/ Certification	Administrative Aide III Administrative Aide I
	3.4 Verify the correctness of data with the records		5 minutes	Assessment Clerk III Local Assessment Operation Officer II
	3.5 Sign certification		1 minute/ Certification	Municipal Assessor
4. Received requested certification	4. Issue certificate of No Property, No Improvement and With Improvement	None	1 minute/ Certification	Administrative Aide III Administrative Aide I
5. Fill up feedback form	5.Receive the filled-out customer survey form			
TOTAL		P 180.00	32 minutes	

13. Name of Service: ISSUANCE OF SKETCH MAP

Brief Description: The Real Property Owner may request for a sketch for whatever legal purpose

Office/Division:	Office of the Municipal Assessor
Classification:	Simple



Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification fee (1 copy)		Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at window Lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
2. Fill up request form	2. Assist filling up the form	None	5 minutes	Administrative Aide I Administrative Aide III
	2.1 Research the property to the records		5 minutes	Administrative Aide I
4. Received requested sketch map	3.1 Receive payment and issues Official receipt	Php300.00/Sketch Map		Municipal Treasurer
	3.2 Prepare sketch map	None	30 minutes /Sketch Map	Tax Mapping Aid Administrative Aide I
	3.3 Sign Sketch map	None	1 minute	Municipal Assessor
5. Fill up the feedback form	5. Receive the filled-out customer survey form			
TOTAL		P 300.00	47 minutes	

14. Name of Service: RESEARCH/VERIFICATION OF REAL PROPERTY

Brief Description: The Real Property Owner may request for research or verification of real property for whatever legal purpose

Office/Division:	Office of the Municipal Assessor
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Classification:	Simple			
Type of Transaction:	G2C-Government to client, G2G-Government to Government, G2B- Government to Business Entity			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Research fee		Municipal Treasurer		
2. Proof of ownership/Documents related to property to be searched.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook at the Office lobby	1. Provide the client logbook	None	5 minutes	Administrative Aide I
	2.1 Assist filling up the form	None	5 minutes	Administrative Aide I
	2.2 Evaluate the documents			
	2.2 Conduct Research/verification of real property	None	5 hours/RPU	Administrative Aide III Administrative Aide I Local Assessment Operation Officer I Municipal Assessor
3. Payment of corresponding fee to Municipal Treasurer	3. Receive payment and issues Official Receipt	Php 50.00/GRA		Municipal Treasurer
4. Receive outcome of research	4. Issue findings of research			Administrative Aide I Local Assessment Operation Officer I Local Assessment Operation Officer II Municipal Assessor
5. Fill up feedback form	5. Receive the filled-out customer survey form			
TOTAL			5 hours and 10 minutes	



**OFFICE OF THE MUNICIPAL PLANNING AND
DEVELOPMENT COORDINATOR**
External Services

1. Name of Service: ISSUANCE OF LOCATIONAL CLEARANCE

This service ensures that the location of the facility or the project site is compatible with the existing land use of the municipality.

A document issued by the zoning administration/ zoning officer that certifies a business or a certain project is compliant with the provisions of the zoning ordinance of a particular municipality.

Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C, G2B and G2G
Who may avail:	General Public (Developers/Investors) and other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and Notarized Application Form	Municipal Planning and Development Office (MPDO)
2. Vicinity Map (<i>signed and sealed by a Licensed Geodetic Engineer</i>) , drawn to scale showing; <ul style="list-style-type: none"> a. Exact location of proposed site; b. Contiguous firms and/ or institutions and their products and major activities; and c. Approximate distance of contiguous firms and/ or institutions within a 1,000-meter radius from the main service road leading to it. 	Provided by the client
3. Site Development plan (<i>signed and sealed by an Architect or Civil Engineer</i>) , drawn to scale showing; <ul style="list-style-type: none"> a. Plan layout; b. Site areas and boundaries; c. Number of storeys of plan building sizes of the area occupied; d. Road system within site premises; e. Topographic plan (for mining/ quarrying) 	Licensed Architect or Civil Engineer
4. Certificate of ownership of the land , any of the following; <ul style="list-style-type: none"> a. Transfer Certificate of Title registered in the name of the applicant; b. Tax Declaration declared in the name of the applicant plus certification from the Registry of Deeds/ Bureau of Lands that the subject parcel of land is not yet registered in the name of any other person; c. Deed of Sale/ Contract of Lease plus the TCT of the registered owner; d. Authorization from the registered owner allowing applicant to used parcel of the land plus TCT of registered owner; e. If public land, authorization from the appropriate government agency allows applicants to use subject public land. 	Register of Deeds/Owner's File Municipal Assessor's Office Owner's File Appropriate Government Agencies
5. Bill of Materials/ Cost Estimate	Licensed Architect or Civil Engineer
6. Barangay Clearance (<i>for the purpose of the building permit application</i>)	Respective Barangay Government



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Evaluation of submitted documents by the client	--	10 minutes	Zoning Inspector
	1.2 Conduct inspection of the project site 1.3 Prepare Billing Statement	--- ---	45 minutes 5 minutes	Zoning Inspector Zoning Inspector
2. Payment of Zoning fees at Municipal Treasurer's Office	2.1 Process payment and issue official receipt	Based on the Billing Statement	---	Cashier or MTO Staff
3. Present OR to Zoning Staff and Claim the Zoning Certification/ Locational Clearance	3.1 Evaluate the submitted requirements and Prepare Zoning Certificate/ Locational Clearance	----	10 minutes	Zoning Inspector
	3.2 Signing of Certification/ Clearance by the Zoning Administrator	----	2 minutes	Zoning Administrator
	3.3 Release the documents and require the client to sign at the official logbook	----	2 minutes	Zoning Inspector
4. Feedback Form	—	—	—	Client
TOTAL		Based on the Billing Statement	1 hr and 12 minutes	



2. Name of Service: ISSUANCE OF ZONING CERTIFICATE

Brief Description: A document that verifies the zoning classification of a certain lot or property and the structures allowed in the specific area.

Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of ownership of the land, any of the following; <ul style="list-style-type: none"> a. Transfer Certificate of Title registered in the name of the applicant; b. Tax Declaration declared in the name of the applicant plus certification from the Registry of Deeds/ Bureau of Lands that the subject parcel of land is not yet registered in the name of any other person; c. Deed of Sale/ Contract of Lease plus the TCT of the registered owner; d. Authorization from the registered owner allowing applicant to used parcel of the land plus TCT of registered owner; e. If public land, authorization from the appropriate government agency allows applicants to use subject public land. 	Register of Deeds/Owner's File Municipal Assessor's Office Owner's File Appropriate Government Agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished form and required documents	1.1 Evaluation of submitted documents by the client	---	10 minutes	Zoning Administrator
2. Payment of Zoning fees at Municipal Treasurer's Office	2.1 Process payment and issue official receipt	Php 130.00	---	Cashier or MTO Staff
3. Proof of payment presentation	3. Issuance of Zoning Certificate	---	10 minutes	Zoning Administrator
4.Feedback Form	---	---	---	Client
TOTAL		Php 130.00	20 minutes	

3. Name of Service: REVIEW AND ENDORSEMENT OF DEVELOPMENT PLANS

Brief Description: A formal, multi-step process used by government agencies to ensure that proposed development projects or policies align with existing laws, community needs, zoning codes, and long-term planning objectives.

Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Barangay Government of Roxas

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Development Plans	Provided by the barangay government
2. Barangay Development Council Resolutions / KK Resolution	Provided by the barangay government
3. Sangguniang Barangay Resolution / KK Resolution	Provided by the barangay government
4. Barangay Disaster Risk Reduction Management Council Resolution	Provided by the barangay government

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1.1 Evaluation of submitted documents by the barangay government 1.2 Endorsement of submitted documents to Budget Office for Budgeting purposes	----	30 minutes	Admin Aide
2. Feedback Form	—	—	—	Client
TOTAL		NONE	30 minutes	



**OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT OFFICER**
External Services

1. Name of Service: MEDICAL ASSISTANCE

Brief Description: It is the provision of limited emergency financial assistance to individuals and families in utmost crisis situations and who have inadequate resources.

Office/Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER
Classification:	SIMPLE
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL CITIZENS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency from the Barangay. (1 original & 2 photocopy) 2. Medical Certificate from the physician (1 original 2 photocopy) 3. Doctor's prescription of medicines/tests/procedures (1 original & 2 photocopy) 4. Valid ID of the respondent/client (1 original & 2 photocopy)	Office of the Barangay Medical Records Office of the hospital/clinic. Private/public attending physician. Any available valid ID of claimant/client specifically addressed to Roxas. <i>You can secure these from the respective government agencies:</i> Voter's ID/ Certification - COMELEC Senior Citizen ID- Senior Office PWD ID- PWD office National ID - Philippine Statistics Office Philhealth- Philhealth Office Driver's License- Land Transportation Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the MSWD office with needed requirements.	Accept clients and check all the documents presented. 1.1 advise the client to bring 3 photocopies of each required document. 1.2 Advise the client to canvas the price of prescribed medicines to any drugstores and need laboratory tests to the laboratory diagnostic Center.	N/A	10 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer 1



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Bring 3 photocopies of each required document and canvas of the price of prescribed medicines to any drugstores/laboratory tests to different laboratory diagnostic Center.	Check the photocopied documents and the canvas price of each medicine and laboratory tests.	N/A	1 hour	Client/Claimant Administrative Asst. II Administrative Aide III Social Welfare Officer 1
3. Submit him/herself for interview and signing of the General Intake Sheet	Conduct Interview and assessment using the General Intake Sheet/GIS	N/A	25 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer 1
4. Wait for the preparation of documents.	Encoding and printing of CAFOA and Disbursement vouchers.	N/A	5 minutes	Administrative Aide III Administrative Assistant II
	4.1. Approval and signing of Certificate of Indigency, CAFOA, Disbursement vouchers. & General Intake sheet by MSWDO or authorized representative.	N/A	3 minutes	MSWDO/ authorized representative.
	4.2 Process of documents to Municipal Budget Office, Municipal Accounting Office, Municipal Treasurer's Office and Municipal Mayor's office.	N/A	4 hours (depends upon the availability of respective signatories)	Administrative Aide III
	4.3. Contact and inform the claimant/client that funds are available for release.	N/A	1 day	
5. Receive of Funds/ Assistance	Let client/claimant receive/sign on the AICS release Logbook.	N/A	2 minutes	Administrative Aide III
	5.1 Accompany client/claimant to the treasurer's office for release of funds.	N/A	7 minutes	Administrative Aide III
	5.2 Ask the client to answer the feedback form.	N/A	3 minutes	Administrative Aide III
6. Return official receipt of purchased medicines or other medical procedures/tests.	Receive and file required receipt of medical assistance provided.	N/A	1 minute	Administrative Aide III
TOTAL			1 day, 5 hrs and 46 minutes	

2. Name of Service: BURIAL ASSISTANCE

Brief description: It is the provision of limited emergency financial assistance to individuals and families in utmost crisis situations and who have inadequate resources.

Office/Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER
Classification:	SIMPLE
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL CITIZENS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency from the barangay (1 original & 2 photocopy)	Office of the Barangay
2. Registered Death Certificate (3 photocopy)	Municipal Civil Registrar
3. Copy of Funeral Contract- proof of balance payment. (1 original copy, 2 photocopy)	Funeral Service Provider
4. Valid Id of claimant (3 photocopies)	Any available valid ID of claimant/client specifically addressed to Roxas. <i>You can secure these from the respective government agencies:</i> Driver's License- Land Transportation Office Voter's ID/ Certification - COMELEC Senior Citizen ID- Senior Office PWD ID- PWD office National ID - Philippine Statistics Office Philhealth- Philhealth Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the MSWD office with needed requirements.	Accept clients and check the documents presented.	N/A	10 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer 1
2. Bring 3 photocopies of each required document.	Check the photocopied documents.	N/A	5 minutes	Administrative Aide III
3. Submit him/herself for interview & signing of General Intake Sheet.	Interview and assess the client using the General Intake Sheet/GIS	N/A	30 minutes	Administrative Aide III Social Welfare Officer 1



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Wait for the preparation of documents.	Encoding and printing of CAFOA and Disbursement vouchers.	N/A	5 minutes	Administrative Aide III
	5.1. Approval and signing of Certificate of Indigency, CAFOA, Disbursement vouchers & General Intake sheet by MSWDO or authorized representative.	N/A	2 minutes	MSWDO/ authorized representative.
	5.2 Process of documents to Municipal Budget Office, Municipal Accounting Office, Municipal Treasurer's Office and Municipal Mayor's office.	N/A	4 hours (depends upon the availability of respective signatories).	Administrative Aide III
	5.3. Inform the client that funds are directly paid to the funeral home.	N/A	2 minutes	Administrative Aide III
TOTAL			4 hours and 54 minutes	

3. Name of Service: SHELTER ASSISTANCE

Brief description: It is the provision of limited emergency financial assistance to individuals and families in utmost crisis situations, victims of calamities and who have inadequate resources.

Office/Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER
Classification:	SIMPLE
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL CITIZENS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency from barangay. (3 photocopies) 2. Certification of Disaster (man- made & natural) by Barangay Captain (3 photocopies) 3. Picture of damages (3 photocopies) 4. Certification of Bureau of Fire and Protection (BFP) in case of fire (3 photocopies) 5. Valid Id of respondent (3 photocopies)	Office of the Barangay Office of the Barangay Client counterpart Bureau of Fire and Protection Office Any available valid ID of claimant/client specifically addressed to Roxas. You can secure these from the respective government agencies: Driver's License- Land Transportation Office Voter's ID/ Certification - COMELEC Senior Citizen ID- Senior Office PWD ID- PWD office National ID - Philippine Statistics Office Philhealth- Philhealth Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the MSWD office with the needed documents.	Accept clients and check all the documents.	N/A	10 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer 1
2. Bring 3 photocopies of each required document.	Check the photocopied documents.	N/A	10 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer 1



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Canvas of needed materials to hardware or direct suppliers.	N/A	N/A	1 hour	Claimant/Client
4. Submit him/herself for interview and signing of the General Intake Sheet	Interview and assess the client using the General Intake Sheet/GIS	N/A	30 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer 1
5. Wait for the preparation of documents.	Encoding and printing of CAFOA and Disbursement vouchers.	N/A	5 minutes	Administrative Aide III
	5.1 Approval and signing of Certificate of Indigency, CAFOA, Disbursement vouchers & General Intake sheet by MSWDO or authorized representative.	N/A	2 minutes	MSWDO/ authorized representative.
	5.,2 Process of documents to Municipal Budget Office, Municipal Accounting Office, Municipal Treasurer's Office and Municipal Mayor's office.	N/A	3 hours (depends upon the availability of respective signatories).	Administrative Aide III
	5.3 Contact and inform the claimant/client that funds are available for release.	N/A		Administrative Aide III
6. Claim of Funds/ Assistance	Let the client/respondent receive/sign on the AICS release Logbook.	N/A	1 minute	Administrative Aide III
	6.1. Accompany client/claimant to the treasurer's office for release of funds.		5 minutes	Administrative Aide III
	6.2 Ask the client to answer the feedback form.		3 minutes	Client/ Administrative Aide III
7. Return official receipt of purchased materials.	Receive and file required receipt of purchased materials.	N/A	2 minutes	Administrative Aide III
TOTAL			5 hours and 8 minutes	

4. Name of Service: ISSUANCE OF FINANCIALLY INCAPABLE CERTIFICATION FOR AVAILING INDIGENT PHILHEALTH

Office/Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER
Classification:	SIMPLE
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL CITIZENS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Birth Certificate/ marriage certificate (2 photocopy) Brgy. Indigency (original copy) Brgy. Certification of no Registered Business (1 original copy) Certification of no Registered Business (1 original copy) Certification of no Declared Property (1 original copy) PhilHealth Membership Registration Form (PMRF) 1 original, 1 photocopy duly signed by member	PSA/ MCR Office of the Barangay Office of the Barangay Business Permit and Licensing Office Municipal Assessor's Office Philhealth Office/ Municipal Social Welfare and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must submit the required documents for assessment.	The staff will evaluate the client's financial status based on the documents presented to determine eligibility for the Indigent PhilHealth, 1.1 If eligible, the client is advised to complete the PMRF (PhilHealth Membership Registration Form) and provide photocopies of the documents. 1.2 If not eligible, assigned staff will explain the reason for disapproval and advise to inquire at the nearest PhilHealth office about the procedure for monthly membership contributions.	N/A	25 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer 1
2. The client should fill out the PMRF(PhilHealth Membership Registration Form) and wait for the certification to be processed.	Encoding and printing of the certification. 2.1 Signing of the Certification by the MSWDO or authorized representative.		8 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer I MSWDO Social Welfare Officer 1 Administrative Assistant II
3. The client will proceed to the PhilHealth office and submit the issued certificate along with the supporting documents.	Issue the signed certification along with the supporting documents and record.	N/A	2 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer 1
TOTAL			35 minutes	

5. Name of Service: REQUEST FOR CASE STUDY REPORT

Brief description: A formal document from a social worker detailing an individual's or family's socio-economic situation, problems, and needs used to verify eligibility for assistance like medical, burial, financial from government or non-government agencies.

Office/Division:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER
Classification:	COMPLEX
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL CITIZENS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Certificate of Indigency from the Barangay.(1original & 2 photocopy) 2. Medical Certificate/ Clinical Abstract (1 original 2 photocopy) 3. Statement of Account (1 original copy) 4. Acceptance Letter (1 original copy) 5. Doctor's prescription of medicines/tests/procedures(1 original) 6.Promissory Note (If the patient is already discharged with an existing bill that needs to be paid) 7. Stub (proof or checklist of needed requirements) 8. Valid ID of the respondent/client (1 photocopy) 	<p>Office of the Barangay</p> <p>Medical Records Office of the hospital/clinic. Billing Records of the hospital Social Service of the hospital Attending physician Billing Records, Cashier of the hospital DSWD, Office of the president, Malacañang Office of the senators Any available valid ID of claimant/client specifically addressed to Roxas.</p> <p><i>You can secure these from the respective government agencies:</i> Driver's License- Land Transportation Office Voter's ID/ Certification - COMELEC Senior Citizen ID- Senior Office PWD ID- PWD office National ID - Philippine Statistics Office Philhealth- Philhealth Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must submit the required documents for assessment.	The social worker will evaluate the client's documents presented to determine eligibility for the issuance of the social case study report. 1.2 If not complete, advise the client to comply with the lacking documents needed for the preparation of the social case study report.	N/A	25 minutes	Administrative Asst. II Administrative Aide III Social Welfare Officer 1
2. Submit him/herself for interview	The registered social worker will conduct a comprehensive interview, assessment and evaluation with the client.	N/A	40 minutes	Social Welfare Officer 1 Administrative Assistant II MSWDO
3. Wait for the preparation of documents.	Prepare the social case study report	N/A	1 day	Social Welfare Officer 1 Administrative Assistant II MSWDO
4. Receive the document	Inform the claimant/client that the social case study report is available for release. 4.1 Ask the client to answer the feedback form.	N/A		Social Welfare Officer 1 Administrative Assistant II MSWDO Administrative Asst. II Administrative Aide III
TOTAL			1 day, 1 hr and 5 minutes	

6. Name of Service: SUSTAINABILITY EVALUATION TEST FOR KAPIT-BISIG LABAN SA KAHIRAPAN (KALAHI): COMPREHENSIVE AND INTEGRATED DELIVERY OF SOCIAL SERVICES

Brief Description: This tool is used to monitor sub-projects, identify gaps in implementation, determine compliance with standards and assess operations and maintenance. It is actively participated by the Multi-stakeholders Inspectorate Team (MSIT) consisting of some municipal employees, barangay officials and Operations and Maintenance Groups (volunteers).

Office/Division:	Multi-Stakeholders Inspectorate Team
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All barangays of Municipality of Roxas

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Communication letters issued to all the members of MSIT prepared by KALAHI Focal and noted by the Municipal Mayor 2. Sustainability Evaluation forms, attendance sheets, action plan sheets, camera for documentations and minutes of the meeting form. 3. Operations and Maintenance Group profile and Request for Fund Release of every sub-projects done 4. Budget document	1. KALAHI Municipal Coordinating Team headed by Municipal Area Coordinator 2. KALAHI Municipal Coordinating Team headed by Municipal Area Coordinator 3. KALAHI Municipal Coordinating Team 4. Barangay Secretary/ Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communication Letter Provision	Preparation of letters by KALAHI Focal noted by the Municipal Mayor	None	1 hour	KALAHI Focal
2. Information Dissemination	Distribution of letters to MSIT members	None	1 day	Municipal Coordinating Team
3. Preparation for evaluation	Preparing all needed materials(pencils, ballpen, calculator) and documents (SET forms, budget documents, etc)	None	1 day	Municipal Coordinating Team
4. Inspection of sub-project	Collaboratively inspection all the details of the sub-project like roads, buildings, seawall and water system	None	30 minutes	MSIT
5. Conduct of evaluation	Rating the sub-project with 3 areas like institution/organization, financial management and physical condition	None	1 hour	MSIT
6. Post evaluation and approval	Giving any suggestions and recommendations/ signature of all MSIT members	None	30 minutes	MSIT
7. Results evaluation and finalization	Gathering all the results for final rating, action planning and minutes of the meeting preparation	None	2 days	Municipal Coordinating Team
8. Submission of results to DSWD KALAHI CIDSS Regional Office	Encoding and uploading of results on the Project Information Management System (PIMS) 5 days after evaluation	None	1 day	KALAHI Focal / KALAHI Area Coordinating Team
TOTAL			5 days and 2 hours	

7. Name of Service: PROCESS OF LIVELIHOOD PROGRAM (SLP)

A structured set of activities designed to help individuals or communities develop sustainable sources of income.

Office/Division:	Livelihood Development Program
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Poor Household listed in the DSWD database, Community-based organization or associations endorsed by LGU's

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Valid ID(photocopy) Certificate of Indigency Barangay Clearance Accomplish SLP forms 	<ol style="list-style-type: none"> PhilID, Barangay ID, Driver's License, Passport, UMID, SSS ID, GSIS eCard, Postal ID, PRC ID, Senior Citizen ID, PWD ID, Solo Parent ID, 4Ps/Pantawid Beneficiary ID, Student ID, Barangay Barangay SLP Desk/Office or SLP Project Development Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit form and Inquire concern(s) at Roxas SLP	1. Accommodate inquiries and concerns	-N/A	-3 Minutes	-SLP Project Development Officer
2. Identification of project	2. Approving or denying of project	-N/A	-5 Minutes	-Client
3. Project Proposal Making	3. Approving or denying a project proposal	-N/A	-10 Minutes	-Client
4. Opening of Bank Account for SLPA project	4. Assist in the Bank Process	-N/A	-30 Minutes	-Client
TOTAL		None	48 Minutes	

8. Name of Service: ISSUANCE OF PERSONS WITH DISABILITY (PWD) ID CARD AND BOOKLET

Brief Description: Issuance of PWD ID and booklet for the applicant and registered PWD

Office/Division:	PERSON WITH DISABILITY AFFAIRS OFFICE DESK
Classification:	Simple
Type of Transaction:	G2C, GOVERNMENT TO CITIZEN
Who may avail:	QUALIFIED PERSON WITH DISABILITY (PWDs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>NEW APPLICANT FOR PWD'S ID CARD & BOOKLET</p> <ol style="list-style-type: none"> Two (2) pcs 1 x 1 recent ID picture One (1) whole body picture Xerox copy of any Government Valid ID Medical Certificate Accomplish application form of PWDs <p>In case of Guardians/Authorized Representative of the applicant *Proof of guardianship or representative of the applicant *Xerox of any Government valid ID</p>	<p>choice of photo printing shop</p> <p>any available valid ID of client issued by the any government agency Specialist/appropriate physicians PDAO</p> <p>any document show of relationship to the applicant any issued by the any government agency</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secured requirements and accomplish/complete all necessary required details/information data in the application form.	1.1 Check and review all presented necessary documents.	None	5 minutes	Administrative Aide III/PDAO/Focal Person
2. Submit completed/accomplish application form together with the necessary requirements or documents	1.2 Receive and assess the submitted application form and requirements	None	3 minutes	PWD staff/PDAO/Focal Person
3. Wait for the entire action of responsible personnel	1.3 Encode and process the PWD ID and Booklet application (for issuance of PVC ID)	None	30 minutes (20 minutes)	PWD staff/PDAO/Focal Person
4. Receive and sign the PWDs ID and Booklet and fill up feedback form.	1.4 Log to the receiving log book	None	3 minutes	PWD staff/PDAO/Focal Person
TOTAL			41 minutes	



9. Name of Service: RENEWAL OF PWD ID AND BOOKLET

Brief Description: Issuance of PWD ID and Booklet to the Renewal of applicant

Office/Division:	PERSON WITH DISABILITY AFFAIRS DESK
Classification:	Simple, Complex or Highly Technical
Type of Transaction:	G2C, Government to Citizen
Who may avail:	Qualified Person with Disability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>RENEWAL APPLICANT FOR PWD ID & BOOKLET</p> <ol style="list-style-type: none"> 1. Expired PWD ID and booklet 2. Two (2) pcs 1 x1 picture 3. Accomplish renewal application form for PWD ID if necessary <p>In case of loss</p> <ul style="list-style-type: none"> • Affidavit of loss 	<p>client any photo printing choice by the client PDAO PAO or any Notary Public</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit expired PWD ID, booklet and accomplish application form.	1.1 Receive and evaluate the submitted document and application form.	None	5 minutes	PWD staff/PDAO/Focal Person
2. Wait for the entire action of responsible personnel	2.1 Encode and process the PWD ID and Booklet (for issuance of PVC ID)	None	30 minutes (20 minutes)	PWD staff/PDAO/Focal Person
3. Receive the new PWD ID and Booklet and fill up feedback form.	3. 1 Log to the log book	None	5 minutes	PWD staff/PDAO/Focal Person
TOTAL			40 minutes	



10. Name of Service: ISSUANCE OF SOLO PARENT IDENTIFICATION CARD (SPIC)

Brief Description: Provision of an official Solo Parent Identification Card to qualified solo parents pursuant to RA 11861 for access to benefits and programs.

Office/Division:	MSWDO-Solo Parent Desk
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Solo parents residing in Roxas, Oriental Mindoro

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Duly accomplished Solo Parent Application Form 	MSWDO – Solo Parent Desk
<ul style="list-style-type: none"> Barangay Certification of Residency 	Barangay Hall
<ul style="list-style-type: none"> Proof of Solo Parenthood (any of the following: CENOMAR, Death Certificate of spouse, Legal Separation order, Certification of spouse's detention, etc.) 	PSA / Court / PNP / Barangay depending on case
<ul style="list-style-type: none"> Birth Certificate of children 	PSA
<ul style="list-style-type: none"> 2 pcs Recent 1x1 ID picture 	Client
<ul style="list-style-type: none"> Valid ID 	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive documents			
	1.2 Validate requirements			
	1.3 Interview client			
	2.1 Assess eligibility			
	2.2 Approve application			
	3.1 Print and sign ID			
	3.2 Release ID to client			
TOTAL			40 minutes	

11. Name of Service: ISSUANCE OF SOLO PARENT BENEFITS CERTIFICATION

Brief Description: Certification issued to verified solo parents for accessing discounts, benefits, and assistance under RA 11861.

Office/Division:	MSWDO – Solo Parent Desk
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Valid Solo Parent ID holders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Valid Solo Parent ID 	MSWDO – Solo Parent Desk
<ul style="list-style-type: none"> Request Letter (if required by agency) 	Client
<ul style="list-style-type: none"> Any supporting documents needed by employer/agency 	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive request			
	1.2 Verify validity of Solo Parent ID and documents			
2. Wait for issuance	2.1 Prepare and sign certification	None	10 minutes	MSWDO Officer
3. Claim certification	3.1 Release certification to client	None	5 minutes	Solo Parent Desk Staff
TOTAL			25 minutes	

12. Name of Service: PROVISION OF SOLO PARENT ASSISTANCE (Emergency, Livelihood, or Welfare Assistance)

Brief Description: Provides financial, material, or welfare assistance to qualified solo parents based on assessment of need.

Office/Division:	MSWDO – Solo Parent Desk
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Registered Solo Parents of Roxas, Oriental Mindoro, especially those in crisis or vulnerable conditions.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Valid Solo Parent ID 	MSWDO – Solo Parent Desk
<ul style="list-style-type: none"> Request Letter for Assistance 	Client
<ul style="list-style-type: none"> Barangay Indigency Certificate (if financial assistance) 	Barangay Hall
<ul style="list-style-type: none"> Medical / School / Emergency Documents (depending on request) 	Hospital, School, Police, etc.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive documents			
	1.2 Initial screening			
	2.1 Conduct social case study			
	2.2 Validate documents with barangay/agency			
	2.3 Approve or disapprove assistance			
	3.1 Prepare assistance form			
	3.2 Release financial/material aid			
TOTAL			1 hour and 5 minutes	

13. Name of Service (APPLICATION FOR MARRIAGE COUNSELING)

Brief Description: The Application for marriage counseling involves submitting the required documents, registering with the local office, and scheduling a counseling session. This process ensures that couples receive guidance on family Planning, Legal Responsibilities, and preparing for married life before getting their marriage license.

Office/Division:	Name of Office/Division: POPULATION and DEVELOPMENT OFFICE
Classification:	Simple,
Type of Transaction:	G2C,
Who may avail:	Couples

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down	List down
Fill out the Client Log Book	Population Development Office
Application Form	Population Development Office
Couples	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. interview 2. Fill out the form for Marriage Counseling	1.1 The popdev staff interviews the couples to verify their informations, and record the important details to complete the processing of marriage counseling forms.	N/A	5 min 1 hour	PopDev Staff
2.Marriage Counseling	2.1 Attend the PMOC session and conducts the counseling by giving information on Family Planning and Marriage Responsibilities and also need to know the RA 9262 (VAWC) and Home Economics. After the session the population Development issues the PMOC certificate and records the completed counseling.	N/A	8 hours	Counselors
TOTAL			1 day, 1 hour and 5 minutes	



OFFICE OF THE MUNICIPAL HEALTH OFFICER

External Services

1. Name of Service: CHILD CARE

Brief Description:

Child Care is a preventive and promotive health service focused on the growth, development, and immunization of infants and young children in accordance with national child health programs. The service begins with patient registration and standardized documentation through the Individual Treatment Patient Record and the Mother–Baby Booklet. Comprehensive health education is provided through group counseling, emphasizing exclusive breastfeeding, age-appropriate nutrition, micronutrient supplementation, deworming, and compliance with routine and catch-up immunization schedules, including relevant child health laws and policies. Clinical assessment includes vital signs monitoring, anthropometric measurements, nutritional status determination, and growth chart plotting. Vaccination services are delivered following proper screening, vaccine preparation, and administration protocols. Caregivers are counseled on expected post-immunization reactions, adverse event management, and follow-up schedules. Prescribed medications and supplements are dispensed through the pharmacy with appropriate documentation to ensure continuity of care and child health surveillance.

Office/Division:	OFFICE OF THE MUNICIPAL HEALTH OFFICER
Classification:	SIMPLE/PHIL-HEALTH KONSULTA
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL UNDER FIVE YEARS OLD CHILDREN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down: Mother Baby Booklet	List down

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure facility number	1.1 First to come, first to serve policy Number given	None	1 minute	BHW on-duty
	2.1 Interview and fill- up the forms	None	5 Minutes	Midwife (or RHMPP DOH) on-duty
	2.2 Secure Mother- Baby Booklet and fill-up the required entry	None	4 Minutes	Midwife on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Health Teachings	3.1 group counselling a. exclusive breastfeeding b. fully immunized child c. schedule of routine immunization d. catch-up immunization d. complementary feeding e deworming f. Micro-nutrient Powder (MNP) Supplementation g. Operation Timbang h. existing Laws and policies (Republic Act, Municipal Ordinances and Resolutions) specifically on Mandatory Immunization anf First 1000 Days (F1K), Kalusugan ng Mag-ina Act i. expected effects of vaccines what to do if there's any untoward effects due to vaccine	None	20 minutes	Midwife or HRH – DOH on-duty
	4.1. record the vital signs of the baby	None	3 minutes	Midwife or HRH – DOH on-duty
	4.2. Get the weight and height of the baby and determine the nutritional status	None	3 minutes	Midwife /Nurse on Duty
	4.3. Plot the result in their growth chart	None	5 minutes	midwife /Nurse on Duty
	5.1. prepare the vaccines and other logistics needed for vaccination	None	5 minutes	Midwife or HRH-DOH on-duty
	5.2. Identify the vaccine needed for each child	None	2 minutes	Nurse/Midwife on Duty
	5.3. immunize the child	None	5 minutes	Nurse/Midwife
	5.4. Give Paracetamol if needed	none	3 minutes	Nurse/Midwife
	6.1. Explain the possible mild effects of vaccine	None	5 minutes	Midwife or HRH-DOH on-duty
	6.2. Explain what to do if there's any adverse event following immunization.	None	5 minutes	Nurse/Midwife
	6.3. Tell the schedule of the next visit for the succeeding dose of vaccine	None	2 Minutes	Nurse/Midwife
	7.1. Give the prescribed drugs and medicine	None	5 minutes	Nurse or Midwife
	7.2. Sign-in to the logbook for the received commodity	None	5 minutes	Nurse/Midwife
TOTAL			1 hour and 13 minutes	

2. Name of Service: NUTRITION

Brief Description:

Nutrition Services are specialized preventive and therapeutic interventions aimed at assessing, managing, and rehabilitating children with nutritional deficiencies in accordance with established nutrition and malnutrition management protocols. Services begin with patient registration and standardized documentation through the Individual Treatment Patient Record and verification of referral details. Initial nutritional assessment includes accurate anthropometric measurements (weight and height/length) and determination of nutritional status. Health education and counseling are provided individually or in groups, focusing on appropriate dietary practices, hygiene and sanitation, handwashing, and immunization compliance. A comprehensive clinical assessment is conducted, including review of systems and physical examination, followed by classification of malnutrition as Moderate Acute Malnutrition (MAM) or Severe Acute Malnutrition (SAM). Children diagnosed with SAM are further evaluated for outpatient or inpatient therapeutic care eligibility, including appetite testing for outpatient management. Therapeutic or supplementary foods and necessary medications are provided based on classification, with scheduled follow-up monitoring to ensure nutritional recovery. Referral to higher-level care is initiated for cases requiring inpatient management, ensuring continuity of nutrition rehabilitation and child survival support.

Office/Division:	OFFICE OF MUNICIPAL HEALTH OFFICER
Classification:	SIMPLE/PHIL-HEALTH KONSULTA
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL UNDER FIVE YEARS OLD CHILDREN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down	List down

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure facility number	1.1 First to come, first to serve policy Number given	None	1 minute	BHW on duty
	2.1 Interview and fill- up the forms	None	5 minutes	Midwife (or RHMPP DOH) on duty
	2.2 Verify the entry in the referral slip	None	3 minutes	MIDWIFE/NURSE
3. Initial Assessment	3. Take the weight, height/length of the child then check the Nutritional Status	None	7 minutes	Midwife (or RHMPP-DOH) on duty
4. Health Teaching	Individual and/or group counselling re: proper diet and good nutrition, sanitation (personal hygiene), proper hand washing immunization	None	10 minutes	Midwife (or RHMPP – DOH) on-duty
	5.1. Review of Systems	None	7 minutes	Physician
	5.2. Complete Physical Examination	None	7 minutes	PHYSICIAN



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3 Classify the type of malnutrition - Moderate Acute Malnutrition – (MAM) or Severe Acute Malnutrition (SAM)	None	7 minutes	
	5.4. for SAM determine if it is Out-patient Therapeutic Care (OTC) or In-patient Therapeutic Care (ITC) patient	None	7 minutes	
	5.5. If OTC performed appetite test when passed admit to TC	None	15 minutes	Midwife (or RHMPP – DOH) on-duty
	5.6. Give Ready-to-Use Therapeutic Food for one week and other medicines needed	None	5 minutes	Physician
	5.7. Advise the care- giver to bring back the child on weekly basis until the child is well	None	5 minutes	NURSE/MIDWIFE
	5.8 If the child is ITC, fill-up referral forms then refer to hospital for admission	None	5 minutes	NURSE/ MIDWIFE
	5.9 If MAM give Ready- to Use Supplementary Food for two weeks the monitor the child's status them continue every two weeks until the child becomes well	None	5 minutes	NURSE/MIDWIFE
TOTAL			1 hour and 29 minutes	

3. Name of Service: FAMILY

Brief Description:

Family Planning Services are comprehensive reproductive health interventions that provide eligible clients with safe, informed, and voluntary access to fertility regulation methods in accordance with national family planning guidelines. The service begins with client registration and completion of Family Planning Form 1, including informed consent. A systematic clinical assessment is conducted, consisting of vital signs measurement, anthropometric assessment as indicated, review of systems, and complete physical examination. Clients are referred for appropriate routine laboratory examinations when necessary, and diagnostic results are documented and reviewed. Based on medical eligibility and client preference, the chosen family planning method is provided, accompanied by thorough counseling on correct use, potential side effects, warning signs, and follow-up schedules. Continuity of care is ensured through proper documentation, monitoring, and scheduled return visits to support safe and effective family planning utilization.

Office/Division:	OFFICE OF MUNICIPAL HEALTH OFFICER
Classification:	SIMPLE/PHIL-HEALTH KONSULTA
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL 15 TO 45 YEARS OLD CLIENTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down	List down

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure facility number	1.1 First to come, first to serve policy Number given	NONE	1 minute	BHW on-duty
	2.1 Interview and fill- up the forms	NONE	5 minutes	Midwife/NURSE
	2.2 Secure Consent	none	3 minutes	nurse/midwife
3. Initial Assessment	3. Take the weight, height/length of the child then check the Nutritional Status	NONE	5 minutes	Midwife (or RHMP-DOH) on-duty
4. Initial Assessment	Take the vital signs of the client	None	5 minutes	NURSE
	5.1 Review of System	None	5 minutes	Physician
	5.2. Complete Physical Examination	None	7 minutes	Physician
	5.3. Refer for routine laboratory test	none	3 minutes	Physician
	6.1. Test for blood, urine or discharge	None	10 minutes	Medical Technologist
	6.2 Log-in the result into logbook	None	2 minutes	Medical Technologist
	6.3 Issue of the result	None	3 minutes	Medical Technologist



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Management	7.1 Giving of FP commodity of choice	None	10 minutes	Physician/Nurse/Midwife
	7.2 Re-iterate the possible untoward effects that may arise and what to do	None	10 minutes	Physician/Nurse/Midwife
	7.4 Remind the client of the next-visit or follow- up visit	None	3 minutes	Nurse/Midwife
TOTAL			1 hour and 12 minutes	

4. Name of Service: INTEGRATED MANAGEMENT OF COMMON ILLNESS

Brief Description:

Integrated Management of Common Childhood Illnesses is a standardized child health service that applies evidence-based clinical guidelines for the assessment, classification, treatment, and referral of common pediatric conditions. The process begins with patient registration and completion of the IMCI documentation, including identification of the chief complaint. A systematic initial assessment is conducted, focusing on danger signs, presenting symptoms, and comprehensive vital sign measurement. The child undergoes final assessment through evaluation of general appearance, respiratory symptoms, fever-related conditions (including measles and malaria), ear problems, and age-appropriate feeding practices. Cases presenting with severe illness or complications are promptly referred to higher-level health facilities. Appropriate treatment and management are provided based on clinical classification, including prescription of medications, caregiver counseling on home care, recognition of danger signs, and follow-up instructions. Prescribed medicines are dispensed through the pharmacy with proper documentation to ensure continuity of care and effective management of childhood illnesses.

Office/Division:	OFFICE OF MUNICIPAL HEALTH OFFICER
Classification:	SIMPLE/PHIL-HEALTH KONSULTA
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL UNDER FIVE YEARS OLD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
immunization Record	List down

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure facility number	1.1 First to come, first to serve policy Number given	NONE	1 minute	BHW on-duty
2. Fill-up the Integrated Management for Childhood Illnesses (IMCI) form	2.1 Interview and fill- up the IMCI forms	NONE	5 minutes	Midwife (or RHMPP-DOH) on-duty
	2.2 Ask for the chief complaint	None	3 minutes	Midwife/Nurse
3. Initial Assessment of the patient	3.1 Look for signs and symptoms related to chief complaint 3.2 Taking of Vital Signs a. Weight b. Height c. BMI d. Blood Pressure (3x) e Temperature f. Respiratory Rate	NONE	7 minutes	Nurse/Midwife

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Final Assessment	4.1 Look for the general appearance of the child	None	10 minutes	Physician
	4.2 if with severe disease – refer of hospital	None	3 minutes	Physician/Nurse
	4.3 ask for cough and cold – no or with pneumonia	None	3 minutes	Physician/Nurse
	4.4 if with severe pneumonia – refer to hospital	None	5 minutes	Physician/Nurse/Midwife
	4.5 ask for recent measles infection or malaria, assess for fever	None	3 minutes	Nurse/ Midwife
	4.6 ask, look and assess for ear discharge	None	7 minutes	Nurse/Midwife
	4.7 if under 2 years old ask for feeding history, either exclusive breastfeeding, bottle fed, or mixed	None	5 minutes	Nurse/Midwife
5. Treatment and Management	a. Fill-up prescription pad b. Discussed the instructions to the care giver c. Advised re: home medication, follow-up, and what to do if there's any untoward reaction or red-flags in medication	None	7 minutes	Attending Physician
	7.1. Give the prescribed drugs and medicine	None	5 minutes	Nurse or Midwife on-duty
	7.2. Sign-in to the logbook for the received commodity	None	5 minutes	Nurse
TOTAL			1 hour and 9 minutes	

5. Name of Service: TUBERCULOSIS

Brief Description:

Tuberculosis are comprehensive case-finding, diagnostic, treatment, and follow-up interventions implemented in accordance with the National Tuberculosis Control Program guidelines. The service begins with patient registration and completion of the TB Individual Treatment Patient Record, including verification of bacteriological and/or radiological results such as GeneXpert or chest X-ray. Appropriate program forms for drug-sensitive and drug-resistant TB are accomplished, and treatment identification cards are issued with strict observance of patient confidentiality. A thorough clinical assessment is conducted, encompassing complete medical and family history, review of systems, physical examination, and necessary laboratory requests, including HIV testing with pre- and post-test counseling. Management follows the Directly Observed Treatment, Short-course (DOTS) strategy, with provision and allocation of anti-TB medications for the full treatment duration. Contact investigation is initiated through identification and screening of close contacts, with scheduled diagnostic examinations. Continuous patient education, sputum follow-up monitoring, and adherence counseling are provided to ensure treatment success and prevent disease transmission.

Office/Division:	OFFICE OF MUNICIPAL HEALTH OFFICER
Classification:	SIMPLE/PHIL-HEALTH KONSULTA
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL SICK INDIVIDUALS WITH COUGH FOR MORE THAN TWO WEEKS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down: GENE X-PERT RESULT AND/OR CHEST X-RAY RESULT OTHER LABORATORY RESULTS	List down

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure facility number	1.1 First to come, first to serve policy Number given	NONE	2 minutes	BHW on-duty
2. Fill-up TB Individual Treatment Patient's Record (ITPR)	2.1 Interview and fill- up the forms	NONE	5 minutes	Nurse II – Mrs. Madona G. Trinidad
	2.2 Secure the result of gene X-pert or Chest X-ray Result 2.3 Fill-up Form 4-B for Drug Sensitive TB (DSTB) and Form-C for Drug Resistant TB (DRTB) 2.4 Fill-up Form 5 (Treatment ID Card) 2.5 Individual or group counselling before Treatment 2.6 Ensure Confidentiality	NONE	10 Minutes	Physician/Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Assessment	3.1 Complete Medical History (Current and Past) 3.2 Family History 3.3. Review of Systems 3.4 Complete Physical Examinations 3.5 Request for laboratory	NONE	10 minutes	Physician
	4.1 Counselling before HIV testing	None	15 minutes	Medical Technologist I
	4.2 Examination of blood samples for HIV, CBC	None	10 minutes	Medical Technologist I
	4.3 Counselling when HIV result release for confirmatory test	None	15 minutes	Medical Technologist I
	4.4 Log-in to laboratory logbook (use code for confidentiality)	None	5 minutes	Medical Technologist I
	4.5 Issuance of the result	None	3 minutes	
	5.1 Prescribed needed drugs and medicines - Direct Observe Treatment Strategy (DOTS)	None	5 minutes	Nurse II
	5.2 Allocate TB medicines for six months	None	10 minutes	Nurse
	5.3 Identify Direct Contact for TB detection	None	5 minutes	Nurse
	5.4 Schedule the examination of identified direct contacts	None	5 minutes	Nurse
	5.4 Request for Sputum Microscopy or Gene X- pert for contacts or chest X-Ray	None	5 minutes	Nurse
	5.5. Discuss and explain the next sputum ff-up schedule	None	5 minutes	Nurse
	5.6 Health Education	None	10 minutes	Nurse
TOTAL			2 hours 10 minutes	

6. Name of Service: MEDICO-LEGAL CERTIFICATION

Brief Description:

Medico-Legal Certification Services provide standardized medical documentation for legal and investigative purposes, ensuring accuracy, confidentiality, and compliance with regulatory requirements. The process begins with patient registration and completion of relevant forms, including recording the chief complaint. Initial assessment involves verification of police requests, vital signs measurement, history taking, and provision of initial wound care when applicable. A comprehensive final assessment is conducted, including review of systems and detailed physical examination. Laboratory investigations of body fluids or other specimens are performed as indicated, with proper documentation and issuance of results. Upon completion of medical evaluation and required tests, a Medico-Legal Certificate is prepared, issued, and logged, and associated payments are processed through the Treasurer's Office with official receipt. This service ensures legally admissible medical certification while maintaining patient confidentiality and procedural integrity.

Office/Division:	OFFICE OF MUNICIPAL HEALTH OFFICER
Classification:	SIMPLE/PHIL-HEALTH KONSULTA
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List down: Police Request	List down

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure facility number	1.1 First to come, first to serve policy Number given	NONE	1 minute	BHW on-duty
	2.1 Interview and fill- up the forms	NONE	7 minutes	Midwife (or RHMPP-DOH) on-duty
	2.2 Ask for the Chief Complaint			
3. Initial Assessment	3.1 Secure the police request 3.2 Take the vital signs of the patient 3.3 Initial Wound Care (if any) 3.4 History Taking	None	10 minutes	Nurse or HRH-DOH on duty
	4.1. Review of Systems	None	5 minutes	Physician
	4.2 Physical Examination	None	7 minutes	Physician
	4.3 Prepare the Medico-legal Certificate	None	15 minutes	Physician
	4.4 Request for laboratory test (if needed)	None	2 minutes	Physician



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Laboratory	5.1 Testing of body fluid and/or discharge samples	None	10 minutes	Medical Technologist
	5.2 Log-in to laboratory logbook	None	2 minutes	Medical Technologist
	Issuance of laboratory results	None	5 minutes	Medical Technologist
	Issuance of laboratory results	None	5 minutes	Medical Technologist
6. Treasurer's office for payment	Issuance of Official Receipt		5 minutes	MTO
	5.1 Issuance of Medico- legal Certificate	None	3 minutes	Midwife or HRH-DOH on duty
	5.2 Log-in to the medico-legal logbook	None	2 minutes	Midwife or HRH-DOH on duty
TOTAL			1 hour and 19 minutes	

7. Name of Service: HEALTH CERTIFICATE, SANITARY PERMIT

Brief Description:

Health Certificate and Sanitary Permit Services provide regulatory compliance and public health assurance through systematic inspection, certification, and documentation of establishments and specific health-related activities. For food and other commercial establishments, services include on-site inspection, verification of sanitary conditions, preparation and typing of the sanitary permit, official signing, and recording in the logbook. The service also covers specialized permits related to health and safety, including niche opening, transfer of cadavers, and exhumation, ensuring adherence to public health standards and legal requirements. These processes safeguard community health while maintaining accurate and traceable certification records.

Office/Division:	OFFICE OF MUNICIPAL HEALTH OFFICER			
Classification:	SIMPLE/PHIL-HEALTH KONSULTA			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. List down: Inspection Report 2. Proof of Payment 3. Certificate of training for food Handlers 4. Hepatitis A test Result 5. Fecalalysis Result 6. X'Ray Result 			List down	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Inspection of Establishment.	NONE	15 minutes	Rural Sanitation Inspector I
	1.2 Typing of Sanitary permit	None	5 minutes	Rural Sanitation Inspector I
	1.3 Signing of Sanitary permit	None	5 minutes	Rural Sanitation Inspector I
	2.1 Inspection of Establishment.	None	5 minutes	Rural Sanitation Inspector I
	2.2 Typing of Sanitary permit			
	2.3 Signing of Sanitary permit	None	5 minutes	Rural Sanitation Inspector I
	2.4 Entry to Logbook	None	5 minutes	Rural Sanitation Inspector I
	3. Insurance of other permit	None	5 minutes	Rural Sanitation Inspector I
	3.1 Open the niche 3.2 Transfer of Cadaver 3.3 Exhumation			
TOTAL			45 minutes	



**OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND
MANAGEMENT OFFICER**
External Services

1. Name of Service: CONDUCT OF DRILLS/SIMULATION EXERCISES/TRAININGS, SEMINAR AND WORKSHOP

Brief Description: This pertains to requests for resource speakers and conduct of drills/simulation exercises/trainings, seminar and workshop in relation to disaster management and to establish and strengthen capacities of communities to anticipate, cope and recover from the negative impacts of emergency occurrences and disasters. It also aims to enhance the overall resilience of all concerned government agencies against all hazards present.

Office/Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE- ROXAS
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen, G2B- Government to Business Entity, G2G Government to Government
Who may avail:	EVERYONE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter with endorsement (1 original)	Office of the Municipal Mayor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at Training and Admin Section and Read the Citizen's Charter Handbook to be informed of the service process flow. Once done, fill-out the Logbook/Requisition Slip	1. Give the client a logbook 1.1 Check the completeness of the required information 1.2 Refer to Administrative and Training Unit.	None	2 Minutes	<i>Administrative Aides</i>
	2. Receive and record the Approved Request Letter	NONE	2 MINUTES	<i>Administrative Aides</i>
	2.1 Check the availability of schedule and take action on the request	NONE	2 MINUTES	<i>MGDH I (MDRRMO)</i>
	2.2 Inform the Requesting Agency/Citizen on the status of the request.	NONE	6 MINUTES	<i>Administrative Aide III (Clerk I)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	*In case of conflict of schedule, advise the requesting agency/citizen on the available schedule for adjustment.			
3. Secure the confirmation slip at the Administrative and Training Unit	3. Give the confirmation slip	NONE	3 MINUTES	<i>Administrative Aides</i>
TOTAL		NONE	13 MINUTES	

2. Name of Service: PROVISION OF DATABASE/REFERENCES, REPORTS, PHOTOS, DOCUMENTARIES AND OTHER RELATED DISASTER RISK REDUCTION AND MATERIALS

Brief Description: The request for available information in any form from the Municipal Disaster Risk Reduction and Management Office provides an ideal venue for an information transparencies and dissemination. It ensures all information available to be subjected for review by anyone and open for discussion and publication even for other government agencies.

Office/Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE- ROXAS
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen, G2B- Government to Business Entity, G2G Government to Government
Who may avail:	EVERYONE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter with endorsement (1 original)	Office of the Municipal Mayor
Storage Device if requesting for soft copy	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at Information Desk and Read the Citizen's Charter Handbook to be informed of the service process flow. Once done, fill-out the Logbook/Requisition Slip	1. Give the client a logbook 1.1 Check the completeness of the required information 1.2 Refer to Research and Planning Unit	NONE	2 MINUTES	<i>Watchman I</i>
	2. Receive and verify the request Letter	NONE	2 MINUTES	<i>Administrative Aides</i>
	2.1 Prepare the requested document	NONE	10 MINUTES	<i>LDRRMO II</i>
3. Receive the requested document at the Research and Planning Unit	3. Release the requested document	NONE	2 MINUTES	<i>LDRRMO II</i>
TOTAL			14 MINUTES	

3. Name of Service: PROVISION OF EMERGENCY RESPONSE SERVICE

Brief Description: Emergency response services of the MDRRM Office being the most common service provided to the public is readily available at any given time 24 Hours a day and 7 days a week. The MDRRM Office of Roxas is committed to provide the best approach and implementation of emergency services. It is without a doubt prescribed in the most effective and timely manner.

Office/Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE- ROXAS
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen, G2B- Government to Business Entity, G2G Government to Government
Who may avail:	EVERYONE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Data/Information of Emergency	Concerned Citizen/Caller

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Record emergency details provided by the concerned citizen 1.1 Validate the information given by the concerned citizen/walk-in clients and coordinate with the concerned barangay/agency for investigation 1.2 Proceed to the site/location of incident	NONE	2 MINUTES	<i>MGDH I (MDRRMO) Administrative Aide I (DMOA)</i>
	1.3 Conduct Search, Rescue and Retrieval Operation to the victim 1.4 Transfer the victim to the nearest hospital/Hospital of Choice	NONE	5 MINUTES	<i>Administrative Aide I (DMOA)</i>
	1.5 Record the incident in the Blotter Book	NONE	3 MINUTES	<i>Administrative Aide I (DMOA)</i>
TOTAL			18 MINUTES	

4. Name of Service: ISSUANCE OF CERTIFICATION (CERTIFICATE OF COMPLIANCE IN ACCORDANCE TO RA 10121)

Brief Description: The request and issuance of certification of all individuals or entity concerned guarantees authenticity and dependability of documents provided with original signatories. (Certificate of Compliance in accordance to RA 10121).

Office/Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE- ROXAS
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen, G2B- Government to Business Entity, G2G Government to Government
Who may avail:	EVERYONE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Compliance in accordance to RA 10121	
Request Letter (1 original copy)	Client
Valid Identification Card (1 original)	Client
Barangay Certification (1 original)	Concerned Barangay
Other Certifications	
Request Letter (1 original copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at Administrative and Training Unit and Read the Citizen's Charter	1. Give the client a logbook	NONE	2 MINUTES	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Handbook to be informed of the service process flow. Once done, fill-out the Logbook/Requisition Slip	1.1 Check the completeness of the required information 1.2 Refer to Administrative and Training Unit			<i>Administrative Aide III (Clerk I)</i>
2. Submit the required documents to Administrative and Training Unit	2. Receive and check documents for assessment and evaluation 2.1 Prepare the requested certification 2.2 Sign the Certification	NONE	20 MINUTES	<i>Administrative Aide III (Clerk I)</i> <i>MGDH I (MDRRMO)</i>
3. Receive the signed Certification at the Administrative and Training Unit	3. Release the signed certification to the client	NONE	2 MINUTES	<i>Administrative Aides</i>
TOTAL			25 MINUTES	

5. Name of Service: LENDING OF MDRRM VEHICLES, EQUIPMENT, TOOLS, GEARS, MACHINERIES AND OTHERS

Brief Description: The lending of vehicles, equipment, tools, gears and machineries provides concrete and distinct measures in ensuring the coping capacity of all concerned government agencies by means of using available tangibles and manpower towards utmost disaster resilience.

Office/Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE- ROXAS
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen, G2B- Government to Business Entity, G2G Government to Government
Who may avail:	EVERYONE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter with endorsement (1 original)	Office of the Municipal Mayor
Borrower's Form	MDRRMO-Operations and warning unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at Public Assistance center and Read the Citizen's Charter Handbook to be informed of the service process flow. Once done, fill-out the Logbook and submit the Approved Request Letter at the Operation and Warning Unit	1. Give the client a logbook and Borrower's Form 1.1 Check the completeness of the required information	NONE	5 MINUTES	<i>Watchman I</i>
2. Submit the duly accomplished Borrower's Form at the Operation and Warning Unit	2. Check and verify the completeness of Accomplished Borrower's Form 3.1 Approve the Borrower's Form	NONE	7 MINUTES	<i>Administrative Aide III(DMOA) MGDH I (MDRRMO)</i>
	3.2 Check the condition of the particular item	NONE	3 MINUTES	<i>Administrative Aide III(Clerk I) LDRRMO II</i>
4. Receive the specific items to be borrowed and secure a Client's Borrower's Form copy	4. Release the specific items to be borrowed together with the approved Client's Borrower's Form copy	NONE	10 MINUTES	<i>LDRRMO II Administrative Aide III(DMOA)</i>
TOTAL			25 MINUTES	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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6. Name of Service: REVIEW AND APPROVAL OF ALL DRRM RELATED PLANS

Brief Description: To review all DRRM related plans of each barangays within the municipality of Roxas. This helps ensure the proper implementation of all DRRM related plans guided by existing laws and regulations of the National Government.

Office/Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE- ROXAS
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen, G2B- Government to Business Entity, G2G Government to Government
Who may avail:	EVERYONE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Disaster Risk Reduction Management Plan approved by the Barangay Disaster Risk Reduction and Management Committee (1 Original)	Concerned Barangay
Barangay Disaster Risk Reduction Management Fund Investment Plan Barangay Disaster Risk Reduction and Management Committee (1 Original)	Concerned Barangay
Community-Based Disaster Risk Reduction Management Action Plan Barangay Disaster Risk Reduction and Management Committee (1 Original)	Concerned Barangay
Contingency Plan Barangay Disaster Risk Reduction and Management Committee (1 Original)	Concerned Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at Cubicle 1 and Read the Citizen's Charter	1. Give the client a logbook	NONE	2 MINUTES	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Handbook to be informed of the service process flow. Once done, fill-out the Logbook/Requisition Slip Citizen's Charter	1.1 Check the completeness of the required information 1.2 Refer to Administrative and Training Unit			<i>Administrative Aide III (Clerk I)</i>
	2. Receive the Original copy of the plan	NONE	2 MINUTES	<i>Administrative Aides</i>
	2.1 Forward to concerned Person	NONE	1 MINUTE	<i>Administrative Aide III (Clerk I) LDRRMO II</i>
	2.2 Review the received Plan and take action * Inform the client if the plan is subject for revision	NONE	4 DAYS	<i>Administrative Aides LDRRMO II</i>
3. Receive the Reviewed Plan together with the certification	3. Release the reviewed plan together with the certification to the client	NONE	5 MINUTES	<i>Administrative Aides MGDH I (MDRRMO)</i>
TOTAL			4 DAYS, 10 MINUTES	



OFFICE OF THE MUNICIPAL BUDGET OFFICER
External Services

1. Name of Service: Processing of Certificate of Appropriations, Funds and Obligation of Allotment (CAFOA)

Receiving, Encoding and Assigning of Reference Number to record proper charging of fund allotment.

Office/Division:	MBO-Operations Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay LGU, SEF, National Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Vouchers <ul style="list-style-type: none"> • Invitation Letter • Travel Order • Travel Itinerary • Disbursement Voucher • CAFOA Form Payroll Vouchers <ul style="list-style-type: none"> • Payroll Copy Infrastructure Vouchers: <ul style="list-style-type: none"> • Program of Work • Purchase Request Goods Vouchers <ul style="list-style-type: none"> • Purchase Request • APP/PPMP • Disbursement Vouchers 		<ul style="list-style-type: none"> • Processing Office • Processing Office • Processing Office • Processing Office • Processing Office • Municipal Engineering Office • Processing Office • Processing Office • Processing Office • Processing Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	3 mins	Budgeting Assistant / Admin Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Receives the document and registers in the log book.	NONE	2 mins	Budgeting Assistant / Admin Aide
	1.3 Checks and Reviews availability of fund	NONE	5 mins	Budgeting Assistant / Admin Assistant
	1.4 Assigns Reference No. to the OBR, Records on the respective departments' ledger.	NONE	5 mins	Budgeting Assistant / Admin Assistant
	1.5 Initials, Forwards OBR to the MBO	NONE	2 mins	Budgeting Assistant / Admin Assistant
	1.6 MBO Reviews and Signs	NONE	5 mins	MBO
	1.7 Release the certified OBRs to clients	NONE	5 mins	Budgeting Assistant / Admin Aide
2. Received the certified OBRs for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL		0.00	27 mins	

2. Name of Service: Processing of Program of Works (POW)

Receiving, Reviewing and Fund Allocation of Program of Works (POW).

Office/Division:	MBO-Operations Sections			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay LGU, SEF, National Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely Signed POW		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	3 mins	Budgeting Assistant / Admin Aide
	1.2 Receives the document and registers in the log book.	NONE	2 mins	Budgeting Assistant / Admin Aide
	1.3 Checks and Provides source of fund	NONE	5 mins	Budgeting Assistant / Admin Assistant
	1.5 Records in the respective department's ledger	NONE	5 mins	Budgeting Assistant / Admin Assistant
	1.6 Releases the recorded POW to the client / Registered in the log book.	NONE	5 mins	Budgeting Assistant / Admin Aide
2. Received the processed POWs for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL		0.00	20 mins	

3. Name of Service: Processing of Purchase Requests (PR)

Receiving, Reviewing and Fund Allocation of Purchase Requests.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Barangay LGU, SEF, National Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Infrastructure PRs <ul style="list-style-type: none"> • Program of Work Goods PRs <ul style="list-style-type: none"> • APP/PPMP 	<ul style="list-style-type: none"> • Municipal Engineering Office • Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	3 mins	Budgeting Assistant / Admin Aide
	1.2 Receives the document and registers in the log book.	NONE	2 mins	Budgeting Assistant / Admin Aide
	1.3 Checks and Provides source of fund	NONE	5 mins	Budgeting Assistant / Admin Assistant
	1.5 Records on the respective department's ledger	NONE	5 mins	Budgeting Assistant / Admin Assistant
	1.6 Releases the recorded POW to the client / Registered in the log book.	NONE	5 mins	Budgeting Assistant / Admin Aide
2. Received the processed PR's for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL			20 mins	

4. Name of Service: Reviewing of Program Design

Reviewing of Program/Activity Design to verify budgetary requirements and availability of funds.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Barangay LGU, SEF, National Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Signed Program Activity Design	Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receives, Reviews, Initials and Provides feedback and recommendation. If subject for revision, returns to the client for compliance.	NONE	10 mins	Budgeting Assistant / Budget Officer I
	1.2 Initials, Forwards Program/Activity Design to the MBO	NONE	2 mins	Budgeting Assistant / Budget Officer I
	1.3 MBO Reviews and Signs	NONE	5 mins	MBO
2. Received the submitted Program/Activity Design for next step processing/ Accomplished Feedback Form/Signed the Logbook				
TOTAL			17 mins	

5. Name of Service: Issuance of Certificate of Existence of Appropriation (CEA)

Issuing of CEA for transactions that are subject for posting and bidding.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	SEF, National Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Infrastructure <ul style="list-style-type: none"> • Approved POW • Approved PR Goods <ul style="list-style-type: none"> • Approved PR 	<ul style="list-style-type: none"> • Municipal Engineering Office • Processing Office • Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	5 mins	Budget Officer I
	1.2 Prepares Certificate of Existence of Appropriation (CEA) and Forwards to the MBO for signature	NONE	5 mins	Budget Officer I
	1.3 MBO Reviews and Signs	NONE	5 mins	MBO
2. Received the CEA for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL			15 mins	

6. Name of Process: Processing of Fuel Requests

Brief Description: Issuance of Gas Slip and Assigning of Reference Number to record and monitor proper fuel consumption.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Barangay LGU, SEF, National Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Accomplished Trip Ticket 	<ul style="list-style-type: none"> Municipal Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	3 mins	Admin Aide
	1.2 Prepares Gas Slip for Purchase Order, Assigns Reference Number and Records in the Fuel Consumption Logbook	NONE	5 mins	Admin Aide
	1.3 Budget Officer I Reviews and Signs	NONE	2 mins	Budget Officer I / MBO
2. Received the accomplished Gas Slip for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL			10 mins	



OFFICE OF THE MUNICIPAL ACCOUNTANT
External Service

1. Name of Service: ISSUANCE OF CERTIFICATE OF INCOME TAX WITHHELD FROM EMPLOYEES OR CERTIFICATE OF CREDITABLE TAX WITHHELD AT SOURCE (2307)

Brief Description: Government employee's income taxes are withheld pursuant to Rules and Regulation of the Bureau of Internal Revenue. The Certificate of Compensation Payment/Tax withheld is annually given to show proof that tax due to employees had been paid.

Office/Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Suppliers/ Contractors/Municipal Hall Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Disbursement Voucher (for BIR form 2306/2307)	Implementing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Received Request	None	3 minutes	Bookbinder I
	1.2 Prepares the requested document	None	15 minutes	Bookbinder I
	1.3 Signs the prepared document	None	5 minutes	Municipal Accountant
2. Receive the document requested	2.1 Releases the requested documents	None	2 minutes	Bookbinder I
3. Accomplish evaluation form	3. Issues client satisfaction evaluation form	None		Administrative Aide II
TOTAL			25 minutes	

2. Name of Service: PROCESSING OF DISBURSEMENT VOUCHERS OF FINANCIAL ASSISTANCE

Brief Description: To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted

Office/Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>General requirements in all Financial Assistance claims: Disbursement Voucher CAFAO General Intake Sheet Letter Request Certificate of Indigency Photocopy of Valid ID Other documents may be required depending on the nature of the transaction</p> <p>For Educational Assistance: Proof of Enrollment</p> <p>For Medical Assistance: Medical Certificate/ Medical Prescription/ Laboratory Request/ Hospital Billing</p> <p>For Funeral Expense: Death Certificate Funeral Contract</p>	End User/ Implementing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Records the voucher and prepares DV number	None	10 minutes	Administrative Aide II
	1.2 Review and check the propriety and completeness of documents	None	20 Minutes	Senior Bookkeeper
	1.3 Printing of Journal Entry Voucher	None	15 minutes	Senior Bookkeeper/ Data Controller II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Final review and approval of disbursement vouchers	None	15 Minutes	Municipal Accountant
	1.5 Signs the voucher as to completeness of supporting documents (For accurate and complete documents)	None	5 Minutes	Municipal Accountant
	1.5.1 Return the voucher for incomplete documents			
2. Claim approved DV	2.1 Releasing of approved disbursement vouchers	None	5 Minutes	Administrative Aide II
3. Accomplish evaluation form	3. Issues client satisfaction evaluation form	None		Administrative Aide II
TOTAL			1 Hour and 10 Minutes	

3. Name of Service: SUBMISSION OF DISBURSEMENT VOUCHERS (BARANGAY TRANSACTIONS)

Brief Description: Within ten (10) days after the end of each month, the Barangay Treasurer shall prepare a Transmittal Letter and submit to the Municipal Accountant the original copies of all Disbursement Vouchers (DVs) and supporting documents for:

- ✓ Recording in the book of accounts
- ✓ Preparation of barangay financial statements

A copy of the same Transmittal Letter, together with all attachments, shall be simultaneously submitted to the COA SA/ATL with direct audit jurisdiction over the barangay.

Office/Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All 20 Barangays

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Sufficient and relevant documents in conformity with laws, rules and regulations • Other documents may be required depending on the nature of the transaction 	Barangay Treasurer/ Barangay Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Evaluates and reviews submitted documents	None	5 Minutes	Administrative Aide II
	1.2 Receives and further reviews the supporting documents	None	5 Minutes	Administrative Aide II
	1.3 Prepares the Journal Entry	None	25 Minutes	Data Controller II
2. Submit the evaluated and reviewed DV and supporting documents to the Municipal Accountant	2.1 Receives the reviewed DV and supporting documents and signs the Transmittal Letter	None	5 Minutes	Municipal Accountant
3. Accomplish evaluation form	3. Issues client satisfaction evaluation form	None		Administrative Aide II
TOTAL			40 Minutes	

OFFICE OF THE SANGGUNIANG BAYAN
External Services

1. Name of Service: ISSUANCE OF CERTIFIED TRUE COPIES OF ORDINANCES/RESOLUTIONS

Brief Description: This provides an official, signed, and sealed copy of any existing local law (Ordinance) or official decision (Resolution) you need for legal, business, or administrative purposes.

Office/Division:	Office of the Sangguniang Bayan
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Any individual, business entity, or government office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter/Duly Filled-out Request Form Valid ID	SB Office or provided form Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form and valid ID	1. Receive and check completeness	N/A	5 minutes	SB Secretariat
2. Pay required fees	2. Issue Official Receipt	P50 per page (Exemption: Government Offices)	5 minutes	Municipal Treasurer's Office
3. Present OR to SB Office	3. Prepare certified copy	N/A	5 minutes	SB Secretariat
4. Claim documents	4. Release certified true copy	N/A	2 minutes	SB Secretariat
TOTAL			Approximately 30 minutes	

2. Name of Service: PREPARATION AND RELEASE OF MUNICIPAL ORDINANCES

Brief Description: After a measure is passed, this process ensures the document is accurately drafted, numbered, signed by the Presiding Officer and Secretary, and distributed to the Mayor's office for action and to the public for notice.

Office/Division:	Office of the Sangguniang Bayan
Classification:	Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Barangays, NGOs, Municipal Offices, Private Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement letter/Request	Client
Supporting Documents	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Log and Route to Secretary to the SB	N/A	10 minutes	SB Secretariat
	1.2 Evaluate request and assign action to appropriate committee	N/A	3 days	Secretary to the Sangguniang Bayan/Vice Mayor
	1.3 Committee meeting, review, and drafting	N/A	10 days	Committee Chairperson and Members
	1.4 Inclusion in SB Agenda	N/A	1 day	SB Secretariat
	1.5 Deliberation and approval	N/A	1 Session	Sangguniang Bayan Members
	1.6 Final printing, signing, posting, and distribution	N/A	5 days	SB Secretariat
TOTAL			Approximately 25 days depending on schedule	

Note: Sessions are held **only every Monday**.

3. Name of Service: PREPARATION AND RELEASE OF MUNICIPAL RESOLUTION

Brief Description: After a measure is passed, this process ensures the document is accurately drafted, numbered, signed by the Presiding Officer and Secretary, and distributed to the Mayor's office for action and to the public for notice.

Office/Division:	Office of the Sangguniang Bayan
Classification:	Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Barangays, NGOs, Municipal Offices, Private Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement letter/Request	Client
Supporting Documents	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Log and Route to Secretary to the SB	N/A	5 minutes	SB Secretariat
	1.2 Evaluate request and assign action to appropriate committee	N/A	2 days	Secretary to the Sangguniang Bayan/Vice Mayor
	1.3 Committee meeting, review, and drafting	N/A	5 days	Committee Chairperson and Members
	1.4 Inclusion in SB Agenda	N/A	1 day	SB Secretariat
	1.5 Deliberation and approval	N/A	1 Session	Sangguniang Bayan Members
	1.6 Final printing, signing, posting, and distribution	N/A	3 days	SB Secretariat
TOTAL			Approximately 17 days depending on schedule	

Note: Sessions are held **only every Monday**.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Within 10 days from its approval the Sangguniang Barangay shall furnish SB copies of their Annual Budget >Sign in the Client logbook and submit all the documents to the SB Secretariat	1.1 Receives and check the completeness of the documents <ul style="list-style-type: none"> If incomplete, return documents and advise the client to compete all documents and attachments If documents are complete, receive documents and affix the date, time and signature of the receiving personnel 	N/A	20 minutes	SB Secretariat
2. Wait for Notification	2. Include the matter in the Calendar of Business <ul style="list-style-type: none"> Referred to the concerned Committee 	N/A	1 Session day	Secretary to the SB/ Committee on Appropriation
	3. Conduct Committee Hearing/Meeting	N/A	3 Hours	Committee on Barangay Affairs and/or Committee on Appropriation
	4. Render Committee Report	N/A	Session	Committee on Barangay Affairs and/or Committee on Appropriation
	5. Include in Calendar of Business	N/A	Session	SB Secretariat
	7. Prepare copies of Resolution for signature of the Presiding Officer		1 hour	SB Secretariat
	8. Signing of Final Copies of Resolutions		2 days depending on the availability of the signatories	SB Secretary and Presiding Officer
	9. Inform the client that their resolutions are ready for release		5 minutes	SB Secretariat
4. Upon notification, return to SB office and receive copy of resolution	10. Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client		5 minutes	SB Secretariat
TOTAL			Approximately 20 days depending on schedule	

Note: Sessions are held **only every Monday**.

5. Name of Service: REVIEW OF APPROPRIATION ORDINANCE (AO) OF COMPONENT BARANGAYS OF THE MUNICIPALITY BY THE SANGGUNIANG BAYAN (BARANGAY SUPPLEMENTAL BUDGET).

Brief Description: The Sangguniang Bayan has the power to review barangay ordinances authorizing the supplemental appropriations in order to ensure that the provisions of the Local Government Code are complied with.

Office/Division:	Office of the Sangguniang Bayan
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Component Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter Appropriation Ordinance for Supplemental Budget (2 original, 11 copies) Supplemental Annual Investment Program duly approved by the Sangguniang Barangay through Resolution if PPAs are not included in the AIP (13 copies) Certification of Availability of Funds Barangay	Punongbarangay/ Barangay Secretary Punongbarangay/ Barangay Secretary Punongbarangay/ Barangay Secretary Treasurer/Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Within 10 days from its approval the Sangguniang Barangay shall furnish SB copies of their Annual Budget >Sign in the Client logbook and submit all the documents to the SB Secretariat	1.1 Receives and check the completeness of the documents <ul style="list-style-type: none"> If incomplete, return documents and advise the client to complete all documents and attachments If documents are complete, receive documents and affix the date, time and signature of the receiving personnel 	N/A	20 minutes	SB Secretariat
2. Wait for Notification	2. Include the matter in the Calendar of Business <ul style="list-style-type: none"> Referred to the concerned Committee 	N/A	1 Session day	Secretary to the SB/ Committee on Appropriation
	3. Conduct Committee Hearing/Meeting	N/A	3 Hours	Committee on Barangay Affairs and/or Committee on Appropriation

	4. Render Committee Report	N/A	1 Session	Committee on Barangay Affairs and/or Committee on Appropriation
	5. Include Measure for Second Reading	N/A	1 Session	Committee on Barangay Affairs and/or Committee on Appropriation
	6. Include measure for Third and Final Reading	N/A	3 days	Committee on Barangay Affairs and/or Committee on Appropriation
	7. Prepare copies of Resolution for signature of the Presiding Officer and SB Members	N/A	1 hour	SB Secretariat
	8. Signing of Final Copies of Resolutions	N/A	2 days depending on the availability of the signatories	SB Secretary, SB Members and Presiding Officer
	9. Inform the client that their resolutions are ready for release	N/A	5 minutes	SB Secretariat
4. Upon notification, return to SB office and receive copy of resolution	10. Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client	N/A	5 minutes	SB Secretariat
TOTAL			Approximately 20 days depending on schedule	

Note: Sessions are held **only every Monday**.

6. Name of Service: REVIEW OF BARANGAY ORDINANCES PURSUANT TO SECTION 57 OF RA 7160.

Brief Description: Within ten (10) days after its enactment, the sangguniang barangay shall furnish copies of all barangay ordinances to the sangguniang bayan concerned for review as to whether the ordinance is consistent with law and city or municipal ordinances.

Office/Division:	Office of the Sangguniang Bayan
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Component Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter Copies of the approved Ordinance with attachments (3 original, 10 copies) > Minutes and Attendance of Public Hearing or consultation	Punongbarangay/ Barangay Secretary Punongbarangay/ Barangay Secretary Punongbarangay/ Barangay Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook and submit all the documents to SB Secretariat	1. Received and Check the completeness of the documents > If incomplete, return documents and advice the client to complete all documents and attachments > If documents are complete, received documents and affix the date, time and signature of the receiving	N/A	20 minutes	SB Secretariat
2. Wait for Notification	2. Include the matter in the Calendar of Business > Referred to the concerned Committee	N/A	1 Session day	SB Secretary, Committee on Laws, Ordinances, Rules and Privileges, Presiding Officer
	3. Conduct Committee Hearing/Meeting	N/A	3 Hours	Committee on Barangay Affairs and/or Committee on Appropriation
	4. Render Committee Report	N/A	1 Session Day	Committee on Barangay Affairs and/or Committee on Appropriation

	5. Include Measure for second Reading	N/A	1 Session Day	Committee on Barangay Affairs and/or Committee on Appropriation
	6. Include measure for Third and Final Reading	N/A	1 Session Day	Committee on Barangay Affairs and/or Committee on Appropriation
	7. Prepare copies of Resolution for signature of the Presiding Officer and SB Members	N/A	1 hour	SB Secretariat
	8. Signing of Final Copies of Resolutions		2 days depending on the availability of the signatories	SB Secretary, SB Members and Presiding Officer
	9. Inform the client that their resolutions are ready for release	N/A	5 minutes	SB Secretariat
4. Upon notification, return to SB office and receive copy of resolution	10. Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client	N/A	5 minutes	SB Secretariat
TOTAL			Approximately 20 days depending on schedule	

Note: Sessions are held **only every Monday**.

7. Name of Service: REQUEST FOR SB ACTION (ENDORSEMENT, RESOLUTION OF SUPPORT, LEGISLATIVE INQUIRY)

Brief Description: This is the mechanism for the public or agencies to formally ask the SB to take an official stance (endorse a project, support a cause, or conduct an investigation) on an issue.

Office/Division:	Office of the Sangguniang Bayan
Classification:	Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Individuals, Organizations, Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Request Letter	Client
Supporting Documents	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and record	N/A	10 minutes	SB Secretariat
	1.2 Refer to Presiding Officer	N/A	1 day	Secretary to the SB
	1.3 Refer to committee	N/A	2 days	Presiding Officer
	1.4 Committee Evaluation	N/A	14 days	Committee Chair and Members
	1.5 Report to plenary + deliberation	N/A	5 days	SB Members
	1.6 Preparation & release of approved action	N/A	3 days	SB Secretariat
TOTAL			Approximately 26 days depending on schedule	

Note: Sessions are held **only every Monday**.

8. Name of Service: ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOs) & NGOs

Brief Description: The process for Non-Governmental Organizations (NGOs) and CSOs to be officially accredited by the SB. This allows them to participate in local special bodies and committees.

Office/Division:	Office of the Sangguniang Bayan
Classification:	Complex
Type of Transaction:	G2C, G2B
Who may avail:	Civil Society Organizations and NGOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Application Form and Letter of Application Board Resolution Certificate of Registration List of Current Officers and Members Annual Accomplishment Report Financial Statement Profile Copy of the Minutes of Meeting Original Sworn Statement	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Verification and Review	N/A	5 minutes	Secretary to the SB
	1.2 Committee Referral	N/A	1 day	Presiding Officer
	2.1 Committee Hearing	N/A	3 hours	Committee Chairman and Members
	2.2 Include in calendar of business	N/A	14 days	Presiding Officer, Committee Chairman and Members
	2.3 Drafting/Preparation of Certificate of Accreditation	N/A	3 minutes	SB Secretariat
3. Pay accreditation fee	3.1 Issuance of official receipt	P500	5 minutes	Office of the Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives Certificate of Accreditation	4.1 Issuance of Certificate of Accreditation		2 minutes	SB Secretariat
TOTAL			Approximately 16 days depending on schedule	

Note: Sessions are held **only every Monday**.

9. Name of Service: SANGGUNIANG BAYAN SESSION INFORMATION AND PUBLIC ACCESS

Brief Description: This service provides the public access to Agenda, Minutes, Attendance, and Approved Measures

Office/Division:	Office of the Sangguniang Bayan
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Public, business entities, government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request documents	1. Verify and provide access (if public record)	N/A	5 minutes	SB Secretariat
2. Pay photocopy fees	2. Issue Official Receipt	Standard Fee: P50.00 per page Exemption: No charge for Local Government Unit (LGU) employees presenting a request for official business purposes.	5 minutes	Municipal Treasurer
3. Receives copies	3. Release copies	N/A	5 minutes	SB Secretariat
TOTAL			15 minutes	

Note: Sessions are held **only every Monday**.

10. Name of Service: RESOLUTION FOR FRANCHISE RENEWAL OF AMUSEMENT BUSINESSES SUCH AS COCKPIT ARENA

Brief Description: This service provides resolution and/or ordinances granting franchise renewal to amusement businesses such as cockpit arena.

Office/Division:	Office of the Sangguniang Bayan
Classification:	Complex
Type of Transaction:	G2B
Who may avail:	cockpit arena owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearances from the Treasurer's Office on payment of all dues, including Business Taxes, Real Property Tax (RPT) and Amusement tax for the previous years Business Permit (Mayor's Permit) Official Receipt of payment for the renewal application/filing fee	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Verification and review of requirements	N/A	5 minutes	SB Secretariat
	1.2 Committee Referral	N/A	5 days	Presiding Officer
	2.1 Public Hearing	N/A	3 hours	Committee Chairman and Members
	2.2 Committee Evaluation	N/A	1 day	Committee Chairman and Members
	2.3 Report to plenary + deliberation	N/A	5 days	Presiding Officer and SB members



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives Resolution of franchise	3.1 Issuance of ordinance granting franchise renewal - ordinance	N/A	5 minutes	SB Secretariat
TOTAL			Approximately 12 days depending on schedule	

Note: Sessions are held **only every Monday**.



INTERNAL SERVICES

GENERAL SERVICES OFFICE Internal Service

1. Name of Service: RECORDING SERVICES

Brief Description: Proper process of incoming vouchers.

Office/Division:	General Services Office (GSO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Concerned Individuals/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request (PR) Purchase Order (PO) Acceptance and Inspection Report (AIR) Inventory Custodian Slip (ICS) Property Acknowledgement Receipt (PAR) Requisition Issue Slip (RIS) Waste Material Report (WMR) Job Order (JO) Job Request (JR)	Concerned Offices Bids and Awards Committee (BAC) Concerned Offices/GSO Concerned Offices/GSO Concerned Offices/GSO Concerned Offices/GSO Concerned Offices/GSO Bids and Awards Committee (BAC) Concerned Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly signed and completed vouchers.	1.1 Checking of PR/JR/JO/JR/AIR/ICS/PAR/RIS/WMR. (if completed) Continue to Recording. (if incomplete) return to Client.		4 mins	Administrative Aide I (Clerk III) Administrative Aide III (Clerk I)
	2.1 Awaits the encoding of the client			Administrative Aide III (Clerk I)
	2.2 Recording of AIR/ICS/PAR/RIS/WMR.		5 mins	Administrative Aide I (Clerk III) Administrative Aide III (Clerk I)
	2.3 Securing a Copy of PR/JR/JO/JR/AIR/ICS/PAR/RIS/WMR.		5 mins	Administrative Aide I (Clerk III) Administrative Aide III (Clerk I)
	3.1 Awaits the encoding of the client			Administrative Aide III (Clerk I)
	3.2 Return of the recorded voucher.		1 min	Administrative Aide III (Clerk I)
4. Filling out the feedback form.	4.1 Awaits the encoding of the client			Administrative Aide III (Clerk I)
TOTAL			15 mins	



HUMAN RESOURCE MANAGEMENT OFFICE
Internal Services

1. Name of Service: REQUEST FOR SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, CERTIFICATE OF NET PAY, CERTIFIED COPY OF 201 DOCUMENTS

A document stating the period of employment, office of assignment and salary rate

Office/Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Employees, Out-of-service Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Acceptance of Request Form and recording to logbook	N/A	2 minutes	Administrative Aide III (Clerk I)
	1.2 Preparation of Service Record/Certificate of Employment/ Certificate of Net Pay, Certified Copy of 201 Document	N/A	30 minutes	Administrative Aide IV
	1.3 Review and Signing of Service Record/Certificate of Employment/ Certificate of Net Pay	N/A	15 minutes	Administrative Officer IV (HRMO II)
2.Acceptance of Service Record and signing on the logbook	2.1 Release of Service Record/Certificate of Employment/ Certificate of Net Pay	N/A	2 minutes	Administrative Aide III (Clerk I)
2. Fill-up feedback form	Acceptance of feedback form	N/A	1 minute	Administrative Aide III (Clerk I)
TOTAL			50 minutes	

2. Name of Service: PROCESSING OF TERMINAL DOCUMENT/BENEFITS

Brief Description: A terminal benefits of employees

Office/Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Out-of-service Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Record	HRMO
Terminal Leave Application	Client, HRMO
Terminal Leave Computation	HRMO
Certified Copy of Appointment Document	HRMO
Clearance	LGU, GSIS
Affidavit of No Pending Case	Client
Affidavit to Deduction of Obligations	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form	Acceptance of Request Form and recording to logbook	N/A	2 minutes	Administrative Aide III (Clerk I)
	2.1 Recording and approval of Terminal Leave Application	N/A	30 minutes	Administrative Aide IV
	2.2 Preparation and approval of Terminal Leave Computation, Service Record and Certified copy of Appointment Document	N/A	3 hours	Administrative Aide IV Administrative Officer IV (HRMO II)
	3.1 Preparation and approval of Voucher and Allotment of Obligations (ALOBS)	N/A	1 hour	Administrative Aide IV
	3.2 Processing of voucher	N/A	2 hours	Administrative Aide IV
3. Fill-up feedback form	Acceptance of feedback form	N/A	1 minute	Administrative Aide III (Clerk I)
TOTAL			6 hours, 33 minutes	



OFFICE OF THE MUNICIPAL MAYOR
INFORMATION AND COMMUNICATION SECTION
Internal Service

1. Name of Process: TECHNICAL SUPPORT SERVICE (Hardware/Software)

Brief Description: Troubleshooting, repair, installation, configuration.

Office/Division:	Information and Communication Technology/Mayors Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	LGU Offices and employee's

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service request ticket, call or email.	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Service request ticket, call or email.	1. ICT Team Acknowledgment	None	1hour	Administrative Assistant IV IT Support Specialist
2. User Confirmation (The client tests and confirms that the issue is resolved. ICT provides guidance if further adjustments are needed)	1.2 Issue Diagnosis & On-site/Remote Support (identify the issue—whether it's hardware , or software)	None	1hour	Administrative Assistant IV IT Support Specialist
	1.3 On-Site Support (ICT visits your workstation Performs hands-on diagnostics Replaces/repairs parts if needed)	None	3 hours	Administrative Assistant IV IT Support Specialist
	2. Resolution & Recommendation (the ICT team will provide the appropriate resolution and give recommendations if additional actions, preventive steps, or upgrades are necessary.)	None	1hour	Administrative Assistant IV IT Support Specialist
TOTAL			6 hours	

2. Name of Process: NETWORK AND INTERNET SERVICES

Brief Description: Network connectivity, Wi-Fi access, internet troubleshooting.

Office/Division:	Information and Communication Technology/Mayors Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	LGU Offices and employee's

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service request ticket, call or email.	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Service request ticket, call or email.	1. ICT Team Acknowledgment	None	1 hour	Administrative Assistant IV IT Support Specialist
2. User Confirmation (The client tests and confirms that the issue is resolved. ICT provides guidance if further adjustments are needed)	1.2 Issue Diagnosis & On-site/Remote Support (ICT will Determine the type of network issue: no internet, slow Wi-Fi, unstable connection, or inability to access network drives and check network status, router/modem functionality, device connectivity, and server availability)	None	1 hour	Administrative Assistant IV IT Support Specialist
	1.3 On-Site Support (ICT will apply solutions such as restarting or reconfiguring devices, updating settings, replacing faulty cables, or coordinating with internet providers)	None	3 hours	Administrative Assistant IV IT Support Specialist
	2. Resolution & Recommendation (the ICT team will provide the appropriate resolution and give recommendations if additional actions, preventive steps, or upgrades are necessary.)	None	1 hour	Administrative Assistant IV IT Support Specialist
TOTAL			6 hours	

3. Name of Process: USER ACCOUNT MANAGEMENT FOR LGU WEBSITE

Brief Description: Services: Account creation, password reset, permissions management.

Office/Division:	Information and Communication Technology/Mayors Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	LGU Offices and employee's

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Authorized request from department head.	Office of the User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Submission ticket, call or email.	1. ICT Team Acknowledgment	None	1 hour	Administrative Assistant IV IT Support Specialist
2. Await Account Setup	2 ICT Review Once approved by department head, the ICT team reviews the request to ensure compliance with security requirements, and role-based access controls.	None	1 hour	Administrative Assistant IV IT Support Specialist
3. Confirm Access & Use the Account (The client logs in to confirm that the account is active and permissions are correct. ICT provides support for any login or initial access issues. Clients can use the account according to their assigned permissions, following LGU policies and office guidelines for posting or accessing content)	3. Account Creation, Login Setup, and Access Permissions The ICT team creates the website account and issues login credentials. Temporary passwords are provided and must be changed upon first login. The requester also receives instructions on accessing the website, resetting passwords, and maintaining account security. Based on the approved request, ICT assigns the appropriate permissions:	None	3 hours	Administrative Assistant IV IT Support Specialist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Login only: view content and access internal resources</p> <p>Post/Content Creation: create, edit, or publish content according to office guidelines</p>			
	<p>4. Periodic Review & Revocation ICT, in coordination with the head of the requester's office, periodically reviews account activity. Accounts may be modified or deactivated if access is no longer required or if policies are violated.</p>	None	may vary depending on usage, office requirements, or security considerations	Administrative Assistant IV IT Support Specialist
TOTAL				

4. Systems Support and Maintenance

Services: System access, performance monitoring, routine maintenance.

Office/Division:	Information and Communication Technology/Mayors Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	LGU Offices and employee's

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
This will be Initiated by ICT team	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Maintenance Schedule Notification	1. Create Preventive Maintenance Plan Schedule, and Notify Offices ICT prepares: <ul style="list-style-type: none"> List of offices Maintenance checklist Assigned technicians Required tools and cleaning materials Date and timeline Send notice at least 1-2 weeks before the PM schedule. Include instructions on workstation preparation 	None	5 working days	Administrative Assistant IV IT Support Specialist
2. Prepare Workstations and Equipment (Saving all work and shutting down devices if required)	2. On-Site Inspection & Maintenance ICT performs full maintenance for: <ul style="list-style-type: none"> Computers: cleaning, disk checks, updates, antivirus scans 		8 hours	Administrative Assistant IV IT Support Specialist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Ensuring staff laptops/desktops are available and not taken home</p> <p>Organizing cables or clearing desks for technicians</p> <p>Listing equipment concerns (slow PC, printer issues, unstable network, etc.)</p> <p>Offices may send a list of known issues for ICT to check during PM. Example:</p> <p>"Printer not responding"</p> <p>"PC slow at startup"</p> <p>"Wi-Fi weak in back area")</p>	<ul style="list-style-type: none"> • Network: router/switch inspection, cable checking, signal testing • Printers/Peripherals: cleaning, recalibration, driver updates • Servers (if applicable): performance check, backup verification • Systems: security patches, configuration review 			
<p>3. Review Findings and Recommendations & Implement User-Side Recommendations</p> <p>After the PM, the office receives a summary:</p> <ul style="list-style-type: none"> • Issues found • Actions done • Items needing repair/replace • Recommendations for better usage 	<p>3. Post-PM Report Preparation</p> <p>ICT compiles a report including:</p> <ul style="list-style-type: none"> • Checklist of items inspected • Tasks completed • Issues beyond on-site repair • Recommendations (upgrade, replacement, reconfiguration) 		3 working days	Administrative Assistant IV IT Support Specialist
<p>4. Acknowledge Completion</p> <p>The office confirms that maintenance has been performed, signs the acknowledgment (if required), and provides feedback.</p>	<p>4. Report Submission & Coordination</p> <p>ICT sends the report to:</p> <ul style="list-style-type: none"> • Department Head • Office employee representative • Admin or HR (if required for asset management) 		1 day	Administrative Assistant IV IT Support Specialist
TOTAL			10 days	



BIDS AND AWARDS COMMITTEE
Internal Services

1. Name of Service: PREPARATION OF PPMP

Brief Description: Identify the need for goods services or infrastructure. Prepare and approve the procurement plan detailing the project requirements and budget.

Office/Division:	BAC
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Accomplished PPMP 	<ul style="list-style-type: none"> Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and Submit duly accomplished PPMP .	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	5 mins	BAC Admin Asst
	1.2 Verifies and Registers the document in the log book.	NONE	2 mins	BAC Admin Asst
	1.3 Initials, Forwards to the the BAC Chairman	NONE	5 mins	BAC Admin Asst
	1.4 BAC Chairman Reviews and Signs	NONE	2 mins	BAC Chairman
	1.5 Releases the approved PPMP to the client and forwards a copy to the BAC Secretariat	NONE	5 mins	BAC Admin Asst
2. Received the approved PPMP for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL		0.00	20 mins	

2. Name of Service: DRAFTING OF THE TERMS OF REFERENCE AND TECHNICAL SPECIFICATIONS

Brief Description: Create clear and comprehensive specifications or terms of reference that defines the requirements for the procurement.

Office/Division:	BAC
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Terms of Reference/Technical Specifications	Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	5 mins	BAC Admin Asst
	1.2 Receives the document and registers in the log book.	NONE	2 mins	BAC Admin Asst
	1.3 Reviews, Initials, Forwards to the the BAC Chairman	NONE	5 mins	BAC Admin Asst
	1.4 BAC Chairman Reviews and Signs	NONE	5 mins	BAC Chairman
	1.5 Releases the approved Terms of Reference/Technical Specifications to the client and forwards a copy to the BAC Secretariat	NONE	5 mins	BAC Admin Asst
	1.6 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	5 mins	BAC Admin Asst
2. Received the certified Terms of Reference/ Technical Specifications for next step processing/ Accomplished Feedback Form/ Signed the Logbook				
TOTAL			23 mins	

3. Name of Service: ADVERTISEMENT/POSTING OF INVITATION TO BID

Brief Description: Publish the invitation to bid in the authorized venues (newspapers, official website, etc) to ensure wide dissemination.

Office/Division:	BAC
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • APP/PPMP • Purchase Request • Certificate of Existence of Appropriation (CEA) • Certification of Funds Availability • Terms of Reference / Technical Specifications 	<ul style="list-style-type: none"> • Processing Office • Processing office • Municipal Budget Office • Municipal Accounting Office • BAC Office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	5 mins	BAC Admin Asst
	1.2 Posts Invitation to Bid.	NONE	10 mins	BAC Admin Asst
	1.3 Schedules Pre-Bid Conference.	NONE	5 mins	Bac Secretariat
TOTAL		0.00	20 mins	

4. Name of Service: PRE-BID CONFERENCE

Brief Description: Conduct a conference to clarify the terms of reference and address potential bidders, questions ensuring transparency.

Office/Division:	BAC
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Terms of Reference / Technical Specifications Notice of Pre-Bid Documents 	<ul style="list-style-type: none"> BAC Office BAC Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Issues notice of Pre-Bid conference to stakeholders/	NONE	1 day	BAC Secretariat
	1.2 Conducts Pre-Bid Conference	NONE	3 hrs	BAC
TOTAL			1 day and 3hours	



5. Name of Service: SUBMISSION AND OPENING OF BIDS

Office/Division:	BAC
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Terms of Reference / Technical Specifications • Notice of Pre-Bid Documents 	<ul style="list-style-type: none"> • BAC Office • BAC Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Set a deadline for bid submission.	NONE	15 min	BAC
	1.2 Conduct a public opening of bids.	NONE	2 hrs	BAC
	1.3 Record minutes of bid opening.	NONE		BAC
TOTAL		0.00	2 hrs 15 mins	

6. Name of Service: EVALUATION OF BIDS

Office/Division:	BAC
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Terms of Reference / Technical Specifications PHILGEPS / Other legal documents 	<ul style="list-style-type: none"> BAC Office BAC Office/ Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Assess the bids base on pre-determined criteria (technical and financial components)	NONE	15 min	BAC
	1.2 Shortlists compliant bidders	NONE	10 mins	BAC
	1.3 Prepares comparative evaluation.	NONE	1 day	BAC
TOTAL		0.00	1 day 25mins	

7. Name of Service: POST-QUALIFICATION

Office/Division:	BAC
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Terms of Reference / Technical Specifications • PHILGEPS / Other legal documents 	<ul style="list-style-type: none"> • BAC Office • BAC Office/ Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Validates the qualifications in compliance of the most responsive bidder.	NONE	20 mins	BAC
	1.2 Site visits / ocular inspection and verification of documents.	NONE	1 day	BAC
TOTAL		0.00	1 day 20mins	

8. Name of Service: APPROVAL OF THE BAC RECOMMENDATIONS

Office/Division:	BAC
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Evaluation Report / BAC Resolution 	<ul style="list-style-type: none"> BAC Office

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Recommends the Award to most economically advantageous and responsive bidders.	NONE	1 day	BAC
	1.2 Issues Notice to Proceed.	NONE	1 day	LCE
TOTAL		0.00	2 days	



MUNICIPAL BUDGET OFFICE
Internal Services

1. Name of Service: PROCESSING OF CERTIFICATE OF APPROPRIATIONS, FUNDS AND OBLIGATION OF ALLOTMENT (CAFOA)

Brief Description: Receiving, Encoding and Assigning of Reference Number to record proper charging of fund allotment.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travel Vouchers <ul style="list-style-type: none"> • Invitation Letter • Travel Order • Travel Itinerary • Disbursement Voucher • CAFOA Form Payroll Vouchers <ul style="list-style-type: none"> • Payroll Copy Infrastructure Vouchers: <ul style="list-style-type: none"> • Program of Work • Purchase Request Goods Vouchers <ul style="list-style-type: none"> • Purchase Request • APP/PPMP • Disbursement Vouchers 	<ul style="list-style-type: none"> • Processing Office • HRMO / Mayor's Office • Processing Office • Processing Office • Processing Office • HRMO • Municipal Engineering Office • Processing Office • Processing Office • Processing Office • Processing Office • Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	3 mins	Admin Aide
	1.2 Receives the document and registers in the log book.	NONE	2 mins	Admin Aide
	1.3 Checks and Reviews availability of fund	NONE	5 mins	Admin Assistant
	1.4 Assigns Reference No. to the OBR, Records on the respective departments' ledger.	NONE	5 mins	Admin Assistant
	1.5 Initials, Forwards OBR to the MBO	NONE	2 mins	Admin Assistant
	1.6 MBO Reviews and Signs	NONE	5 mins	MBO
	1.7 Release the certified OBRs to clients	NONE	5 mins	Admin Aide
2. Received the certified OBRs for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL		0.00	26 mins	

2. Name of Service: PROCESSING OF PROGRAM OF WORKS (POW)

Brief Description: Receiving, Reviewing and Fund Allocation of Program of Works (POW).

Office/Division:	MBO-Operations Sections			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely Signed POW		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	3 mins	Admin Aide
	1.2 Receives the document and registers in the log book.	NONE	2 mins	Admin Aide
	1.3 Checks and Provides source of fund	NONE	5 mins	Admin Assistant
	1.5 Records in the respective department's ledger	NONE	5 mins	Admin Assistant
	1.6 Releases the recorded POW to the client / Registered in the log book.	NONE	5 mins	Admin Aide
2. Received the processed POWs for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL		0.00	20 mins	

3. Name of Service: PROCESSING OF PURCHASE REQUESTS (PR)

Brief Description: Receiving, Reviewing and Fund Allocation of Purchase Requests.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Infrastructure PRs <ul style="list-style-type: none"> • Program of Work Goods PRs <ul style="list-style-type: none"> • APP/PPMP 	<ul style="list-style-type: none"> • Municipal Engineering Office • Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	3 mins	Admin Aide
	1.2 Receives the document and registers in the log book.	NONE	2 mins	Admin Aide
	1.3 Checks and Provides source of fund	NONE	5 mins	Admin Assistant
	1.5 Records on the respective department's ledger	NONE	5 mins	Admin Assistant
	1.6 Releases the recorded POW to the client / Registered in the log book.	NONE	5 mins	Admin Aide
2. Received the processed PR's for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL			21 mins	

4. Name of Service: REVIEWING OF PROGRAM DESIGN

Brief Description: Reviewing of Program/Activity Design to verify budgetary requirements and availability of funds.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Signed Program Activity Design	Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receives, Reviews, Initials and Provides feedback and recommendation. If subject for revision, returns to the client for compliance.	NONE	10 mins	Budget Officer I
	1.2 Initials, Forwards Program/Activity Design to the MBO	NONE	2 mins	Budget Officer I
	1.3 MBO Reviews and Signs	NONE	5 mins	MBO
2. Received the submitted Program/Activity Design for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL			18 mins	

5. Name of Service: ISSUANCE OF CERTIFICATE OF EXISTENCE OF APPROPRIATION (CEA)

Brief Description: Issuing of CEA for transactions that are subject for posting and bidding.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Infrastructure <ul style="list-style-type: none"> • Approved POW • Approved PR Goods <ul style="list-style-type: none"> • Approved PR 	<ul style="list-style-type: none"> • Municipal Engineering Office • Processing Office • Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	5 mins	Budget Officer I
	1.2 Prepares Certificate of Existence of Appropriation (CEA) and Forwards to the MBO for signature	NONE	5 mins	Budget Officer I
	1.3 MBO Reviews and Signs	NONE	5 mins	MBO
2. Received the CEA for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL			15 mins	

6. Name of Service: PROCESSING OF FUEL REQUESTS

Brief Description: Issuance of Gas Slip and Assigning of Reference Number to record and monitor proper fuel consumption.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Accomplished Trip Ticket 	<ul style="list-style-type: none"> Municipal Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	3 mins	Admin Aide
	1.2 Prepares Gas Slip for Purchase Order, Assigns Reference Number and Records in the Fuel Consumption Logbook	NONE	5 mins	Admin Aide
	1.3 Budget Officer I Reviews and Signs	NONE	2 mins	Budget Officer I / MBO
2. Received the accomplished Gas Slip for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL			10 mins	

7. Name of Service: PROCESSING OF OVERTIME REQUESTS

Brief Description: Receiving and Assigning of Reference Number to record and monitor availability of funds for overtime.

Office/Division:	MBO-Operations Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Municipal Departments / Sections / Program Implementers / Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Overtime Request Form 	<ul style="list-style-type: none"> Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Checks, verifies completeness of documents. If incomplete, returns to the client for compliance.	NONE	3 mins	Admin Aide
	1.2 Assigns Reference Number and files the Overtime Request Forms	NONE	2 mins	Admin Aide
2. Received the accomplished Overtime Request Form for next step processing / Accomplished Feedback Form / Signed the Logbook				
TOTAL			5 mins	



OFFICE OF THE MUNICIPAL ACCOUNTANT
Internal Services

1. Name of Service: PROCESSING OF VOUCHERS (General Processing for All Claims)

Brief Description: Preparation and Pre-Audit of all disbursements including checking the propriety of claims and completeness of documentary requirements relating to: • Purchases of goods or services (small value procurement, Direct acquisition, etc.) • Reimbursement of expenses • Utilities • Cash advance • Remittances • Infrastructure Projects • Other MOOE • Other Claims

Office/Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G, G2B, G2G
Who may avail:	Municipal Hall Personnel/Personnel-in-charge of Processing

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Disbursement Voucher Duly Signed CAFAO Sufficient and relevant documents to establish validity of claim and legality of transaction in conformity with laws, rules and regulations Other documents may be required depending on the nature of the transaction (please see attached checklist) 	Implementing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Check, review and verify attached documents and record to logbook	None	5 Minutes	Administrative Aide II
	1.2 Review and check the propriety and completeness of documents	None	30 Minutes	Senior Bookkeeper/ Data Controller II
	1.3 Printing of Disbursement Voucher (DV) and Journal Entry Voucher (JEV)	None	15 Minutes	Senior Bookkeeper/ Data Controller II
	1.4 Final review of Disbursement Voucher	None	25 Minutes	Municipal Accountant
	1.5 Signs the voucher as to completeness of supporting documents (For accurate and complete documents)	None	5 Minutes	Municipal Accountant
	1.5.1 Return the voucher to the end user (for incomplete documents)			
2. Receive approved DV	2.1 Releasing of approved disbursement vouchers	None	10 Minutes	Administrative Aide II
3. Accomplish evaluation form	3. Issues client satisfaction evaluation form	None		Administrative Aide II
TOTAL			1 hour and 30 Minutes	

2. Name of Service: PROCESSING OF VOUCHERS FOR GOODS AND INFRASTRUCTURE THROUGH COMPETITIVE BIDDING

Brief Description: This service covers the pre-audit and processing of Disbursement Vouchers related to goods, consulting services, and infrastructure projects procured through Competitive Bidding, ensuring that all transactions comply with procurement, budgeting, accounting, and auditing rules—particularly RA 12009 (New Government Procurement Law), COA Circulars, and NGAS

Office/Division:	Office of the Municipal Accountant
Classification:	Complex or Highly Technical
Type of Transaction:	G2B, G2G
Who may avail:	<ul style="list-style-type: none"> • LGU Offices / Implementing Units • BAC Secretariat and BAC TWG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Disbursement Voucher • Duly Signed CAFAO • Complete procurement documents (Bidding docs, NOA, BAC Resolutions, Contract, etc.) • Other documents may be required depending on the nature of the transaction (please see attached checklist) 	<p>Implementing Office</p> <p>Implementing Office, BAC Secretariat and Other Office Concerned</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and log DV and supporting documents	None	5 Minutes	Administrative Aide II
	1.2 Initial document check – completeness, validity, & procurement compliance	None	30 Minutes	Senior Bookkeeper
	1.3 Prepare Journal Entry Voucher (JEV)	None	15 Minutes	Data Controller II / Senior Bookkeeper
	1.4 Detailed review of procurement documents and Compliance check with COA Circulars, RA 12009/IRR	None	1-3 days	Municipal Accountant
	1.5 Signs DV and JEV certifying completeness, propriety	None	5 Minutes	Municipal Accountant
	1.5.1 Return the voucher to the end user (for incomplete documents)			
2. Receive approved DV	3.1 Release approved DV to Treasurer's Office or Implementing Office	None	5 Minutes	Administrative Aide II
3. Accomplish evaluation form	3. Issues client satisfaction evaluation form	None		Administrative Aide II
TOTAL			3 days and 1 hour	

3. Name of Service: PROCESSING OF SALARIES AND WAGES PAYROLL

Brief Description: This service ensures the accurate, timely, and lawful processing of salaries, wages, benefits, and other compensation for all municipal employees. The Municipal Accountant verifies the completeness, propriety, and legality of payroll documents in accordance with COA rules, DBM circulars, and applicable government accounting and auditing standards.

Office/Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All Municipal Government Employees (Regular, Casual, Job Order, Contract of Service) and Implementing Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Duly Approved Payroll Daily Time Records Accomplishment Report Other documents depending on the nature of compensation 	HRMO/Office of the Municipal Mayor HRMO/ Employee Job Order and Contract of Service Employees HRMO/ End-User Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive, log, and stamp the payroll documents	None	15 minutes	Administrative Aide II
	1.2 Conduct preliminary review of completeness and attachments	None	30 Minutes	Data Controller II
	1.3 Review and verify correctness of entries, computations, and deductions (GSIS, Pag-IBIG, PhilHealth, BIR, Loans, etc.)	None	60 minutes	Senior Bookkeeper/ Data Controller II
	1.4 Validate employee records, DTRs, and required authorizations	None	60 Minutes	Senior Bookkeeper/ Data Controller II
	1.5 Prepare or verify Journal Entry Voucher (JEV)	None	20 Minutes	Senior Bookkeeper/ Data Controller II
	1.6 Final review and evaluation	None	60 Minutes	Municipal Accountant
	1.7 Sign and certify the payroll as to completeness, propriety, and supporting documents	None	10 Minutes	Municipal Accountant
	1.7.1 Return the payroll to the end user (for incomplete documents)			
2. Receive approved payroll	2.1 Release approved payroll to Treasurer's Office for processing of funding and payment	None	10 Minutes	Administrative Aide II
3. Accomplish evaluation form	3. Issues client satisfaction evaluation form	None		Administrative Aide II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL		4 hours and 25 Minutes	

**OFFICE OF THE MUNICIPAL PLANNING AND
DEVELOPMENT COORDINATOR**
Internal Services

1. Name of Service: ONLINE APPROVAL OF BUSINESS PERMIT RENEWAL

Brief Description: A streamlined digital process offered by local government units (LGU) to facilitate the renewal of business permits entirely or partially through web-based platforms.

Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Business Sectors

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Applicant's records validation	none	5 minutes	Admin Aide
	1.2 Signing of Renewal Form	none	1 minute	Admin Aide
2. Completion of signatories in the business permit renewal form	2.1 Online approval of business permit renewal form	none	5 minutes	Admin Aide
3. Feedback Form	—	—	—	Client
TOTAL		NONE	11 minutes	

2. Name of Service: ISSUANCE OF MUNICIPAL DATA INCLUDE PHYSICAL FACILITIES DATA AND MAPS

Brief Description: These data can be issued to the General Public (Researchers/Students) and other Government Agencies.

Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2G and G2C
Who may avail:	General Public (Researchers/Students) and other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PRINCIPAL 1. Request Letter/ Communication	Client
REPRESENTATIVE 1. SPA or Authorization of the Owner	Lawyer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive the request and record in the logbook.	-		Admin Staff
	1.2 Analyze the request and forward it to the concerned staff for appropriate action	-	5 minutes	MPDC
	1.3 Verify/Validate data and information based on the database/maps.	-	18 minutes Note: Time may vary depending on the data requested	Zoning Inspector Admin Aide
	1.4 If the data is available, proceed to printing or photocopying of documents.	-	5 minutes	Admin Aide
2. Receive the data or documents and affix the signature in the official logbook.	2.1 Release the requested data or documents and require the client to sign at the official logbook.	-	3 minutes	Admin Aide
3.Feedback Form	—	—	—	Client
TOTAL		NONE	31 minutes	