MUNICIPALITY OF PEÑARANDA

CITIZENS CHARTER

2025

1. MANDATE:

Deriving its mandate from the Local Government Code of 1991, also known as RA 7160, Peñaranda co-exist with other Local Government Units whose primary task is to develop and strengthen a community using autonomy vested upon them, as provided under section 16 of the Code, to wit:

"Every local government unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdiction, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote health and balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants."

2. VISION:

Peñaranda is the largest solar energy provider in the Philippines and a premiere agribusiness destination in Nueva Ecija, inhabited by healthy, peace-loving and well-educated citizenry with dynamic and progressive economy, living in a clean, green and resilient environment, governed by efficient, effective and transparent leaders.

3. MISSION:

The Local government Unit of Peñaranda is committed:

1. To ensure **M**anagement accountability through transparency and good governance.
2. To support **A**gricultural productivity, agribusiness growth and balanced ecology.
3. To maintain a **P**eace and order and public safety.
4. To **I**ncreased the revenue generation efficiency of the municipality.
5. To encourage **S**tronger community participation in governance.
6. To prioritized **O**rganizational development, growth and empowerment.
7. To build **N**ew and better infrastructure.
8. To provide **G**reater support to education and technical skills development.

4. SERVICE PLEDGE:

The Local Government Unit of Peñaranda, Nueva Ecija seek to prevent graft and corruption and at the same time improve efficiency in the government service delivery by committing to serve with:

- Integrity
- Accountability
- Proper Management of Public Affairs and Public Property
- Establishment of Effective Practices

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1. ISSUANCE OF JOB REFERRAL/ RECOMMENDATION/ ENDORSEMENT

Office or Division	MUNICIPAL MAYOR'S OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. RECOMMENDATION FOR EMPLOYMENT - Bio-data/Personal Data Sheet				
2. REFERRALS OF INDIGENT FOR HOSPITAL/MEDICAL ASSISTANCE - Certificate of Indigency - Hospital Bill (if patient is confined)			Endorsement from the Barangay Captain Hospital where the patient was confined	
3. ISSUANCE OF ENDORSEMENT LETTER FOR PCSO ASSISTANCE				
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the logbook	Get the necessary information	None	2 minutes	Analiza Abesamis Administrative Aide I
2. Present the requirement	Encode the necessary information	None	5 minutes	Rhonna Marie Leabres Administrative Aide II
	Verification of documents for the Mayor's signature	None	2 minutes	Alma Manuel Computer Operator IV
3. Receive the Documents	Record and release the Documents	None	2 minutes	Analiza Abesamis Administrative Aide II
	TOTAL:	**Php**	**11 Minutes**	

2. PROCESSING OF APPLICATION FOR SCHOLARSHIP

Office or Division	MUNICIPAL MAYOR'S OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Application Form				
2. Certificate of Indigency		Concern Barangay Hall of the Client		
3. Valid School ID				
4. Certificate of Registration				
5. Report Card (at least 85 % General Average) / latest grade				
6. Certificate of Good Moral Character				
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the logbook	Get the needed information	None	2 minutes	Jowell De Guzman Administrative Aide II
2. Present the requirement	Endorse to department in charge	None	2 minutes	Jowell De Guzman Administrative Aide II
	Verify the documents for the Mayor's signature	None	2 minutes	Alma Manuel Computer Operator IV

	Submit scholar's documents to the school	None	2 minutes	Jowell De Guzman Administrative Aide II
	TOTAL:	**Php**	**8 Minutes**	

ABOUT THE SERVICE: The municipal government recognizes the right of every child to education. It provides educational assistance to poor but deserving students to continue their studies. It has also linkages to institutions/NGOs with scholarship programs, and it evaluates applications before forwarding the same to concerned organization/agency.

3. RESERVATION FOR THE USE OF MUNICIPAL GYM

ABOUT THE SERVICE: In the interest of public service, it is the policy of the municipal government to make its facilities available for the use of the public.

Office or Division	MUNICIPAL MAYOR'S OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter of request addressed to the Mayor				
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the logbook	Get the necessary information	None	2 minutes	Analize Abesamis Administrative Aide I
2. Personal appearance in case of phone-in request	Verification of requesting party and activity	None	5 minutes	Rhonna Marie Leabres Administrative Aide II
	Approval of the Mayor	None	2 minutes	Alma Manuel Computer Operator IV
	TOTAL:	**Php**	**9 Minutes**	

4. REQUEST FOR MUNICIPAL VEHICLE / AMBULANCE (External Clients)

ABOUT THE SERVICE: In the interest of public service, it is the policy of the municipal government to make its municipal vehicle available for the use of the public.

Office or Division	MUNICIPAL MAYOR'S OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter of request addressed to the Mayor				
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the logbook	Get the necessary information	None	2 minutes	Analiza Abesamis Administrative Aide I
2. Prepare the requirements	Verify availability of the requested vehicle	None	2 minutes	Alma Manuel Computer Operator IV
3. Prepare Travel Order	Encode the necessary information	None	5 minutes	Alma Manuel Computer Operator IV

4. Release Travel Order to the driver	Record and release the Documents	None	2 minutes	Francisco G. Santiago Jr. Municipal Administrator
	TOTAL:	**Php**	**11 Minutes**	

5. ISSUANCE OF MAYOR'S CLEARANCE

ABOUT THE SERVICE : The Mayor's Clearance certifies that the individual is a resident of the municipality, of good moral character and is a law-abiding citizen.

The clearance is a document usually availed of by individuals seeking employment, scholarship, for a firearms license and for any other purpose.

Office or Division	MUNICIPAL MAYOR'S OFFICE
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Community Tax Clearance	Municipal Treasurer's Office
2. Barangay Clearance	Concern Barangay Hall of the Client
3. Police Clearance	Municipal Police Station
4. Judge Clearance	Municipal Trial Court
5. Official Receipt from Treasurer's Officer	Municipal Treasurer's Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Office of the Mayor and Submit all requirements	Received and reviews documents presented	None	2 minutes	Analiza Abesamis Administrative Aide I
2. Payment of fees: Applicant goes to Treasurer's office for payment of fees.	Issuances of Official Receipt for the Clearance	P 150.00	5 minutes	Cashier Municipal Treasurer's Office
3. Present receipt at the Mayor's office	Encode and prepare the clearance	None	5 minutes	Rhonna Marie Leabres Administrative Aide II
4. Affix signature on the clearance	Sign the clearance	None	2 minutes	Alma Manuel Computer Operator IV
5. Received the Mayor's Clearance	Get the duplicate copy, record and release the clearance	None	2 minutes	Crisanta Sunga Administrative Aide IV
	TOTAL:	**Php 150.00**	**11 Minutes**	

6. SOLEMNIZATION OF MARRIAGE

ABOUT THE SERVICE: The Municipal Mayor has the power to solemnize marriage as provided for by R.A. 7160 otherwise known as the Local Government Code of 1991.

Office or Division	MUNICIPAL MAYOR'S OFFICE
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application for Marriage	Municipal Civil Registrar Office
2. Marriage License	Municipal Civil Registrar Office
3. Certificate of No Marriage	Municipal Civil Registrar Office
4. Birth Certificate	Municipal Civil Registrar Office
5. Pre-Marriage Counseling	
6. Parent's Advice for 22-24 years old couples	
7. Parent's Consent for 18-21 years old couples	

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the logbook	Get the necessary information	None	2 minutes	Analiza Abesamis Administrative Aide I
2. Present the requirement	Verify at the Municipal Registrar's Office	None	10 minutes	Roberto Nolasco Civil Registrar
3. Payment of fees: Applicant goes to Treasurer's office for payment of fees.	Issuances of Official Receipt for the Clearance	P 998.00	5 minutes	Cashier Municipal Treasurer's Office
4. Proceed to Mayor's Office for the Schedule of Marriage	Schedule date of marriage	None	2 minutes	Rhona Marie Leabres Administrative Aide II
	TOTAL:	**Php 998.00**	**9 Minutes**	

7. ISSUANCE OF CERTIFICATE OF INDIGENCY

ABOUT THE SERVICE: This service is intended to help indigent families to avail of services such as medical / hospital referral.

Office or Division	MUNICIPAL MAYOR'S OFFICE
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Clearance	Concern Barangay Hall of the Client
2. MSWD Certification	Municipal Social Welfare and Development Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all Requirements	Receive and review clearance and certification.	None	2 minutes	Analiza Abesamis Administrative Aide I
	Encode and prepare the certification ready for the signature of the Mayor	None	5 minutes	Rhona Marie Leabres Administrative Aide II
	Sign the Certificate	None	2 minutes	Alma Manuel Computer Operator IV
2. Receive the Certificate	Record and release the Certificate	None	2 minutes	Crisanta Sunga Administrative Aide IV
	TOTAL:	**Php**	**11 Minutes**	

1. REVIEW OF APPROPRIATION ORDINANCE (AO) OF 10 BARANGAYS OF THE MUNICIPALITY BY THE SANGGUNIANG BAYAN (BARANGAY ANNUAL BUDGET).

About the Service:

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

Office/ Division	Sangguniang Bayan Office
Classification	Highly Technical
Type of Transaction	G2G- Government to Government
Who may avail	Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter	Punong Barangay/ Barangay Secretary
Appropriation Ordinance Binded (2 original, 11 copies) Attachments: ➢ Budget Message ➢ BBP Form No. 1 – Budget of Expenditures and Sources of Financing ➢ BBP Form No. 2 – Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Results ➢ BBP Form No. 2-A – List of Projects Chargeable Against the 20% Development Fund ➢ BBP Form No. 3 – Plantilla of Personnel ➢ BBP Form No. 4 – Statement of Indebtedness, if any ➢ 20% Development Fund Plan and Budget with BDC Resolution and Sangguniang Barangay Resolution ➢ 10% SK Fund with Barangay Youth Investment Program, SK Resolution and Sangguniang Barangay Resolution ➢ 5% BDRRMF Plan and Budget with BDRRm Council Resolution and Sangguniang Barangay Resolution ➢ Gender and Development (GAD) Plan and Budget with BGFPS Resolution and Sangguniang Barangay Resolution ➢ Barangay Council of the Protection of Children Fund Plan and Budget with BCPC Resolution and Sangguniang Barangay Resolution ➢ Senior Citizens and Persons with Disabilities (PWD) Plan and Budget with SCA and PWD Council Resolution and Sangguniang Barangay Resolution	Punong Barangay/ Barangay Secretary
Annual Investment Program approved through BDC Resolution and duly approved and adopted by the Sangguniang Barangaay through Resolution with a list of PPAs. (2 original, 11 copies)	Punong Barangay/ Barangay Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSONS RESPONSIBLE

		PAID		
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 SB Secretariat	1. Receive 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, receive documents and affix the date, time and signature of the receiving personnel.	NONE	20 minutes	SB Staff/ SB Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Wait for notification	2. Include the matter in the Calendar of Business >Referred to the concerned Committee	NONE	1 Session day	SB Secretary, Committee on Finance & Appropriation, Ways & Means, Committee on Barangay Affairs
3. Attend Committee Meeting/ Hearing	3. Conduct Committee Meetings/ Hearing		1 hour	Committee on Barangay Affairs and/or Committee on Finance, Budget and Appropriation
	4. Signing of Committee Report		1 day depending on the availability of signatories	Committee Members
	5. Render Committee Report		1 session day	Committee on Barangay Affairs and/or Committee on Finance, Budget and Appropriation
	6. Include Measure for Second Reading		1 session day	Committee on Barangay Affairs and/or Committee on Finance, Budget and Appropriation
	7. Include measure for Third and Final Reading		1 session day	Committee on Barangay Affairs and/or Committee on Finance, Budget and Appropriation
	8. Prepare copies of Resolution for signature of the Presiding Officer and SB Members		30 minutes to 1 hour	SB Secretary
	9. Signing of Final Copies of Resolutions		2 to 3 days depending on the availability of the signatories	SB Secretary, SB Members and Presiding Officer
	10. Transmit Resolution to the office of the Local Chief Executive for signing and approval		10 minutes	SB Secretary/ SB Staff
	11. LCE will sign/ approve the Resolution		Maximum of 10 days	Municipal Mayor
	12. Upon receipt from the Office of the LCE, record the same in the logbook and inform the client.		5 minutes	SB Staff
4. Upon notification, return to SB Office and receive copy of resolution	13. Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client		5 minutes	SB Staff

END OF TRANSACTION			**Maximum of 60 days pursuant to Sec. 333 of RA 7160**	

2.) REVIEW OF BARANGAY ORDINANCES PURSUANT TO SECTION 57 OF RA 7160

About the Service:

Within ten (10) days after its enactment, the Sangguniang Barangay shall furnish copies of all Barangay Ordinances to the Sangguniang Bayan concerned for review at to whether the ordinance is consistent with law and city or municipal ordinances.

Office/ Division	Sangguniang Bayan Office
Classification	Highly Technical
Type of Transaction	G2G- Government to Government
Who may avail	Barangays of the Municipality

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Sign in the Client logbook and submit all the documents to SB Secretariat	1. Receive 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, receive documents and affix the date, time and signature of the receiving personnel.	NONE	20 minutes	SB Secretary/ SB Staff
2. Wait for notification	2. Include the matter in the Calendar of Business >Referred to the concerned Committee	NONE	1 Session day	SB Secretary, Committee on Barangay Affairs & Committee of the Whole
3. Attend Committee Meeting/ Hearing	3. Conduct Committee Meetings/ Hearing		1 hour	Committee on Barangay Affairs and/or concerned Committee
	4. Signing of Committee Report		1 day depending on the availability of signatories	Committee Members
	5. Render Committee Report		1 session day	Committee on Barangay Affairs and/or concerned Committee
	6. Include Measure for Second Reading		1 session day	Committee on Barangay Affairs and/or concerned Committee

	7. Include measure for Third and Final Reading		1 session day	Committee on Barangay Affairs and/or concerned Committee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	8. Prepare copies of Resolution for signature of the Presiding Officer and SB Members		30 minutes to 1 hour	SB Secretary
	9. Signing of Final Copies of Resolutions		2 to 3 days depending on the availability of the signatories	SB Secretary, SB Members and Presiding Officer
	10. Transmit Resolution to the office of the Local Chief Executive for signing and approval		10 minutes	SB Secretary/ SB Staff
	11. LCE will sign/approve the Resolution		Maximum of 10 days	Municipal Mayor
	12. Upon receipt from the Office of the LCE, record the same in the logbook and inform the client.		5 minutes	SB Staff
4. Upon notification, return to SB Office and receive copy of resolution	13. Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client		5 minutes	SB Staff
END OF TRANSACTION			**Maximum of 30 days pursuant to Sec. 57 of RA 7160**	

3.) APPLICATION FOR RECLASSIFICATION OF LANDS (SECTION 20 of RA 7160)

Enactment of Ordinance on Reclassification of Land within the territorial jurisdiction of the Municipality (Sec. 447 par 2(viii))

About the Service:

Reclassification of lot from its current usage to other usage is done to conform zoning and land use laws, rules and regulations.

Office/ Division	Sangguniang Bayan Office
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizens
Who may avail	All persons, natural or juridical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement Letter from the Municipal Mayor	Office of the Municipal Mayor
2. Personal appearance of applicant or authorized representative	Office of the Sangguniang Bayan
3. Letter of the applicant to the Mayor through the Vice Mayor and the Members of the Sangguniang Bayan requesting for reclassification of land with the following attachments (4 original, 11 copies):	Applicant
4. Ownership of Lot: In case the applicant is the registered owner of the lot: ➢ Certified True Copy of the Transfer Certificate of Title (TCT) ➢ Latest Tax Declaration ➢ Updated Real Property Tax Receipt or Tax Clearance In case the applicant is not the registered owner of the lot, submit all requirements as specified under 4a & include the following additional documents: ➢ Duly notarized copy of the Contract of Lease or; ➢ Duly notarized copy of Deed of Sale and Certificate of Authorizing Registration (CAR) from BIR, or ➢ Duly notarized Lot Owner's Affidavit of Consent to the applicant's use of the land/property as site for the project ➢ Contract to sell In case lot is not yet subdivided among co-owners/heirs, submit all requirements as specified under 4a and the following additional documents: ➢ Lot Plan & Subdivision Plan signed by Geodetic Engineer ➢ Duly notarized copy of the affidavit of consent from the lot owner(s)/ co-owners and/or Heirs ➢ Deed of assignment In the case of public land, authorization from the appropriate government agency allowing the applicant to use the subject public land	Register of Deeds Municipal Assessor's Office Municipal Treasurer's Office Applicant's documents duly-notarized by a lawyer Geodetic Engineer hired by the Applicant Applicant's documents duly-notarized by a lawyer Appropriate Government Agency
5.If the land is under EP/CLOA or TCT was issued by DAR ➢ DAR Clearance	Department of Agrarian Reform

6.Vicinity Map showing: a. Exact Location of proposed site b. Contiguous and/or institutions and their products and major activities; and major landmarks within a radius of 200 meters c. Approximate distance of contiguous forms and/or within a 1,000-meter radius from the proposed site and from the main service road leading on it.	Designing Officials hired by the Applicant
7. Geo-Tag & Global Positioning System (GPS) coordinates	Designing Officials hired by the Applicant
8. Topographic Plan	Designing Officials hired by the Applicant
9. Project Description	Applicant
10. Certification of non- tenancy from the BARC Chairman	Barangay Agrarian Reform Council Chairman
11. Barangay Resolution endorsing the reclassification of land/ interposing no objection to the project.	Sangguniang Barangay of the concerned Barangay
12. Barangay Clearance or Certification from the Barangay Chairman	Barangay Chairperson of the Concerned Barangay
13. SPA of person allowed to transact/follow-up request	Applicant's documents duly notarized by a lawyer
14. Application for DA certification a. Panoramic photos of the area with caption(East, West, North, South), taken not earlier than one (1) month before filing of application. b. Municipal Land Use Plan Map (Scale 1:20,000 or larger) showing the proposed lands to be reclassified with coordinates (longitude and latitude); and c. Certification from the Mun. Agriculturist for actual crops present.	DA Region III Office Applicant MPDC Municipal Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. The office of the Mayor forwards the letter of endorsement to the Sangguniang Bayan with the documentary requirements	1. Receive and check the documents and affix the date, time and signature of the receiving personnel.	None	15 minutes	SB Staff / SB Secretary
	2. Include the matter in the Calendar of Business >Referred to the concerned Committee (1st reading)	None	1 Session day	SB Secretary, Committee on Agriculture, Committee of the Whole Presiding Officer
2. Clients attend committee meeting/ hearing	3. Conduct Committee Meetings		1-2 hours	Committee on Agriculture, Committee of the Whole

				SB Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	4. Submission of Documents for DA certification		Approval depends on the DA Region III Office	Applicant SB Secretary Committee on Agriculture, Committee of the Whole, SB Presiding Officer
3. Attend Public Hearing and present project to the Public	5. Conduct of Public Hearing		1- 2 hours	Presiding Officer, Committee Members, and other SB Members, SB Secretary
	6. Signing of Committee Report		1 day depending on the availability of the signatories	Committee Members
	7. Renders Committee Report		1 session day	Committee on Agriculture, Committee of the Whole
	8. Include proposed measure for the second reading for proper deliberation of the body		1 session day	Committee on Agriculture, Committee of the Whole, Presiding Officer, SB Secretary
	9. Include measure for 3rd and final reading		1 session day	All SB Members, Presiding Officer, SB Secretary
	10. Finalization of the approved copies of ordinances		1 – 2 Hours	SB Secretary
	11. Signing of Approved Copies of Ordinance		1-2 days depending on the availability of the signatories	SB Members and presiding Officer
	12. Transmit copies of the Ordinance to the Office of the Mayor for Final Approval		10 minutes	SB Secretary/ SB Staff
	13. Approval of the ordinance of the LCE otherwise veto		Max. of 10 days	Municipal Mayor
	14. Upon receipt from the Office of the LCE, record the same in the logbook and inform the client.		5 minutes	SB Secretary/SB staff
4.Upon notification, return to SB office and receive copy of resolution and	15. Ask the client to sign the receiving copy affixing the time and date then release copy of ordinance		5 minutes	SB Secretary/SB Staff

ordinance	to the client			
	16. Upon return of the approved ordinance from the Office of the Mayor, transmit the same to the Office of the Sangguniang Panlalawigan for review		1 day	SB Secretary/ SB Staff
END OF TRANSACTION			**Maximum of 3 months from the receipt therein pursuant to Sec 20 of RA 7160**	

4.) ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOS)

About the Service:

The Office of the Sangguniang Bayan grants Accreditation to a Civil Society Organization (CSO) after meeting all the set criteria and requirements for membership in the Local Special Bodies of the LGU.

Office/ Division	Sangguniang Bayan Office
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizens
Who may avail	All registered associations and organizations in the Municipality of Peñaranda

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application	Applicant seeking accreditation
Duly Accomplished Application Form for Accreditation	Sangguniang Bayan Office
Duly Approved Board Resolution manifesting a decision to seek accreditation	Applicant seeking accreditation
Certificate of Registration (SEC / DOLE / CDA, or other agencies whatever is applicable)	From the provincial or regional office of the applicable agency
Brief Profile, proof of existence and operation in the Municipality for at least 1 year	Applicant seeking accreditation
Barangay Certificate	From the Office of the Punong Barangay of their respective Barangay
Copy of Constitution and By-laws or Article of Incorporation	Applicant seeking accreditation
Program of activities planned for the year following the date of application for accreditation	Applicant seeking accreditation
Financial Statement at the minimum, signed by the Executive Officers of the Organization	Applicant seeking accreditation
Annual Accomplishment Report	Applicant seeking accreditation
List of current officers and members of good standing	Applicant seeking accreditation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Sign in the client logbook and then secure list of requirements from the service provider and accomplish all the needed requirements	1.Provide the applicant/ client the list of requirements and instruct / advise the client to accomplish required documents	None	5 minutes	SB Secretariat
2. Submit Letter of Application and duly accomplished application form together with all the required documents	2. Receives application and check the completeness of requirements and affix the date, time and signature of the receiving personnel	None	10 minutes	SB Secretariat
	3. Include the matter in the Calendar of Business	None	1 Session day	SB Secretary, Committee on Agriculture & Livelihood, Committee on

	> Referred to the concerned Committee (1st reading)			Cooperatives, Presiding Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3.Clients attend committee meeting/ hearing	4. Conduct Committee Meeting	None	1-2 hours	Committee on Cooperative, Livelihood and Committee on Agriculture
	5. Renders Committee Report	None	1 session day	Committee on Cooperative, Livelihood and Committee on Agriculture
	6. Include proposed measure for second reading for proper deliberation of the body	None	1 session day	Committee on Cooperative, Livelihood and Committee on Agriculture, Presiding Officer, SB Secretary
	7. Include measure for 3rd and final reading	None	1 session day	All SB Members, Presiding Officer, SB Secretary
	8. Finalization of the approved copies of resolution	None	1 – 2 Hours	SB Secretary
	9.Signing of Approved Copies of Resolution	None	1-2 days depending on the availability of the signatories	SB Members and presiding Officer
	10.Transmit copies of the Resolution to the Office of the Mayor for Final Approval	None	10 minutes	SB Secretary/ SB Staff
	11.Upon return of the approved resolution from the Office of the Mayor, notify the client to secure copy of resolution and certificate of accreditation.	None	5 minutes	SB Secretary/ SB Staff
4. Upon notification, client should proceed to SB Office to secure copy of the approved Resolution & Certificate of Accreditation.	12. Instruct the Client to sign in the Logbook. Prepare copy of resolution and the duly signed certificate of accreditation	None	10 minutes	SB Secretary/ SB Staff
END OF TRANSACTION			**Maximum of 30 working days from the receipt therein**	

5.) ISSUANCE OF REQUESTED COPIES OF OFFICIAL RECORDS, DOCUMENTS

(RESOLUTION & ORDINANCES)

About the Service:

The Office of the Sangguniang Bayan is the depository of official records and documents on matters relating to the performance of the legislative functions of the Sanggunian such as the enacted ordinances, adopted or approved resolutions, and minutes of the meeting or session.

Office/ Division	Sangguniang Bayan Office
Classification	Simple
Type of Transaction	G2G- Government to Citizens
Who may avail	All persons, natural and juridical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properly accomplish the request form indicating therein the following information: a. Name b. Address c. Documents Requested d. Number of Copies e. Purpose	Sangguniang Bayan Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Sign in the Client Logbook & fill out the request form for particular document; purpose & no. of copies	1. Receive the request form and search for the requested document 1.1 Check the document then issue Payment Slip	None	10 minutes	SB Secretariat
2. Proceed to the Municipal Treasury Office for the payment of required fee(s)	2. Accept payment and issue the Official Receipt	Php10.00/page for copies of documents	10 minutes	Revenue Collection Clerk Municipal Treasury Office
3. Return to SB Office, present the Official receipt	3. Check the O.R and record the request in the logbook with O.R. Number	None	1-2 minutes	SB Staff
4. Receive the requested document	Release the duly signed certified true copy/ies of the document	None	1 minute	SB Staff
END OF TRANSACTION			**Maximum of 30 minutes**	

6.) FILING OF ADMINISTRATIVE CASE/ COMPLAINT AGAINST ERRING BARANGAY OFFICIALS

About the Service:

A complaint against any elective barangay official shall be filed before the Sangguniang Bayan pursuant to the authority vested under Section 61 of R. A. 7160 otherwise known as the Local Government Code of 1991. The rules of procedure is pursuant to Section 62-66 of the same code.

Office/ Division	Sangguniang Bayan Office
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizens
Who may avail	All persons, natural and juridical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Verified Complaint containing the names of the complainant/s and the respondent/s, their address and the rights violated by the respondent 2. Affidavit of witness/es 3. Other documents to support the complaint	Sangguniang Bayan Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit complete requirements to the Office of the Sangguniang Bayan in Thirteen (13) sets/ copies.	1. Check and evaluate the requirements submitted and receive the documents.	None	20 minutes	SB Secretariat
	2. Transmit Documents to the Investigating Committee		Within 48 hours upon receipt of the complaint	SB Secretary/ SB Staff
	3. Issue an order requiring respondent/s to answer within 15 days.		Within 7 days after the complaint is filed	Committee on Laws Rules & Peace & Order

	4. Evaluation/ Determination of a prima facie case • If prima facie case exist, submit findings to the Disciplinary Authority for formal hearing. • If none, shall submit recommendation to the disciplinary Authority for the dismissal of the case.		Within 20 days from the receipt of the complaint and answer of the respondent	Committee on Laws Rules & Peace & Order
	5. If formal hearing is warranted, notify the complainant/s. respondent/s and witnesses/es		Within 7 days after recommendation is submitted	Committee on Laws Rules & Peace & Order
2. Attend formal hearing	6. Conduct of Formal Hearing		Maximum of 90 days pursuant to sec. 66 of R.A. 7160	Committee of Laws Rules & Peace & Order
	7. Render Decision		Within 30 days after the termination of the formal hearing pursuant to sec. 66 of RA 7160	Committee of Laws Rules & Peace & Order
3. Receive copy of the decision	8. Furnish copy of the decision to the complainant, respondent and other concerned offices		1 day	SB Secretary/SB Staff
END OF TRANSACTION			**170 days, 48 hours and 20 minutes**	

1. Issuance of Locational Clearance for Building Construction

A Zoning/ Locational Clearance is a document required in the issuance of a Building Permit to guarantee that the proposed structure or project is allowed under a particular zone or area based on the Municipality's CLUP & ZO and other relevant laws, rules and regulations.

Office or Division:	Municipal Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any person whether natural or juridical with property within the municipality and have intention to apply for building permit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form	Municipal Planning and Development Office
2. Any of the following requirements relative to Right Over Land	
2.1 Certified True Copy of TCT (2 copies)	Registry of Deeds
2.2 In the absence of any existing TCT in the name of applicant, submit	
2.2.1 Certified True Copy of Latest Tax Declaration (2 copies)	Office of the Municipal Assessor
2.2.2 Pro-forma affidavit (see attached) to the effect that • The applicant is the owner of the property subject to the application; • The reasons why the property is not yet titled; • That the property is situated within alienable and disposable lands and outside land reserve for the public domain; • That the property is free from liens and encumbrances of the property; • That the property is not tenanted.	Notary Public
2.2.3 In case the property is not registered in the name of the applicant, submit a photocopy of owner's Certificate of Title, or in the absence of title, the tax declaration and pro-forma affidavit as describe in the item b. and any of the following: • Duly notarized deed of sale or deed of donation • Contract of Lease • Authorization to use land, whichever is applicable	Client
3. VICINITY MAP showing the existing land uses within 100 meters and 1 kilometer radius from the lot boundary of the project site for projects of local and national significance, respectively. Signed and sealed by duly licensed Civil Engineer, Architect or Environmental Planner (2 copies)	Client's Engineer, Architect, Environmental Planner

4. SITE DEVELOPMENT PLAN showing the project site lot area boundaries and proposed layout of improvements therein. Signed and sealed by duly licensed Civil Engineer, Architect or Environmental Planner (2 copies)		Client's Engineer, Architect, Environmental Planner		
5. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) if applicable (2 copies, photocopy).		DENR-EMB		
6. Bill of Materials		Client's Engineer, Architect, Environmental Planner		
7. Tax Clearance (RPT)		Mun. Treasurer's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Application Form with complete documentary requirements	1.1 Receive the documentary requirements from client 1.2 Review and Evaluate the Application as to the conformity to the Land Use Plan and RECORD of the Application 1.3 Conduct an ocular inspection (if necessary)	None None None	3 min. 10 min. 1 hr. and 30 min.	*Computer Operator IV, Computer Operator II, Project Development Assistant, Zoning Inspector* *Zoning Administrator* *Zoning Administrator Computer Operator II, Project Development Assistant, Zoning Inspector*
2. Receive Order of Payment	2. Prepare and Issue Order of Payment to the client	None	5 min.	*Computer Operator IV, Computer Operator II, Project Development Assistant, Zoning Inspector*
3. Proceed to the Mun. Treasurer's Office Pay the Required Fees	3. Receive payment and Issue Official Receipt	Based on the Revised Local Revenue Code of Peñaranda, SB	20 min.	*Revenue Collection Clerk, Revenue Collection Officer*

		Resolution No. 68, s. 2022, Municipal Ordinance No. 07, s.2022. Chapter III, Article D. Permit Fee for Zoning/ Locational Clearance		
4. Go Back to MPDO, Present Order of Payment and Official Receipt	4.1 Prepare and Print the Locational Clearance. 4.2 Approve Locational Clearance	None None	10 min. 5 min.	*Computer Operator IV, Computer Operator II, Project Development Assistant, Zoning Inspector* *Zoning Administrator*
5. CLAIM Locational Clearance	5. RELEASE Approved Locational Clearance	None	2 min.	*Computer Operator IV, Computer Operator II, Project Development Assistant, Zoning Inspector*
	TOTAL	Based on the Revised Local Revenue Code of Peñaranda , SB Resolution No. 68, s. 2022, Municipal Ordinance No. 07, s.2022. Chapter III, Article D. Permit Fee for Zoning/ Locational Clearance	55 min. if no inspection is required 145 min. if inspection is required	

2.1 Issuance of Zoning Certificate

Zoning Certificate is a document issued to give information on the Land Use class of a certain lot or area. As per CLUP & ZO of the Municipality. Lot/ Land/ Area may be classified as Agricultural, Institutional, Commercial, Residential or Industrial.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any person whether natural or juridical with property who wishes to know the kind of activity, whether residential, commercial, industrial or institutional that can be established in any particular area within the Municipality of Peñaranda

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Letter	Municipal Planning and Development Office
2. VICINITY MAP	Client, Client's Engineer, Architect, Environmental Planner
3. Proof of Ownership relative to RIGHT OVER LAND (i.e. Photocopy of Title, Tax Declaration)	Office of the Municipal Assessor, Registry of Deeds

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Letter of Request, Vicinity Map and Proof of Ownership	1.1 Receive the required documents 1.2 Verify the location of the lot/ land as per Approved Zoning Map of the Municipality	None None	2 min. 5 min.	*Zoning Administrator, Computer Operator IV Computer Operator II, Proj. Dev't. Assistant, Zoning Inspector* *Zoning Administrator*
2. Receive Order of Payment	2. Prepare and Issue Order of Payment to the client	None	5 min.	*Zoning Administrator, Computer Operator IV Computer Operator II, Proj. Dev't. Assistant, Zoning Inspector*
3. Pay the Required Fees at the Mun. Treasurer's Office	3. Receive Payment and Issue Official Receipt	PHP 500	20 min.	*Revenue Collection Clerk, Revenue Collection Officer*
4. Return to MPDO and Present Official Receipt	4.1 Prepare and Print Zoning Certificate 4.2 Sign the Zoning Certificate	None	5 min. 5 min	*Zoning Administrator, Computer Operator IV Computer Operator II, Proj. Dev't. Assistant, Zoning Inspector*

				Zoning Administrator,
5. CLAIM the Zoning Certificate	5. RELEASE Signed Zoning Certification	None	3 min.	*Zoning Administrator, Computer Operator IV Computer Operator II, Proj. Dev't. Assistant, Zoning Inspector*
	TOTAL	PHP 500	45 min.	

2.2 Issuance of Zoning Certificate for Business

Zoning Certificate is a document issued to business owners as pre-requisite for the issuance of Business Permit.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Business Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application for Business Permit	Business Permit and Licensing Office
2. Vicinity Map	Client, Client's Engineer, Architect, Environmental Planner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Application Form for Business and Vicinity Map at MPDO	1.1 Receive the required documents	None	3 min.	*Comp. Operator IV, Comp. Operator II, Proj. Dev't. Assistant Zoning Inspector*
	1.2 Evaluate the business activity and location based on CLUP and Zoning Ordinance of the municipality	None	5 min.	*Zoning Administrator*
	1.3 Prepare and Print Zoning Certificate	None	5 min.	*Comp. Operator IV, Comp. Operator II, Proj. Dev't. Assistant Zoning Inspector Zoning Administrator*
	1.4 Sign the Zoning Certificate	None	5 min.	

2. Claim the Zoning Certificate	2. RELEASE the Zoning Certificate	None	2 min.	*Comp. Operator IV, Comp. Operator II, Proj. Dev't. Assistant Zoning Inspector*
	TOTAL	None	20 min.	

3. Issuance of Certification to be used in Land Titling

A document stating that the LGU has no existing plan construct infrastructure projects on the subject lot and the same is zoned as residential as per the municipality's CLUP & ZO, used in the processing of Residential Free-Patent.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Those applying for Residential Free-Patent			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Letter		Municipal and Development Office		
2. Lot Plan (Blue Print)		Bureau of Lands		
3. Tax Declaration		Municipal Assessor's Office		
4. Sketch Map		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
2. Submit the Letter of Request and other documents to MPDO	2.1 Receive the required documents 2.2 Verify the location of the lot/ land as per Approved Zoning Map of the Municipality	None None	2 min. 5 min.	*Zoning Administrator, Computer Operator IV Computer Operator II, Proj. Dev't. Assistant, Zoning Inspector* *Zoning Administrator*
3. Receive Order of Payment	2. Prepare and Issue Order of Payment to the client	None	5 min.	*Zoning Administrator, Computer Operator IV Computer Operator II, Proj. Dev't. Assistant, Zoning Inspector*
4. Pay the Required Fees at the Municipal Treasurer's Office	3. Receive the Payment and Issue Official Receipt	PHP 500	20 min.	*Revenue Collection Clerk, Revenue Collection Officer*

5. Return to MPDO Office and Present Official Receipt	5.1 Prepare and Print Certification 5.2 Sign the Certification	None None	5 min. 5 min.	*Zoning Administrator, Computer Operator IV Computer Operator II, Proj. Dev't. Assistant, Zoning Inspector* *Zoning Administrator*
6. CLAIM the Zoning Certificate	5. RELEASE signed Certification	None	3 min.	*Zoning Administrator, Computer Operator IV Computer Operator II, Proj. Dev't. Assistant, Zoning Inspector*
	TOTAL	PHP 500	45 min.	

4. Issuance of Certificate of Data Availability

A document issued to confirm that a specific data or information is accessible and available.

Office or Division:	Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Individuals or business owners seeking data available from the LGU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Letter		Municipal Planning and Development Office		
2. Photocopy of one (1) Valid ID		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Letter of Request and Photocopy of Valid ID	1.1 Receive the required documents 1.2 Gather and Prepare Data for Certificate of Data Availability	None None	2 min. 20 min.	*Computer Operator II and IV, Project Development Assistant, Zoning Inspector* *Computer Operator II and IV, Project Development Assistant, Zoning Inspector*
2. Receive Order of Payment	2. Prepare and Issue Order of Payment to the client	None	5 min.	*Computer Operator II and IV, Project Development Assistant, Zoning Inspector*

3. Pay the Required Fees at the Municipal Treasurer's Office	3. Receive Payment and Issue Official Receipt	PHP 500	20 min.	*Revenue Collection Clerk, Revenue Collection Officer*
4. Return to MPDO and Present Official Receipt	4.1 Prepare and Print Certificate of Data Availability 4.2 Sign the Certificate of Data Availability	None None	5 min. 5 min.	*Computer Operator II and IV, Project Development Assistant, Zoning Inspector* *Municipal Planning and Development Coordinator*
5. CLAIM the Certificate of Day Availability	5. RELEASE Signed Certificate of Data Availability	None	3 min	*Computer Operator II and IV, Project Development Assistant, Zoning Inspector*
	TOTAL	PHP 500	60 min.	

1. Issuance of Building Permit

Building Permit is Mandatory Required Base on National Building Code (P.D. 1096)

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Citizens of Peñaranda

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Plan	Architect/Civil Engineer
Barangay Building Permit Clearance	Barangay hall of construction site
Deed of sale/Land Title	Owner
Community Tax Certificate and I.D of Architect and Civil Engineer	Architect/Civil Engineer
Locational Clearance	Municipal Planning and Development Office
Tax Clearance	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application form and checklist of requirements	1. Give the checklist and application form	none	3 minutes	Municipal Engineer Administrative Aide Engineering Aide
2. Submission of application form and four (4) sets of Detailed plan with signed and sealed by concerned professionals	2.1 Received and Review/Evaluate documents as to its completeness 2.2 Conduct Site Inspection 2.3 Computation of fees 2.4 Release Order of Payment	None None None None	15 minutes 1 hour 15 minutes 3 minutes	Municipal Engineer Administrative Aide Engineering Aide Municipal Engineer Administrative Aide Engineering Aide Municipal Engineer Municipal Engineer
3. Pay Order of Payment	3. None	Base on computation of Municipal Engineer	15 minutes	Municipal Treasurer's Office 1st floor

4.1 Submit Official Receipt 4.2 Receiving of Building Permit	4.1 Received Official Receipt 4.2 Preparation of Building Permit 4.3 Recording of Released Building Permit to Logbook 4.4 Releasing Of Building Permit	None None None None	3 minutes 10 minutes 5 minutes 3 minutes	Municipal Engineer Administrative Aide Engineering Aide Administrative Aide Engineering Aide Administrative Aide Engineering Aide Administrative Aide Engineering Aide
	Total Processing Time		2 hours and 12 minutes	

2. Issuance of Occupancy Permit

An Occupancy Permit is required before any building or structure is used or occupied. It is usually secured after the completion of a structure.

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Citizens of Peñaranda

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Issued Building Permit	Owner/Client
As Built Plan if something is changed in the first plan	Architect/Civil Engineer
3 copies of Certificate of Completion	Contractor
1 Copy Of Valid License of All Involved Professionals	Architect/Civil Engineer
Captioned Photographs of Site and Completed Building/Structure Showing Front, Sides and Rear Areas	Owner/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application form and checklist of requirements	1. Give the checklist and application form	none	3 minutes	Municipal Engineer

				Administrative Aide Engineering Aide
2. Submission of application form and four (3) sets of Detailed plan with signed and sealed by concerned professionals	2.1 Received and Review/Evaluate documents as to its completeness 2.2 Conduct of Site Inspection 2.3 Computation of fees 2.4 Release Order of Payment		15 minutes 1 Hour 15 minutes 3 minutes	Municipal Engineer Administrative Aide Engineering Aide Municipal Engineer Administrative Aide Engineering Aide Municipal Engineer Municipal Engineer
3. Pay Order of Payment	3. None	Base on computation of Municipal Engineer	15 minutes	Municipal Treasurer's Office 1st floor
4.1 Submit Official Receipt 4.2 Receiving of Occupancy Permit	4.1 Received Official Receipt 4.2 Preparation of Occupancy Permit 4.3 Recording of Released Occupancy Permit to Logbook 4.4 Releasing Of Occupancy Permit	None None None None	3 minutes 10 minutes 5 minutes 3 minutes	Municipal Engineer Administrative Aide Engineering Aide Administrative Aide Engineering Aide Administrative Aide Engineering Aide Administrative Aide Engineering Aide
	Total Processing Time		2 hours and 12 minutes	

3. Issuance of Electrical Certificate

Electrical Permit needed before work is started. Any installation work, alternation, repair or extension on any electrical system.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizens of Peñaranda			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Building Permit If The House is Newly Constructed		Owner		
Barangay Clearance		Barangay hall of construction site		
Land Title		Owner		
Neeco Form		Neeco Office		
Locational Clearance		Municipal Planning and Development Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get Application form and checklist of requirements	1. Give the Checklist	None	3 Minutes	Municipal Engineer Administrative Aide Engineering Aide
2. Submission of requirements	2.1 Received and Review/Evaluate documents as to its completeness 2.2 Conduct of Site Inspection 2.3 Computation of fees 2.4 Release Order of Payment	None None None None	15 minutes 1 Hour 15 minutes 3 minutes	Municipal Engineer Administrative Aide Engineering Aide Municipal Engineer Administrative Aide Engineering Aide Municipal Engineer Municipal Engineer
3. Pay Order of Payment	None	Base on computation of Municipal Engineer	15 minutes	Municipal Treasurer's Office 1st Floor
4.1 Submit Official Receipt	4.1 Received Official Receipt	None	3 minutes	Municipal Engineer

4.2 Receiving of Building Permit	4.2 Preparation of Building Permit	None	10 minutes	Administrative Aide Engineering Aide
	4.3 Recording of Released Electrical Certification to Logbook	None	5 minutes	Administrative Aide Engineering Aide
	4.4 Releasing Of Electrical Certification	None	3 minutes	Administrative Aide Engineering Aide
Total of Processing Time			2 hours and 12 minutes	

4. Issuance of Fencing Permit

A Fencing Permit is required prior to construction, alteration, major repair, or renovation or conversion of any perimeter fence own by government or private entities.

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All those citizens whose property undergoes construction, renovation, repair, alteration or conversion of any building or structure.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Tax Declaration of Land	Office of the Municipal Assessor
Community Tax Certificate	Office of the Municipal Treasurer
3 sets of plan, specification and estimated cost	Architect/Civil Engineer
Zoning Certificate	MPDC Office
Locational Clearance	MPDC Office
Duly Accomplished Fencing Permit Forms	Office of the Municipal Enginee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application form and checklist of requirements	1. Give the checklist and application form	None	3 Minutes	Municipal Engineer Administrative Aide Engineering Aide
2. Submission of requirements	2.1 Received and Review/Evaluate documents as to its completeness	None	15 minutes	Municipal Engineer Administrative Aide Engineering Aide

	2.2 Computation of fees 2.3 Release Order of Payment	None None	15 minutes 3 minutes	 Municipal Engineer Municipal Engineer
3. Pay Order of Payment	None	Base on computation of Municipal Engineer	15 minutes	Municipal Treasurer's Office 1st Floor
4.1 Submit Official Receipt 4.2 Receiving of Fencing Permit	4.1 Received Official Receipt 4.2 Preparation of Fencing Permit 4.3 Recording of Released Fencing Permit to Logbook 4.4 Releasing Of Fencing Permit	None None None None	3 minutes 10 minutes 5 minutes 3 minutes	Municipal Engineer Administrative Aide Engineering Aide Administrative Aide Engineering Aide Administrative Aide Engineering Aide Administrative Aide Engineering Aide
Total of Processing Time			2 hours and 12 minutes	

5. Issuance of Demolition Permit

A legal document that is required to demolish a building or structure in the Philippines.

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Citizens who owns a building or structure in the Municipality of Penaranda

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of lot ownership	Owner/Client/Applicant
Updated real property tax declaration	Office of the Municipal Assessor
Barangay clearance	Barangay of the site to be demolish
Sketch or drawing of the structure to be demolished	Architect/Civil Engineer
Photocopy of professional signatories' PRC and PTR	Architect/Civil Engineer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application form and checklist of requirements	1. Issuance of checklist and application form	None	3 minutes	Municipal Engineer Administrative Aide Engineering Aide
2. Submission of requirements	2.1 Received and Review/Evaluate documents as to its completeness	None	15 minutes	Municipal Engineer Administrative Aide Engineering Aide
	2.2 Conduct of Site Inspection	None	1 hour	Municipal Engineer
	2.3 Computation of fees	None	15 minutes	Administrative Aide
	2.4 Release Order of Payment	None	3 minutes	Engineering Aide Municipal Engineer
				Municipal Engineer
3. Pay Order of Payment	None	Base on computation of Municipal Engineer	15 minutes	Municipal Treasurer's Office 1st Floor
4.1 Submit Official Receipt	4.1 Received Official Receipt	None	3 minutes	Municipal Engineer Administrative Aide
	4.2 Preparation of Demolition Permit	None	10 minutes	Engineering Aide
	4.3 Recording of Released Demolition Permit to Logbook	None	5 minutes	Administrative Aide Engineering Aide
4.2 Receiving of Demolition Permit	4.4 Releasing Of Demolition Permit	None	3 minutes	Administrative Aide Engineering Aide
Total of Processing Time			2 hours and 12 minutes	

1. PAYMENT OF REAL PROPERTY TAX

Real Property Taxes (RPT) or amilyar are taxes paid for all lands, buildings, and machineries annually. The tax shall be due on the first day of January and payable until March 31 without interest. The same way, however, at the discretion of the taxpayer, may be paid without interest or penalty in four (4) equal installments: on or before March 31, June 30, September 30 and December 31.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	General public or all owners of Real Property Tax.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original/Photocopy of latest Official Receipt (Accountable Form # 56)	Taxpayer/Municipal Treasurer's Office
2. Authorization from declared owner/taxpayer	Authorized Representative
3. Identification Card from taxpayer and authorized representative.	Taxpayer/Authorized Representative

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Municipal Treasurer's Office. Presents the requirements available. Note: Senior Citizens, PWD, Pregnant/Nursing Mothers: Please proceed to the designated courtesy lane	1.1 Accommodate request of client; 1.2 Verify documentary requirements and availability of records. 1.3 Compute the RPT due.	1% of the assessed value plus additional 1% on the assessed value of real property for Special Education Fund (SEF) Interest on Unpaid Real Property tax: 2% interest per month on the unpaid amount or a fraction thereof until the delinquent tax is full paid.	20 minutes	*Hiyasmina C. Dela Cruz* *Computer Operator III* *Aurea P. Lim* *Admin. Aide II* *Annie J. Sulit* *Admin. Aide II*
2. Payment of taxes due	2.1 Collect payment	Refer to the above fee	10 minutes	*Hiyasmina C. Dela Cruz* *Computer Operator III*

	2.2 Count and check currency.			*Aurea P. Lim* *Admin. Aide II* *Annie J. Sulit* *Admin. Aide II*
3. Claim Official Receipt	3.1 Issue Official Receipt	Computed tax due	5 minutes	*Hiyasmina C. Dela Cruz* *Computer Operator III* *Aurea P. Lim* *Admin. Aide II* *Annie J. Sulit* *Admin. Aide II*
	TOTAL	Refer to the above fee	35 minutes	

2. Issuance of Tax Clearance

Proof of tax payment.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General public who made payment on Real Property Tax.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Original/Photocopy of latest Official Receipt (Accountable Form # 56)		Taxpayer/Municipal Treasurer's Office		
2. Authorization from declared owner/taxpayer		Authorized Representative		
3. Identification Card from taxpayer and authorized representative.		Taxpayer/Authorized Representative		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Proceed to the Municipal Treasurer's Office. Note: Senior Citizens, PWD, Pregnant/Nursing Mothers: Please proceed to the designated courtesy lane	1.1 Accommodate request of client; 1.2 Verify documentary requirements and availability of records.	None	10 minutes	*Hiyasmina C. Dela Cruz* *Computer Operator III* *Aurea P. Lim* *Admin. Aide II* *Annie J. Sulit* *Admin. Aide II*
2. Pay fees or charges	2.1 Collect payment 2.2 Count and check currency.	PHP 200.00 per copy	5 minutes	*Magnolia M. Jamlid* *Local Rev. Clerk II* *Annie J. Sulit* *Admin. Aide II* *Myline A. Manabat* *Ticket Checker* *Liberty S. Gonzales* *Bookbinder II*
3. Claim Official Receipt	3.1 Issue Official Receipt 3.2 Prepare requested certification. 3.3 Affix signature 3.4 Forward certification to the Municipal Treasurer, if on leave to the designated in-charge. 3.5 Return client's documents. 3.6 Proofread/verify certification 3.7 Affix signature	None	30 minutes	*Magnolia M. Jamlid* *Local Rev. Clerk II* *Annie J. Sulit* *Admin. Aide II* *Myline A. Manabat* *Ticket Checker* *Liberty S. Gonzales* *Bookbinder*

	3.8 Return certification to the in-charge 3.9 Seal the Certification 3.10 Record Certification			*Municipal Treasurer* *Administrative Officer In-Charge*
4. Receive copy of the certification and affix signature at the receiving copy.	4.1 Ensure client's signature at the receiving logbook 4.2 Issue the certification	None	5 minutes	*Administrative Officer In-Charge*
	TOTAL	P 200.00	50 minutes	

3 Issuance of Community Tax Certificate

A Community Tax Certificate shall be used for documentation purposes.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Every inhabitant of the Philippine eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) working days during any calendar year; Who is engaged in business or occupation; Who owns real property with an aggregate assessed value of one thousand pesos (P 1,000.00) or more; or Who is required by law to file an income tax return.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Identification Card	Taxpayer
2. Fill-out data form	Municipal Treasurer's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Proceed to the Municipal Treasurer's Office and submit the requirements. Note: Senior Citizens, PWD, Pregnant/Nursing Mothers: Please proceed to the designated courtesy lane	1.1 Accommodate and interview the client; 1.2 Encode/write client's information	None	10 minutes	*Magnolia M. Jamlid* *Local Rev. Clerk II* *Annie J. Sulit* *Admin. Aide II* *Myline A. Manabat* *Ticket Checker* *Liberty S. Gonzales* *Bookbinder*
2. Pay the tax due, sign and receive the community tax certificate.	2.1 Collect payment and issue community tax certificate	Refer to the below fees	5 minutes	*Magnolia M. Jalid* *Local Rev. Clerk II* *Annie J. Sulit* *Admin. Aide II* *Myline A. Manabat* *Ticket Checker* *Liberty S. Gonzales* *Bookbinder II*
	TOTAL		15 minutes	
FEES: An annual community tax of P5.00 and an annual additional tax of One Peso (P1.00) for every One thousand Pesos (P1,000.00) of income regardless of whether from business, exercise of profession r from property. A minimum of P95.00 is charged as an additional tax on the assumption that the individual earned a minimum wage.				

4 Payment of Other Taxes, Permit, Fees and Service Charges (from Civil registry, building permit, zoning clearance)

All payments must be done at the Treasurer's Office.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment	From concerned department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office and present order of payment. Note: Senior Citizens, PWD, Pregnant/Nursing Mothers: Please proceed to the designated courtesy lane	1.1 Receive order of payment.	None	10 minutes	*Magnolia M. Jamlid* *Local Rev. Clerk II* *Annie J. Sulit* *Admin. Aide II* *Myline A. Manabat* *Ticket Checker* *Liberty S. Gonzales* *Bookbinder II*
2. Pay the taxes due	2.1 Collect payment and issue official receipt	Refer to the Local Revenue Code with concerned departments list of services	5 minutes	*Magnolia M. Jamlid* *Local Rev. Clerk II* *Annie J. Sulit* *Admin. Aide II* *Myline A. Manabat* *Ticket Checker* *Liberty S. Gonzales* *Bookbinder II*
	TOTAL		15 minutes	

5 Registration and Payment for Large Cattles

Registration of ownership and transfer of large cattle animals.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Taxpayers with large cattle animals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of ownership, list of information on large cattle.	Taxpayers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office and requirements available. Note: Senior Citizens, PWD, Pregnant/Nursing Mothers: Please proceed to the designated courtesy lane	1.1 Receive requirements or interview the client.	None	10 minutes	*Annie J. Sulit Admin. Aide II*
2. Pay the taxes due	2.1 Collect payment and issue certification and official receipt	Refer to the Local Revenue Code	5 minutes	*Annie J. Sulit Admin. Aide II*
	TOTAL		15 minutes	

6 Registration of Large Cattle Brand and Branding

Use as proof ownership of large cattle animals.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Taxpayers with large cattle animals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sample of brand intended for registration	Taxpayers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to the Municipal Treasurer's Office and present the sample of brand wants to register Note: Senior Citizens, PWD, Pregnant/Nursing Mothers: Please proceed to the designated courtesy lane	1.1 Receive requirements and interview the client. 1.2 Check the list of brands if there is no similar or same brand registered to other large cattle owners. 1.3 If the brand wish to register is not similar or same with other, record the brand in the logbook for the particular large cattle owner. 1.4 Schedule the date and time of branding	None PHP 500.00	20 minutes	*Annie J. Sulit* *Admin. Aide II* *Myline A. Manabat* *Ticket Checker*
2. Pay the service fee due	2.1 Collect payment and issue official receipt	Refer to the Local Revenue Code	5 minutes	*Annie J. Sulit* *Admin. Aide II*
	TOTAL		25 minutes	
Note: Branding is in the farm or ranch of owner and it takes 30 minutes per large cattle.				

7 Payment of fess on MTOP

Permit the gives the right to operate a tricycle for hire in specific area.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Tricycle operator and drivers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OR/CR 2. Deed of sale 3. Barangay certification 4. Endorsement from TODA President	Motorized Tricycle Operators and Drivers Barangay Hall TODA President

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office and present the required documents Note: Senior Citizens, PWD, Pregnant/Nursing Mothers: Please proceed to the designated courtesy lane	1.1 Receive requirements and interview the client and check the master list.	None	20 minutes	*Myline A. Manabat* *Ticket Checker*
2. Pay the service fee due	2.1 Collect payment and issue official receipt and plates	Refer to the Local Revenue Code	10 minutes	*Myline A. Manabat* *Ticket Checker* *Annie J. Sulit* *Admin. Aide II*
	TOTAL		30 minutes	

8 Payment of Market Fees and Cash Tickets

Market fees are paid on all goods and merchandize including marine and agricultural yields or marginal farmers and fishermen intended for sale at the Municipal Public Market. Cash Tickets are issued and paid to every ambulant who shall occupy a definite place and to every vehicle who shall park at the designated parking areas at the Public Market.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Market Vendors			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
No requirement, please approach record custodian or data encoder				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Ready the monthly rental due	1.1 Go to market stall every market day and confirm monthly rental due	Refer to Market Code	5 minutes	*Myline A. Manabat Ticket Checker*
2. Pay monthly stall rental.	2.1 Collect payment and issue official receipt.	Market Stall Rental Fee	2 minutes	*Myline A. Manabat Ticket Checker*
	TOTAL		7 minutes	

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Ambulant Vendors			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
No requirement, please approach record custodian or data encoder				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ready the rental due	1.1 Go to market stall every market day and confirm rental due	None	5 minutes	*Myline A. Manabat Ticket Checker*
2. Pay market fee due	2.1 Collect payment and issue cash tickets	Market Stall Rental Fee	2 minutes	*Myline A. Manabat Ticket Checker*
	TOTAL		7 minutes	

9 Payment of Goodwill Fee

Goodwill fee is paid whenever new lessee is approved for a certain vacant stall at the Public Market.

Office or Division:	Municipal Treasurer's Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Market Vendors	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**	

1. Lease of Contract 2. Valid ID		Taxpayers		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Office of the Municipal Treasurer	1.1 Check and verify requirements.	Refer to Market Code	10 minutes	*Myline A. Manabat Ticket Checker*
2. Pay goodwill fee	2.1 Collect payment and issue official receipt.	Goodwill Fee	2 minutes	*Myline A. Manabat Ticket Checker*
	TOTAL		7 minutes	

10 Payment of Fee for Testing and Sealing of Weights and Measure

All instruments for determining weights and measures in all consumer and consumer related transactions shall be tested and sealed every six (6) months by the official sealer who shall be the Municipal Treasurer or his duly authorized representative upon payment of fees required under the Revenue Code of Peñaranda.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Stallholders, ambulant vendors and other using measurements and weighing scales			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Present the weighing scale to the Market Collector		Public Market Collection Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the weighing scale to the Public Market Office	1.1 Test the weight and seal if accurate and not defective	Refer to Market Code	20 minutes	*Myline A. Manabat Ticket Checker*
2. Pay the sealing and licensing fee to the Market Collector	2.1 Collect payment and issue official receipt.		2 minutes	*Myline A. Manabat Ticket Checker*

	TOTAL		27 minutes	

11 Requisition of Accountable Forms

Accountable form is a document used for acknowledging collections and shall be issued to bonded officers only in sufficient quantities based on their actual needs.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Barangays			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Latest RCD 2. Requisition and Issue Slip (3 copies)		Barangay		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Present the requirements at the Treasurer's Office	1.1 Check the remaining balance of the accountable forms	None	5 minutes	*Jenny A. Chavenia* *Local Rev. Officer II*
2. Pay the applicable fees	2.1 Collect payment and issue official receipt.	AF 51 PHP 200.00 BIR Form # 16 PHP 100.00	10 minutes	*Magnolia M. Jamlid* *Local Rev. Clerk II* *Annie J. Sulit* *Admin. Aide II* *Myline A. Manabat* *Ticket Checker* *Liberty S. Gonzales* *Bookbinder II*
3. Receive and check the completeness of accountable forms requested and sign in the record book	3.1 Get the requested accountable forms and log in the Record Book of accountable forms.	None		*Jenny A. Chavenia* *Local Rev. Officer II* *Magnolia M. Jamlid* *Local Rev. Clerk II*

	TOTAL		15 minutes	

12 Disbursement through Petty Cash

Petty cash are used for non-recurring, emergency and petty expenses of the Local Government Unit. Payments out of petty cash shall be made through the use of Petty Cash Voucher duly supported by official receipts and other required documents.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Payee or claimant			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Petty cash disbursement voucher 2. Valid ID 3. Authorization letter (Original), ID of Clamant and Authorized Person (Xerox) (if the person cannot personally claim)		Payee or claimant Payee or claimant		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Present the requirements at the Treasurer's Office	1.2 Check the voucher if signatures are complete	None	5 minutes	*Jenny A. Chavenia Local Rev. Officer II* *Magnolia M. Jamlid Local Rev. Clerk II*
2 Sign on Receive Payment box	2.1 Ask the client to sign on the voucher	None	2 minutes	*Jenny A. Chavenia Local Rev. Officer II* *Magnolia M. Jamlid Local Rev. Clerk II*
3 Receive the cash.	3.1 Release the cash to the client and stamp the voucher as PAID.	None	2 minutes	*Jenny A. Chavenia Local Rev. Officer II*

				Magnolia M. Jamlid *Local Rev. Clerk II*
	TOTAL		7 minutes	

13 Disbursement through Check

Upon receipt of the Disbursement Voucher for payment, the Local Treasurer shall verify the propriety of the certifications and approvals required therein. The Local Treasurer shall then draw a check in payment therefor.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Payee or claimant			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
4. Petty cash disbursement voucher 5. Valid ID 6. Authorization letter (Original), ID of Clamant and Authorized Person (Xerox) (if the person cannot personally claim)		Payee or claimant Payee or claimant		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Ask for the availability of check	1.3 Check if the check is available and ready for release	None	5 minutes	*Jenny A. Chavenia* *Local Rev. Officer II*
2 Give the necessary requirements	2.1 Have the client sign on the document and attach the necessary requirements	None	5 minutes	*Jenny A. Chavenia* *Local Rev. Officer II*
3 Sign on the voucher and on the check register and receive check	3.1 Release the check to the claimant and stamp the voucher as PAID.	None	2 minutes	*Jenny A. Chavenia* *Local Rev. Officer II*

	TOTAL		12 minutes	

14 Disbursement Cash

Cash payments shall be made only on duly approved Payrolls out of regular cash advances. The regular cash advances are those granted to disbursing officers for payment of salaries and wages, allowances, honoraria and labor payments to officials and employees and petty operating expenses consisting of small payments for MOOE which cannot be paid conveniently by check..

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Employees of Peñaranda, laborers, and other claimant			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1 Valid ID 2 Authorization letter (Original), ID of Clamant and Authorized Person (Xerox) (if the person cannot personally claim)		Personal (claimant)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Present ID or Authorization Letter at the Mun. Treasurer's Office	1.1 Check ID or authorization letter	None	5 minutes	*Carina S. Reyes Local Revenue Officer IV*
2 Sign the payroll	2.2 Have the client sign on the payroll and attach the necessary requirements	None	5 minutes	*Carina S. Reyes Local Revenue Officer IV*
3 Receive and count the money	3.1 Count and release the money to the client	None	2 minutes	*Carina S. Reyes Local Revenue Officer IV*
	TOTAL		12 minutes	

1. REGISTRATION OF BUSINESS PERMIT (For New Application)

The Mayor's/Business Permit allows businesses the privilege of conducting their business within the jurisdiction of the municipality. All businesses are required to obtain Mayor's/Business Permit before they engage in any business within the municipality.

Office or Division:	**BUSINESS PERMIT AND LICENSING OFFICE**
Classification:	SIMPLE/COMPLEX
Type of Transaction:	G2B GOVERNMENT TO BUSINESS OWNERS
Who may avail:	BUSINESS OWNERS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.DTI Registration (for sole proprietorship) or SEC Registration (for Corporation) CDA Accreditation (Cooperative)	Department of Trade and Industry (DTI) Security Exchange Commission (SEC) Cooperative Development Authority (CDA)
2.Sanitary Permit	BOSS - Municipal Sanitary Office
3.Fire Safety Inspection Certificate (FSIC)	BOSS - Bureau of Fire Protection
4.Occupancy Permit/Locational Clearance	Mun. Planning Development Coordinator Office
5.Zoning Certificate	BOSS - Mun. Planning Development Coordinator Office
6.Sketch Plan (Location of Business)	Business Owner
7.Building Permit (for newly construct building)	Office of the Mun. Engineer
8. Zoning Clearance (for newly construct building)	Mun. Planning Development Coordinator Office
9.ECC, if necessary (for new applicant)	Department of Environment and Natural Resources
10.Photocopy of Lease Contract (if leasing)	Lessor (Owner of the building)
11.Community Tax Certificate (Cedula)	BOSS - Municipal Treasurers Office
12.Barangay Business Clearance	BOSS – Barangay Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Receiving of accomplished form with declared capitalization of business and validation of requirements, assessment and approval.	If application is deemed eligible, the Action Officer encodes the pertinent data. 1.BPLO Staff prints the final version of the application form and electronically assess the taxes and fees, order of payment 1.1 Submits to the BPLO for signature and approval 1.2 Release the application form, assessment to the applicant together with feedback form. If application is deemed ineligible, an applicant shall be given a notice of	none	15 minutes	NOMER A DE LEON (Approval and Assessment) Business Permit and Licensing Office Staff (Encoding and printing)

	deficiency for compliance.			

STEP 2. Payment (BPLO/MTO assigned collector) Pay computed taxes and fees	Receives payment, prepares, and issues an Official Receipt	Business Tax & other fees dependent on capital/ Revenue Code of 2023 of the Municipality of Peñaranda	5 minutes	Municipal Treasurers Office Assigned Collector
STEP 3. Proceed to BPLO releasing area Present the Official Receipt and accomplished feedback form.	1.Check the Official Receipt and accomplished feedback form 2. Forwards to the Municipal Mayor or his authorized personnel for approval and signature 3. Release the Business Permit together with Business Plate	none	3 minutes 5 minutes 2 minutes	Business Permit and Licensing Office Staff Municipal Mayor Business Permit and Licensing Office Staff
	TOTAL	**Base on Assessment**	**30 minutes**	

2. REGISTRATION OF BUSINESS PERMIT (For Renewal Application)

The Mayor's/Business Permit allows businesses the privilege of conducting their business within the jurisdiction of the municipality. All businesses are required to obtain Mayor's/Business Permit before they engage in any business within the municipality.

Office or Division:	**BUSINESS PERMIT AND LICENSING OFFICE**
Classification:	SIMPLE/COMPLEX
Type of Transaction:	G2B GOVERNMENT TO BUSINESS OWNERS
Who may avail:	BUSINESS OWNERS

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Basis for computing of taxes, fees and charges (i.e. Income Tax Returns/ Gross Receipts)	Business Owner
2. Sanitary Permit	BOSS - Municipal Sanitary Office
3. Fire Safety Inspection Certificate (FSIC)	BOSS - Bureau of Fire Protection
4. Community Tax Certificate (Cedula)	BOSS - Municipal Treasurers Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Receiving and review the requirements for completeness and validity. 1.1 Assessment	1.Receive and review the requirements for completeness and validity. 1.1 Encode and Printing of Application and Assessment form 1.2 Submits to the BPLO for signature and approval 1.3 Provide client with Application Form with assessment	none	15 minutes	NOMER A DE LEON *OIC-BPLO* Business Permit and Licensing Office Staff (Encoding and printing)
2.Pay computed taxes and fees	Receives payment, prepares, and issues an Official Receipt	Business Tax & other fees dependent on gross sales/ Revenue Code of 2023 of the Municipality of Peñaranda	5 minutes	Municipal Treasurers Office Assigned Collector

3. Proceed to BPLO releasing area Present the Official Receipt and accomplished feedback form.	1.Check the Official Receipt and accomplished feedback form 2.Forwards to the Municipal Mayor or his authorized personnel for approval and signature 3.Release the Business Permit together with Business Plate	none	3 minutes 5 minutes 2 minutes	Business Permit and Licensing Office Staff Municipal Mayor Business Permit and Licensing Office Staff
	TOTAL	**Base on Assessment**	**30 minutes**	

3. ISSUANCE OF WORKING PERMIT (Individual Mayor's Permit on Occupation or Calling)

There shall be an annual fee collected for any person engaged in the practice of occupation or calling whether working on temporary or permanent basis. Persons governed are those who exercise his/her profession, occupation, or calling within the jurisdictional limits of the Municipality of Peñaranda, whether working on contractual, casual, temporary, probationary, or permanent basis, regardless of his/her position, with the exception of those individuals who are subject to Professional Tax and government employees. Employees and workers who generally attend to the daily needs of the general public, including peddlers, food handlers, GROs, etc., shall be required to secure annual Mayor's Permits as pre-requisite in the registration/renewal of business.

Office or Division:	**BUSINESS PERMIT AND LICENSING OFFICE**			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZENS			
Who may avail:	PERMANENT AND CONTRACTUAL EMPLOYEES/WORKERS			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Health Certificate		Government/Private Hospital/Clinic		
2. Community Tax Certificate (Cedula)		BOSS - Municipal Treasurers Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Obtain Working Permit	1 Interviews applicant, inspects available documents, assess fees.	none	5 minutes	Business Permit and Licensing Office Staff (Encoding and printing)
2. Proceed to the designated payment window of the Municipal Treasury	Receives payment, prepares, and issues an Official Receipt	P 150.00	3 minutes	Municipal Treasurers Office Assigned Collector
3. Return to BPLO for submission of all the documentary requirements as basis for the issuance of Working Permit	1. Checks completeness of documentary requirements and correctness of fees paid, encodes data to the database, prints permit. 2. Approval and signature, seals, records to logbook and releases Working Permit to client	none	2 minutes 5 minutes	Business Permit and Licensing Office Staff NOMER A. DE LEON *OIC-BPLO*
	TOTAL	**P 150.00**	**15 minutes**	

4. CESSATION (RETIREMENT/CLOSURE) OF BUSINESS

Enterprises, upon cessation of operation, shall inform the LGU for the assessment of any tax due. Any person natural or juridical who discontinues, transfer to other locality/ies or close/retire his/her business operation(s) is subject to the taxes, fees and charges on business. Any tax due must first be paid before any business or an undertaking is finally terminated.

Office or Division:	**BUSINESS PERMIT AND LICENSING OFFICE**			
Classification:	SIMPLE			
Type of Transaction:	G2B GOVERNMENT TO BUSINESS			
Who may avail:	BUSINESS OWNERS			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Sworn Statement of the gross sale or receipts for the current calendar year		BIR/ Signed sworn statement of gross sales or receipts by business owners/private accountant		
2. Cancellation of Registration from DTI/SEC		DTI/SEC		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Obtain checklist of requirements from BPLO 1.1 Accomplish and submit the required documents for assessment	1. Interviews applicant, inspects available documents. 1.1 determine taxes/fees to be paid.	none	10 minutes	NOMER A. DE LEON *OIC-BPLO* Business Permit and Licensing Office Staff (Encoding and printing)
2. Proceed to the designated payment window of the Municipal Treasury	Receives payment, prepares, and issues an Official Receipt	Business Tax dependent on gross sales/ Revenue Code of 2023 of the Municipality of Peñaranda	5 minutes	Municipal Treasurers Office Assigned Collector
3. Return to BPLS to present proof of payment of corresponding fee and issuance of Certification of Business Retirement	1. Checks correctness of fees paid, prints and signs Certification 1.1 Seals, records to logbook and releases document to client	none	3 minutes 2 minutes	NOMER A DE LEON *OIC-BPLO* Business Permit and Licensing Office Staff
	TOTAL	**Base on Assessment**	**20 minutes**	

5. ISSUANCE OF CERTIFICATIONS

These are documents requested by clientele attesting the status of operation of a certain business establishment whether it exist or not. ***No fees shall be collected to requesting competent court or other government agencies.***

Office or Division:	**BUSINESS PERMIT AND LICENSING OFFICE**
Classification:	SIMPLE
Type of Transaction:	G2B GOVERNMENT TO BUSINESS G2C GOVERNMENT TO CITIZENS G2G GOVERNMENT TO GOVERNMENT
Who may avail:	Government Agencies/Business Owners/General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter addressed to the Municipal Mayor stating nature of request, name and contact number of requesting part	Requesting Government Agencies/Business Owners/General Public

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit Letter stating the nature/purpose of request	Receives request, issues order of payment, and directs applicant to pay at the Treasurer's Office	none	5 minutes	NOMER A. DE LEON *OIC-BPLO* Business Permit and Licensing Office Staff
2. Proceed to the designated payment window of the Municipal Treasury	Receives payment, prepares, and issues an Official Receipt	P 150.00	3 minutes	Municipal Treasurers Office Assigned Collector
3. Present proof of payment of corresponding fee and issuance of Certification	Encodes data, prints and signs Certification, seals, records to logbook and releases to requesting party	none	5 minutes	NOMER A DE LEON *OIC-BPLO* Business Permit and Licensing Office Staff
	TOTAL	**P 150.00**	**13 minutes**	

6. ISSUANCE OF DUPLICATE COPY OF BUSINESS PERMIT CARD/ AUTHENTICATION OF DOCUMENTS

BPLS may issue a duplicate copy of the Business Permit card upon presentation of satisfactory proof that the original permit has been lost, stolen or destroyed. Certified copies of documents can also be obtained for official use of the clientele. **No fees shall be collected to requesting competent court or other government agencies.**

Office or Division:	**BUSINESS PERMIT AND LICENSING OFFICE**			
Classification:	SIMPLE			
Type of Transaction:	G2B GOVERNMENT TO BUSINESS G2C GOVERNMENT TO CITIZENS G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	Government Agencies/Business Owners/General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Letter addressed to the Municipal Mayor stating nature of request, name and contact number of requesting party 2.Duly notarized Affidavit of Loss (if permit has been lost or stolen)		Requesting Government Agencies/Business Owners/General Public Notary Public		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit Letter stating the nature/purpose of request	Receives request, issues order of payment, and directs applicant to pay at the Treasurer's Office	none	5 minutes	NOMER A. DE LEON *OIC-BPLO* Business Permit and Licensing Office Staff
2. Proceed to the designated payment window of the Municipal Treasury	Receives payment, prepares, and issues an Official Receipt	P 150.00	3 minutes	Municipal Treasurers Office Assigned Collector
3. Present proof of payment of corresponding fee and issuance of Certification	3.Prints duplicate business permit, forwards to the Municipal Mayor or his authorized personnel for signature, seals, records to logbook, releases document to requesting client 3.1 Retrieves requested document/s from file, accompanies client in photocopying the document/s 3.2 Certifies, signs document/s, seals, records to logbook, releases document/s to client	none	2 minutes 3 minutes	NOMER A DE LEON *OIC-BPLO* Business Permit and Licensing Office Staff
	TOTAL	**P 150.00**	**13 minutes**	

1. PROVISION OF IDENTIFICATION CARDS, BOOKLET, FINANCIAL ASSISTANCE TO THE DIFFERENT CLIENTELE CATEGORY PROGRAMS

Persons with Disability of the Municipality of Peñaranda who are suffering from restriction of different abilities as a of result of mental, physical or sensory impairment to perform an activity in the manner of within the range considered normal for humain being. The Person with Disability Identification Card serves as proof for availing of the benefits of Person with Disabilities. Person with Disabilities are entitled to be granted discounts that can help in easing medical expenses and other types of purchases. This card is free and valid for five (5) years.

Senior Citizen or Elderly Person of the Municipality of Peñaranda and is at least sixty (60) years of age may apply for the issuance of Identification Card and booklets. Senior Citizen Identification Card entitles the elderly to enjoy the benefits that help ease their financial and health burdens, enhance the quality of their life, and enable them to continue contributing to society.

A Solo Parent who is a bona fide resident of the Municipality of Peñaranda may apply for the issuance of Solo Parent's Identification Card. The validity of the Identification Card is one (1) year and is renewable.

1(A). Provision of Person with Disability ID

Office or Division:	**MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**			
Classification:	SIMPLE/COMPLEX			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN			
Who may avail:	Person with disability			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Medical certificate		Attending physician		
2. Photocopy of valid id		client		
3. Birth certificate (if no id/for minor)		client		
4. 2 pcs of 1x1 picture		client		
5. Accomplished form		Mun. Social Welfare and Development Office		
6. Expired id (for renewal)		client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
STEP 1. Submission of required documents	Focal Person shall receive and review the required document	none	5 to 10 minutes	LIEZEL R. LEGASPI (PWD Focal Person)
STEP 2. Interview and assessment	Interview and assessment of person with disability	none	5-10 minutes	LIEZEL R. LEGASPI (PWD Focal Person)
STEP 3. Encoding of PWD information	Encoding of PWD information to PRPWD website	none	10-15 minutes	LIEZEL R. LEGASPI (PWD Focal Person) GIECEL G. MEDINA (MSWD OFFICER)
STEP 4. Printing of PWD ID	Printing of PWD ID	none	5-10 minutes	LIEZEL R. LEGASPI (PWD Focal Person)
STEP 5. Issuance of PWD ID	Checked and Issued PWD ID	none	5-10 minutes	LIEZEL R. LEGASPI (PWD Focal Person) GIECEL G. MEDINA (MSWD OFFICER)

1(B). Provision of PWD Purchase Booklet				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
STEP 1. Present PWD ID and submit Old PWD Purchase Booklet if any	Focal Person shall receive and review.	none	3 to 5 minutes	LIEZEL R. LEGASPI (PWD Focal Person)
STEP 2. Issuance of PWD Purchase Booklet	Record, check and issue PWD Purchase Booklet to client	none	3-5 minutes	LIEZEL R. LEGASPI (PWD Focal Person) GIECEL G. MEDINA (MSWD OFFICER)
1(C). Provision of PWD Financial Assistance				
STEP 1. Submission of required documents	Focal Person shall receive and review the required document	none	3 to 5 minutes	JOCELYN P. JACINTO (Focal Person)
STEP 2. Verification of clients records	Verify client's records if within the frequency of availing assistance (if it is determined that the client has received assistance beyond the allowed frequency, notify the client regarding on the stipulated provision guidelines of the LGU) If eligible, proceed on the intake sheet form	none	15-20 minutes	JOCELYN P. JACINTO (Focal Person)
STEP 3. Releasing of Medical/Cash Assistance	Municipal Treasurer's Office is the responsible person on releasing the cash assistance	none	3-5 working days	Mun. Treasurers Office

1(D). Provision of Senior Citizen Identification Card

Office or Division:	**MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**
Classification:	SIMPLE/COMPLEX
Type of Transaction:	G2C GOVERNMENT TO CITIZEN
Who may avail:	Person aged sixty(60) years or over
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Provision of Senior Citizen Identification Card	
1. Birth certificate of the senior citizen (if not registered, voters certification will do, as well as the birth certificate of the eldest child	client
Provision of Cash Assistance to Semi Centenarian	
1. Birth certificate of the senior citizen (if not registered, voters certification will do, as well as the birth certificate of the eldest child)	client

2. Barangay Indigency	Barangay from the client resides
3. Senior Citizens ID	client
4.Intake Sheet Form	OSCA Office
Provision of SC Burial Assistance	
1. Death Certificate	client
2. Funeral Contract	Funeral Parlor
3. ID of Claimant	client
4. Intake Sheet Form	MSWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Submission of required documents	Focal Person shall receive and review the required document	none	5 to 10 minutes	LIEZEL R. LEGASPI (SC Focal Person)
STEP 2. Interview and assessment	Interview and assessment of applicant	none	5-10 minutes	LIEZEL R. LEGASPI (SC Focal Person)
STEP 3. Encode and printing of Senior Citizen ID	Encoding and printing of Senior Citizen ID	none	10-15 minutes	LIEZEL R. LEGASPI (SC Focal Person)
STEP 4. Printing of Senior Citizen ID	Printing of Senior Citizen ID	none	5-10 minutes	LIEZEL R. LEGASPI (SC Focal Person)
STEP 5. Issuance of Senior Citizen ID	Checked and Issued Senior Citizen ID	none	5-10 minutes	LIEZEL R. LEGASPI (SC Focal Person) GIECEL G. MEDINA (MSWD OFFICER)

1(E). Provision of SC Purchase Booklet				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
STEP 1. Present Senior Citizens ID and submit Old Senior Citizen Purchase Booklet if any	Focal Person shall receive and review.	none	3 to 5 minutes	LIEZEL R. LEGASPI (PWD Focal Person)
STEP 2. Issuance of Senior Citizen Purchase Booklet	Record, check and issue Senior Citizen Purchase Booklet to client	none	3-5 minutes	LIEZEL R. LEGASPI (PWD Focal Person) GIECEL G. MEDINA (MSWD OFFICER)

1(F). Provision of cash assistance to semi centenarian				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
STEP 1. Submission of required documents	Focal Person shall receive and review the required document	None	5-10 minutes	
STEP 2. Verification of clients records	Verify client's records if within the frequency of availing assistance (if it is determined that the client has received assistance beyond the allowed frequency, notify the client regarding on the stipulated provision guidelines of the LGU) If eligible, proceed on the intake sheet form (interview and assessment)	none	15 – 20 minutes	GIECEL G. MEDINA (MSWD OFFICER
STEP 3. Releasing of Cash Assistance	Municipal Treasurer's Office is the responsible person on releasing the cash assistance	none	3-5 working days	Mun. Treasurers Office

1(G). Provision of SC Burial Assistance				
STEP 1. Submission of complete document/requirement	Check the completeness of documents submitted by the client	none	3- 5 minutes	DIVINA R. GERONIMO (Focal Person)
STEP 2. Interview	Interview the client and accomplish the intake sheet	none	5-10 minutes	DIVINA R. GERONIMO (Focal Person)
STEP 3. Releasing of Burial Assistance	Encoding and Issuance of Solo Parent ID	none	3-5 working days	Mun. Treasurers Office

1(H). Provision of Solo Parent Id

Office or Division:	**MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**
Classification:	SIMPLE/COMPLEX
Type of Transaction:	G2C GOVERNMENT TO CITIZEN
Who may avail:	Solo Parent

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. 2 pcs of 1x1 picture	client
2. Photocopy of death certificate (for deceased husband/wife)	client
3. xerox of marriage certificate (if married)	client
4. xerox of annulment paper (if annulled)	client
5. PSA CENOMAR (if not married)	PSA
6. xerox of birth certificate of child/children	client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
STEP 1. Submission of complete document/requirement	Check the completeness of documents submitted by the client	none	3- 5 minutes	DIVINA R. GERONIMO (Focal Person)
STEP 2. Interview	Interview the client using the intake sheet form for qualified solo parent	none	5-10 minutes	DIVINA R. GERONIMO (Focal Person)
STEP 3. Issuance of Solo Parent ID	Encoding and Issuance of Solo Parent ID	none	15-20 minutes	DIVINA R. GERONIMO (Focal Person GIECEL G. MEDINA (MSWD OFFICER)
1(I). Provision of Solo Parent Financial Assistance				
STEP 1. Submission of complete document/requirement	Check the completeness of documents submitted by the client	none	3- 5 minutes	DIVINA R. GERONIMO (Focal Person)
STEP 2. Interview	Interview the client and accomplish the intake sheet	none	5-10 minutes	DIVINA R. GERONIMO (Focal Person)
STEP 3. Releasing of Educational Assistance	Encoding and Issuance of Solo Parent ID	none	3-5 working days	Mun. Treasurers Office

1(J). Provision of Solo Parent Educational Assistance				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

STEP 1. Submission of complete document/requirement	Check the completeness of documents submitted by the client	none	3- 5 minutes	JOWEL A DE GUZMAN (FOCAL PERSON)
STEP 2. Interview	Interview the client and accomplish the intake sheet	none	5-10 minutes	JOWEL A DE GUZMAN (FOCAL PERSON)
STEP 3. Releasing of Educational Assistance	Encoding and Issuance of Solo Parent ID	none	3-5 working days	Mun. Treasurers Office

2. SOCIAL CASE STUDY REPORT

A social case study report is an assessment produced by a social worker. This case assessment report is for the clients who are in need; documents for referral to other agency; a document required for an intervention or assistance; social intervention for medical needs; for rehabilitation needs; for individual or families who are in crisis situation; and any person who needs an assessment for court purposes.

Office or Division:	**MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**
Classification:	SIMPLE/COMPLEX
Type of Transaction:	G2C GOVERNMENT TO CITIZEN
Who may avail:	Person or Family in need, for assistance, medical, rehabilitation, crisis situation and assessment for court purposes.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Medical certificate/Abstract	Attending Physician
2. ID of the patient	client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
STEP 1. Submission of complete document/requirement	Social worker will assess the submitted requirements	none	3- 5 minutes	GIECEL G. MEDINA (MSWDO)
STEP 2. Provide personal information and other relevant data regarding on the present problem	Intake interview with the client Conduct collateral interview	none	1 day	GIECEL G. MEDINA (MSWDO)
STEP 3. Wait while processing the request	Assess and evaluate the client's problem through the preparation of social case study report	none	2 days	GIECEL G. MEDINA (MSWDO)
STEP 4. Receive the copy of Social Case Study Report	Issuance of social case study report	none	5-10 minutes	GIECEL G. MEDINA (MSWDO)

1. Issuance of Tax Declaration of Land for Simple Transfer

Office or Division:	Office of the Municipal Assessor
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Citizens
Who may avail:	All real property owners in the municipality or their authorized representative.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
* Title of the property (Photocopy with Original Copy or Certified True Copy) * Approved subdivision plan for subdivided lots (Subdivision) *Certificate Authorizing Registration (CAR) (Capital Gains Tax/Donor's Tax/Estate Tax) – (Photocopy) * Transfer Tax Receipt (Photocopy) * Real Property Tax Receipt/Tax Clearance (current year) – (Photocopy) * Transfer Fee Receipt *Registered Deed of Conveyance (Sale/Donation/Inheritance) – Photocopy	Office of the Municipal Assessor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request and requirements.	1.1. Receive and review completeness of submitted requirements	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	1.2. Verify assessment records		5 minutes	
	1.3. Issue Order of Payment		5 minutes	
2. Pay the required fees.	2.1. Receive payment and issue Official Receipt	Php 150.00/ Tax Declaration	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	2.2. Prepare Tax Declaration and Notice of Assessment	None	5 minutes	Computer Operator IV, Municipal Assessor
	2.3 ***Submission of requirements and			

	New Tax Declaration for signature and approval. 2.4. Update assessment records		2 weeks 5 minutes	
3. Receive Owner's Copy of Tax Declaration and Notice of Assessment	Release Owner's Copy of Tax Declaration and Notice of Assessment	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	TOTAL	Php 150.00	2 weeks & 35 minutes	

**** Submission of New Tax Declaration for signature and approval to Provincial Assessor's Office is done twice a month (every 2 weeks), approval of Tax Declaration is done by the Provincial Assessor.*

2. Issuance of Tax Declaration for Reassessment/Reclassification of Lot and New Discovery of Building and Machinery

Office or Division:	Office of the Municipal Assessor
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Citizens
Who may avail:	All real property owners in the municipality or their authorized representative.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.For Reassessment/Reclassification * Title of the property (Photocopy with Original Copy or Certified True Copy) * Sangguniang Bayan Reclassification Ordinance (Photocopy with Original Copy) * Inspection Report * Real Property Tax Receipt/Tax Clearance (current year) – Photocopy 2**.For New Discovery** Titled Land * Original Certificate of Title (Photocopy) * Approved Survey Plan * DENR Certification (with alienable and disposable area) *Inspection Report (From Assessor's Office) **Untitled Land** * Approved Survey Plan * Barangay Certification (attesting possession and occupancy of the land) – Photocopy with Original Copy * DENR Certification (with alienable and disposable area) *Inspection Report (From Assessor's Office) **Buildings and Other Structures** * Building Plan Certificate of Completion/Occupancy (Photocopy) * Sworn Statement/Sinumpaang Salaysay declaring the true value of the property *CEDULA **Machinery** * Sworn Statement declaring the true value of the property or Sales Invoice/Official Receipt (Photocopy with Original Copy) * Description of Machinery	Office of the Municipal Assessor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit request and requirements.	1.1. Receive and review completeness of submitted requirements	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	1.2. Verify assessment records		5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	1.3 Conduct ocular inspection of the property	None	1 hour (excluding travel time)	Municipal Assessor
	2.3. Prepare Tax Declaration	None	2 weeks	Computer Operator IV, Municipal Assessor
	2.4. ***Submission of requirements and New Tax Declaration for signature and approval.			
	2.5. Update assessment records		5 minutes	Computer Operator IV, Municipal Assessor
	2.6. Review Tax Declaration and Notice of Assessment	None	5 minutes	Municipal Assessor
2. Receive Owner's Copy of Tax Declaration and Notice of Assessment	Release Owner's Copy of Tax Declaration and Notice of Assessment	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	TOTAL	None	2 weeks,1 hour and 25 minutes	

**** Submission of New Tax Declaration for signature and approval to Provincial Assessor's Office is done twice a month (every 2 weeks), approval of Tax Declaration is done by the Provincial Assessor.*

3. Issuance of Certified True Copy of Tax Declaration/Certificate of Property and Non-Property Holdings

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2G- Government to Citizens
Who may avail:	All real property owners in the municipality or their authorized representative.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Certified True Copy of Tax Declaration * Authorization letter from property owner (in case of a representative, a Notarized Authorization Letter or Special Power of Attorney from the owner, with valid identification card of the owner and representative) * Real Property Tax Receipt/Tax Clearance (current year) – Photocopy with Original Copy * Official Receipt (Service Fee) 2.Certificate of Property Holdings * Authorization letter from property owner (in case of a representative, a Notarized Authorization Letter or Special Power of Attorney from the owner, with valid identification card of the owner and representative) * Real Property Tax Receipt/Tax Clearance (current year) – Photocopy with Original Copy * Official Receipt (Service Fee) Certificate of Non-Property Holdings * Authorization letter from property owner (in case of a representative, a Notarized Authorization Letter or Special Power of Attorney from the owner, with valid identification card of the owner and representative) * Official Receipt (Service Fee)	Office of the Municipal Assessor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Receive and review completeness of submitted requirements		5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor

1. **Submit request and requirements**		None		
	1.2. Verify assessment records		5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	1.3. Issue Order of Payment		5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
2. Pay the required fees	2.1. Receive payment and issue Official Receipt	Php150.00/ Certification	2 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	2.2. Prepare Certified True Copy/Certification	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	2.3. Review and approve Certified True Copy/Certification	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
3. Receive Certified True Copy/Certification	Claim/Release the copy of Certified True Copy/Certification and sign the logbook.	None	2 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	TOTAL	Php150.00	29 minutes	

4. Issuance of Certificate of No Improvement

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All real property owners in the municipality or their authorized representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
* Authorization letter from property owner (in case of a representative, a Notarized Authorization Letter or Special Power of Attorney from the owner, with valid identification card of the owner and representative) * Real Property Tax Receipt/Tax Clearance (current year) – Photocopy * Official Receipt (Service Fee)	Office of the Municipal Assessor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and requirements	1.1. Receive and review completeness of submitted requirements	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	1.2. Verify assessment records		5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	1.3. Issue Order of Payment		2 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
2. Pay the required fees	2.1. Receive payment and issue Official Receipt	Php 200.00 Certification Fee	2 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	2.2. Prepare Certificate of No Improvement	None	10 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	2.3. Review and approve Certificate of No Improvement		5 minutes	Municipal Assessor Municipal

3. Receive Certificate of No Improvement	Release Certificate of No Improvement and sign the logbook.	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	TOTAL:	Php 200.00 Certification Fee	34 minutes	

5. Issuance of Notice of Cancellation of Assessment

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All real property owners in the municipality or their authorized representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
* Request letter from property owner or Authorization letter (in case of representative, a Notarized Authorization Letter or Special Power of Attorney from the owner, with valid identification card of the owner and representative) *Barangay Certification for Demolished Building and Other Structures Real Property *Tax Receipt/Tax Clearance (current year) – Photocopy with Original Copy *Inspection Report (From Assessor's Office)	Office of the Municipal Assessor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request and requirements	Receive and review completeness of submitted requirements	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	Verify assessment records		5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide
	Conduct ocular inspection of the property	None	1 hour (excluding travel)	Municipal Assessor
	Prepare Notice of Cancellation of Assessment		2 weeks	Municipal Assessor, Bookbinder III
	Submission of requirements to Provincial Assessor's Office for Signature and Approval			Computer Operator IV, Municipal Assessor

	Update assessment records		5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	Review and approve Notice of Cancellation of Assessment		5 minutes	Municipal Assessor
2. Receive Notice of Cancellation of Assessment	Release Notice of Cancellation of Assessment		2 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	TOTAL	None	2 weeks, 1 hour & 22 Minutes	

**** Submission of Tax Declaration for Cancellation for signature and approval to Provincial Assessor's Office is done twice a month (every 2 weeks), approval of Cancellation of Tax Declaration is done by the Provincial Assessor.*

6. Issuance of Tax Declaration for Correction of Property Information

Office or Division:	Office of the Municipal Assessor
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All real property owners in the municipality or their authorized representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.0 For correction of property information *Request letter of the property owner or Authorization Letter (in case of a representative, a Notarized Authorization Letter or Special Power of Attorney from the owner, with valid identification card of the owner and representative) *Copy Title of the property and/or Valid ID of the owner. *Real Property Tax Receipt/Tax Clearance (current year) – Photocopy of Official Receipt	Office of the Municipal Assessor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request and requirement	1.1. Receive and review completeness of submitted requirements	None	5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	1.2. Verify assessment records		5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor

	2.2. Prepare Tax Declaration	None	2 weeks	Computer Operator IV, Municipal Assessor
	2.3 ***Submission of requirements to Provincial Assessor's Office for Signature and Approval			
	2.3. Update assessment records		5 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	2.4. Review the Tax Declaration Details		5 minutes	Computer Operator IV, Municipal Assessor
2.Receive Owner's Copy of Tax Declaration	Release Owner's Copy of Tax Declaration	None	2 minutes	Computer Operator IV, Bookbinder III, Tax Mapping Aide and Municipal Assessor
	TOTAL		2 weeks, 22 minutes	

**** Submission of New Tax Declaration for signature and approval to Provincial Assessor's Office is done twice a month (every 2 weeks), approval of Tax Declaration is done by the Provincial Assessor.*

1. DELAYED REGISTRATION OF BIRTH

The Delayed Registration of birth is provided by the Local Civil Registrar's Office for persons who were born in Peñaranda and were not able to register their birth within the prescribed period of 30 days after birth.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Complex Transaction**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**Document Owner** (If 18 yrs.old and above**)/Parents/Nearest relative/Legal Guardian** (If the owner is a minor and the parents are no longer alive)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Negative Certification	Philippine Statistics Authority (PSA)
2. Marriage Certificate (if married) (1 original and 1 photocopy)	Local Civil Registrar/Philippine Statistics Authority
3. Government Issued ID of the parent, guardian or the person requesting registration (1 original and 1 photocopy)	Social Security System(SSS)/Government Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)
4. Any two documents of the person to be registered: a. Baptismal Certificate (1 original and 1 photocopy) b. Baby Record/Baby Book (1 original and 1 photocopy) c. Early school record/Form 137 (1 photocopy) d. Voter's Registration Record (VRR) (1 photocopy) e. Medical Records	Church Rural Health Unit Elementary/Secondary School where he/she graduated Commission on Elections (Comelec) Government/Private Hospital
5. National ID (original and 1 photocopy)	Philippine Statistics Authority (PSA)
6. Affidavit for Delayed Registration (2 copies)	Local Civil Registrar's Office/Public Attorney's Office/Legal Counsel's Office
7. Affidavit of Acknowledgement of Paternity (for non-marital child) (2 copies)	Local Civil Registrar's Office/Public Attorney's Office/Legal Counsel's Office
8. Barangay Certification(as Proof of Residency) (1 original)	Barangay Hall where the person resides
9. Affidavit of Two Disinterested Persons (2 original copies)	Local Civil Registrar's Office/Public Attorney's Office/Legal Counsel's Office

10. Certificate of Live Birth (COLB) 4 copies	Local Civil Registrar's Office/Rural Health Unit/Residence of Midwife/Nurse/Doctor
11. Any 2 of the ff. documentary evidences showing the identity of parents: a. Government Issued ID (1 original and 1 photocopy) b. Birth Certificate (1 photocopy) c. Death Certificate (if deceased) (1 photocopy)	 Social Security System(SSS)/Government Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA) Local Civil Registrar's Office/Philippine Statistics Authority(PSA) Local Civil Registrar's Office/Philippine Statistics Authority(PSA)
12. 2x2 picture in white background of person to be registered (2 pieces)	Photo Studio
13. Personal Appearance of applicant for 18 years and above	
14. Personal appearance of the parents (for minor registrant/non marital child)	
15. Affidavit to Use the Surname of the Father (AUSF) (for non-marital child) (2 copies)	Local Civil Registrar's Office/Public Attorney's Office/Legal Counsel's Office
16. Affidavit stating the registrant is already deceased (if deceased)(2 copies)	Public Attorney's Office/Legal Counsel's Office
17. Death Certificate of the document owner (if deceased) (1 original and 1 photocopy)	Local Civil Registrar's Office/Philippine Statistics Authority(PSA)
18. Valid Passport/BI Clearance of foreign parent (if 1 of the parents is a foreigner)	Country of Origin/Bureau of Immigration
19. Birth Certificate of Parent/s (if one of the parents is a foreigner) (1 original and 1 photocopy)	Local Civil Registrar's Office/Philippine Statistics Authority(PSA)/Country of Origin
20. Community Tax Certificate (1 original)	Local Treasury Office/Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the Local Civil Registrar's, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Process Server* LCRO
2.Submit the required documents	2.1.Interview the registrant	None	10 minutes	*Process Server* LCRO

	2.2.Check for the completeness of supporting documents	None	10 minutes	*Process Server* LCRO
	2.3. Provide the documents to be signed	None	3 minutes	*Process Server* LCRO
3. Sign the documents.	3. Prepare the order of payment	None	2 minutes	*Bookbinder III* LCRO
4. Proceed to the Municipal Treasurer's Office to pay the prescribed fee	4.Accept payment and issue a receipt	PHP 20 per year (starting from the year of birth to present year)	5 minutes	*Administrative Aide IV* Local Treasurer's Office
5. Go back to the LCR and present the official receipt	5.1.Record the receipt in the logbook	None	2 minutes	*Registration Officer IV* LCRO
	5.2. Advise the registrant of the release of the copy of COLB (a day after the 10 day posting period)	None	2 minutes	*Process Server* LCRO
	5.3. Prepare the COLB and encode the data in the database	None	10 minutes	*Process Server* LCRO
	5.4. Transcribe the details of birth in the Registry Book	None	4 minutes	*Process Server* LCRO
	5.5. Give the COLB and its supporting documents to the MCR for review and verification	None	3 minutes	*Process Server* LCRO
	5.6. Conduct review and verification	None	1 day	*Municipal Civil Registrar* LCRO
	5.7. Submit the electronic copy of the supporting documents for delayed registration to the Civil Registry System) for further verification (if the registrant is 79 years and above)	None	3 days	*Municipal Civil Registrar* LCRO
	5.8. Prepare and post the pending application for delayed registration on the bulletin board	None	10 days	*Municipal Civil Registrar* LCRO

	5.9. Review and sign the COLB	None	5 minutes	*Municipal Civil Registrar* LCRO
6. Return to the office after 11 days, present the official receipt. Read the COLB and check for correctness of details.	6. Give the COLB to the registrant	None	3 minutes	*Registration Officer IV* LCRO
	TOTAL	**PHP 20 per year**	**11 Days, 1 hour** (for registrants below 79 years old) **14 Days, 1 hour** (for registrants 79 years old and below)	
				The Delayed Registration of Birth is covered under Act No 3753 (A.O. No. 1, S. 1993/ PSA MCs 2024-17 and 2024-17A)

2. ISSUANCE OF CERTIFICATES/CERTIFIED MACHINE COPIES OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

The office keeps records of births, marriages and deaths. Hence, we issue certificates and certified machine copies of these events that took place and were registered in the locality to the document owner/their authorized representative.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Simple Transaction**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**Document owner/Parent/s/Nearest relative/Authorized Representative**
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
FOR DOCUMENT OWNER 1. Government Issued ID (for document owner) (1 original and 1 photocopy)	Social Security System(SSS)/Government Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)
FOR AUTHORIZED REPRESENTATIVE	Residence of the document owner/

1. Written Authorization Letter/Special Power of Attorney (for representative) (1 original copy)		Public Attorney's Office/Legal Counsel's Office		
2. Government issued ID of the document owner (1 original and 1 photocopy)		Social Security System(SSS)/Government Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)		
3. Government issued ID of the authorized representative (1 original and 1 photocopy)		Social Security System(SSS)/Government Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Go to the Local Civil Registrar's Office, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Registration Officer* *Process Server* LCRO
2.State the registry document you wish to obtain	2.1.Interview the client	None	3 minutes	*Process Server* LCRO
	2.2. Search the record in the Civil Registry Database.	None	2 minutes	*Process Server* LCRO
	2.3. Locate the document in the Civil Registry Book and note the details	None	5 minutes	*Bookbinder III* *Registration Officer IV* LCRO
	2.4.Prepare the document	None	7 minutes	*Process Server* LCRO
	2.5. Seal the document and hand it over to the MCR for signature	None	3 minutes	*Process Server* LCRO
	2.6. Check for completeness and correctness of details and sign the document	None	4 minutes	*Municipal Civil Registrar* LCRO
	2.7.Prepare the order of payment	None	2 minutes	*Bookbinder III* LCRO

3. Pay the required fee at the Municipal Treasurer's Office	3. Accept payment and issue a receipt	PHP 150	5 minutes	*Administrative Aide IV* Local Treasurer's Office
4. Go back to the LCR and present the official receipt	4.1.Record the receipt in the logbook	None	2 minutes	*Registration Officer IV* LCRO
	4.2.Give the document to the client	None	2 minute	*Process Server* LCRO
5. Receive the registry document and check for the correctness of details.	5. Advise the client to read the document carefully	None	2 minutes	*Registration Officer IV* LCRO
	TOTAL	**PHP 150**	**38 minutes**	

3. ON TIME REGISTRATION OF BIRTH

To ensure a smooth and efficient registration process, births that occur within our locality must be registered with the Local Civil Registrar's Office within 30 days of the event. This timely registration helps in maintaining accurate and up-to-date records and provides essential documentation for legal and administrative purposes.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Simple Transaction**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**Parent/s/Nearest relative/Legal Guardian**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Marriage Certificate of parents (if married) (1 original and 1 photocopy)	Local Civil Registrar/Philippine Statistics Authority
2. Government Issued ID of the parent or guardian requesting registration (1 original and 1 photocopy)	Social Security System(SSS)/Government Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)
3. Affidavit of Acknowledgement of Paternity (for non-marital child) (2 original copies)	Local Civil Registrar's Office/Public Attorney's Office/Legal Counsel's Office
4. Certificate of Live Birth (COLB) 4 copies	Local Civil Registrar's Office/Rural Health Unit/Residence of Midwife/Nurse/Doctor
5. Affidavit of Acknowledgement of Paternity (for non-marital child) (2 original copies)	Local Civil Registrar's Office/Public Attorney's Office/Legal Counsel's Office
6. Personal appearance of the parents (for non-marital child)	

7. Affidavit to Use the Surname of the Father (AUSF) (for non-marital child) (2 original copies)		Local Civil Registrar's Office/Public Attorney's Office/Legal Counsel's Office		
8. Community Tax Certificate (1 original copy)		Local Treasury Office/Barangay Hall		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Go to the Local Civil Registrar's, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Process Server* LCRO
2.Submit the required documents	2.1.Interview the registrant	None	10 minutes	*Process Server* LCRO
	2.2.Review the completeness of supporting documents and, correctness and completeness of details	None	10 minutes	*Process Server* LCRO
	2.3. Provide the documents to be signed (AAP and AUSF for non-marital child)	None	4 minutes	*Process Server* LCRO
3. Sign the documents.	3. Prepare the order of payment	None	2 minutes	*Bookbinder III* LCRO
4. Proceed to the Municipal Treasurer's Office to pay the prescribed fee	4. Accept payment and issue a receipt	PHP 50	5 minutes	*Administrative Aide IV* Local Treasurer's Office
5. Go back to the LCR and present the official receipt	5.1.Record the receipt in the logbook	None	2 minutes	*Registration Officer IV* LCRO
	5.2. Prepare the COLB and encode the data in the database	None	10 minutes	*Process Server* LCRO
	5.3. Transcribe the details of birth in the Registry Book	None	4 minutes	*Process Server* LCRO
	5.4. Give the COLB and its supporting documents to the MCR for review and verification	None	4 minutes	*Process Server* LCRO
	5.5. Review the correctness and completeness of details and affix signature	None	6 minutes	*Municipal Civil Registrar* LCRO
6. Receive the COLB	6. Give the COLB to the registrant	None	2 minutes	*Registration Officer IV* LCRO
	TOTAL	**PHP 50**	**1 hour**	

				On-time Registration of Birth is covered under Act No 3753 (A.O. No. 1, S. 1993.

4. REGISTRATION OF CERTIFICATE OF DEATH (On-time/Delayed)

Registration of Death shall be made in the Office of the City/Civil Registrar of the Municipality where it occurred within Thirty (30) days from the time of death. After thirty (30) days, it is considered late registration and applicant should submit the requirements for delayed registration.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Simple Transaction**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**Nearest relative/kin**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ON TIME REGISTRATION 1. Certificate of Death (fully accomplished, computerized or type-written with signature of attending physician and licensed embalmer) (4 original copies)	Hospitals/Funeral Parlors
2. Personal appearance of informant (wife/husband/mother/father/son/daughter) (if 18 years old or above) brother/sister Nearest relative (to appear at Local Civil Registry Office)	
3. Government issued ID (to show relationship to the deceased) (1 original)	Social Security System(SSS)/Government Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)
DELAYED REGISTRATION 1.Negative Certification of Death in security paper	Philippine Statistics Office (PSA)
2.Affidavit of nearest relative/kin attested by two (2 disinterested persons)	Public Attorney's Office/Legal Counsel's Office
3.Certificate of Death (fully accomplished, computerized or type-written with signature of attending physician and licensed embalmer) (4 original copies)	Hospitals/Funeral Parlors
4.Government issued ID (to show relationship to the deceased) (1 original)	Social Security System(SSS)/Government Service Insurance System (GSIS)/ Commission on Elections

		(Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)		
5.Personal appearance of informant (wife/husband/mother/father/son/daughter) (if 18 years old or above) brother/sister Nearest relative (to appear at Local Civil Registry Office)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Go to the Local Civil Registrar's, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Registration Officer* LCRO
2.Submit the required documents	2.1.Interview the registrant	None	3 minutes	*Registration Officer* LCRO
	2.2.Review the completeness of supporting documents and, correctness and completeness of details	None	5 minutes	*Registration Officer* *Process Server* LCRO
	2.3. Process the registration and hand the documents over to the Municipal Civil Registrar for final review and for signature	None	5 minutes	*Registration Officer* *Process Server* LCRO
	2.4. Prepare the order of payment	None	2 minutes	*Bookbinder III* LCRO
4. Proceed to the Municipal Treasurer's Office to pay the prescribed fee	4. Accept payment and issue a receipt	PHP 50 – for on time registration PHP 20 per year – for delayed registration starting in the year of death	5 minutes	*Administrative Aide IV* Local Treasurer's Office
5. Go back to the LCR and present the official receipt	5.1.Record the receipt in the logbook	None	2 minutes	*Registration Officer IV* LCRO

	5.2. Review the correctness and completeness of details and affix signature	None	6 minutes	*Municipal Civil Registrar* LCRO
6. Receive the Death Certificate.	6. Give the Death Certificate to the registrant	None	2 minutes	*Registration Officer IV* LCRO
	TOTAL	**PHP 50** – for on time registration **PHP 20 per year** – for delayed registration starting in the year of death	**1 hour**	
				On-time and Delayed Registration of Death is covered under Act No 3753 (A.O. No. 1, S. 1993.

5. REGISTRATION OF CERTIFICATE OF MARRIAGE

It is the registration of special contract (Certificate of Marriage) of permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Complex Transaction**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**Solemnizing Officers/ Document Owners**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ON TIME REGISTRATION 1. Certificate of Marriage (fully accomplished, computerized or type-written with signature of Solemnizing Officer) (4 original copies)	Church/Honorable Court/Mayor's Office
2. Marriage License (1 original)	Local Civil Registrar's Office
3. Affidavit of Co-Habitation (for couple who applied for article 34-husband and wife who have been living together for 5 years or more)	Legal Counsel's Office/Public Attorney's Office
4. Certificate of Registration Of Authority to Solemnize Marriage (1 photocopy)	Philippine Statistics Office (PSA)/Pastor's Office
DELAYED REGISTRATION	

1. Negative Certification of Marriage in security paper		Philippine Statistics Office (PSA)		
2. Certificate of Marriage (fully accomplished, computerized or type-written with signature of Solemnizing Officer) (4 original copies)		Church/Honorable Court/Mayor's Office		
3. Unregistered Marriage Certificate (if available)		Church/Honorable Court/Mayor's Office		
4. Birth Certificate of Child showing the date and place of marriage of parents		Local Civil Registrar/Philippine Statistics Authority		
5. Affidavit of Two (2) Disinterested Persons (individuals who have personal knowledge of the marriage)		Legal Counsel's Office/Public Attorney's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Go to the Local Civil Registrar's Office, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Bookbinder III* LCRO
2.Submit the required documents	2.1.Interview the registrant	None	3 minutes	*Bookbinder III* LCRO
	2.2.Review the completeness of supporting documents and, correctness and completeness of details	None	5 minutes	*Bookbinder III* LCRO
	2.3. Process the registration and hand the documents over to the Municipal Civil Registrar for final review and for affixing signature	None	5 minutes	*Bookbinder III* LCRO
	2.4. For Late Registration, post the Delayed Registration of Marriage at the Bulletin Board	None	10 Days	*Registration Officer IV* LCRO
	2.5. Review the correctness and completeness of details and affix signature	None	6 minutes	*Municipal Civil Registrar* LCRO
	2.6. Prepare the order of payment	None	2 minutes	*Bookbinder III* LCRO
4. Proceed to the Municipal Treasurer's Office to pay the prescribed fee	4. Accept payment and issue a receipt	**PHP 50** – for on time registration **PHP 20 per year** – for	5 minutes	*Administrative Aide IV* Local Treasurer's Office

		delayed registration starting in the year of Marriage		
5. Go back to the LCR and present the official receipt	5.1 Record the receipt in the logbook	None	2 minutes	*Bookbinder III* LCRO
	5.2 For Late Registration, Advise the registrant of the release of the copy of Marriage Certificate (a day after the 10 day posting period)	None	1 minute	*Bookbinder III* LCRO
6. Receive the Marriage Certificate.	6.1 Give the Marriage Certificate to the registrant.	None	2 minutes	*Registration Officer IV* LCRO
	TOTAL	**PHP 50** – for on time registration **PHP 20 per year** – for delayed registration starting in the year of Marriage	**31 minutes** (for on time Registration) **10 days, 32 minutes** (for Delayed Registration)	
				On-time and Delayed Registration of Marriage is covered under Act No 3753 (A.O. No. 1, S. 1993.

6.APPLICATION FOR MARRIAGE LICENSE

The issuance of a marriage license is a legal requirement for couples intending to get married. This service facilitates the submission, processing, and approval of documents necessary to obtain a marriage license, ensuring compliance with the Family Code of the Philippines.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Complex Transaction**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**Filipino citizens aged 18 and above/Foreign nationals intending to marry a Filipino citizen**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate (1 original, 2 photocopies)	Philippine Statistics Authority (PSA)/Local Civil Registrar
2.Certificate of No Marriage (CENOMAR) (1 original, 2 photocopies)	Philippine Statistics Authority (PSA)
3.Valid Government-Issued ID (1 photocopy)	Social Security System(SSS)/Government Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)
4.Parental Consent (if either party is 18-20 years old)(2 copies)	Local Civil Registrar
5.Sworn Statement that Advice of Parents or Guardian has been asked (2 copies)	Local Civil Registrar
6.Parental Advice (if either party is 21-25 years old)(2 copies)	Local Civil Registrar
7. Certificate of Pre-Marriage Counseling (1 original, 1 photocopy)	Local Civil Registrar
8.Death Certificate of deceased spouse (if applicable) (1 original, 1 photocopy)	Philippine Statistics Authority (PSA)/Local Civil Registrar
9. Affidavit of Legal Capacity to Contract Marriage (for foreign nationals) (1 original, 1 photocopy)	Embassy or Consulate in the Philippines
10.Judicial Decree of Annulment or Declaration of Nullity of Marriage (if applicable) (1 original, 1 photocopy)	Regional Trial Court (RTC)
11.Personal Appearance of the couple	

13. Certificate of Tree Planting (1 original, 1 photocopy)		Municipal Disaster Risk Reduction and Management Office (MDRRMO)		
14. Community Tax Certificate (CTC) (1 original)		Municipal Treasurer's Office/Barangay Hall		
15. Application for Marriage License (Municipal Form No. 90) (4 original copies)		Local Civil Registrar		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Go to the Local Civil Registrar's, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Bookbinder III* *Process Server* LCRO
2.Submit the required documents	2. Check the completeness of requirements	None	5 minutes	*Bookbinder III* LCRO
3. Fill-out the Application for Marriage License Form	3.1 Provide a copy of Application for Marriage License Form	None	7 minutes	*Bookbinder III* *Process Server* LCRO
	3.2 Prepare the order of payment	None	2 minutes	*Bookbinder III* *Registration Officer IV* LCRO
4. Pay the required fee at the Municipal Treasurer's Office	4. Accept payment and issue a receipt	**PHP 2** – License fee **PHP 300 -** Solemnization Fee **PHP 500** – Application fee if both applicants are Filipino **PHP 1,500** – one of the applicants is a foreigner **PHP 200** – Family Planning/Pre-Marriage Seminar Fee (including certificates)	5 minutes	*Administrative Aide IV* Local Treasurer's Office

		PHP 198 – Service fee of Marriage		
5. Go back to the LCR and present the official receipt	5.1Record the receipt in the logbook	None	2 minutes	*Registration Officer IV* LCRO
	5.2Compare the information written at the Application Form against the Birth Certificates	None	4 minutes	*Bookbinder III* LCRO
	5.3 Encode the information at the computer and print 3 copies	None	6 minutes	*Bookbinder III* LCRO
6. Read and sign the application form.	6.1 Advise the client to read the document carefully.	None	4 minutes	*Registration Officer IV* LCRO
	6.2. Advise the client to return at the office after the ten day posting period.	None	2 minutes	*Bookbinder III* LCRO
	6.3 Prepare Notice of Application for Marriage License and send it to the Local Civil Registrar's Office Concerned	None	5 minutes	*Municipal Civil Registrar* LCRO
	6.4 Post the Notice of Application for Marriage License at the bulletin board	None	10 days	*Municipal Civil Registrar* LCRO
7.Return to the Office of the Local Civil Registrar and receive the copy of Marriage License	Issue the Marriage License	None	3 minutes	*Municipal Civil Registrar* LCRO
	TOTAL	**PHP 1,200 if the applicants are both Filipino** **PHP 2,200 if one of the applicants is a foreigner**	**10 days, 46 minutes**	**The Application for Marriage License is covered under Executive Order No. 209, S. of 1987 and Act No. 3753.**

7. PETITION FOR CLERICAL OR TYPOGRAPHICAL ERROR IN THE CERTIFICATE OF LIVE BIRTH/MARRIAGE CERTIFICATE AND DEATH CERTIFICATE

This service allows individuals to file the correction of clerical or typographical errors in the civil registry documents (e.g., birth, marriage, or death certificates) at the Local Civil Registrar without the need for a judicial order, as authorized by Republic Act No. 9048

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Complex Transaction**
Type of Transaction:	**G2C – Government to Citizen/ G2G – Government to Government**
Who may avail:	**Document owner/Parent/s/Nearest relative**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance of Petitioner/Document Owner	
2. Petition Form (4 original copies)	Local Civil Registrar
3. Document that contains the erroneous entry: a. Birth Certificate (1 original, 3 photocopies) b. Marriage Certificate (1 original, 3 photocopies) c. Death Certificate (1 original, 3 photocopies)	 Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)
4. Three (3) to Five (5) Supporting Documents upon which the correction shall be based: a. Birth Certificate (1 original, 3 photocopies) b. Marriage Certificate (1 original, 3 photocopies) c. Death Certificate (1 original, 3 photocopies) d. Medical Record (1 original, 3 photocopies) e. Baptismal (1 original, 3 photocopies) f. School Records (1 original, 3 photocopies) g. PSA Authenticated Documents (1 original, 3 photocopies) h. Voter's Certification/Voter's Registration Record (3 photocopies) i. Certificate of Employment/Affidavit of Unemployment (1 original, 3 photocopies) j. GSIS Record (1 original, 3 photocopies) k. SSS Record (1 original, 3 photocopies) l. Land Titles (3 photocopies) m. Bank Passbook (3 photocopies) n. Insurance Policy (3 photocopies)	 Philippine Statistics Authority (PSA)/Local Civil Registrar Philippine Statistics Authority (PSA)/Local Civil Registrar Philippine Statistics Authority (PSA))/Local Civil Registrar Hospital Church/Religious Authorities' Office Elementary/Secondary/Tertiary School Philippine Statistics Authority (PSA) Commission on Elections (Comelec) Legal Counsel/Government or Private Institution where the registrant is employed Government Service Insurance System (GSIS) Social Security System (SSS) Registry of Deeds (RD) Bank Institutions Insurance Provider

o. NBI Clearance (3 photocopies) p. Police Clearance (3 photocopies) q. Government Issued IDs (1 original, 3 photocopies)	National Bureau of Investigation (NBI) Philippine National Police Headquarter Government Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)
5. Community Tax Certificate (CTC) (1 original)	Municipal Treasurer's Office/Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the Local Civil Registrar's Office, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Registration Officer* *Process Server* LCRO
2.Submit the required documents	2.1 Verify the authenticity of the supporting documents 2.2 Check for the completeness and correctness of the supporting documents	None	5 minutes 5 minutes	*Municipal Civil Registrar* LCRO *Municipal Civil Registrar* LCRO
3. Fill out the Petition Form	3. Prepare the order of payment	None	3 minutes	*Process Server* LCRO
4. Pay the required fee at the Municipal Treasurer's Office	4. Accept payment and issue a receipt	**PHP 1000**	5 minutes	*Administrative Aide IV* Local Treasurer's Office
5. Go back to the LCR and present the official receipt	5.1Record the receipt in the logbook	None	2 minutes	*Process Server* LCRO
	5.2 Advise the client to return at the office after 7 months	None	2 minutes	*Municipal Civil Registrar* LCRO
	5.3 Review the petition and post it on the bulletin board	None	10 days	*Municipal Civil Registrar* LCRO
	5.4 If no opposition is filed, prepare the petition and submit it, together with the supporting documents, at	None	7 months	*Municipal Civil Registrar* LCRO

	the Philippine Statistics Authority for their approval			
6. Return to the office and claim the Document with annotation	6.Issue the annotated document	None	5 minutes	*Municipal Civil Registrar* LCRO
	TOTAL	**PHP 1000**	**7 months, 10 days, 28 minutes**	**The Petition for Correction of Clerical or Typographical Error is covered under R.A. 9048.**

8.PETITION FOR CORRECTION OF SEX IN THE CERTIFICATE OF LIVE BIRTH

This service allows individuals to file the correction of change of sex in the Birth Certificate at the Local Civil Registrar without the need for a judicial order.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Complex Transaction**
Type of Transaction:	**G2C – Government to Citizen/ G2G – Government to Government**
Who may avail:	**Document owner/Parent/s/Nearest relative**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance	
2. Petition Form (4 original copies)	Local Civil Registrar
3. Birth Certificate to that contains the erroneous entry (1 Original, 3 photocopies)	Philippine Statistics Authority (PSA)
4. Earliest School Record (1 original, 3 photocopies) 5. Medical Records/Certificates (1 original, 3 photocopies) 6. Baptismal Certificate (1 original, 3 photocopies) 7. NBI Clearance (1 original, 3 photocopies) 8. Police Clearance (1 original, 3 photocopies) 9. Certificate of Employment/ Affidavit of Unemployment (1 original, 3 photocopies) 10. Medical Certification issued by an accredited government physician that the petitioner/document owner has not undergone sex change or sex transplant (1 original, 3 photocopies)	Elementary School Health Institution/Hospital Church/Religious Authorities' Office National Bureau of Investigation (NBI) Philippine National Police Headquarter Private/Public Office where the petitioner works/Legal Counsel Office/Public Atty's Office Public Hospital/Rural Health Unit Public Hospital/Rural Health Unit

11. Certificate of Authenticity of the Certification issued by the accredited physician certifying that the petitioner/document owner has not undergone sex change or sex transplant (1 original, 3 photocopies)	News Publisher
12. Affidavit of Publication (1 original, 3 photocopies)	News Publisher
13. Newspaper Clippings (Publication) (1 original, 3 photocopies)	
14. Community Tax Certificate (CTC) (1 original)	Municipal Treasurer's Office/Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the Local Civil Registrar's Office, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Registration Officer* *Process Server* LCRO
2.Submit the required documents	2. Receive the documents; Verify its authenticity; Check for the completeness and correctness of the supporting documents; Provide the Petition form to the client	None	10 minutes	*Municipal Civil Registrar* LCRO
3. Fill out the Petition Form	3. Prepare the order of payment	None	3 minutes	*Process Server* LCRO
4. Pay the required fee at the Municipal Treasurer's Office	4. Accept payment and issue a receipt	**PHP 3000**	5 minutes	*Administrative Aide IV* Local Treasurer's Office
5. Go back to the LCR and present the official receipt	5.1Record the receipt in the logbook	None	2 minutes	*Process Server* LCRO
	5.2 Prepare Notice of Posting and post it on the bulletin board	None	10 days	*Municipal Civil Registrar* LCRO
	5.3 Prepare Notice of publication and advice the client to publish it in newspaper of general circulation	None	16 days	*Municipal Civil Registrar* LCRO
	5.4 If no opposition is filed, prepare the petition and submit it,	None	7 months	*Municipal Civil Registrar* LCRO

	together with the supporting documents, at the Philippine Statistics Authority for their approval			
6. Return to the office and submit the newspaper clippings and affidavit of publication	6.Receive the documents and advice the client to return to the office after 7 months	None	3 minutes	*Process Server* LCRO
7.Return to the office and claim the document with annotation	7. Issue the annotated document	None	5 minutes	*Municipal Civil Registrar* LCRO
	TOTAL	**PHP 3000**	**7 months, 26 days, 29 minutes**	**The Petition for Correction of Sex in the COLB is covered under R.A. 10172.**

9. PETITION FOR CORRECTION OF DAY AND MONTH IN THE CERTIFICATE OF LIVE BIRTH

This service allows individuals to file the correction of day and month in the Birth Certificate at the Local Civil Registrar without the need for a judicial order.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Complex Transaction**
Type of Transaction:	**G2C – Government to Citizen/ G2G – Government to Government**
Who may avail:	**Document owner/Parent/s/Nearest relative**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance	
2. Petition Form (4 original copies)	Local Civil Registrar
3. Birth Certificate to that contains the erroneous entry (1 Original, 3 photocopies)	Philippine Statistics Authority (PSA)
4. Earliest School Record (1 original, 3 photocopies) 5. Medical Records/Certificates (1 original, 3 photocopies) 6. Baptismal Certificate (1 original, 3 photocopies) 7. NBI Clearance (1 original, 3 photocopies) 8. Police Clearance (1 original, 3 photocopies) 9. Certificate of Employment/ Affidavit of Unemployment (1 original, 3 photocopies)	Elementary School Health Institution/Hospital Church/Religious Authorities' Office National Bureau of Investigation (NBI) Philippine National Police Headquarter Private/Public Office where the petitioner works/Legal Counsel Office/Public Atty's Office

10. Affidavit of Publication (1 original, 3 photocopies) 11. Newspaper Clippings (Publication) (1 original, 3 photocopies)	News Publisher News Publisher
12. Community Tax Certificate (CTC) (1 original)	Municipal Treasurer's Office/Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the Local Civil Registrar's Office, present a valid ID and state the purpose of visit	1. Verify the identity of the person	None	1 minute	*Registration Officer* *Process Server* LCRO
2.Submit the required documents	2. Receive the documents; Verify its authenticity; Check for the completeness and correctness of the supporting documents; Provide the Petition form to the client	None	10 minutes	*Municipal Civil Registrar* LCRO
3. Fill out the Petition Form	3. Prepare the order of payment	None	3 minutes	*Process Server* LCRO
4. Pay the required fee at the Municipal Treasurer's Office	4. Accept payment and issue a receipt	**PHP 3000**	5 minutes	*Administrative Aide IV* Local Treasurer's Office
5. Go back to the LCR and present the official receipt	5.1Record the receipt in the logbook	None	2 minutes	*Process Server* LCRO
	5.2 Prepare Notice of Posting and post it on bulletin board	None	10 days	*Municipal Civil Registrar* LCRO
	5.3 Prepare Notice of Publication and advice client to publish it in newspaper of general circulation	None	16 days	*Municipal Civil Registrar* LCRO
	5.4 If no opposition is filed, prepare the petition and submit it, together with the supporting documents, at the Philippine Statistics Authority for their approval	None	7 months	*Municipal Civil Registrar* LCRO

6. Return to the office and submit the newspaper clippings and affidavit of publication	6.Receive the documents and advice the client to return to the office after 7 months	None	3 minutes	*Municipal Civil Registrar* LCRO
7.Return to the office and claim the document with annotation	7. Issue the annotated document	None	5 minutes	*Municipal Civil Registrar* LCRO
	TOTAL	**PHP 3000**	**7 months, 26 days, 29 minutes**	**The Petition for Correction of Day and Month in the Certificate of Live Birth is covered under R.A. 10172.**

10. PETITION FOR CHANGE OF FIRST NAME IN THE CERTIFICATE OF LIVE BIRTH

This service allows individuals to file the petition for change of first name in the Birth Certificate at the Local Civil Registrar without the need for a judicial order.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Complex Transaction**
Type of Transaction:	**G2C – Government to Citizen/ G2G – Government to Government**
Who may avail:	**Document owner/Parent/s/Nearest relative**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance of Petitioner/Document Owner	
2. Petition Form (4 original copies)	Local Civil Registrar
3. Birth Certificate that contains the erroneous entry	Philippine Statistics Authority (PSA)
4. Three (3) to Five (5) Supporting Documents upon which the correction shall be based: a. Marriage Certificate (1 original, 3 photocopies) b. Death Certificate (if deceased) (1 original, 3 photocopies) c. Medical Record (1 original, 3 photocopies) d. Baptismal (1 original, 3 photocopies) e. School Records (1 original, 3 photocopies) f. PSA Authenticated Documents (1 original, 3 photocopies) g. Voter's Certification/Voter's Registration Record (3 photocopies)	 Philippine Statistics Authority (PSA)/Local Civil Registrar Philippine Statistics Authority (PSA))/Local Civil Registrar Hospital Church/Religious Authorities' Office Elementary/Secondary/Tertiary School Philippine Statistics Authority (PSA) Commission on Elections (Comelec)

h. GSIS Record (1 original, 3 photocopies) i. SSS Record (1 original, 3 photocopies) j. Land Titles (3 photocopies) k. Bank Passbook (3 photocopies) l. Insurance Policy (3 photocopies) m. Government Issued IDs (1 original, 3 photocopies)	Government Service Insurance System (GSIS) Social Security System (SSS) Registry of Deeds (RD) Bank Institutions Insurance Provider Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)
5. NBI Clearance (3 photocopies)	National Bureau of Investigation (NBI)
6. Police Clearance (3 photocopies)	Philippine National Police Headquarter
7. Certificate of Employment/Affidavit of Unemployment (1 original, 3 photocopies)	Public or Private Institution where the registrant is employed
8. Affidavit of Publication (1 original, 3 photocopies) 9. Newspaper Clippings (Publication) (1 original, 3 photocopies)	News Publisher News Publisher
10. Community Tax Certificate (CTC) (1 original)	Municipal Treasurer's Office/Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the Local Civil Registrar's Office, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Registration Officer* *Process Server* LCRO
2.Submit the required documents	2. Receive the documents; Verify its authenticity; Check for the completeness and correctness of the supporting documents; Provide the Petition form to the client	None	10 minutes	*Municipal Civil Registrar* LCRO
3. Fill out the Petition Form	3. Prepare the order of payment	None	3 minutes	*Process Server*

				LCRO
4. Pay the required fee at the Municipal Treasurer's Office	4. Accept payment and issue a receipt	**PHP 3000**	5 minutes	*Administrative Aide IV* Local Treasurer's Office
5. Go back to the LCR and present the official receipt	5.1Record the receipt in the logbook	None	2 minutes	*Process Server* LCRO
	5.2 Prepare Notice of Posting and post it on the bulletin board	None	10 days	*Municipal Civil Registrar* LCRO
	5.3 Prepare Notice of Publication and advice client to publish it in newspaper of general circulation	None	16 days	*Municipal Civil Registrar* LCRO
	5.4 If no opposition is filed, prepare the petition and submit it, together with the supporting documents, at the Philippine Statistics Authority for their approval	None	7 months	*Municipal Civil Registrar* LCRO
6.Return to the office and submit the newspaper clippings and affidavit of publication	6.Receive the documents and advice the client to return to the office after 7 months	None	3 minutes	*Process Server* LCRO
7. Return to the office and claim the Document with annotation	7.Issue the annotated document	None	5 minutes	*Municipal Civil Registrar* LCRO
	TOTAL	**PHP 3000**	**7 months, 26 days, 29 minutes**	**The Petition for Change of First Name in the Certificate of Live Birth is covered under R.A. 9048.**

11. APPLICATION FOR LEGITIMATION OF ILLEGITIMATE CHILDREN

This process is applicable when the biological parents of the child are legally capacitated to marry each other at the time of the child's conception and subsequently marry after the child's birth. Legitimation affects the status of the child retroactively from the time of birth, giving them the rights and privileges of a legitimate child.

Office or Division:	**LOCAL CIVIL REGISTRAR**
Classification:	**Complex Transaction**
Type of Transaction:	**G2C – Government to Citizen/ G2G – Government to Government**

Who may avail:	Parents			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Personal Appearance				
2. Certificate of Live Birth of the Child (1 original, 3 photocopies)		Philippine Statistics Authority (PSA)		
3. Certificate of No Marriage of parents (1 original, 3 photocopies)		Philippine Statistics Authority (PSA)		
4. Two Documents of the child that shows he/she has been using the surname of the father since birth a. Baptismal certificate (3 photocopies) b. Earliest School Record (3 photocopies) c. Medical Record (3 photocopies)		Philippine Statistics Authority (PSA) Church Elementary School Public/Private Hospital		
5. Affidavit of Acknowledgment (3 original copies)		Legal Counsel/ Local Civil Registrar		
6. Affidavit of Legitimation (3 original photocopies)		Legal Counsel/ Local Civil Registrar		
7. Community Tax Certificate of both parents (1 original copy)		Municipal Treasurer's Office/Barangay Hall		
8. Government Issued ID (1 original)		Service Insurance System (GSIS)/ Commission on Elections (Comelec)/Philippine Postal Corporation (Philpost)/Philippine Health Insurance Corporation (PhilHealth)/Department of Foreign Affairs (DFA)/Philippine Statistics Authority (PSA)/Land Transportation Office (LTO)/Philippine Regulations Commission(PRC)/Office of the Senior Citizen's Affairs(OSCA)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Go to the Local Civil Registrar's Office, present a valid ID and state the purpose of visit	1.Verify the identity of the person	None	1 minute	*Registration Officer* *Process Server* LCRO
2.Submit the required documents	2. Receive the documents; Verify its authenticity; Check for the completeness and correctness of the supporting documents; Provide the client with Affidavit of Acknowledgement and Legitimation	None	10 minutes	*Registration Officer IV* LCRO
3. Fill out the Affidavit of Acknowledgment and sign	3. Prepare the order of payment	None	3 minutes	*Process Server* LCRO

4. Pay the required fee at the Municipal Treasurer's Office	4. Accept payment and issue a receipt	PHP 300 – legitimation fee PHP 200 – Acknowledgment fee	5 minutes	*Administrative Aide IV* Local Treasurer's Office
5. Go back to the LCR and present the official receipt	5.1Record the receipt in the logbook	None	2 minutes	*Process Server* LCRO
	5.2 Advice the clients to get a copy of the child's COLB at PSA after 8 weeks (period when the office endorse the legitimation at PSA and waits for the approval)	None	5 minutes	*Municipal Civil Registrar* LCRO
	5.3 Prepare Endorsement Letter and supporting documents for Legitimation and send it to PSA via courier	None	1 day	*Municipal Civil Registrar* LCRO
	TOTAL	**PHP 500**	**1day, 26 minutes**	**The Application for Legitimation of Illegitimate Children is covered under Art 177, E.O. 209.**

1. Issuance of Farmers Certification

- The Municipal Agriculture Office issues certification to the Farmers/Client for their Agricultural loan purposes.
- The Municipal Agriculture Office issues certification to the Farmers/Client for the Palay selling (National Food Authority transaction).

Office or Division:	Municipal Agriculture Office
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All RSBSA Registered Farmers of Municipality of Penaranda

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Original and Photo Copy of Valid Identification Card	See annex A for the list of Valid Government Issued ID.
FOR REPRESENTATIVE	
Authorization Letter	Person being represented
One Photocopy of Government Issued Identification Card of the Representative	See annex A for the list of Government Issued ID.
One Photocopy of Government Issued Identification Card of the person being represented.	See annex A for the list of Government Issued ID.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in to the Visitors Logbook in the office	1. Assist clients for the signing in the visitor's logbook	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
2. Submit the necessary documents to the assigned Agricultural Extension worker for initial assessment and verification.	2.1 Receive the required documents 2.2 Assess and evaluate the submitted documents 2.3 Verify the area in RSBSA Encoded List of farmers requesting documents 2.4 Prepare the Farmers Certification 2.5 Endorse the Certification to the	None	20 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor/Municipal Agriculturist

	Municipal Agriculturist for signature. 2.6 Review and Sign the Farmers Certification 2.7 After the certification was approved and signed, the Municipal Agriculture Office will issue the Order of Payment to the farmer,			
3. The farmer may proceed to Municipal Treasurers Office for payment.	3. Receive the order of payment and collect the payment and Issue the Official Receipt	PHP 150	10 minutes	Municipal Treasurers Office – Staff/Personnel
4. Submit the Official Receipt to the MAO	4. Received the OR and request to sign the receiving copy to the farmer	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
5. Fill-out the CSM Form and submit to the MAO Office	5.Receive and file the CSM form	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
6. Sign the Receiving copy and Release of farmers Certification	6. Release the Farmers Certification	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/

				Agriculturist II/Farm Supervisor
TOTAL		PHP 150.00	50 MINUTES	

2. Registry System for Basic Sector in Agriculture (RSBSA) Enrollment

- It is an electronic database of information of farmers, farm laborers, livestock and poultry raisers and fishermen in the Philippines.
- Enrollment on RSBSA help identify beneficiaries for government programs and services related to agriculture.

Office or Division:	Municipal Agriculture Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Farmers (rice/high value crops), Farm Laborers, Livestock and Poultry Raisers and Fisherfolk of Municipality of Penaranda

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photocopy of Valid Identification Card	See annex A for the list of Valid Government Issued ID.
Duly Accomplished RSBSA Enrollment Form with signature of Barangay Captain and MAFC	Municipal Agriculture Office
Any Proof of Ownership such as: Land Title Tax Declaration Deed of Sale Lease of Agreement Barangay Certification	 Owner/ Registrant Municipal Assesor Office Owner/Registrant Lesee/Lessor Barangay LGU where the farm is located
One copy of 2x2 picture	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Visitors Logbook in the office	1. Assist clients for the signing in the visitor's logbook	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
2. Submit the necessary documents to the assigned Agricultural Extension worker for initial assessment and verification.	2.1Received the required/documents 2.2 Assess and Evaluate the submitted documents 2.2 Attached the submitted documents to RSBSA Enrollment form	None	15 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor

	and return to the client to fill-up details needed			
3.Client will fill-up the RSBSA enrollment form and must bring to Barangay Captain and Municipal Agriculture and Fishery Council (MAFC) for Signature.		None	1 working day	Barangay Captain/MAFC
3. Submit the duly accomplished RSBSA Enrollment form	4.1 Received the duly accomplished RSBSA Enrollment form and check all the details if the client fill up the necessary information. 4.2 Schedule the farm to be enrolled for validation	None	30 minutes	Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
4.Assist the Agricultural Extension Worker in validation of the farm to be enrolled	4.1 Validate the farm to be enrolled 4.2 After the validation, endorse to Municipal RSBSA Focal Person to enroll the submitted form and will write Municipal RSBSA number in the form 4.3 After enrollment, endorse to the Municipal Agriculturist for approval 4.4 Issue the RSBSA enrollment stub	None	4 hours	Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Municipal Agriculturist/Farm Supervisor
5.Receive the RSBSA Enrollment stub and wait for AEW to inform them that their farm are encoded in Department Agriculture-RSBSA list	5.1 Submit/Endorse the RSBSA enrollment form of the client to DA Region III for encoding	None	7 working days	Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor/Municipal Agriculturist/DA-RFO3 Staff
6.Follow up if the farm enrolled are encoded in RSBSA	6.Checking the name and	None	3 months	Agricultural Technologist/Agric

	parcel listing of encoded farmer sent by DA-RFO3			ultural Biosystem Engineer/ Agriculturist II/Farm Supervisor/Municipal Agriculturist/DA-RFO3 Staff
7. Fill-out the CSM Form and submit to the MAO Office	5.Receive and file the CSM form	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
TOTAL		**None**	**3 months, 8 working days, 4 hours and 55 minutes**	

3. Registration of Agricultural and Fishery Machineries and Equipments

- Registration is needed to set-up a national database of the said machinery and equipment for planning and monitoring purposes, as well as to established ownership
- Registration of machinery can be used in availment of government subsidies, insurance coverage and tracing of lost facility

Office or Division:	Municipal Agriculture Office/ABE Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All owners of Agricultural and Fishery Machineries and Equipment

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Any Evidence of Acquisition/ownership of Machinery an equipment such as: -Delivery Reciept(DR) -Sales Invoice (SI) -Official Reciept (OR) -Deed of Sale or Deed of Donation -Memorandum ofUnderstanding	
Duly Accomplished Application Form	Municipal Agriculture Office
-Certificate of the Barangay where the machinery is located	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Sign in to the Visitors Logbook in the office	1.Assist clients for the signing in the visitor's logbook	None	5 minutes	Agricultural Biosystem Engineer II

2. Submit the duly accompanied application form together with the required documentd to the MAO	2.1 Received the required documents 2.2 Assess and Evaluate the submitted documents and if the documents are found sufficient the ABE II will give a schedule of the actual validation of the machinery	None	10 minutes	ABE II
3.The Client will wait for the scheduled validation of machinery units within 5 working days	3.1 Checking of the machinery units, serial number of the prime movers 3.2 After the Machinery have been checked, the ABE II will issue order of payment	None	5 working days	ABE II
4.The owner may proceed to the Treasurers Office for payment	4.Recieved the Order of payment and Issue the Official Reciept	PHP 300	10 minutes	Municipal Treasurers Office/Personnel
5.Send the Official Receipt to the Municipal Agriculture Office	5.Received the OR	None	5 minutes	ABE II
6.Wait for the Issuance of CAFMER and QP Code Sticker within 7 days	6.1 Encoding of application for registration to the system 6.2Printing of CAFMER and QR Code sticker 6.3 Endorse the CAFMER for approval signature to the Municipal Mayor 6.4Deliver the approved CAFMER to the owner and place the QR sticker to the machinery unit	None	7 days	ABE II ABE II Municipal Mayor ABE II
7.Fill-out the CSM Form and submit to the MAO Office	7.Receive and file the CSM form	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agric

				ultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
8.Received the CAFMER and sign to the receiving form				
TOTAL		**PHP300**	**12 working days and**	
30			**minutes**	

4. ISSUANCE OF ENDORSEMENT LETTER

- The Municipal Agriculture Office issues endorsement letter to the Farmers Cooperative and Associations (FCA) applying for Department of Agriculture Farm Mechanization Program

Office or Division:	Municipal Agriculture Office
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All accredited FCAs of Peñaranda

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application Folder contains the following documents: -Letter of Intent -Board Resolution -SEC/CDA/Dole Certificate of Registration -FCA Profile -Geotagged photos of existing shed or proof of availability of land for shed -DA accreditation -xerox copy of bank book' -Latest financial statement -list of available machineries	 FCA FCA SEC/CDA/DOLE FCA FCA DA-RFO3 BANK OF FCA FCA FCA

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Sign in to the Visitors Logbook in the office	1.Assist clients for the signing in the visitor's logbook	None	5 minutes	Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II
2.Submit the necessary documents to ABE II for initial assessment and verification	2.1 Receive the required documents 2.2 Assess and evaluate the submitted documents 2.3 Prepare the endorsement letter 2.4 Send the endorsement letter to the Municipal Agriculture Office for review and signature	None	30 minutes	ABE II

3.0 Proceed to the Municipal Agriculturist	3.1 Review and sign the endorsement letter 3.2 Endorse to the Municipal Mayor for Approval	None	15 minutes	Municipal Agriculturist
4.0 Proceed to the Office of the Mayor	4.1Sign and Approve the Endorsement letter 4.2 Release the endorsement letter	None	45 minutes	Municipal Mayor
5.Fill-out the CSM Form and submit to the MAO Office	5.Receive and file the CSM form	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
6. Received the endorsement letter				
TOTAL		**None**	**1 hour and 35 minutes**	

5. TECHNICAL SUPPORT TO FARMERS

- The Municipal Agriculture Office provides technical assistance during infestation of pest and diseases in their crops.
- Evaluate the cause of the infestation and give recommendation to farmer on how to manage and control the pest and diseases

Office or Division:	Municipal Agriculture Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All farmers of Peñaranda			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Sign in to the Visitors Logbook in the office	1.Assist clients for the signing in the visitor's logbook	None	5 minutes	Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
2.Farmer will ask for technical assistance because his/her crops are infested with pest and diseases	2.1 Technician assigned will conduct interview to farmers in terms of farm practices and date where infestation started	None	30 minutes	Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Municipal Agriculturist/Farm Supervisor

	2.2 The AEW will ask the Municipal Agriculturist for approval to visit the farm			
3.0 Farmer will bring the AEW to the affected farm to evaluate	3.1 The AEW will conduct assessment on how to control or manage the pest and diseases	None	3 hours	Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
4.Fill-out the CSM Form and submit to the MAO Office	4.Receive and file the CSM form	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
TOTAL		**None**	**3 hours and 40 minutes**	

6. TECHNICAL SUPPORT TO LIVESTOCK AND POULTRY RAISERS

- The Municipal Agriculture Office provides technical assistance to livestock and poultry raisers on how to manage infestation of animal diseases and monitoring of animal health

Office or Division:	Municipal Agriculture Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All livestock and poultry raisers of Peñaranda			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Sign in to the Visitors Logbook in the office	1.Assist clients for the signing in the visitor's logbook	None	5 minutes	Agricultural Technologist
2.Raiser will ask for technical assistance for the sick animals	2.1 Livestock inspector will conduct interview to raisers 2.2 The Livestock Inspector will ask the Municipal Agriculturist for approval to check the sick animals	None	30 minutes	Agricultural Technologist/Municipal Agriculturist
3.0 Farmer will bring the Livestock Inspector to his/her sick animals	3.1 The Livestock Inspector will conduct	None	3 days	Agricultural Technologist

	assessment and if needed will inject antibiotics/vitamins to the sick animals 3.2 The Livestock Inspector will record the diagnosis of sick animals and conduct follow up treatment if needed			
4.Fill-out the CSM Form and submit to the MAO Office	4.Receive and file the CSM form	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
TOTAL		**None**	**3 days and 40 minutes**	

7. ANTI-RABIES VACCINATION FOR DOGS AND CATS

- The Municipal Agriculture Office conducts anti-rabies vaccination to dogs and cats to prevent rabies case and help them become responsible pet owner.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Dogs and cats owner of Peñaranda			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Dog or cats to be vaccinated		Pet owner		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Sign in to the Visitors Logbook in the office	1.Assist clients for the signing in the visitor's logbook	None	5 minutes	Agricultural Technologist
2.Pet owner will bring his/her dogs or cats in the Municipal Agriculture Office for injection	2.1 Livestock inspector will conduct interview to the pet owner and give leaflets to client for them to become aware on rabies 2.2 The Livestock Inspector will check the pet if it is healthy and can be vaccinated	None	30 minutes	Agricultural Technologist/Municipal Agriculturist

	2.3 Request for signature for record keeping			
3. Pet owner must hold his/her pet for injection	3.1 The Livestock Inspector will inject the pet and give recommendation on how to manage his/her pet after the vaccination	None	20 minutes	Agricultural Technologist
4.Fill-out the CSM Form and submit to the MAO Office	4.Receive and file the CSM form	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
TOTAL		**None**	**60 minutes**	

8. Provision of information (DA Programs, No of Farmers, No. of Hectares)

- The Municipal Agriculture Office gives data to students, private companies and individuals who requests simple information.

Office or Division:	Municipal Agriculture Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	students, private companies and individuals			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Sign in to the Visitors Logbook in the office	1.Assist clients for the signing in the visitor's logbook	None	5 minutes	Agricultural Technologist
2. Submit request letter	2.1Receive letter request	None	5 minutes	Agricultural Technologist/Municipal Agriculturist
	2.2 Evaluate the request indicated in the letter	None	10 minutes	Agricultural Technologist
	2.3 Forward to the appropriate staff who can provide the needed information	None	10 minutes	Agricultural Technologist
	2.4 Concerned staff to provide the data/information as	None	1 day	Agricultural Technologist

	requested on the letter and checked/commented by the Head			
	2.5 Review and sign the documents	None	30 minutes	Municipal Agriculturist
	2.6 Release the requested data/information to the client	None	10 minutes	Agricultural Technologist
3.Fill-out the CSM Form and submit to the MAO Office	3.Receive and file the CSM form	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
TOTAL		**None**	**1 day and 45 minutes**	

9. Distribution of Seeds

- The Municipal Agriculture Office distributes seeds from the DA RFO3 National Rice Program

Office or Division:	Municipal Agriculture Office
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmer and Fisherfolk Registry System (FFRS) Registered Cut off Date: Dry Season: June 30 Wet Season: December 30

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and Photo Copy of Valid Identification Card	See annex A for the list of Valid Government Issued ID.
FOR REPRESENTATIVE	
Authorization Letter (must be senior, PWD and client working abroad or other Province) **For Senior and PWD** - ID must be presented and photocopied **For Client working outside the province** - Certificate of Employment must be presented and photocopied **For Overseas Filipino Workers** - Photocopied/Scanned Copy of Passport must be provided attached with the copy of the Visa.	Municipal Agriculture Office (DA RFO3 formatted Authorization Letter. Client Employer/Client Client
One Photocopy of Government Issued Identification Card of the Representative	See annex A for the list of Government Issued ID.

One Photocopy of Government Issued Identification Card of the person being represented.		See annex A for the list of Government Issued ID.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up for the Department of Agriculture Client Satisfaction Measurement (CSM)	1.1 Assist clients for the filling up the Client Satisfaction Measurement (CSM) 1.2 Verify the status of the client if FFRS registered and Provide Stub for process.	None	5 minutes	Agricultural Technologist
2 Client will proceed to Step 2 **(Checking of Lot Number and Serial Number)** and give the stub to Staff	2 The staff will write the Lot Number and Serial Number in the stub and give back the stub to the client	None	10 minutes	Agricultural Technologist
3.1 Client will proceed to Step 3 **(Masterlisting)** and give the stub and the filled-up Client Satisfaction Measurement (CSM) to staff. 3.2 Client will sign the Signlist	3.1Receive the Client Satisfaction Measurement (CSM) and write the information of client in the Signlist 3.3 Staff will assist client for signing the signlist to avoid erasures.	None	10 minutes	Agricultural Technologist
4 Client will proceed to Step 4 **(Recording)** and give the stub to staff.	4 Staff will record the data written in the stub.	None	10 minutes	Agricultural Technologist
5 Client will proceed to Step 5 **(Approval)** and give the stub to the Municipal Agriculturist/Assigned Staff.	5 The Municipal Agriculturist/Assigned Staff will check if the number of seeds listed in the stub is fractional to the area of the client	None	10 minutes	Municipal Agriculturist/Assigned Staff
6 Client will proceed to Step 6 **(Releasing)** and give the stub to the Staff.	6 The staff will assist client to get their respective seeds.	None	5 minutes	Agricultural Technologist
TOTAL		**None**	**50 minutes**	

10. Distribution of Fertilizer In Kind, Fertilizer Discount Voucher, Biofertilizer and Soil Ameliorants.

- The Municipal Agriculture Office distributes of Fertilizer In Kind, Fertilizer Discount Voucher, Biofertilizer and Soil Ameliorants from the DA RFO3 National Rice Program

Office or Division:	Municipal Agriculture Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmer who received seeds			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Original and Photo Copy of Valid Identification Card		See annex A for the list of Valid Government Issued ID.		
FOR REPRESENTATIVE				
Authorization Letter (must be senior, PWD and client working abroad or other Province) **For Senior and PWD** - ID must be presented and photocopied **For Client working outside the province** - Certificate of Employment must be presented and photocopied **For Overseas Filipino Workers** - Photocopied/Scanned Copy of Passport must be provided attached with the copy of the Visa.		Municipal Agriculture Office (DA RFO3 formatted Authorization Letter. Client Employer/Client Client		
One Photocopy of Government Issued Identification Card of the Representative		See annex A for the list of Government Issued ID.		
One Photocopy of Government Issued Identification Card of the person being represented.		See annex A for the list of Government Issued ID.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up for the Department of Agriculture Client Satisfaction Measurement (CSM)	1.1 Assist clients for the filling up the Client Satisfaction Measurement (CSM) 1.2 Give client the Fertilizer Discount Voucher and Stub for Fertilizer In kind/Biofertilizer/Soil Ameliorants 1.3 Staff will assist client for signing the signlist	None	15 minutes	Agricultural Technologist
2 Client will proceed to Step 2 **(Approval)** and give the stub to Municipal Agriculturist/Assigned Staff.	2 The Municipal Agriculturist/Assigned Staff will approve the Fertilizer	None	5 minutes	Municipal Agriculturist/Assigned Staff

	Discount Voucher and check if the number of Fertilizer In kind/Biofertilizer/Soil Ameliorants listed in the stub is fractional to the area of the client			
3.1 Client will proceed to Step 3 **(Recording and Releasing)** and give the stub to staff. 3.2 Client will sign the Releasing Logbook	3.1 The staff will record the data of the client 3.2 After signing the logbook, the staff will release the Fertilizer In kind/Biofertilizer/Soil Ameliorants.	None	10 minutes	Agricultural Technologist
TOTAL		**None**	**30 minutes**	

11. Issuance of Reclassification Certificate

- The Municipal Agriculture Office issues certificate to client for their land to be reclassify from agricultural to residential/agro-industrial/industrial/pasture land purposes.

Office or Division:	Municipal Agriculture Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Land Owners of Municipality of Penaranda			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Original and Photo Copy of Valid Identification Card		See annex A for the list of Valid Government Issued ID.		
Request Letter for certification				
Photocopy of Land Title to be reclassified		Person being represented		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Sign in to the Visitors Logbook in the office	1.Assist clients for the signing in the visitor's logbook	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor

2.Submit the necessary documents to Agricultural Extension Worker	2.1Receive the required documents 2.2 Assess and evaluate the submitted documents 2.3 Give the submitted documents to Municipal Agriculturist for checking 2.4 Schedule the validation of Land applying for reclassification	None	60 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor/Municipal Agriculturist
3.Client will wait for the scheduled validation within 3 working days of his/her land and assist the agricultural extension worker	3.1 The Municipal Agriculturist and his staff will conduct validation of land if it is not intended for agricultural purposes 3.2 Take geotag photos of the land 3.3 Ask the client to visit the office after 2 working days	None	5 working days	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor/Municipal Agriculturist
4.Client will proceed to the Agricultural Extension Worker	7.1 Prepare the Reclassification Certificate 7.2 Endorse the Certification to the Municipal Agriculturist for signature. 7.3 Review and Sign the Farmers Reclassification Certificate 5.4 After the certification was approved and signed, the Municipal Agriculture Office will issue the Order of Payment to the farmer	None	60 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor/Municipal Agriculturist

5.The farmer may proceed to Municipal Treasurers Office for payment.	5. Receive the order of payment and collect the payment and Issue the Official Receipt	PHP 200	10 minutes	Municipal Treasurers Office – Staff/Personnel
6.Submit the OR to the MAO	6.Receive the OR and request to sign the receiving copy to the client		5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor/Municipal Agriculturist
7.Fill-out the CSM Form and submit to the MAO Office	7.Receive and file the CSM form	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
8.Sign the Receiving copy and Release of Reclassification Certificate	8. Release the Reclassification Certificate	None	5 minutes	Agricultural Extension Worker/Agricultural Technologist/Agricultural Biosystem Engineer/ Agriculturist II/Farm Supervisor
TOTAL		**PHP 200.00**	**5 working days,**	

1. ISSUANCE OF HEALTH CARD

The health card is a mandatory requirement to all employees prior to employment in all establishments in the Municipality of Peñaranda

Office or Division:	Rural Health Unit - Peñaranda
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All individuals wishing to work in the Municipality of Peñaranda

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One (1) original copy of Laboratory Results: a. Fecalysis b. Urinalysis c. HBsAg (Hepatitis B screening test) d. Chest X-ray result	1. Any Laboratory/Diagnostic Center

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go to Sanitation Inspector to ask for assessment	1. Sanitation Inspector will assess the completeness of requirements	None	15 mins.	Sanitation Inspector, Municipal Health Officer, Public Health Nurses *RHU*
2. Go to Municipal Health Officer to show laboratory results	2. • If the employee is fit to work proceed to next step (Step 3) • If the employee is not fit to work, the doctor will order additional tests or may refer to another doctor (specialist) if necessary	None None	30 mins. 45 mins.	Municipal Health Officer, Public Health Nurses *RHU* Municipal Health Officer, Public Health Nurses/Municipal Health Office *RHU*
3. Go to Municipal Treasurer's Office for payment of Health Card	3. The Municipal Treasurer's Office Revenue collection officer will collect the payment and issue Official Receipt	PHP150.00	30 mins.	Revenue Collection Officer *Municipal Treasurer's Office*

4. Go back to Sanitation Inspector to show Official Receipt	4.1 The Sanitation Inspector will inspect the Official Receipt 4.2 The Sanitation Inspector will release the Health Card to the Client	None None	2 mins. 8 mins.	Sanitation Inspector, Municipal Health Officer, Public Health Nurses *RHU* Sanitation Inspector, Municipal Health Officer, Public Health Nurses *RHU*
5. The client will sign in the Releasing Logbook	5.1 The Sanitation Inspector will give the logbook for signature of the client and keep the record of client	None	2 mins.	Sanitation Inspector, Municipal Health Officer, Public Health Nurses *RHU*
TOTAL Fees to be Paid and Processing Time		PHP150.00	204 mins.	

2. ISSUANCE OF SANITARY PERMIT

The Sanitary Permit is a mandatory requirement to all business establishments in the Municipality of Peñaranda

Office or Division:	Rural Health Unit - Peñaranda
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	All owners of business establishments in the Municipality of Peñaranda

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. All must submit an updated Health Card of all employees of the business establishment	1. Rural Health Unit Peñaranda
2. Other requirements are based on the type of business, such as:	
a. For Water Refiling stations, A previous result of water testing (microbiological and physical chemical tests)	2.a. Any accredited water testing facility
b. For Funeral Homes, embalmers certificate and license	2.b. DOH Central Office
c. For Pharmacy /drugstore, PRC license of pharmacist	2.c Professional Regulation Commission (PRC)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go to Sanitation Inspector to ask for assessment	1. Sanitation Inspector will assess the completeness of requirements and verification. If the requirements are complete, proceed to Step 2	None	15 mins.	Sanitation Inspector, *Rural Health Unit*
2. Go to office of Business Permit and Licensing Office (BPLO) for payment of Sanitary Permit	2. The Bookbinder III will collect the payment and issue Official Receipt	Fee depends on the establishment type *(See Table 1)*	30 mins.	Bookbinder III, *Business Permit and Licensing Office*
3. Go back to Sanitation Inspector to show Official Receipt	3.1 The Sanitation Inspector will inspect the Official Receipt 3.2 The Sanitation Inspector will release the Sanitary Permit to the Client	None None	2 mins. 5 mins.	Sanitation Inspector, *Rural Health Unit* Sanitation Inspector, *Rural Health Unit*
4. The client will sign in the Releasing Logbook	4. The Sanitation Inspector will give the logbook and keep the record of client	None	2 mins.	Sanitation Inspector, *Rural Health Unit*
TOTAL Fees to be Paid and Processing Time		Depends on the establishment type *(See Table 1)*	54 mins.	

1. **ASSIST TULONG PANGHANAPBUHAY SA ATING DISPLACED (TUPAD) BENEFICIARIES**

Programs are community-based package of assistance that provides emergency employment for displaced workers, underemployed and unemployed poor for a minimum period of 10 days depending on the nature of work to be performed.

Office or Division:	Public Employment Service Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All resident

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished TUPAD form	PESO
Government Issued Identification Card (1 xerox copy)	DFA, PSA, Pag-ibig, Philhealth , SSS

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. SUBMISSION OF APPLICATION				
1.1 Sign in the Daily Transaction Logbook	**1.1** Give the Daily Transaction Logbook to the client	None	5 minutes	Admin Aide I
1.2 Submit complete requirements	**1.2** Receive the required documents and check for completeness	None		Admin Aide I
2. **INTERVIEW AND ASSESMENT**				
2.1 Client undergoes of interview and assessment	**2.1** Conduct interview and assessment	None	30 minutes	Admin Aide I
	2.2 Selection of qualified TUPAD beneficiaries from all applicants	None	5 days	Admin Aide I
	2.3 Successful beneficiaries are advise to attend on schedule orientation and contract signing			
2.2 If chosen, client beneficiary report for contract signing and orientation	**2.4** Department of Labor and Employment conduct orientation	None	1 hour	Supervising Labor and Employment officer Admin Aide I
3.BENEFICIARY CONTRACT SIGNING				
3.1 Client Beneficiary signs contract	**3.1** Labor and Employment Officer/s prepare contract and facilitates signing by client beneficiary and advised	None	30 minutes	Supervising Labor and Employment officer Admin Aide I PESO Manager

	the same of the schedule of work			
4. REPORT FOR WORK AND PAYOUT				
4.1 Client beneficiay reports for work	**4.1** Monitors the daily attendance of client beneficiary	None	10 days	Supervising Labor and Employment officer Admin Aide I PESO Manager
4.2 At the end of 10 days , beneficiary submit a daily time record and Accomplishment Report	4.2 Recieves from beneficiary the DTR and accomplishment Report	None	15 minutes	Supervising Labor and Employment officer Admin Aide I PESO Manager
	4.3 Process payroll of client beneficiaries	None	21 days (from submission of DTR and AR from all beneficiary)	Supervising Labor and Employment officer Admin Aide I PESO Manager
	4.4 Advise beneficiary on the schedule of payout			
4.3 Attend pay-out and claim salary	**4.5** Facilitate payout for beneficiary	None	4 hours	Supervising Labor and Employment officer Admin Aide I PESO Manager
TOTAL :		**None**	**36 days , 6 hours and 25 minutes**	

2. **APPLICATION FOR DOLE INTEGRATED LIVELIHOOD PROGRAM (DILP)**

The program aims to uplift the living condition of disadvantaged /marginalized people of PEÑARANDA.

Office or Division:	Public Employment Service Office
Classification:	Complex
Type of Transaction:	G2C- Government toCitizen
Who may avail:	All resident

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished DILP form	Public Employment Service Office
Individual / Group Proposal Form	Public Employment Service Office
Government Issued Identification Card (1 xerox copy)	DFA, PSA, Pag-ibig, Philhealth , SSS

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. SUBMISSION OF APPLICATION				

1.1 Sign in the Daily Transaction Logbook **1.2** Submit completerequirements	**1.1** Give the Daily Transaction Logbook to the client **1.2** Receive the required documents and check for completeness	None None	5 minutes 5 minutes	Admin Aide I Admin Aide I
2**. INTERVIEW AND ASSESMENT**				
2.1 Client undergoes Of interview and assessment	**2.1** Conduct interview and assessment **2.2** Selection of qualified DILP beneficiaries from all applicants **2.3** Formulate final proposal from the individual/ group submitted **2.4**Successful beneficiaries are advise to attend on schedule of awarding of Assistance/grants	None None None	30 minutes 5 days 20 days	Admin Aide I Admin Aide I Admin Aide I
3. AWARDING OF LIVELIHOOD ASSISTANCE/ GRANT				
3.1 Client Beneficiary attend on schedule of awarding	**3.1** Labor and Employment Officer/s and Public Employment Service Office prepare awarding and facilitates orientation client beneficiary and advised the same of the schedule of work	None	4 hour	Supervising Labor and Employment officer Admin Aide I PESO Manager
TOTAL :		**None**	**25 days , 4 hours and 30 minutes**	

3. **OWWA ASSISTANCE PROGRAM**

All registered members of OWWA can avail many of their services that range from health care, disability and death benefits, scholarships and financial assistance for education and training, workers assistance and on-site services, and social services and family welfare assistance. Referral slip is issued to OWWA members or their families.

Office or Division:	Public Employment Service Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens; G2G - Government to Government; G2B – Government to Business

Who may avail:	All registered members of OWWA and their families resident of Peñaranda			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Proof of OFW/OWWA membership		OWWA		
Overseas Employment Certificate (OEC)		DMW(POEA)		
Termination Document		From Applicant		
Passport or Travel Documents		From Applicant		
Proof of Relationship to OFW/OWWA member		From Applicant		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1 Sign in the Daily Transaction Logbook **1.2** Submit complete requirements	**1.1** Give the Daily Transaction Logbook to the client **1.2** Receive the required documents and check for completeness	None None	5 minutes	Admin Aide I Admin Aide I
2.**0 INTERVIEW AND ASSESMENT**				
2.1 Client undergoes of interview and assessment **2.2** Receive the referral/ endorsement slip and proceed to OWWA Office	**2.1** Conduct interview and assessment **2.2** Call OWWA representatives for possible assistance (if needed) **2.3.** Issue the referral/endorsement slip and advise the applicant to proceed to OWWA Office	None None None	30 minutes 20 minutes 5 minutes	Admin Aide I Admin Aide I Admin Aide I
TOTAL :		**None**	**1 hour**	

4. **REGISTRATION OF APPLICANTS**

Applicants registration to PESO Peñaranda Job Portal and PESO Employment Information System.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished NSRP form		PESO		
Resume/ Biodata		Applicant		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1 Sign in the Daily Transaction Logbook	**1.1** Give the Daily Transaction Logbook to the client **1.2** Provide the Form,	None	2 minutes	Admin Aide I

1.2 Secure National Skills Registration program Jobseeker registration form	**1.3** Explain to the Client the required information needed to registration.	None	3 minutes	Admin Aide I
2.Submit the accomplished form and provides information	**2.1** Check the accomplished form. **2.2** Encodes the applicants information to Public Employment Information System(PEIS) **2.2** Check the accuracy of information encoded.	None None None	5 minutes 10 minutes 5 minutes	Admin Aide I Admin Aide I Admin Aide I
3. Receive the PESO applicants Id card	**3.1** Calls the applicant; **3.2** Provides information on some solicited job vacancies from employers; **3.3** Issues the PESO Applicants ID Card	None	5 minutes	Admin Aide I
TOTAL :		**None**	**30 minutes**	

5. APPLICATION FOR THE CONDUCT OF RECRUITMENT ACTIVITY (Local and Overseas)

This services provide an avenue to the job seekers to explore simultaneous various employment options and actually seek assistance they prefer.

Office or Division:	Public Employment Service Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All resident and nearby the municipalities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Intent	
Company Profile	
List of Job Vacancy with Qualification	
Mayor's Permit	
DTI/ SEC Registration	DTI/SEC
Phil-Jobnet Registration	PHIL-JOBNET
Certificate of No Pending Case *(for local company)*	DOLE
POEA License(*for Overseas)*	POEA
Approved Job Order (*for Overseas)*	POEA

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF APPLICATION				

1. Sign in the Daily Transaction Logbook	**1.1** Give the Daily Transaction Logbook to the client **1.2** Assist and refers the client to the assigned focal person.	None	2 minutes	Admin Aide I
2. Proceed to the assigned personnel.Present and submits the requirements	**2.1** Receive the Documents **2.2** Checks for the completeness of the submitted forms; **2.3** Endorses the application to the PESO Manager	None None	10minutes	Admin Aide I Admin Aide I
3.Proceed to the PESO Manager for Approval	**3.1** Validates the Documents, 3.2 Approve the application 3.3 Settle the schedule and venue of the recruitment activity	None None None	30 minutes 5 minutes 5 minutes	Admin Aide I PESO Manager
TOTAL :		**None**	**42 minutes**	

6. **APPLICATION AS BENEFICIARY FOR PROGRAM: GOVERNMENT INTERNSHIP PROGRAM (GIP)**

Government Internship Program (GIP) is scheduled annual program that aims to provide opportunities and engage young workers to serve general public in government agencies/entities projects and programs at the national and local level.They work for 3 to 6 months it depend on contract.

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All resident			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
GIP application Form with 2x2 Picture		PESO		
Diploma/TOR/Form 137/ Certificatin from School		University Graduated		
Photocopy of Valid Id		DFA, PSA, Pag-ibig, Philhealth , SSS		
Other supporting Documents;				
Photocopy of Birth Cetificate or PSA		Municipal Civil Registar / PSA		
Barangay Indigency		Barangay Hall		
Personal Data Sheet (PDS)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.0 SUBMISSION OF APPLICATION				

1.1 Sign in the Daily Transaction Logbook **1.2** Present / Submit the required requirements and accomplish	**1.1** Give the Daily Transaction Logbook to the client **1.2** Receive the complete requirement and issue a schedule of interview slip and advise client when the schedule to return for interview	None None	10 minutes	Admin Aide I Admin Aide I
2**.0 INTERVIEW AND ASSESMENT**				
2.1 Return on the scheduled date and undergo interview	**2.1** Conduct interview and assessment 2.2 Selection of qualified GIP beneficiaries by the Department of Labor and Employment from all applicant 2.3 Successul beneficiaries are advised to report for processing of documents and schedule of orientation	None None None	1 hour 5 days	Supervising Labor and Employment officer Admin Aide I PESO Manager
2.2 If chosen, client beneficiary return to office for document processing	**2.4** Process document and advise client beneficiary on the schedule of orientation and schedule of work	None	. 20 minutes	Supervising Labor and Employment officer Admin Aide I
3.0 WORKPLACE ORIENTATION				
3.1 Client Beneficiary attends the scheduled GIP orientation	**3.1** Conducts GIP orientation for beneficiaries	None	3 hours	Supervising Labor and Employment officer Admin Aide I PESO Manager
4.0 REPORT FOR WORK AND PAYOUT				
4.1 Client beneficiay reports for work	**4.1** Monitors the daily attendance of client beneficiary	None		Supervising Labor and Employment officer Admin Aide I PESO Manager
4.2 Every month client submit a daily time record and accomplishment report	4.2 Recieves from beneficiary the DTR and accomplishment Report	None	15 minutes	Supervising Labor and Employment officer Admin Aide I PESO Manager

	4.3 Process payroll of client beneficiaries	None	5 days (from submission of DTR and AR from all beneficiary)	Supervising Labor and Employment officer Admin Aide I PESO Manager
	4.4 Advise beneficiary on the schedule of payout			
4.3 Attend pay-out and claim salary	**4.5** Facilitate payout for beneficiary	None	1 hours	Supervising Labor and Employment officer Admin Aide I PESO Manager
TOTAL :		**None**	**10 days , 5 hours and 55 minutes**	

1. REGISTRATION/ENROLLEMENT PROCEDURE (TESDA Trainings)

Description of the Service:
Application of Training is the process of availing TESDA trainings in all Qualifications offered by Peñaranda Manpower Training Center (PMTC) through Regular or Scholarship.

Office or Division:	Peñaranda Manpower Training Center (PMTC)
Classification:	Simple
Type of Transaction:	G2C (Government to Citizens) – for services whose client is the transacting public.
Who may avail?	Applicant's for Enrollment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 Xerox Copies of PSA/NSO Birth Certificate and Marriage Contract for married women.	1. Nearest PSA Office
2. 2 Xerox Copies of High School Card/TOR/Diploma.	2. Last School Attended
3. 2 Xerox Copies Good Moral Character.	3. Last School Attended
4. 7 pcs. Passport Size Picture with Collar/Polo Shirt and white Background.	4. Any Studio that captures standard TESDA photo
5. 2 pcs. 1x1 Size Picture with Collar/Polo Shirt and white Background.	5. Any Studio that captures standard TESDA photo
6..1 Copy Barangay Clearance.	7. Respective Brgy. Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries from officer of the day/Guidance Counselor Information about the qualifications/ Programs of the interest clients want to avail.	Provides the client with the information on the qualifications/programs and its requirements	N/A	5 minutes	PMTC-Administrator Administrative Aide I Administrative Aide I Administrative Aide I
2. Preliminary Interview	Interview the clients	N/A	10 minutes	PMTC-Administrator Administrative Aide I Administrative Aide I Administrative Aide I
3. Filling out of Learner's Profile Form.	Checks the application form if	N/A	10 minutes	

	accomplished completely.			PMTC-Administrator Administrative Aide I Administrative Aide I Administrative Aide I
4. Enrolment to T2MIS (Training Management Information System)	Enroll clients to the T2MIS System.	N/A	15 minutes	Administrative Aide I Administrative Aide I
5. Enrolment to BSRS (Biometric Enabled Scholarship Registration System.	Enroll clients to the BSRS System.	N/A	15 minutes	Administrative Aide I Administrative Aide I Administrative Aide I
6. Final Interview of PMTC-Administrator.	Interview the clients	N/A	10 minutes	PMTC-Administrator Administrative Aide I Administrative Aide I
	TOTAL	N/A	65 minutes	

2. AVAILMENT OF SCHOLARSHIP PROGRAMS

Description of the Service: Peñaranda Manpower Training Center (PMTC) provides scholarship programs to identifies beneficiaries who are entrusted to acquire skills thru TESDA Trainings.

Office or Division:	Peñaranda Manpower Training Center (PMTC)
Classification:	Simple
Type of Transaction:	G2C (Government to Citizens) – for services whose client is the transacting public.
Who may avail?	All prospective applicant's for Shielded Metal Arc Welding (SMAW) NCII program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 Xerox Copies of PSA/NSO Birth Certificate and Marriage Contract for married women.	1. Nearest PSA Office
2. 2 Xerox Copies of High School Card/TOR/Diploma.	2. Last School Attended
3. 2 Xerox Copies Good Moral Character.	3. Last School Attended
4. 7 pcs. Passport Size Picture with	4. Any Studio that captures standard

Collar/Polo Shirt and white Background. 5. 2 pcs. 1x1 Size Picture with Collar/Polo Shirt and white Background. 6..1 Copy Barangay Clearance.	TESDA photo 5. Any Studio that captures standard TESDA photo 7. Respective Brgy. Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant inquires available scholarships.	1.1 Gives a brief overview of the scholarship program	N/A	10 minutes	PMTC-Administrator Administrative Aide I Administrative Aide I
	1.2 Provides applicant with list of qualifications under UAQTEA/ TWSP/STEP/SSTP Providers offering the course	N/A	10 minutes	PMTC-Administrator Administrative Aide I Administrative Aide I
2.Applicants fill-up Manpower Profile Form.	Provides Manpower profile form	N/A	5 minutes	Administrative Aide I Administrative Aide I Administrative Aide I
3.Applicant submits Manpower Profile Form**.**	Evaluates Profile	N/A	5 minutes	Administrative Aide I
	TOTAL	N/A	30 minutes	

3.FILING FOR ASSESSMENT

Description of the Service: facilitates and assist the applicants to avail the Competency Assessment for Shielded Metal Arc Welding (SMAW) NCII program.

Office or Division:	Peñaranda Manpower Training Center (PMTC)
Classification:	Simple
Type of Transaction:	G2C (Government to Citizens) – for services whose client is the transacting public.
Who may avail?	Applicant's for Assessment for Shielded Metal Arc Welding (SMAW) NCII program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled up TESDA Assessment Application form and Self	1. Assessment Center

Assessment Guide (SAG). 2. 4 pcs. passport size picture with collar and white background 3. Photocopy of NSO/PSA 4. Photocopy or registered I.D.	2. Any Studio that captures standard TESDA Photo. 3. Applicant's personal documents. 4. Applicants personal documents.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant inquires assessment for specific qualification	1.1Give a brief overview of the assessment for specific qualification. 1.2 Provides application form and self assessment guide. 1.3 Orients the applicants on filling out form and SAG.	N/A	10 minutes	PMTC-Administrator Administrative Aide I Administrative Aide I Administrative Aide I
Applicant fallout application form and Self-Assessment Guide (SAG)	Receives and evaluates the participants application form and SAG.	N/A	10 minutes	Administrative Aide I Administrative Aide I
Applicant attach the Photocopy of NSO/PSA, Passport size photo, I.D. Photocopy	Assist Applicant	N/A	10 minutes	Administrative Aide I Administrative Aide I Administrative Aide I
Applicant will wait the availability of Assessment center.it takes 1 to 2 weeks.	Orient the Students for the assessment schedules (by Group).	N/A	10 minutes	Administrative Aide I
	TOTAL	N/A	40 minutes	

4. ISSUANCE OF CERTIFICATE OF STUDENTS

Description of the Service: Facilitates the Students for the training certification.

Office or Division:	Peñaranda Manpower Training Center (PMTC)			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizens) – for services whose client is the transacting public.			
Who may avail:	Students who Complete the Training of Shielded Metal Arc Welding (SMAW) NCII program.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Form		1. PMTC School Registrar Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go to the PMTC Office and ask one of the Staff to request form for the issuance of Certificate of Employment.	Gives request form	None	3 minutes	PMTC-Administrator Administrative Aide I Administrative Aide I
2. Fill-in the request form.	1.1 Facilitates the request. 1.2 Release the Certificate of Employment.	None	10 minutes	PMTC-Administrator Administrative Aide I Administrative Aide I
3. Claim requested documents.	Record the released documents	None	2 minutes	Administrative Aide I Administrative Aide I
4. Sign in the record book.			30 seconds	Administrative Aide I
	TOTAL	N/A	15 minutes & 30 seconds	

1. Issuance of Tree-cutting Clearance

Tree-cutting Clearance required to Department of Environmental and Natural Resources

Office or Division:	Municipal Environment and Natural Resources Office
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)
Who may avail:	All individuals, establishment owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Trees Letter Request	Requesting Party
2.Barangay Clearance	Barangay
3.Photos of Subject Trees for cutting	Requesting Party
4.Photos of tree Planting (Replacement)	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form and checklist of requirements	1. Issuance of checklist and application form	None	3 Minutes	Administrative Aide
2. Submission of requirements	2. Interview the client and services requested 2.1 Conduct Inspection 2.2 After the inspection we review all requirements presented	None None None	10 Minutes 1 Day 10 Minutes	Environmental Management Specialist I/ Administrative Aide I Environmental Management Specialist I/ Administrative Aide I Environmental Management Specialist I/ Administrative Aide I
3.1 Receiving of approval/disapproval clearance	3. Preparation of tree-cutting clearance 3.1 Approval/Disapproval clearance 3.2 Recording of released clearance to logbook 3.2 Releasing of Clearance	None None None None	5 Minutes 5 Minutes 3 Minutes 3 Minutes	Environmental Management Specialist I/ Administrative Aide I Environmental Management Specialist I Administrative Aide I Administrative Aide I
Total of Processing Time			1 Day and 39 minutes	

1.Issuance of Certificate of Net Take Home Pay

Specifies the remaining salary after premium contributions, withholding tax, & Loan Amortizations….

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All LGU Peñaranda Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Issuance of Certificate of Net Take Home Pay	1.1 Encoding of Employees salary details	none	10 minutes	Bookbinder II/Administrative Officer IV
	1.2 Signature Of Municipal Accountant	none	5 minutes	Municipal Accountant
2. Claiming of his/her Certificate of Net Take Home Pay	2. Release of Certificate	none	2 minutes	Administrative Officer IV
			17 minutes	

2.Issuance of Students Certificate of Account Balance

Specifies any outstanding balance, payments made, and overall financial obligation related to tuition fees, miscellaneous fees and other related fees.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All NEUST-POC Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Issuance of Certificate of Account Balance	1.1 Encoding of students Account details	none	10 minutes	Bookbinder II/Administrative Officer IV
	1.2 Signature Of Municipal Accountant	none	5 minutes	Municipal Accountant
2. Claiming of his/her Certificate of Account Balance	2. Release of Certificate	none	2 minutes	Administrative Officer IV
			17 minutes	

1. CERTIFICATE OF EMPLOYMENT, SERVICE RECORD AND CERTIFICATE OF LEAVE CREDITS

Service Information: A Certificate of Employment is used to verify employment history of a former or current employee. A service record is a collection of either electronic or printed material which provides a documentary history of a person's accomplishments while serving as member of a given organization. Certificate of Leave Credits is issued to former Government employees and /or their beneficiaries as one of the requirements for the processing of terminal leave claim.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Employee (Active and Inactive)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Government Issued Identification Card		Employee ID, Pag Ibig, Police, Driver's License		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Applicant states the requested document/s	1.1 Retrieval and preparation of document/s. 1.2 Start processing the request	None	5 mins	Administrative Aide I Administrative Assistant I (Bookbinder III) Administrative Officer IV (Human Resource Management Officer II)
2. Review, Signature and releasing of document/s.	Issue the Certificate to the client.	None	2 mins	Administrative Officer IV (Human Resource Management OfficerII) Mun Govt Assistant Dept Head I (Human Resource Management Officer IV)
		TOTAL	7 MINS	

1. Review and Evaluation of Barangay and Sangguniang Kabataan Budget

The Municipal Budget Office undertakes preliminary review of the Appropriation Ordinance of barangays and makes recommendations for consideration of the Sangguniang Bayan. Together with the Municipal Finance Committee (MFC), the Office shall assist the Sangguniang Bayan in the review and evaluation of barangay budgets and recommend appropriate action thereon.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Captains or thru their Barangay Treasurers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Complete Barangay Budget Preparation Forms		Office of the Municipal Budget Officer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished Barangay Budget Preparation Forms (BBPF)	1.1. Check submitted Barangay Budgets as to the completeness of BBPF, Receive if complete. 1.2. Prepare necessary adjustment/corrections if needed. 1.3. When revision is not needed, prepare recommendations for consideration of the Sanggunian.	None	1 Day	Municipal Budget Officer

2. Request for the Balances/Availability of Appropriations, Allotments and Obligations

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

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Departments/Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Written/verbal request on the balances/availability of appropriations, allotments and obligations of budgetary account/s (1 original copy)		Concerned Offices		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present written/ make verbal request on the balances/availability of appropriations, allotments and obligations of budgetary account/s.	1.1. Receive written/verbal request on the balances/availability of appropriations, allotments and obligations of budgetary account/s.	None	1 minute	Municipal Budget Officer Budget Officer II Administrative Aide I
	1.2. Verify/check balances/availability with the appropriate registries.	None	4 minutes	Municipal Budget Officer Budget Officer II Administrative Aide I
	1.3. Provide report of Status of Appropriations, Allotments and Obligations (SAAO).	None	5 minutes	Budget Officer II
	TOTAL:		**10 minutes**	

1. EDUCATIONAL ASSISTANCE APPLICATION PROGRAM

The LGU-Peñaranda Educational Assistance Program provides financial assistance to deserving students, especially under privileged ones. The program has two (2) educational assistance categories:

(1) Educational Assistance for Senior High School Students.

(2) Educational Assistance for College Students.

Office or Division:	Local Youth Development Office
Classification:	Simple
Type of Transaction:	G2G – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 Original Copy of Barangay Certificate of indecency 2. 1 Original Copy of Certificate of Enrolment/Registration (COE/COR) 3. 1 Copy of Latest Student ID with 3 Signature (If there's no Latest Student ID the student must have a copy of Certificate of NO issued ID).	1. Respective barangay Office 2. School Registrar 3. School Registrar

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the municipality Local Youth Development Office (LYDO)	1.Accept the requirements	None	2 minutes	Job Order
	1.1 Check the Requirements	None	5 minutes	Job Order Acting LYDO Administrative Aide
	1.2 Receive the General Intake Sheet fill out for interview.	None	2 minutes	Acting LYDO Administrative Aide I
	1.3 Verify the submitted documents	None	5 minutes	Administrative Aide I Job Order
	1.4 Approve the Registration application	None	5 minutes	Acting LYDO Administrative Aide
	1.5 Encodes the submitted requirements to the database	None	5 minutes	Acting LYDO Administrative Aide Administrative Aide I Job Order
	1.6 The Scholars will receive a Schedule of releasing of the Allowance true SMS Or Via Messenger.	None	1 Weeks	
TOTAL:		None	1 week and 27 minutes	

1. Procurement of Office Supplies, Other Supplies and Equipment

Procurement, inventory and distribution of office supplies, other supplies and equipment to different departments of the LGU.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	LGU Departments			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Purchase Request		Requesting Office		
2. Obligation Slip		Municipal Budget Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
3. Submit the duly signed Purchase Request and Obligation Slip	3.1 Receive the required documents	None	5 min.	*Comp. Operator II,*
	3.2 Evaluate if the request is in conformance with the Annual Procurement Plan	None	15 min.	*General Services Officer (PDO III)*
	3.3 Procurement and Inventory of Office Supplies, Other Supplies and Equipment	None	7 days.	*General Services Officer (PDO III), Computer Operator II*
4. Received the Purchased Office Supplies, Other Supplies and Equipment	2. Deliver the Purchase Office Supplies, Other Supplies and Equipment	None	30 min.	*Engineering Aide*
	TOTAL	None	7 days and 50 min.	

2. Repair and Maintenance of Motor Vehicles and Equipment

Repair and maintenance of LGU-owned motor vehicles and equipment essential to the operation and services provided by the LGU

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	LGU Departments			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Pre-repair inspection report		Requesting Office		
2.Purchase Request		Requesting Office		
3.Obligation Slip		Municipal Budget Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the duly signed Pre-Repair Inspection Report, Purchase Request and Obligation Slip	4.1 Receive the required documents 4.2 Evaluate if the request is in conformance with the Annual Procurement Plan 4.3 Procurement of labor and parts/materials for the motor vehicles and/or equipment	None None None	5 min. 5 hrs. 7 days.	*Comp. Operator II,* *General Services Officer (PDO III)* *General Services Officer (PDO III), Computer Operator II*
2. Received the repaired/maintained motor vehicles and/or equipment	2. Deliver the repaired/maintained motor vehicles and/or equipment	None	30 min.	*Engineering Aide*
	TOTAL	None	7 days, 5 hrs. and 35 min.	

1. Emergency Response and Rescue

Responding to emergencies, accidents, and disasters

Office or Division:	Municipal Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None (Request done verbally via any electronic communication device)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the report of the incident. Call thru Hotline numbers of the MDRRMO	1.1 Answer call or incident report asking for the following information and relay the information to the MDRRMO Operation and Warning Division - Nature of Emergency / Type of Incident - Caller's Information - Location of the Incident - Individuals affected and status	None	5-10 minutes	MDRRMO Personnel on duty
2.Wait for action of the request	2.1 Verify the availability of driver, vehicle, organize the rescuers and preparation of rescue equipment and medical kits 2.2 Mobilization of the assigned Emergency Response team towards the identified location of the incident	None	3minutes 5 minutes	MDRRMO Personnel for Operation and Warning MDRRMO Personnel for Operation and Warning
3. Depending on the situation: Wait, assist or answer relevant queries from the emergency response team	3.1 Arrival at the scene of the incident with each members of the emergency response team	None	5 minutes	MDRRMO Emergency Response Team

	performing specific task (First Aiders, Documentation, Traffic Management, Crowd Control, etc.)			
4. Provide first aid and transport to the nearest hospital, if necessary.	4.1 Patient transport to the nearest hospital	None	5-10 minutes	MDRRMO Emergency Response Team
	TOTAL	None	23-33 minutes	

2. Disaster Preparedness Training and Seminars

Conducting training and seminars on disaster preparedness for the community.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Barangay officials, schools, and other organizations in Peñaranda.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Formal request letter from the barangay or school.		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request	1.1 Receipt of request letter 1.2 Endorsement of the front desk to the Local Chief Executive or to the authorized official for the approval of the request	None	3 minutes Within a day	Mayor's Office Front Desk / Receiving Clerk Mayor's Office Front Desk / Receiving Clerk
2. Client will be advised to wait for the approval of the request through phone call or e-mail	2.1 Upon approval, forward the request letter to the MDRRM Office 2.2 The Training Division of the MDRRM Office will assign a training team to accommodate and inform the client of the schedule and other details of the training / seminar	None None	5 minutes 10 minutes	Mayor's Office Staff / Messenger MDRRMO Personnel for Training

3. Client will prepare the programme and venue of the activity	3.1 Assigned training team will prepare the modules and topics to include	None	0 minutes Preparation for the activity is excluded	MDRRMO Training Team
	TOTAL	None	1 day and 18 minutes	

3. Issuance of Disaster Clearance or Certification

Issuance of a certification that a specific location is safe from hazards.

Office or Division:	Municipal Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	G2C G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter from the Client addressed to the Local Chief Executive or MDRRMO indicating what type of Certification is needed	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request	1.1 Receipt of request letter 1.2 Endorsement of the front desk to the Local Chief Executive or to the authorized official for the approval of the request	None	3 minutes Within a day	Mayor's Office Front Desk / Receiving Clerk Mayor's Office Front Desk / Receiving Clerk
2. Client will be advised to wait for the approval of the request through phone call or e-mail	2.1 Upon approval, forward the request letter to the MDRRM Office 2.3 The Research and Planning Division of the MDRRM Office will identify the type of request and encode/ type the certification then submit it to the MDRRMO 2.4 Verification and signing of certification	None None None	5 minutes 10 minutes 2 minutes	Mayor's Office Staff / Messenger MDRRMO Personnel for Research and Planning MDRRMO

3. Receipt of the Certification	3.1 Issuance of MDRRMO Certification	None	2 Minutes	MDRRMO Personnel for Research and Planning
	TOTAL	None	1 day and 22 minutes	

Republic of the Philippines

Province of Nueva Ecija

MUNICIPALITY OF PEÑARANDA

CERTIFICATE OF COMPLIANCE

Year: 2025

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

I, **Joselito A. Ramos**, Filipino, of legal age, ***Local Chief Executive*** of the ***Municipality of Peñaranda,*** the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

1) The ***Municipality of Peñaranda*** including its ***twenty*(20) *offices*** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

   Citizen' Charter Handbook Edition: 2025

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

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

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

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

4) The Citizen's Charter Handbook enumerates the following information:

a. Mandate, vision, mission, and service pledge of the agency;
b. Government services offered (External and Internal Services);
    i. Comprehensive and uniform checklist of requirements for each type of application or request;
    ii. Classification of service;
    iii. Type of transaction;
    iv. Who may avail;
    v. Client steps and agency actions to obtain a particular service;
    vi. Person responsible for each step;
    vii. Processing time per step and total;
    viii. Fee/s to be paid per step and total, if necessary.
c. Procedure for filing complaints and feedback;
d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
e. List of Offices

5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.

7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.

8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

9) There is an established Client Satisfaction Measurement per service.

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

JOSELITO A. RAMOS
Municipal Mayor