



LGU MATNOG

CITIZEN'S CHARTER

2021 (1st Edition)



LGU MATNOG

CITIZEN'S CHARTER

2021 (1st Edition)



I. Mandate:

One of the fundamental state policies enshrined in the Constitution is the autonomy of local government units. (Const., Art. II, Sec. 25). In this regard, the Constitution mandated Congress to enact a local government code which shall provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and functions and duties of local officials, and all other matters relating to the organization and operation of the local units. (Const. art. X, Sec. 1)

II. Vision:

The world-class gateway to Visayas and Mindanao with God loving and empowered people, globally competitive and with resilient and sustainable built-in and natural environment, nurtured by responsive local governance.

III. Mission:

To promote the well-being of Matnogans through effective and efficient delivery of basic services, enhancement of socio-economic activities, preservation and enrichment of ecologically balanced environment, strengthen people's participation and effective local governance.

IV. Service Pledge:

The Local Government Unit of Matnog aims to promote the well-being of Matnogans and be the world-class gateway to Visayas and Mindanao with God-loving and empowered people through the delivery of basic services, enhancement of socio-economic activities, preservation and enrichment of ecologically balanced environment, strengthening people's participation, and effective local governance, and commits to continually improve its quality management system in compliance with regulatory, statutory, and international requirements and standards to satisfy the needs of all stakeholders.



LIST OF SERVICES

Mayor's Office	6
Issuance of Mayor's Clearance	7
Issuance of Special Permits	8
Issuance of Good Moral Character/ Referrals/ Endorsement	9
Office of the Municipal Agriculturist	10
Technical Assistance and Management Services	11
Production Support and Distribution/ Provision of Farm Inputs/ Fishing Paraphernalia	12
Enrollment of Farmers/ Fisherfolk in the Registry System for Basic Sectors in Agriculture (RSBA)	13
Fishing Boat Registration and Issuance of Permit to Operate (Including Renewals)	15
Issuance of License on Fishing Privileges/ Auxiliary Invoice (Including Renewals)	17
Municipal Assessor's Office	19
Issuance of Certified True Copy of Tax Declaration	20
Municipal Budget Office	21
Obligation Request	22
Obligation of Voucher	23
Review of Barangay Annual Budget	25
Municipal Disaster Risk Reduction & Management Office	26
Training Request	27
Request for Trainor/ Resource Speaker	28
Request for Information and Education Materials	29
Request for Multihazard Maps	30
Request for Equipment Assistance	31
Request for All Hazard Advisory Service	32
Emergency Response	33
Municipal Planning & Development Office	34
Planning Services	35
Issuance of Site Zoning Certification	37
Issuance of Locational Clearance	39



Review of Barangay Annual Investment Plan	44
Provision of Maps, Statistics, Barangay and Municipal Profiles, CDP, LDIP, AIP and Other Planning Documents	45
Issuance of Tricycle Roadworthiness Inspection Report	47
Municipal Social Welfare & Development Office	50
Aid to Individual in Crisis Situation (AICS)	51
Preparation of Social Case Study Report	53
Assistance to Victims of Abuse and Children in Conflict with the Law (CICL)	55
Issuance of Solo Parent/ PWD/ Senior Citizen ID	56
Municipal Engineering Office	58
Application for Building Permit	59
Application for Occupancy Permit	61
Application for Fencing Permit	63
Application for Demolition Permit	65
Sangguniang Bayan	66
Conduct of Administrative Investigation	67
Application for Certificate of Public Convenience	69
Review of Barangay Ordinances	71
Application for Recognizance (RA 10389)	73
Granting of Tricycle Franchise	75
Municipal Civil Registry Office	77
Timely Registration of Birth	78
Delayed Registration of Birth	80
Registration of Certificate of Death	82
Delayed Registration of Certificate of Death	84
Registration of Application for Marriage License	86
Registration of Certificate of Marriage	89
Issuance of Certification of Birth, Death and Marriage	90
Correction of Clerical Error Thru R.A. 9048/ R.A. 10172	92
Change of First Name/ Correction of Sex, Date and Month of Birth Thru R.A. 9048/ R.A. 10172	96



Municipal Health Office	100
Medical Consultation	101
Issuance of Medical Certification	103
Laboratory Services	104
Pre-Natal Care Services	105
Maternal Care Services	106
Post-Partum Care Services	108
Newborn Care Services	109
Family Planning Services	110
Integrated Management of Childhood Illnesses (IMCI)	111
Issuance of Medico Legal Certification	113
Feedback and Complaint Mechanism	114
Contact Information	115



MAYOR'S OFFICE

Internal Services



1. Issuance of Mayor's Clearance

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 firearms license and for any other purposes.

Office or Division:	Mayor's Office			
Classification:	Internal Service			
Type of Transaction:	Issuance of Mayor's Clearance			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Request Form		Mayor's Office Staff		
Barangay Clearance		Barangay		
Police Clearance		Matnog Police Station		
Community Tax Certificate		Municipal Treasurer's Office		
MTC/RTC Clearance (if needed)		MTC/RTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form and submit requirements	Receive Client Request Form and check completeness of submitted requirements	None	5 minutes	April May Naag
2 Pay fees at the Municipal Treasurer's Office (MTO) and secure Official Receipt (OR)	Receive payment and issue Official Receipt	50.00 (may vary on the type of clearance)	3 minutes	MTO Staff
3 Present OR to Mayor's Office Staff	Check OR and prepare clearance	None	20 minutes	Rolly G. Gabad, Jr.
	Endorse prepared clearance to the Municipal Mayor for approval	None	1 day (may vary on the availability of the LCE)	Jennifer Gardon
4 Receive Mayor's Clearance	Get duplicate copy, release approved Mayor's Clearance and record receipt of client in the logbook	None	3 minutes	Karen Garalde



2. Issuance of Special Permit

Civil society organizations holding bingo, social benefit dance, programs, exhibitions, contests, etc.

Office or Division:	Mayor's Office			
Classification:	Internal Service			
Type of Transaction:	Issuance of Special Permit			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Request Form		Mayor's Office Staff		
Letter Request		Client		
Barangay Clearance		Barangay		
Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form and submit requirements	Receive Client Request Form and check completeness of submitted requirements	None	5 minutes	April May Naag
2 Pay fees at the Municipal Treasurer's Office (MTO) and secure Official Receipt (OR)	Receive payment and issue Official Receipt	200.00 (may vary on the type of permit)	3 minutes	MTO Staff
3 Present OR to Mayor's Office Staff	Check OR and prepare permit	None	20 minutes	Rolly G. Gabad, Jr.
	Endorse prepared permit to the LCE for approval	None	1 day (may vary on the availability of the LCE)	Jennifer Gardon
4 Receive Mayor's Permit	Get duplicate copy, release approved Mayor's Clearance and record receipt of client in the logbook	None	3 minutes	Karen Garalde



3. Issuance of Good Moral Character/ Referral/ Endorsement

This service is intended for students availing of scholarship grant and job applicants.

Office or Division:	Mayor's Office			
Classification:	Internal Service			
Type of Transaction:	Issuance of Good Moral Character/ Referral/ Endorsement			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Request Form		Mayor's Office Staff		
Barangay Clearance		Barangay		
Community Tax Certificate		Municipal Treasurer's Office		
Police Clearance (if needed)		Matnog Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form and submit requirements	Receive Client Request Form and check completeness of submitted requirements	None	5 minutes	April May Naag
	Prepare certification/ referral/ endorsement	None	30 minutes	Rolly G. Gabad, Jr.
	Endorse prepared certification/ referral/ endorsement to the LCE for approval	None	1 day (may vary on the availability of the LCE)	Jennifer Gardon
4 Receive Mayor's certification/ referral/ endorsement	Get duplicate copy, release document and record receipt of client in the logbook	None	3 minutes	Karen Garalde



OFFICE OF THE MUNICIPAL AGRICULTURIST

Internal Services



1. Technical Assistance and Management Services

Extension of technical expertise, intervention and services for farmer clientele who encounter problems regarding their farming activities which include production of rice, corn, vegetable, HVCC, poultry, livestock, fishery and aqua-culture.

Availability of Service: Monday to Friday (8:00 AM to 5:00 PM or even later depending on the need of the client)

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Internal Service			
Type of Transaction:	Technical Assistance and Management Services			
Who may avail:	Farmers and Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign into the Office Logbook	Assist client in filling out the logbook	None	1 minute	Officer of the day
2 Present problem/purpose of visit	Conduct interview to know/ understand the problem/ purpose of visit	None	10 minutes	Agricultural Technologist assigned in the banned program concerned
3 Accompany the concerned Agricultural Technologist (AT) for ocular inspection, validation and examination	Conduct of ocular inspection to analyze, diagnose and validate the situation presented	None	1 hour (or more depending on the severity and dimension of the problem)	Agricultural Technologist (AT) assigned in the banned program concerned
4 Receive recommendation/prescription	Give recommendation/prescription	None	15 minutes	AT assigned in the banned program concerned
5 Assist in the application of recommended intervention	Apply appropriate management/treatment/intervention to the problem diagnosed	None	1 hour (or more depending on the severity and dimension of the problem)	Agricultural Technologist assigned in the banned program concerned



2. Production Support and Distribution/ Provision of Farm Inputs/ Fishing Paraphernalia

Extension of production support (e.g.techno-transfer) and distribution/ provision of needed farm inputs (e.g. seed, fertilizer, fingerlings, fry, gears, tools and equipment)

Availability of Service: When inputs are available, Monday to Friday (8:00 AM to 5:00 PM or even earlier depending on the input being released/distributed)

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Internal Service			
Type of Transaction:	Production Support and Distribution/ Provision of Farm Inputs/ Fishing Paraphernalia			
Who may avail:	Farmers, Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA Registration		OMA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign into the Office Logbook	Assist client in filling out the logbook	None	1 minute	Officer Clerk
2 Consult regarding available production support and/or inputs	Orient client on available production support and/or inputs	None	30 minutes	Officer of the day
3 Sign Post-Masterlist, Certificate of Acceptance/ Acknowledgment and Client Satisfaction Form	Assist client in filling out forms	None	10 minutes	Officer of the day and Agricultural Technologist assigned in the banned program concerned
4 Receive/ claim inputs	Release inputs	None	5 minutes (or more if inputs is at the Bagsakan Center at Sulangan)	Agricultural Technologist assigned in the banned program concerned



3. Enrollment of Farmers/ Fisherfolk in the Registry System For Basic Sectors in Agriculture (RSBSA)

Enrollment of all farmers, farmworkers and fisherfolk in the Registry System for Basic Sectors in Agriculture (RSBA), as the main database/ masterlist of the local agriculture office and the Department of Agriculture in identifying and providing interventions to farmers, farmworkers and fisherfolk.

Availability of Service: Monday to Friday (8:00 AM to 5:00 PM)

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Internal Service			
Type of Transaction:	Enrollment of Farmers/ Fisherfolk in the Registry System for Basic Sectors in Agriculture (RSBSA)			
Who may avail:	Farmers, Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2x2 ID Picture				
Valid ID (Government Issued)		Any Government Agency		
Proof of Land Ownership (for Farmers)		Assessor's Office		
Barangay Certification (for tenants, livestock farmers and HVCC producers)		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign into the Office Logbook	Assist client in filling out the logbook	None	1 minute	Officer Clerk
2 Inquire regarding the RSBA enrollment	Orient client on RSBSA Enrollment and its importance	None	30 minutes	Officer of the Day
3 Fill out RSBSA Enrollment Form	Assist client in filling out RSBA Enrollment Form	None	15 minutes	Officer of the Day
	Review and submit form for signature/ approval by MA, MAFC Chairman and Punong Barangay	None	1 hour (or more depending on Travel Time from Office to Barangay)	Officer of the Day
	Sing/ Approve RSBSA	None	5 minutes (or more depending on availability of	MA, MAFC Chairman, Punong Barangay

					signing officials)	
4	Receive RSBSA Slip	Release RSBSA Slip	None	2 minutes	Officer of the Day	



4. Fishing Boat Registration and Issuance of Permit to Operate (Including Renewals)

Issuance of Permit to Operate and register all fishing boats, 3 gross tonnage and below

Availability of Service: Monday to Friday (8:00 AM to 5:00 PM)

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Internal Service		
Type of Transaction:		Fishing Boat Registration and Issuance of Permit to Operate (Including Renewals)		
Who may avail:		Fisherfolk		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CTC		MTO		
Boat and Boat dimensions incl. motor		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign into the Office Logbook	Assist client in filling out the logbook	None	1 minute	Officer Clerk
2 Express intent (verbally) to secure registration and permit and present boat for inspection (preferably dry docked)	Inspect and measure boat (only boats 3 gross tonnage and below will be registered)	None	20 minutes	MAO/ Fisheries Coordinator
	Encode Boat Registration and Permit to Operate	None	5 minutes	Clerk or Officer of the Day
3 Pay for Boat Registration and Permit to Operate fees at the treasury	Issue Order of Payment to Client	Depends on HP of Motor	5 minutes	MAO/ Fisheries Coordinator
	Countersign and submit both forms to LCE for approval	None	1 minute	MAO/ Fisheries Coordinator
	Sign/ approve Boat Registration and Permit to Operate	None	1 minute (or more depending on the availability of the LCE)	Municipal Mayor

6	Claim Registration Permit to Operate	Boat and	Release Registration Permit to Operate	Boat and	None	2 minutes	Officer of the Day
---	--	-------------	--	-------------	------	-----------	-----------------------



5. Issuance of License on Fishing Privileges/ Auxiliary Invoice (Including Renewals)

Issuance of license in the construction, establishment, gathering and operation of fish pen, fish cages and similar aqua-culture ventures.

Availability of Service: Monday to Friday (8:00 AM to 5:00 PM)

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Internal Service			
Type of Transaction:	Issuance of License on Fishing Privileges/ Auxiliary Invoice (Including Renewals)			
Who may avail:	Aquaculture Farmers, fisherfolk or middlemen who transport fishery product			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Farm or fish products for inspection RSBSA Registration		OMA		
Local Transport Permit (for Auxiliary Invoice)		Bureau of Animal Industry (at the port)		
Proof of Ownership of farm/ Barangay Certification		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign into the Office Logbook	Assist client in filling out the logbook	None	1 minute	Officer Clerk
2 Express intent (verbally) to secure License on Fishing Privileges/ Auxiliary Invoice	Interview client regarding aqua-culture venture and commodity cultured	None	5 minutes	MAO/ Fisheries Coordinator
3 Accompany the concerned Agricultural Technologist (AT) for ocular inspection	Conduct ocular inspection to assess compliance to existing laws on aqua-culture management	None	30 minutes (or more depending on the travel time from office to aqua-farm)	MAO/ Fisheries Coordinator
	Encode License on Fishing Privileges/ Auxiliary Invoice	None	5 minutes	Clerk or Officer of the Day

4 Pay for License fees at the Treasury Office	Issue Order of Payment to Client	Php 500.00 for Fishing Privileges/ for Auxiliary Invoice, depends of amount / weight of product to be transported	5 minutes	MAO/ Fisheries Coordinator
5 -	Countersign and submit form to the LCE for approval	None	1 minute	MAO/ Fisheries Coordinator
	Sign/ approve License on Fishing Privileges	None	1 minute (or depending on the availability of the LCE)	Municipal Mayor
6 Claim License on Fishing Privileges/ Auxiliary Invoice	Release License on Fishing Privileges	None	2 minutes	Officer of the day



MUNICIPAL ASSESSOR'S OFFICE

Internal Services



1. Issuance of Certified True Copy of Tax Declaration

Certified true copies of tax declaration is being issued to authenticate owner's copy of real property appraisal and assessment, as basis for tax payment for transfer of tax declaration and title of purpose such as BIR capital gains tax, documentary stamps, estate tax, transfer tax as one of the requirements of the Register of Deeds in the transfer of title to a new owner.

Office or Division:	Municipal Assessor's Office			
Classification:	Internal Service			
Type of Transaction:	Issuance of Certified True Copy of Tax Declaration			
Who may avail:	Real property owners and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written/ Verbal request of the real property owner or name of lot owner or the interested party of lot number of concerned property		Client		
Court Order		MTC/RTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Proceed to the Officer of the day and state request	Assessment Clerk will help client in filling out request form	None	1 minute	Assessment Clerk
2 Proceed to the computer operator	Computer operator will search from the computer database	None	1 minute	Computer Operator
3 Proceed to the Municipal Treasurer's Office and pay P50.00	MTO Staff issues Official Receipt	P50.00	1 minute	Computer Operator
4 Proceed to Assessor's Office and present official receipt to the assessment clerk	Computer operator will print the tax declaration	None	1 minute	Computer Operator
	Assessment Clerk authenticates as true copy, records in the logbook of issued tax declarations	None	1 minute	Assessment Clerk
5 Receives the authenticated copy of tax declaration	Municipal Assessor signs the Certified Tax Declaration	None	1 minute	Municipal Assessor/ Assistant Municipal Assessor



MUNICIPAL BUDGET OFFICE

Internal Services



1. Obligation Request

Obligation Request form issued upon the request of clients processing their voucher for payment or reimbursement

Office or Division:	Municipal Budget Office			
Classification:	Internal Service			
Type of Transaction:	Obligation Request			
Who may avail:	Interested parties and LGU Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete set of documents as per advised by Accounting Office and offices concerned		LGU Offices concerned and other interested parties		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form and submit voucher and supporting documents for OBR	Receive Client Request Form and check completeness of submitted voucher and documents for OBR. (*Incomplete documents shall be given back to the client)	None	2 minutes	MBO Staff (JO)
2	Fill out OBR form and print 4 copies	None	2 minutes	MBO Staff (JO)
3 Receive voucher with OBR form	Advise client to endorse it the responsible Office for signature of Department Head and Municipal Treasurer for the cash availability before returning it for Obligation	None	2 minutes (depends on the availability of the signatory)	MBO Staff (JO)



2. Obligation of Voucher

Obligation of Voucher is done after all the necessary documentary requirements are completed and availability of funds is checked. The Municipal Budget Officer signs and approves the voucher for payment or reimbursement, it is the certification that there is an existing availability of appropriation.

Office or Division:	Municipal Budget Office			
Classification:	Internal Service			
Type of Transaction:	Obligation of Voucher			
Who may avail:	Interested parties and LGU Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete set of documents as per advised by Accounting Office and offices concerned		LGU Offices concerned and other interested parties		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form and submit voucher and supporting documents for OBR	Receive Client Request Form and check completeness of submitted voucher and documents for OBR. (*Incomplete documents shall be given back to the client)	None	2 minutes	MBO Staff (JO)
2	Endorse voucher for obligation	None	1 minute	MBO Staff (JO)
3	Check account code and availability of funds for the particular voucher Record and Number the OBR form and endorse to the MBO. (*For vouchers with available funds, otherwise, voucher is given back to the client and shall be advised for proper coordination to the	None	2 minutes	Renato G. Garlan, Jr.

	responsible department)			
4	Rechecking of the completeness of the supporting documents of the voucher for obligation Signing the OBR form of the voucher for obligation	None	2 minutes	Rebecca M. Delloso, MBO
5 Receive the obligated voucher	Get duplicate copy of OBR Form, number stamp the supporting documents, release obligated voucher and record receipt of client in the logbook	None	2 minutes	MBO Staff (JO)



3. Review of Barangay Annual Budget

Barangay Annual Budget is done to ensure that all the Program Projects and Activities are in line with the current budget appropriation of the barangays. Appropriations is checked whether it is aligned with their AIP.

Office or Division:		Municipal Budget Office		
Classification:		Internal Service		
Type of Transaction:		Review of Barangay Annual Budget		
Who may avail:		Barangay Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Annual Budget and Investment Plan, Actual Income, National Tax Allocation		Accounting Office, Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form and submit Barangay Annual Budget for review	Receive Client Request Form and Barangay Annual Budget for Review	None	1 minute	MBO Staff (JO)
2	Endorse Barangay Annual Budget for review to MBO	None	1 minute	MBO Staff (JO)
	Review Barangay Annual Budget	None	1 hour and 30 minutes	Rebecca M. Delloso, MBO
3	Formulation of Review Action for the findings on discrepancies on the Barangay Annual Budget Advise the client of the Review Actions to be addressed on their Barangay Annual Budget	None	30 minutes	Rebecca M. Delloso, MBO
4	Endorse Barangay Annual Budget with Review Action to the Sangguniang Bayan	None	2 minutes	MBO Staff (JO)



MUNICIPAL DISASTER RISK REDUCTION & MANAGEMENT OFFICE

Internal Services



1. Training Request

Conduct of Training/ Drills for Basic Emergency Response and First Aid, Typhoon and Earthquake Drill.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Internal Service		
Type of Transaction:		Training Request		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Letter Request addressed to the LCE, attention MDRRM Officer	Receive letter request and classify training being requested	None	2 minutes	MDRRMO Staff
	Review training design (in case provided for), and coordinate with concerned division or Government Agency	None	1 day	MDRRMO
	Coordinate and endorse to Division or Government Agency	None	1 day	MDRRMO Staff
	Prepare training materials needed	None	1 day	MDRRMO Staff
2 Inquire status of request	Inform the requesting entity of the status of their request	None	1 day	MDRRMO Staff



2. Request for Trainor/ Resource Speaker

Attend as Trainor/ Resource Speaker in Trainings.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Internal Service			
Type of Transaction:	Request for Trainor/ Resource Speaker			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Letter Request address to MDRRMO	Receive letter request and coordinate with concerned division	None	2 minutes	MDRRMO Staff
2 Inquire status of request	Inform the requesting entity of the status of their request	None	1 day	MDRRMO Staff



3. Request for Information and Educational Materials

Request for educational IEC materials regarding Disaster/Calamity

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Internal Service			
Type of Transaction:	Request for Information and Educational Material			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit letter request to MDRRMO	Receive letter request and identify/classify IEC materials being requested	None	2 minutes	MDRRMO Staff
	Coordinate concerned division for the preparation of IECE materials needed	None	1 day	MDRRMO Staff
2 Inquire status of request	Inform the requesting entity of the status of their request	None	2 minutes	MDRRMO Staff



4. Request for Multi-Hazard Maps

Request Multi-Hazard Maps for the reference of the Barangays.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Internal Service			
Type of Transaction:	Request for Multi-Hazard Maps			
Who may avail:	General Public/ Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit letter request addressed to the MDRRMO	Receive letter request and identify/classify hazard maps being requested	None	2 minutes	MDRRMO Staff
	Coordinate concerned division for the preparation of hazard maps needed	None	1 day	MDRRMO Staff
2 Inquire status of request	Inform the requesting entity of the status of their request	None	2 minutes	MDRRMO Staff



5. Request for Equipment Assistance

Equipment assistance to be used in case of disaster and emergencies

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Internal Service		
Type of Transaction:		Request for Equipment Assistance		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Letter Request address to LCE	Receive letter request	None	2 minutes	MDRRMO Staff
	Forward letter request to the Mayor's Office		1 hour	
	Determine availability/ status of the equipment being requested		1 day	MDRRMO Staff
	Schedule equipment being requested		1 hour	MDRRMO Staff
	Assign/ designate manpower (Driver and Operator)		5 minutes	MDRRMO Staff
2 Inquire Status of request	Inform the requesting entity of the status of their request	None	2 minutes	MDRRMO Staff



6. Request for All Hazard Advisory Service

All hazard advisory for barangays with identified hazard/s

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Internal Service		
Type of Transaction:		Request for All Hazard Advisory Service		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/Written Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Verbal/written request regarding inclusion to advisory services	Receive request	None	2 minutes	MDRRMO Staff
	Approval of request		2 minutes	MDRRMO Staff
2 Provide information	Enrollment of names, contact numbers to the Information System	None	2 minutes	MDRRMO Staff



7. Emergency Response

Deployment and response in case of emergency

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Internal Service			
Type of Transaction:	Emergency Response			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Call MDRRMO	Receive and verify emergency call, name of informant/caller, contact number and few details regarding the emergency/ incident	None	1 minute	Dispatcher on Duty
	Forward report to Operations and Warning Division		1 minute	Dispatcher on Duty
	Deployment and Response proper		1 minute	Dispatcher on Duty



MUNICIPAL PLANNING & DEVELOPMENT OFFICE

Internal Services



1. Planning Services

The Local Government Unit of Matnog is tasked to deliver devolved basic services to their constituents. The LCE, with the aid of the MPDC and all other stakeholders in the development structure are responsible for ensuring that their vision of development for the LGU is fulfilled.

Office or Division:	Municipal Planning and Development Office			
Classification:	Internal Service			
Type of Transaction:	Planning Services			
Who may avail:	Members of Local Planning Team, LDC Members, Sectoral Committees, SB, NGAs, Funding Agencies, NGOs, CSOs, Researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Created and Functional Planning Teams		MPDO		
Created and Functional Sectoral Representatives		MPDO, Implementing Office		
Activity/ Project Proposal		MPDO, Implementing Office		
Sectoral Committee Outputs		MPDO		
Funding for conduct of activities				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Organize planning team & multi-sectoral stakeholders	Updates the CSO list	None	30 minutes	Arch. Joselito S. Garrido, MPDC
	Convenes planning team with multi-sectoral stakeholders and TWG	None	4 hours	
2 Crafting of Plans	Conducts Planning workshops/ sessions	None	Depends on activity/ project proposal	Arch. Joselito S. Garrido, MPDC
	Encodes outputs to draft plan			Planning Team, TWG, Sectoral Committees
	Checks and proof-reads			
	Prints Draft Plan			
3 Approval of Plan	Conducts Public Hearing			
3 Approval of Plan	Submits plants to regulating	None		Planning Team, TWG

	government offices, SB, PPDO, SP		Depends on activity/ project proposal	
	Conducts Committee Hearing/s			
	SB, SP, regulating government agency approval of plan			
	LCE Approval			
4 Printing and submission of Final Plan	Prints final plans and attached documents	None	1 to 1 ½ month	Planning Team, TWG
	Distributes Final Plans to different offices			



2. Issuance of Site Zoning Certification

Site Zoning Certification is being issued to business establishments as requisite for business permit issuance and for real properties for record and reference purposes.

Office or Division:	Municipal Planning and Development Office			
Classification:	Internal Service			
Type of Transaction:	Issuance of Site Zoning Certification			
Who may avail:	Business Proprietors and Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Business Permit:				
Zoning Certification Form		LZO/ MPDO		
Fire Marshall Clearance		BFP-Matnog		
Barangay Clearance		Barangay		
For Real Property Zoning Certification:				
Letter Request		LZO/MPDO		
Any Document as Proof-of-Ownership, such as:				
Certified photocopy of land title		ROD		
Deed of sale or relevant documents		ROD, Seller		
Certified copy of Field Appraisal and Assessment Sheet (FAAS)		MASSO		
Current Tax Receipt or Tax Clearance		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit letter request or Zoning Certification Form to the MPDO Staff. Client obtains schedule of site inspection	Receives letter request or Zoning Certification Form, evaluates submitted papers and advises client to the scheduled site inspection	None	3-5 minutes	MPDO Staff, Arch. Joselito S. Garrido (MPDC)
2 Accompany zoning officer during inspection. Provide information to the inspector	Conducts ocular inspection	None	30 minutes to 4 hours	MPDO Staff
	Advises client of the schedule of release of certification			
3 Pay the Zoning Certification Fee at the Municipal Treasurer's Office	Issue Order of Payment, Prepare the Zoning Certificate and	Php 100.00	3-5 minutes	Arch. Joselito S. Garrido (MPDC), MTO Staff

and submit OR to the MPDO	records the Official Receipt Number			
4 Wait for the issuance of Certificate of Site Zoning Classification	Issue 3 copies of signed and sealed Certificate of Site Zoning Classification, retains one copy for filing	None	2-3 minutes	Arch. Joselito S. Garrido (MPDC)



3. Issuance of Locational Clearance

The MPDC issues Locational Clearance to individual, firms, corporations and government entities for Construction of New Building, Repair/ Renovation of Existing Building, and Construction of Perimeter Fence.

Office or Division:	Municipal Planning and Development Office	
Classification:	Internal Service	
Type of Transaction:	Issuance of Locational Clearance	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Locational Clearance Application Form (to be notarized)		LZO, MPDO
Legal Documents:		
If Registered Owner of the Lot:		
Certified True Copy of TCT	ROD, Owner, MASSO, PASSO	
Tax Declaration	MASSO, PASSO	
Current RPT Receipt	MTO	
If Not Registered Owner of the Lot:		
Duly Notarized Copy of Contract of Lease	Owner, Lessee	
Duly Notarized Copy of Deed of Absolute Sale, or		
Duly Notarized Copy of Contract of Sale	Owner, Buyer	
Architectural/ Engineering Documents:		
Vicinity Map/ Location Map drawn to an appropriate scale indicating clearly and specifically the exact location of the proposed site and existing land uses and/or landmarks within the radius of at least 500 meters and duly signed by a licensed Geodetic/ Civil Engineer or Architect	Owner, Consultant	
Approved Lot Plan/ Survey (Bureau of Lands) drawn to scale of 1:500 meters and duly signed by a licensed Geodetic Engineer	Owner, Geodetic Engineer	
Project Plan, Site Development Plan (min. scale of 1:200m)	Owner, Consultant	
Project Total cost estimates	Owner, Consultant	

Site Inspection	MPDO
Related Documents:	
Clearance from DPWH (that the Project of Lot shall not be covered by the ROW/ Road Expansion by DPWH)	DPWH
ECC/CNC	DENR
Land Conversion	SB, SP, DA, DAR
Additional Requirements: For Manufacturing Projects – Description of Industry citing among others the following:	
Types and volume of raw materials/ chemical used;	Owner/Proponent
Products manufactured or stored	Owner/ Proponent
Average production output/ capacity per day/ week/ month	Owner/Proponent
Industrial wastes and plans for pollution control	Owner/Proponent
Description of process flow or manufacturing processes	Owner/Proponent
Manpower requirements	Owner/Proponent
Two (2) copies of Bill of Materials and cost of equipment (where applicable) signed and sealed by Civil Engineer/ Architect/ Owner	Owner, Consultant
Specification (signed and sealed by Civil Engineer/ Architect/ Owner)	Owner, Consultant
Vicinity Map, Site Development Plan, with Geodetic Engineer Certification of non-encroachment to adjacent/ adjoining properties (one set building plans)	Owner, Consultant
For application filed by authorized representative, sworn special power of Attorney for the representative to file/ follow up application, and to claim decision on the application	Owner, Consultant
Other additional requirements as may be needed for projects of national significance which require a more exhaustive evaluation	Owner, Consultant
For commercial projects – ECC/NCC shall be required for four (4) storeys above	Owner, Consultant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Application	Admin staff issues and records a Numbered Application Form with attached list of Documentary Requirements	None	1-3 minutes	Arch. Joselito S. Garrido (MPDC)
2 Submission	Client submits Documentary Requirements	None	3-5 minutes	MPDO Staff, Arch. Joselito S. Garrido (MPDC)
	MPDO Admin Staff receives documents and endorses it to the MPDC			
3 Review and Evaluation	MPDC Reviews and Evaluates submitted Documentary Requirements	None	3-5 minutes	Arch. Joselito S. Garrido (MPDC)
	MPDC informs client on lacking documents for submission			
4 Site inspection	Upon client compliance of the documentary requirements, the MPDC schedules a Site Ocular Inspection with the presence of the applicant or his/her authorized representative	None	30 minutes to 4 hours (depending on the site location)	Arch. Joselito S. Garrido (MPDC)
	MPDO conducts Site Ocular Inspection with applicant or his/her authorized representative			
5 Issuance of Locational Clearance	MPDC assesses fees for the clearance and issues a Notice of Payment to the client	See attached Schedu	3-5 minutes	Arch. Joselito S. Garrido (MPDC)

	Client pays the assessed fee in the Notice of Payment, secures OR from the MTO	le of Fees		
	Client Presents OR and submits copy of OR to MDPO Staff	None		
	MPDC prepares 4 copies of clearances, sign and seal document			
	MPDO releases 2 original copies of clearances			
	MPDO retains file copy and submits 1 copy to the Mayor's Office			

Schedule of fees:

TYPE			FEES
Residential			
50,000.00	-	75,999.00	100.00
76,000.00	-	125,999.00	156.00
126,000.00	-	175,999.00	216.00
176,000.00	-	250,999.00	276.00
251,000.00	-	350,999.00	336.00
351,000.00	-	500,999.00	420.00
501,000.00	-	800,999.00	480.00
801,000.00	-	1,000,000.00	600.00
More than 1M to 2M			700.00
More than 2M to 3M			800.00
More than 3M to 4M			900.00
More than 4M to 5M			1,000.00
More than 5M			1,500.00
Commercial/ Industrial			
Less than 50,000.00			240.00
50,000.00	-	75,999.00	300.00
76,000.00	-	125,999.00	360.00
126,000.00	-	175,999.00	420.00
176,000.00	-	250,999.00	480.00

251,000.00	-	350,999.00	540.00
351,000.00	-	500,999.00	600.00
501,000.00	-	800,999.00	660.00
801,000.00	-	1,000,000.00	720.00
More than 1M to 2M			840.00
More than 2M to 3M			960.00
More than 3M to 4M			1,080.00
More than 4M to 5M			1,200.00
More than 5M			1,700.00
Commercial/ Institutional			
500,000.00	-	750,999.00	480.00
751,000.00	-	1,000,000.00	600.00
More than 1M to 1.5M			720.00
More than 1.5M to 2M			840.00
More than 2M to 3M			960.00
More than 3M to 4M			1,080.00
More than 4M to 5M			1,200.00
More than 5M			1,700.00



4. Review of Barangay Annual Investment Plan

Barangay Annual Investment Plans must be reviewed by the Municipal Planning & Development Office to check and verify the adherence of its contents to existing local and national policies.

Office or Division:	Municipal Planning and Development Office			
Classification:	Internal Service			
Type of Transaction:	Review of Barangay Annual Investment Plan			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Annual Investment Plan		Barangay		
Barangay Annual Budget		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Proceed to MPDO and submit the identified requirements	Check the documents for completion	None	2-3 minutes	Arch. Joselito S. Garrido (MPDC)
2 Submit required documents (if lacking); Sit and confer with the MPDO Staff (if documents are complete)	Check and review the contents of the AIP and Budget	None	40-50 minutes	Arch. Joselito S. Garrido (MPDC)
3 Update the reviewed documents if necessary	Recommend updating and corrections if needed	None	2-4 minutes	Arch. Joselito S. Garrido (MPDC)
4 Receive the noted AIP and signs in the Office Logbook	Release the AIP as corrected and noted	None	1-3 minutes	MPDO Staff, Arch. Joselito S. Garrido (MPDC)



5. Provision of Maps, Statistics, Barangay and Municipal Profiles, CDP, LDIP, AIP, and Other Planning Documents

Generally, the MPDO regularly gathers, analyzes, formulates and compiles data, maps and other planning documents which are frequently needed and accessed by all concerned.

Office or Division:	Municipal Planning and Development Office			
Classification:	Internal Service			
Type of Transaction:	Provision of Maps, Statistic, Barangay and Municipal Profiles, CDP, LDIP, AIP, and Other Planning Documents			
Who may avail:	Local Officials, Barangay Officials, Concerned Government Agencies, NGOs, Pos, CSOs, Investors, Academe, Tourists, and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid I.D. (especially when documents will be taken out of office)		Client		
Written Request (if necessity requires)		Client		
Writable CD, diskette, USB or any compatible device for electronic storage		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Approach a frontline employee and present your request. If requested information is not available take note on where to obtain the data as advised	Receives request and refers you to staff-in-charge of the information requested. If requested info is not available, client is referred to appropriate source.	None	1-2 minutes	MPDO Staff
2 Check the data accessed and reviewed by the staff. Give electronic storage if needed for copying data	If requested information is available, the staff-in-charge will access and review the information requested and show to the client	None	2-4 minutes	MPDO Staff

3 Leave valid I.D. if document/s needs to be photocopied	Requests for a valid I.D. and gives the requested materials for photocopying, after signing the logbook	None	1-2 minutes	MPDO Staff
4 Sign the Logbook as the requested document is returned after copying	Instruct clients to sign return logbook and gives back the I.D.	None	1-2 minutes	MPDO Staff



6. Issuance of Tricycle Roadworthiness Inspection Report

Mandated by Sangguniang Bayan Ordinance, the office is assigned to inspect and issue Tricycle Roadworthiness Inspection Report which is part of the requirement in the renewal of the MTO

Office or Division:	Municipal Planning and Development Office			
Classification:	Internal Service			
Type of Transaction:	Issuance of Tricycle Roadworthiness Inspection Report			
Who may avail:	Tricycle Operators and Drivers, SB, MTO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Application:				
SB Resolution Awarding the Tricycle Franchise within the municipality	SB			
Police Clearance	PNP – Matnog MPS			
Barangay Clearance	Barangay			
Copy of Driver's PDL	Driver			
Copy of OR-CR	Franchise Owner			
Painted Tricycle (color according to Parada)	Franchise Owner			
Renewal: Folder containing the following:				
SB Resolution Awarding the Tricycle Franchise within the municipality	Franchise Owner			
Police Clearance	PNP – Matnog MPS			
Barangay Clearance	Barangay			
Copy of Driver's PDL	Driver			
Copy of OR-CR	Franchise Owner			
Painted Tricycle (color according to Parada)	Franchise Owner			
Previous Tricycle Roadworthiness Inspection Report	Franchise Owner			
Copy of LTO Tricycle Registration	Franchise Owner			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of documentary requirements for new/renewal MTO Franchise	Inspector receives documents and submits it to encoder	None	1-2 minutes	Assigned Inspector, Encoder

2 Document evaluation	Inspector & Encoder evaluates submitted documents. If submitted document is incomplete and non-complying, advises the client to submit lacking and complying documents	None	2-4 minutes	MPDO Staff
3 Conduct of Inspection	Inspector conducts tricycle roadworthiness inspection. If unit complies with the prescribed minimum requirement, proceed to mandatory picture taking of the front and rear views of the unit	None	3-7 minutes	Assigned Inspector
	If unit does not comply with the minimum requirements. Inspector advises the client to rectify the non-complying requirements		Depends on the client	
	Upon return of the client with rectified requirements, the inspector conducts re-inspection		3-7 minutes	
4 Preparation of Tricycle Road Worthiness Inspection Report	Inspector downloads inspection result and unit picture. Encoder prepares and prints the Tricycle Roadworthiness Inspection Report. Inspector and MPDC Signs the inspection report	None	2-4 minutes	Assigned Inspector, Encoder, Arch. Joselito S. Garrido (MPDC)

5 Release of Tricycle Roadworthiness Inspection Report	Encode releases 1 copy of signed and sealed inspection report	None	1-2 minutes	Encoder
--	---	------	-------------	---------



MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

Internal Services



1. Aid to Individual in Crisis Situation (AICS)

Immediate response to cases of individuals and families in crisis situation through the provision of financial and material assistance

Office or Division:	Municipal Social Welfare & Development Office (Tulong Center)			
Classification:	Internal Service			
Type of Transaction:	Aid to Individual in Crisis Situation (AICS)			
Who may avail:	Walk-in-clients and referred clients who are in crisis situation based on assessment of social worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance:				
Medical abstract/ medical certificate	Hospital/ Clinic			
Prescription, Laboratory Request, Final Hospital Bill	Hospital/ Clinic			
Barangay Indigency or Residency of Claimant	Barangay			
Valid ID of claimant	Any Government Agency			
Social Case Study Report from the MSWDO (if needed) for hospital bill	MSWDO			
For Burial Assistance:				
Certified true copy of death certificate	Local Civil Registrar			
Indigency or Residency of Claimant	Barangay			
Valid ID of claimant	Any Government Agency			
For Educational Assistance:				
Registration form or Certificate of Enrollment	School of client			
Validated School ID of the student	School of client			
Indigency or Residency of claimant	Barangay			
Valid ID of claimant	Any Government Agency			
For Emergency Shelter Assistance:				
Certificate of Indigency	Client's respective Barangay			
Photos of damaged house	Client			
Certificate of Fire/ Calamity Incident	Client's respective Barangay, BFP			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign to the Client's Logbook	Assist client in signing the logbook	None	1 minute	Tulong Center Staff

2 Fill out Client Request Form	Assist client in filling out the Client Request Form	None	1 minute	Tulong Center Staff
3 Present problem/purpose of visit	Conduct interview and assessment	None	30 minutes to 1 hour	Tulong Center Staff
4 Submit required documents	Receive and verify completeness of submitted documents	None	5 minutes	Tulong Center Staff
5 Receive financial assistance	Release financial assistance and record at the logbook	None	2 minutes	Tulong Center Staff
6 Fill out Client Feedback Survey Form	Assist client in filling out Client Feedback Survey Form	None	2 minutes	Tulong Center Staff



2. Preparation of Social Case Study Report

Social Case Study Report is issued to clients who need the document for financial assistance, medical assistance, referrals, and court related cases

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Internal Service			
Type of Transaction:	Preparation of Social Case Study Report			
Who may avail:	Walk-in-clients and referred clients who are in crisis situation, victims of abuse, and CICL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign to the Client's Logbook	Assist client in signing the logbook	None	1 minute	Maribeth D. Primo, Annette Gealone (RSW)
2 Fill out Client Request Form	Assist client in filling out the Client Request Form	None	1 minute	Maribeth D. Primo, Annette Gealone (RSW)
3 Present problem/purpose of visit	Conduct interview	None	1-2 hours	Maribeth D. Primo, Annette Gealone (RSW)
	Conduct collateral interview and home visit (if needed)	None	1-2 hours	Maribeth D. Primo, Annette Gealone (RSW)
	Validate and assess data gathered	None	1 hour	Maribeth D. Primo, Annette Gealone (RSW)
	Prepare Case Study Report	None	1 day (for special cases: 7 days)	Maribeth D. Primo, Annette Gealone (RSW)
4 Receive Social Case Study Report	Release Social Case Study Report	None	2 minutes	Maribeth D. Primo, Annette Gealone (RSW)

	For special cases: submit to court, DSWD, and other concerned agencies, NGOs	None	1 day	Maribeth D. Primo, Annette Gealone (RSW)
--	--	------	-------	---



3. Assistance to Victims of Abuse and Children in Conflict with the Law (CICL)

Comprehensive services to victims of human rights violation including sexual abuse, domestic violence, harassment, and human trafficking. Intervention to CICL and children at risk

Office or Division:		Municipal Social Welfare & Development Office		
Classification:		Internal Service		
Type of Transaction:		Assistance to Victims of Abuse and Children in Conflict with the Law (CICL)		
Who may avail:		Victims of abuse and CICL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present problem/ purpose of visit	Conduct initial interview	None	2-3 hours	Maribeth D. Primo, Annette Gealone (RSW)
	Refer and assist client in the absence of parents or legal guardian to MHO for medico legal and/or PNP	None	1 hour	Maribeth D. Primo, Annette Gealone (RSW)
2 Submit self for interview	Prepare Social Case Study Report	None	5 to 7 days	Maribeth D. Primo, Annette Gealone (RSW)
3 File case	Assist in filing case	None	1 day	Maribeth D. Primo, Annette Gealone (RSW)
4 Submit self for counseling	Conduct counseling	None	(as needed)	Maribeth D. Primo, Annette Gealone (RSW)
	Refer client to other institution for temporary custody (if needed)	None	1 day	Maribeth D. Primo, Annette Gealone (RSW)



4. Issuance of Solo Parent, PWD and Senior Citizen's ID

To avail the benefits and privileges intended to Solo Parents, PWDs and Senior Citizens

Office or Division:	Municipal Social Welfare & Development Office			
Classification:	Internal Service			
Type of Transaction:	Issuance of Solo Parent, PWD and Senior Citizen's ID			
Who may avail:	Solo Parent, PWDs, Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Solo Parent:				
Barangay Solo Parent Certification		Barangay		
If widow/widower, Death Certificate of spouse		LCR		
1x1 Picture		Client		
PWD:				
Medical Certification stating disability		Hospital/ Clinic (Private/Public)		
Birth Certificate/ Valid ID		PSA/ ID		
1x1 Picture		Client		
Senior Citizen:				
BASCA Certification		Barangay		
Birth Certificate/ Baptismal/ Marriage Certificate/ Valid ID		PSA/ Church/ Any Government Agency/ SSS		
1x1 Picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign to the Client's Logbook	Assist client in signing the logbook	None	1 minute	MSWDO Staff
2 Fill out Client Request Form	Assist client in filling out the Client Request Form	None	1 minute	MSWDO Staff
3 Submit requirements	Check completeness of requirements	None	1 minute	MSWDO Staff
4 Fill out Application Form	Assist client in filling out Application Form	None	10 minutes	MSWDO Staff
5 For Senior Citizen: If non pensioner, Fill out General Intake Sheet and Validation Form	Assist client in filling out forms	None	10 minutes	MSWDO Staff

5 For Solo Parent: Inquire status of application after 30 days	Validate information gathered	None	30 days	MSWDO Staff
6 Receive ID	Release ID and record ID number	None	2 minutes	MSWDO Staff



MUNICIPAL ENGINEERING OFFICE

Internal Services



1. Application for Building Permit

Responsible for the enforcement of the provisions of the National Building Code of the Philippines (P.D. 1096) and its implementing rules and regulations. Responsible in the overall administrative control/supervision overall works pertinent to buildings/ structures and shall be charged with the processing of all applications and certificates as well as the issuance of the same permit.

Office or Division:	Municipal Engineering Office			
Classification:	Internal Service			
Type of Transaction:	Application for Building Permit			
Who may avail:	Building Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal Documents:				
Photocopy of TCT/Tax Declaration		MASSO, MTO		
Current Real Property Tax Receipt		MASSO, MTO		
Contract of Lease or Sale (Notarized)		Owner		
Deed of Absolute Sale		Owner, Seller		
Application Forms:				
Application for Building Permit Form		Assessment and Evaluation Officer (MEO)		
Application for Electrical Permit Form		Assessment and Evaluation Officer (MEO)		
Application for Sanitary/ Plumbing Form		Assessment and Evaluation Officer (MEO)		
Plans and Specifications (6 copies)		Architect/ Civil Engineer		
Clearances:				
Location Clearance/ Zoning Compliance		MPDO		
Mayor's Permit		Mayor's Office/ MPDO		
Chief of Local Fire Service Clearance		BFP Fire Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in to the Office Logbook	Assist client in filling out the logbook	None	45 seconds	Desk Officer
2 Fill out Client Request Form	Let the client fill out the request form	None	45 seconds	Desk Officer
3 Proceed to concerned personnel in securing Building Permit	Release all the necessary forms in securing building permit	None	10 minutes	Assessment and Evaluation Officer

4 Submit all the accomplished requirements	When all the requirements have been completed, the officer-in-charge will release building permit	May vary to the assessment and evaluative determined	30 minutes	Assessment and Evaluation Officer, Municipal Building Official
5 Receive the approved Building Permit	Release the approved Building Permit	None	10 minutes	Desk/ Releasing Officer
6 Fill out Client Feedback Survey Form	Let the client rate/ evaluate the transaction made in the office	None	2 minutes	Desk/ Releasing Officer



2. Application for Occupancy Permit

Responsible for the enforcement of the provisions of the National Building Code of the Philippines (P.D. 1096) and its implementing rules and regulations. Responsible in the overall administrative control/supervision overall works pertinent to buildings/ structures and shall be charged with the processing of all applications and certificates as well as the issuance of the same permit.

Office or Division:	Municipal Engineering Office			
Classification:	Internal Service			
Type of Transaction:	Application for Occupancy Permit			
Who may avail:	Building Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Occupancy Permit Form		Assessment and Evaluation Officer		
As Built Plan		Architect/ Civil Engineer		
Logbook		Building Owner		
Certificate of Completion		Assessment and Evaluation Officer Desk/ Releasing Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in to logbook	Assist client in filling out the logbook	None	45 seconds	Desk Officer
2 Fill out Request Form	Assist the client in filling out the Request Form	None	45 seconds	Desk Officer
3 Proceed to the concerned personnel in securing Occupancy Permit	Release all necessary forms in securing Occupancy Permit	None	10 minutes	Assessment and Evaluation Officer
4 Submit all requirements	When all the requirements have been completed, the officer-in-charge will release the approved Occupancy Permit	May vary to the assessment and evaluation	30 minutes	Assessment and Evaluation Officer, Municipal Building Official
5 Receive the approved Occupancy Permit	Release the approved Occupancy Permit	None	10 minutes	Desk/ Releasing Officer

6 Fill out Evaluation Form	Assist client in dropping the form in the drop box	None	5 minutes	Desk/ Releasing Officer
----------------------------	--	------	-----------	-------------------------------



3. Application for Fencing Permit

Responsible for the enforcement of the provisions of the National Building Code of the Philippines (P.D. 1096) and its implementing rules and regulations. Responsible in the overall administrative control/supervision overall works pertinent to buildings/ structures and shall be charged with the processing of all applications and certificates as well as the issuance of the same permit.

Office or Division:	Municipal Engineering Office			
Classification:	Internal Service			
Type of Transaction:	Application for Fencing Permit			
Who may avail:	Building Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal Documents:				
Photocopy of TCT/Tax Declaration		MASSO, MTO		
Current Real Property Tax Receipt		MASSO, MTO		
Contract of Lease or Sale (Notarized)		Owner		
Deed of Absolute Sale		Owner, Seller		
Application Forms:				
Application for Fencing Permit Form		Assessment and Evaluation Officer (MEO)		
Plans and Specifications (6 copies)		Architect/ Civil Engineer		
Detailed Estimate				
Clearances:				
Location Clearance/ Zoning Compliance		MPDO		
Mayor's Permit		Mayor's Office/ MPDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in to the logbook	Assist client in filling out the logbook	None	45 seconds	Desk Officer
2 Fill out Request Form	Let the client fill out the request form	None	45 seconds	Desk Officer
3 Proceed to concerned personnel in securing Fencing Permit	Release all the necessary forms in securing fencing permit	None	10 minutes	Assessment and Evaluation Officer
4 Submit all the accomplished requirements	When all the requirements have been completed, the officer-in-charge will	May vary to the assess	30 minutes	Assessment and Evaluation Officer, Municipal

	release the fencing permit	ment and evaluation determined		Building Official
5 Receive the approved Fencing Permit	Release the approved Fencing Permit	None	10 minutes	Desk/ Releasing Officer
6 Fill out the evaluation form	Assist the client in dropping the form in the drop box	None	2 minutes	Desk/ Releasing Officer



4. Application for Demolition Permit

Responsible for the enforcement of the provisions of the National Building Code of the Philippines (P.D. 1096) and its implementing rules and regulations. Responsible in the overall administrative control/supervision overall works pertinent to buildings/ structures and shall be charged with the processing of all applications and certificates as well as the issuance of the same permit.

Office or Division:	Municipal Engineering Office			
Classification:	Internal Service			
Type of Transaction:	Application for Demolition Permit			
Who may avail:	Building Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Demolition Request Letter (with attached pictures of damaged property)		Building Owner		
Demolition Request Form		MEO – Assessment and Evaluation Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in to the logbook	Assist client in filling out the logbook	None	45 seconds	Desk Officer
2 Fill out Request Form	Let the client fill out the request form	None	45 seconds	Desk Officer
3 Proceed to the concerned personnel in securing Demolition Permit	Release all necessary forms in securing Demolition Permit	None	10 minutes	Assessment and Evaluation Officer
4 Submit all accomplished requirements	When all the requirement have been completed, the officer-in-charge release the approved Demolition Permit	May vary on the assessment and evaluation	10 minutes	Desk/ Releasing Officer
5 Receive the approved Demolition Permit	Release the approved Demolition Permit	None	10 minutes	Desk/ Releasing Officer
6 Fill out Evaluation Form	Assist client in dropping the form in the drop box	None	5 minutes	Desk/ Releasing Officer



SANGGUNIANG BAYAN

Internal Services



1. Conduct of Administrative Investigation

Disciplinary actions against erring elective local officials.

Office or Division:		Sangguniang Bayan		
Classification:		Internal Service		
Type of Transaction:		Conduct of Administrative Investigation		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verified Complaint		Lawyer or Counsel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit verified complaint	Receive documents and submit to the SB Secretary for inclusion in the agenda for the next regular session	None	2 minutes	Sharon S. Gallano, Romeo S. Gata, Jr.
	Inclusion in the agenda	None	On Thursday of the week the same was submitted	SB Chairman, Committee on Rules
	Referral to the Committee on Good Government	None	During regular session (Monday at 2:00PM on the following week the ordinance was submitted)	Presiding Officer
	Issuance of Summons for a verified answer to the respondent	None	Seven (7) days after the administrative case is filed	Vice Mayor
2 Respondent	Submit verified answer	None	Within Fifteen (15) days from receipt of the complaint	Respondent
	Commence the investigation	None	Within ten (10) days after receipt of such answer	Sangguniang Bayan

	Submit Committee Report for inclusion in the agenda for the next regular session	None	Friday of the same week	Chairman, Committee on Good Government
	Deliberation and approval or disapproval	None	Regular session after a decision has been made	Sangguniang Bayan
	Approval of the Minutes of the previous session	None	Regular session on the following week	Sangguniang Bayan
	Excerpt resolution and transmit to the LCE for approval	None	Tuesday following the regular session	Josephine Bautista, Jerelyn Ubaldo



2. Application for Certificate of Public Convenience

Pre-requisite in securing Certificate of Public Convenience (CPC).

Office or Division:	Sangguniang Bayan			
Classification:	Internal Service			
Type of Transaction:	Application for Certificate of Public Convenience			
Who may avail:	Motorbanca Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
Passenger Ship Safety Certificate		MARINA		
Certificate of Ownership		MARINA		
Certificate of Compliance		MARINA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit photocopy of the following: Letter of Intent, Passenger Ship Safety Certificate, Certificate of Ownership, Certificate of Compliance	Receive documents and submit to the SB Secretary for inclusion in the agenda for the next regular session	None	2 minutes	Sharon S. Gallano, Romeo S. Gata, Jr.
	Inclusion in the agenda	None	On Thursday of the week the same was submitted	SB Chairman, Committee on Transportation
	Referral to the Committee on Transportation	None	During regular session (Monday at 2:00PM on the following week any application was submitted)	Presiding Officer
	Conduct of Committee Hearing	None	Thursday, on the same week	Committee on Transportation
	Submit Committee Report for inclusion in the agenda for the next regular session	None	Friday of the same week	Committee on Transportation

	Deliberation and endorsement of the application	None	Regular session on the following week	Sangguniang Bayan
	Approval of the Minutes of the previous session	None	Regular session on the following week	Sangguniang Bayan
	Release of resolution endorsing the application for CPC	None	Tuesday following the regular session	Jerelyn Ubaldo



3. Review of Barangay Ordinances

To determine whether Barangay Ordinances are ultra vires or intra vires.

Office or Division:	Sangguniang Bayan			
Classification:	Internal Service			
Type of Transaction:	Review of Barangay Ordinances			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Six (6) copies including the minutes of the session said ordinance was approved		SB Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Six (6) copies including the minutes of the session said ordinance was approved	Receive/ review documents and submit to the SB Secretary for inclusion in the agenda for the next regular session	None	2 minutes	Sharon S. Gallano, Romeo S. Gata, Jr.
	Inclusion in the agenda	None	On Thursday of the week the same was submitted	SB Chairman, Committee on Rules
	Referral to the Committee on Finance, Budget and Appropriation/ Committee on Rules	None	During regular session (Monday at 2:00PM on the following week the ordinance was submitted)	Presiding Officer
	Conduct of Committee Hearing	None	A) Comm. On Budget – Wednesday , on the same week B) Comm. On Rules – any working day of the same week	Committee on Budget, Committee on Rules

	Submit Committee Report for inclusion in the agenda for the next regular session	None	Friday of the same week	Chairman on Committee on Budget, Chairman on Committee on Rules
	Deliberation and declaration of validity or invalidity	None	Regular session on the following week	Sangguniang Bayan
	Approval of the Minutes of the previous session	None	Regular session on the following week	Sangguniang Bayan
	Release of resolution declaring the validity or invalidity of said ordinance	None	Tuesday following the regular session	Jerelyn Ubaldo



4. Application for Recognizance (RA 10389)

Mode of securing the release of any person in custody or detention for the commission of an offense who is unable to post bail due to abject poverty

Office or Division:	Sangguniang Bayan			
Classification:	Internal Service			
Type of Transaction:	Application for Recognizance (RA 10389)			
Who may avail:	Any person in custody or detention for the commission of an offense who is unable to post bail due to abject poverty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order from a competent court		Judge holding the case		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Competent court where a criminal case has been filed against a person covered under this Act shall, notify the Sangguniang Bayan for recognizance	Receive the ORDER and include in the agenda said notice	None	2 minutes	Josephine G. Bautista
	Inclusion in the agenda	None	On Thursday of the week the same was received	SB Chairman on Committee on Rules
	Referral to the Committee on Rules	None	During regular session (Monday at 2:00PM on the following week the ORDER was received)	Presiding Officer
	Conduct of Committee Hearing	None	Comm. On Rules – any working day of the same week	Committee on Rules
	Submit Committee Report for inclusion in the agenda for the next regular session	None	Friday of the same week	Chairman on Committee on Rules

	Deliberation and approval or disapproval	None	Regular session on the following week	Sangguniang Bayan
	Approval of the Minutes of the previous session	None	Regular session on the following week	Sangguniang Bayan
	Excerpt resolution and transmit to the LCE for approval	None	Tuesday following the regular session	Josephine G. Bautista
	Release of resolution	None	5 minutes upon receipt of the approved resolution from the Office of the Mayor	Jerelyn Ubaldo



5. Granting of Tricycle Franchise

Requirement for legal operation of Tricycle for hire.

Office or Division:	Sangguniang Bayan			
Classification:	Internal Service			
Type of Transaction:	Granting of Tricycle Franchise			
Who may avail:	Bonafide residents of Matnog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		Client		
Police Clearance/ Barangay Clearance		PNP, Barangay		
Driver's License		LTO		
MATRODA		MATRODA President		
CTC		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 MTOP Designate forwards applications with required documents	Receive documents and submit to the SB Secretary for inclusion in the agenda for the next regular session	None	2 minutes	Sharon S. Gallano, Romeo S. Gata, Jr.
	Inclusion in the agenda	None	On Thursday of the week the same was submitted	SB Chairman on Committee on Transportation
	Referral to the Committee on Transportation	None	During regular session (Monday 2:00PM on the following week any application was submitted)	Presiding Officer
	Conduct of Committee Hearing	None	Thursday, on the same week	Committee on Transportation
	Submit Committee Report for inclusion in the agenda for the next regular session	None	Friday of the same week	Committee on Transportation
	Deliberation and declaration of validity or invalidity	None	Regular session on the following week	Sangguniang Bayan

	Approval of the Minutes of the previous session	None	Regular session on the following week	Sangguniang Bayan
	Release of resolution declaring the validity or invalidity of said ordinance	None	Tuesday following the regular session	Jerelyn Ubaldo



MUNICIPAL CIVIL REGISTRY OFFICE

Internal Services



1. Timely Registration of Birth

The birth of a child registered within thirty (30) days from the time of birth in the Local Civil Registry Office.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Internal Service			
Type of Transaction:	Timely Registration of Birth			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Baby's chart/ Information		Hospital, Lying-in Clinic		
Parent's Marriage Certificate (if married)		LCRO (if no personal copy)		
AUSF with Certification (if not married)		LCRO		
CTC (both parents)		MTO		
Mun. Form 102		LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form	Assist client in filling out the form	None	2 minutes	LCRO Staff
2 Submit required documents	Receives and verifies the completeness of the documents submitted	None	3 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Nancy G. Gardon
	Prepare and accomplish the Certificate of Live Birth and Affidavit to Use the Surname of the Father (if parents are not married)	None	5 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Nancy G. Gardon
3 Affix signature on the accomplished form	If parents are not married, have father acknowledge the child in the Certificate of Live Birth. Mother signs the AUSF	None	3 minutes	Parents, Attendant-at-Birth, LCRO Staff
4 Pay the necessary fees for AUSF at MTO	MTO Staff issues Official Receipt	Php 100.00	2 minutes	MTO Staff

and claim official receipt				
	Ask for the Official Receipt and record in the logbook	None	2 minutes	LCRO Staff
	Verify, record, code, assign registry number, register Certificate of Live Birth and AUSF	None	5 minutes	Rick G. Francisco, Rosario G. Cabili
5 Received the registered document	Release the duly registered Certificate of Live Birth to the owner & attendant-at-birth	None	2 minutes	Rick G. Francisco, Rosario G. Cabili
6 Fill out the Client Request Form and Drop on the Drop Box	Assist Client in Filling out the form and have the client drop the form on the drop box	None	2 minutes	LCRO Staff



2. Delayed Registration of Birth

The registration of the birth of a child after the reglementary period of thirty (30) days from the time of birth

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Internal Service			
Type of Transaction:	Delayed Registration of Birth			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Less than 18 years old:				
Accomplished Mun. Form 102		LCRO		
Any 2 of the following documentary evidences: <ul style="list-style-type: none"> - Baptismal Certificate - School Records - Medical Records/ Vaccination Records - Income Tax Return of Parent/s - Insurance Policy - Barangay Captain's Certification 				
Affidavit of Tow Disinterested Person		Notary Public, LCRO		
Affidavit to use the Surname of the Father with Certification (if illegitimate)		LCRO		
Parents' Certificate of Marriage (if married)		LCRO, if no personal copy		
CTC		MTO		
PSA Negative Certification		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form	Assist client in filling out the form	None	2 minutes	LCRO Staff
2 Submit required documents	Receives and verifies the completeness of the documents submitted, if not, advise client to provide lacking documents	None	3 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Nancy G. Gardon

	Prepare and accomplish the Certificate of Live Birth and Affidavit to Use the Surname of the Father (if parents are not married)	None	5 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Nancy G. Gardon
3 Affix signature on the accomplished form	If parents are not married, for births before August 3, 1988: have both parents acknowledge the child; and for births after August 3, 1988: acknowledge the child in the accomplished Certificate of Live Birth	None	3 minutes	Parents, Attendant-at-Birth, LCRO Staff
4 Wait for mandatory 10 days posting	Post for ten (10) calendar days	None	10 days	LCRO Staff
	Verify, record, assign Registry Number and register Certificate of Live Birth	None	5 minutes	Rick G. Francisco
5 Receive and photocopy the registered document	Advise client to photocopy the registered Certificate of Live Birth	None	10 minutes	LCRO Staff
6 Pay the necessary fees and claim Official Receipt	Receive payment and issue Official Receipt	Php 100.00	2 minutes	MTO Staff
	Ask for the Official Receipt and record in the Logbook	None	2 minutes	LCRO Staff
7 Receive the owner's copy and photocopy the registered Certificate of Live Birth	Release the duly registered Certificate of Live Birth	None	2 minutes	Rosario G. Cabili, Rick G. Francisco G. Francisco
8 Fill out the Client Request Form and Drop on the Drop Box	Assist Client in Filling out the form and have the client drop the form on the drop box	None	2 minutes	LCRO Staff



3. Registration of Certificate of Death

Registration of the death of a person in the Local Civil Registry Office, where the death occurred within thirty (30) days from the time of death

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Internal Service			
Type of Transaction:	Registration of Certificate of Death			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal Autopsy Form		Barangay Health Center where the death occurred		
Medical Certification		Hospital (if death occurred in the hospital), RHU (if death occurred at home)		
Embalmer's Certification		Funeral Parlor who embalmed the deceased		
Burial Permit		MTO		
Accomplished Municipal Form 102		LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form	Assist client in filling out the form	None	2 minutes	LCRO Staff
2 Report the death of person	Ask for the verbal autopsy form from the barangay and gather data of the deceased	None	3 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Nancy G. Gardon
	Prepare and accomplish the Certificate of Death	None	5 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Nancy G. Gardon
3 Process to affix signatures of the signatories in the Certificate of Death	Sign the prepared COD and advice client to process and have the signatories affix their signatures	None	20 minutes	Client, Embalmer, LCRO Staff, Municipal Health Officer

	on the Certificate of Death			
4 Pay the Burial Permit or Transfer of Cadaver	Receive payment and issue Official Receipt	Php 40.00	2 minutes	MTO Staff
	Ask for the OR and record in the logbook	None	2 minutes	LCRO Staff
	Verify, record, code, assign Registry Number, and register Certificate of Death	None	5 minutes	Rick G. Francisco, Rosario G. Cabili
5 Receive the owner's copy	Release the duly registered Certificate of Death	None	2 minutes	Rick G. Francisco, Rosario G. Cabili
6 Fill out the Client Request Form and Drop on the Drop Box	Assist Client in Filling out the form and have the client drop the form on the drop box	None	2 minutes	LCRO Staff



4. Delayed Registration of Certificate of Death

Registration of the death of a person reported after thirty (30) days from the time of death

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Internal Service			
Type of Transaction:	Delayed Registration of Certificate of Death			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Certification of Death		Philippine Statistics Authority (PSA)		
Authenticated copy of the Certificate of Burial, Cremation, or other means of corpse disposal		Person-in-charge of cemetery, where the dead body was buried. Crematorium		
Certificate of Death		Parish		
Barangay Captain Certification		Barangay (where the deceased habitually lived)		
Funeral Official Receipt		Funeral Parlor who embalmed/cremated the dead body		
Affidavit of Two Disinterested Person		Notary Public/ LCRO		
CTC		MTO		
Accomplished Municipal Form 103		LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form	Assist client in filling out the form	None	2 minutes	LCRO Staff
2 Submit requirements	Verify the completeness of the submitted documents, if not, advice client to comply all requirements	None	3 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Nancy G. Gardon
3 Process to affix signatures of the signatories in Certificate of Death	Signs the prepared COD and advice client to have the signatories affix their signatures on the Certificate of Death	None	20 minutes	Client, LCRO Staff, Municipal Health Officer
4 Wait for mandatory 10 days posting	Post for 10 days	None	10 days	LCRO Staff

	Verify, record, assign Registry Number and register of the Certificate of Death	None	5 minutes	Rick G. Francisco, Rosario G. Cabili
5 Receive and photocopy the registered document	Advise client to photocopy the registered Certificate of Live Birth	None	10 minutes	LCRO Staff, Client
6 Pay the necessary fees and claim Official Receipt	Receive payment and issue Official Receipt	Php 100.00	2 minutes	MTO Staff
	Ask for the Official Receipt and record in the Logbook	None	2 minutes	LCRO Staff
7 Receive the owner's copy and photocopy of the Registered Certificate of Death	Release the duly registered Certificate of Live Birth	None	2 minutes	Rosario G. Cabili, Rick G. Francisco
8 Fill out the Client Request Form and Drop on the Drop Box	Assist Client in Filling out the form and have the client drop the form on the drop box	None	2 minutes	LCRO Staff



5. Registration of Application for Marriage License

Where a marriage license is required, each of the contracting parties shall file separately a sworn application for Marriage License at the LCRO

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Internal Service			
Type of Transaction:	Registration of Application for Marriage License			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CENOMAR		Philippines Statistics Authority (PSA)		
Certificate of Live Birth		LCRO, PSA		
Pre-Marriage Orientation Certificate		RHU, MSWDO, Office of the Municipal Agriculturist		
Parental Advice (for ages between 21 and 25)		LCRO		
Parental Consent (for ages between 18 and 21)		LCRO		
Certificate of Legal Capacity to Contract Marriage (if foreigner)		Foreign Embassy in the Philippines		
Divorce Order (if divorced)		Issuing Court		
Court of Decision of Annulment (if annulled)		Issuing Court		
Payment of Fees/ CTC		MTO		
Accomplished Municipal Form No. 90		LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form	Assist client in filling out the form	None	2 minutes	LCRO Staff
2 Submit requirements	Check the completeness of submitted documents	None	2 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito
3 Undergo a Pre-Marriage Orientation Session	Conduct Pre-Marriage Orientation Session and	None	1 hour	Maribeth D. Primo, Ma. Cecilia B. Briones, Karen B. Antuerpia, Rosario G. Cabili,

				Angelina M. Perito
4 Submit Parental Consent (If applicants are minor or below 25 years old)	Receive Parental Consent of Parental Advice and have the parent/s sign the document if the applicants are minor or below 25 years old	None	3 minutes	LCRO Staff
5 Pay the necessary fees at the MTO and claim Official Receipt	Receive payment and issue Official Receipt	Php 250.00	2 minutes	MTO Staff
	Ask for the Official Receipt and record in the logbook	None	2 minutes	LCRO Staff
6 Affix signatures in the Application for Marriage License Form	Prepare the Application for Marriage License and cause the applicants to sign the form	None	5 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito
	Receive the accomplished form	None	1 minute	LCRO Staff
7 Wait for mandatory ten (10) days posting	Post for 10 days	None	10 days	Rick G. Francisco
	Issue Marriage License and prepare the Certificate of Marriage	None	5 minutes	Rick G. Francisco, Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito
8 Pay the Solemnization Fee at MTO and claim Official Receipt (if the Municipal Mayor is the Solemnizing Officer)	Receive payment and issue official receipt	Php 500.00	2 minutes	MTO Staff
	Ask for the official receipt and record	None	2 minutes	LCRO Staff
9 Receive the Marriage License and Certificate of Marriage	Release Marriage License with Certificate of Marriage and its supporting papers	None	2 minutes	Rick G. Francisco, LCRO Staff

10 Fill out the Client Request Form and Drop on the Drop Box	Assist Client in Filling out the form and have the client drop the form on the drop box	None	2 minutes	LCRO Staff
--	---	------	-----------	------------



6. Registration of Certificate of Marriage

In ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization and thirty (30) days for marriage exempt from license requirement.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Internal Service			
Type of Transaction:	Registration of Certificate of Marriage			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished and duly signed Municipal Form No. 97		LCRO		
Certificate of Live Birth (for Article 34)		LCRO, PSA		
Joint Affidavit of Co-habitation (for Article 34)		Notary Public, Public Attorney's Office, LCRO		
CENOMAR (for Article 34)		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Solemnizing Officer submits Certificate of Marriage for Registration	Verify the completeness of the supporting documents and the signatures of the signatories	None	2 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito
2 Wait for the documents to be registered	Receive, transcribe, code, assign registry number and register Certificate of Marriage	None	5 minutes	Rosario G. Cabili, Rick G. Francisco
3 Receive the registered Certificate of Marriage	Release the duly registered Certificate of Marriage	None	2 minutes	Rick G. Francisco, Rosario G. Cabili
4 Fill out the Client Request Form and Drop on the Drop Box	Assist Client in Filling out the form and have the client drop the form on the drop box	None	2 minutes	LCRO Staff



7. Issuance of Certification of Birth, Death, and Marriage

Searching, retrieval, reproduction and issuance of certification of the duly registered Certificate of Live Births, Deaths, and Marriages upon request from the document owner.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Internal Service			
Type of Transaction:	Issuance of Certification of Birth, Death, and Marriage			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		LCRO		
Authorization Letter (if not the document owner)		Document Owner		
Identification Card		Document Owner, Authorized Person		
Payment of Fees		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form	Assist client in filling out the form	None	2 minutes	LCRO Staff
	Ask for vital information and search or verify if the requested document have a record	None	5 minutes or more	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Job Orders
2 Photocopy requested document	If found, advise client to photocopy the requested document	None	2 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Job Orders
	If not found, advise client to request at PSA	None	2 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Job Orders

3	Submit the photocopied document	Receive the photocopied document and advise	None	2 minutes	Rosario G. Cabili, Sheryll G. Verdida, Angelina M. Perito, Job Orders
4	Pay the necessary fees and claim Official Receipt	Receive payment and issue official receipt	Php 100.00	2 minutes	MTO Staff
		Ask for official receipt and record in the logbook	None	2 minutes	LCRO Staff
5	Receive the certification or certified true copy of the requested document	Release the requested document	None	2 minutes	Rick G. Francisco, Rosario G. Cabili
6	Fill out the Client Request Form and Drop on the Drop Box	Assist Client in Filling out the form and have the client drop the form on the drop box	None	2 minutes	LCRO Staff



8. Correction of Clerical Error Thru R.A. 9048/ R.A. 10172

An act authorizing the City/ Municipal Civil Registrar as the consul general to correct clerical or typographical error in an entry and/or change of first name or nickname, correction of sex, month and date of birth in the civil register without the need of a judicial order through R.A. 9048/ 10172

Office or Division:	Municipal Civil Registrar's Office
Classification:	Internal Service
Type of Transaction:	Correction of Clerical Error Thru R.A. 9048/ R.A. 10172
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Certified Machine Copy of the Certificate containing erroneous entries	LCRO, PSA
Not less than two (2) of any public or private documents upon which the correction shall be based as:	
<ul style="list-style-type: none"> a. Baptismal Certificate b. Voter's Affidavit c. Employment Record d. GSIS Record e. SSS Record f. Medical Record g. Business Record/Permit h. School Record i. Insurance j. Civil Registry Records of Ascendants k. Land Titles/ Certificate of Land Transfer l. Bank Passbook m. * Earliest School Record (for RA 10172) n. * Police Clearance o. * NBI Clearance p. * Employer's Certification/ Clearance q. * Medical Certificate with Certificate of Authenticity 	<ul style="list-style-type: none"> a. Parish Church b. Comelec c. Employer d. GSIC e. SSS f. Hospital, RHU, Medical/Dental Clinic g. DTI, Mayor's Office h. School i. Personal Copy j. LCRO k. Bureau of Land l. Depository Bank m. School (Elementary Grades) n. Municipal Police Station o. NBI p. Employer q. LCRO, RHU, Hospital

r. * Medical Certificate with ultrasound (for correction of sex) s. Proof of Publication/ Copy of the newspaper clippings t. Affidavit of Publication u. CTC/ Payment of prescribed fees v. Duly Accomplished RA 9048/ 10172, RA 9048 4.1		r. RHU, Hospital s. Publisher t. Publisher u. MTO v. LCRO		
Legend: * - mandatory for RA 10172 and change of first name				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form	Assist client in filling out the form	None	2 minutes	LCRO Staff
2 Present the document for correction and ask for the requirements of filing for a petition	Verify the documents and give requirement for filing a petition	None	3 minutes	Rosario G. Cabili, Nancy Gardon, Frick G. Francisco
3 Submit the supporting documents	Receive and check the completeness and sufficiency of the submitted documents, if not, advise client to provide lacking documents	None	2 minutes	Rosario G. Cabili, Nancy Gardon, Frick G. Francisco
4 Sign the petition	Interview and accomplish the necessary details on the Petition Form and cause the petitioner to sign in the form	None	8 minutes	Receiving Clerk
5 Pay the filing fee and claim Official Receipt	Receive payment and issue Official Receipt	Php 1,000.00	2 minutes	MTO Staff
	Ask for the OR and record in the logbook, accomplish record sheet, attach OR in the petition, accomplish Notice of Posting for signature	None	10 minutes	LCRO Staff

	of MCR, assign Petition No. and record the petition in the appropriate logbook and advise the petitioner to see the MCR			
6 See the MCR	MCR verifies the petition and signs the Notice of Posting to be posted for 10 consecutive days upon receipt of petition	None	3 minutes	Rick Francisco G.
7 Wait for mandatory ten (10) days of posting	Post for 10 consecutive days	None	10 days	Rick Francisco G.
8 Receive the Certificate of Posting	MCR issues Certificate of Posting and shall act/ decide the petition within 5 working days and advise the petitioner to mail the petition to PSA for review and decision	None	10 minutes	Rick Francisco G.
9 Mail the petition to the Office of the Civil Registrar General	Wait for the decision of the PSA – Civil Registrar General	None	-	-
	Issue Certificate of Finality and annotate the affected document upon receipt of the affirmation of the CRG and transmit a copy with the decision to the CRG within 5 working days after the decision is rendered	None	5 minutes	Rick Francisco G.
10 Receive the decided petition with the annotated affected document	Notify the petitioner and release owner's copy of the decided petition with the annotated affected document	None	2 minutes	Rick Francisco G.

11 Fill out the Client Request Form and Drop on the Drop Box	Assist Client in Filling out the form and have the client drop the form on the drop box	None	2 minutes	LCRO Staff
--	---	------	-----------	------------



9. Change of First Name/ Correction of Sex, Date, and Month of Birth Thru R.A. 9048/10172

An act authorizing the City/ Municipal Civil Registrar as the consul general to correct clerical or typographical error in an entry and/or change of first name or nickname, correction of sex, month and date of birth in the civil register without the need of a judicial order through R.A. 9048/ 10172

Office or Division:	Municipal Civil Registrar's Office
Classification:	Internal Service
Type of Transaction:	Change of First Name/ Correction of Sex, Date, and Month of Birth Thru R.A. 9048/10172
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Certified Machine Copy of the Certificate containing erroneous entries	LCRO, PSA
Not less than two (2) of any public or private documents upon which the correction shall be based as:	
w. Baptismal Certificate	w. Parish Church
x. Voter's Affidavit	x. Comelec
y. Employment Record	y. Employer
z. GSIS Record	z. GSIC
aa. SSS Record	aa. SSS
bb. Medical Record	bb. Hospital, RHU, Medical/Dental Clinic
cc. Business Record/Permit	cc. DTI, Mayor's Office
dd. School Record	dd. School
ee. Insurance	ee. Personal Copy
ff. Civil Registry Records of Ascendants	ff. LCRO
gg. Land Titles/ Certificate of Land Transfer	gg. Bureau of Land
hh. Bank Passbook	hh. Depository Bank
ii. * Earliest School Record (for RA 10172)	ii. School (Elementary Grades)
jj. * Police Clearance	jj. Municipal Police Station
kk. * NBI Clearance	kk. NBI
ll. * Employer's Certification/ Clearance	ll. Employer

mm. * Medical Certificate with Certificate of Authenticity nn. * Medical Certificate with ultrasound (for correction of sex) oo. Proof of Publication/ Copy of the newspaper clippings pp. Affidavit of Publication qq. CTC/ Payment of prescribed fees rr. Duly Accomplished RA 9048/ 10172, RA 9048 4.1 Legend: * - mandatory for RA 10172 and change of first name		mm. LCRO, RHU, Hospital nn. RHU, Hospital oo. Publisher pp. Publisher qq. MTO LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Client Request Form	Assist client in filling out the form	None	2 minutes	LCRO Staff
2 Present the document for correction and ask for the requirements of filing for a petition	Verify the documents and give requirement for filing a petition	None	3 minutes	Rosario G. Cabili, Nancy Gardon, Frick G. Francisco
3 Submit the supporting documents	Receive and check the completeness and sufficiency of the submitted documents, if not, advise client to provide lacking documents	None	2 minutes	Rosario G. Cabili, Nancy Gardon, Frick G. Francisco
4 Sign the petition	Interview and accomplish the necessary details on the Petition Form and cause the petitioner to sign in the form	None	8 minutes	Receiving Clerk
5 Pay the filing fee and claim Official Receipt	Receive payment and issue Official Receipt	Php 1,000.00	2 minutes	MTO Staff
	Ask for the OR and record in the logbook, accomplish record sheet, attach	None	10 minutes	LCRO Staff

	OR in the petition, accomplish Notice of Posting for signature of MCR, assign Petition No. and record the petition in the appropriate logbook and advise the petitioner to see the MCR			
6 See the MCR	MCR verifies the petition and signs the Notice of Posting to be posted for 10 consecutive days upon receipt of petition	None	3 minutes	Rick Francisco G.
7 Publish petition in a newspaper for two (2) weeks	MCR advises the petitioner to publish the petition in a newspaper for 2 consecutive weeks	Php 3,000.00	3 weeks	Rick Francisco G.
8 Wait for mandatory ten (10) days of posting and two (2) weeks publication	Post for 10 consecutive days at LCRO Bulletin Board	None	10 days, 3 weeks	Rick Francisco G.
9 Submit proof of publication to LCRO	MCR receives the proof of publication	None	2 minutes	Rick Francisco G.
10 Mail the petition to the Office of the Civil Registrar General	Wait for the decision of the PSA – Civil Registrar General	None	-	-
	Issue Certificate of Finality and annotate the affected document upon receipt of the affirmation of the CRG and transmit a copy with the decision to the CRG within 5 working days after the decision is rendered	None	5 minutes	Rick Francisco G.
11 Receive the decided petition with the annotated affected document	Notify the petitioner and release owner's copy of the decided petition with the	None	2 minutes	Rick Francisco G.

	annotated affected document			
12 Fill out the Client Request Form and Drop on the Drop Box	Assist Client in Filling out the form and have the client drop the form on the drop box	None	2 minutes	LCRO Staff



MUNICIPAL HEALTH OFFICE

Internal Services



1. Medical Consultation

Provide Medical Consultation to General Population

Office or Division:	Municipal Health Office			
Classification:	Internal Service			
Type of Transaction:	Medical Consultation			
Who may avail:	General Population			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present referral slip to admitting officer	Triage and retrieve records, get vital signs, weight, height	None	10 minutes	Teresita Garalan
2 Proceed to consultation/ treatment room for interview	Get chief complaint, patient's present and past history, family history and socio-economic profile	None	10 minutes	Dr. Rossana Galeria, MD, MHO
3 Submit self for physical examination	Actual examination of the client	None	10 minutes	Dr. Rossana Galeria, MD, MHO
4 Submit self for specimen collection	Perform basic laboratory test needed like hemoglobin, hematocrit, urinalysis, fecalysis blood glucose, hepatitis B, syphilis and HIV screening test, wet mount, KOH, gram staining, acid fast staining, Direct Sputum Smear Microscopy (DSSM)	None	30 minutes to 1 hour (72 hours for DSSM)	Cariza Benetua, Med Tech
5 Get advice and consultation	Proceed with treatment, write prescriptions and patient description	None	10 minutes	Dr. Rossana B. Galeria, MD, MHO

6 Get prescriptions/ medicines from the counter	Dispense medicines and give advice to the client	None	10 minutes	Aiza Brin, Cyril Gobis, Mely Gardon, Maricel Gardon
---	--	------	------------	---



2. Issuance of Medical Certification

Provide Medical Certification to general population

Office or Division:	Municipal Health Office			
Classification:	Internal Service			
Type of Transaction:	Issuance of Medical Certification			
Who may avail:	General Population			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Form		RHU		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present Medical Form with Official Receipt to admitting officer	Triage and retrieve records	Php 50.00	10 minutes	Teresita Garlan
2 Submit self for Medical Examination	Actual examination of client	None	15 minutes	Dr. Rossana B. Galeria, MD, MHO
3 Get printed Medical Certification	Encode and print result	None	15 minutes	Cyril Gobis, Jonnie Marc Basa, Regan Gayanes, Arvey Guda



3. Laboratory Services

Provide routine laboratory to individuals who need further evaluation and management

Office or Division:		Municipal Health Office		
Classification:		Internal Service		
Type of Transaction:		Laboratory Services		
Who may avail:		General Population		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form, Referral Slip		Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present referral slip to admitting officer	Triage and retrieve records	None	5 minutes	Teresita Garlan
2 Proceed to Consultation Room	Appropriate specimen collection and storage -blood extraction -sputum induction -proper urine/ feces collection	None	10 minutes	Cariza Benetua (Med Tech), Madelyn Sinoa (Lab Aide)
3 Submit self for specimen collection	Perform basic laboratory test needed like hemoglobin, hematocrit, urinalysis, fecalysis, blood glucose, hepatitis B, syphilis and HIV screening test, wet mount, KOH, gram staining, acid fast staining, Direct Sputum Smear Microscopy (DSSM), Sputum gene expert specimen collection and referral	Php 200.00 (urinalysis), Php 10.00 (Blood typing), Php 50.00 (hemoglobin)	20 minutes to 1 hour, (72 hours for DSSM), (10 minutes for Sputum gene expert specimen)	Cariza Beneuta, Med Tech
4 Get printed results	Encode and print result	None	5 minutes	Cyрил Gobis, Jonnie Marc Basa, Reagan Gayanes, Arvey Guda



4. Pre-Natal Care Services

Provide Pre-Natal Care services to pregnant women.

Office or Division:	Municipal Health Office			
Classification:	Internal Service			
Type of Transaction:	Pre-Natal Care			
Who may avail:	Pregnant Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two-way referral slip		RHU, Clinic, Hospital		
Mother Book		Client, RHU, Clinic, Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present referral slip to admitting officer	Triage and retrieve records, get vital signs, weight, height	None	10 minutes	Teresita Garlan
2 Proceed to Consultation Room	Actual history taking past/ family medical history, Socio-economic profile, review birth plan	None	10-15 minutes	Dr. Rossana B. Galeria, MD (MHO), Evelyn Goyal (BEMONC in-charge), All Midwives/HRH
3 Proceed to Prenatal Area/ Treatment Room	Perform Leopold's maneuver, auscultation doppler, auscultation, give tetanus toxoid immunization	None	10-15 minutes	Dr. Rossana B. Galeria, MD (MHO), Evelyn Goyal (BEMONC in-charge), All Midwives/HRH
4 Get Prescriptions	Prescribe medicine and write on Mother and Baby book	None	5 minutes	Dr. Rossana B. Galeria, MD (MHO)
5 Medicines from the counter	Dispense medicines and give advice to the client	None	10 minutes	Aiza Brin, Cyril Gobis, Mely Gardon, Maricel Gardon



5. Maternal Care Services

Provide Maternal Care services to pregnant women for comprehensive Maternal Care

Office or Division:	Municipal Health Office			
Classification:	Internal Service			
Type of Transaction:	Maternal Care Services			
Who may avail:	Pregnant Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two-way referral slip		RHU, Clinic, Hospital		
Mother Book		RHU, Clinic, Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present referral slip to admitting officer	Triage and retrieve records, get vital signs, weight, height	None	10 minutes	Teresita Garlan
2 Proceed to Consultation Room	Actual history taking, past/ family medical history, socio-economic profile, review birth plan	None	10-15 minutes	Dr. Rossana Galeria, MD (MHO), Evelyn Goyal (BEMONC in-Charge), All Midwives/ HRH
3 Proceed to Labor Room	Perform Leopold's Maneuver, Auscultation Doppler, Auscultation	None	10-15 minutes	
4 Submit self for examination	Perform Rapid Assessment Management, Assess if patient is admissible or requires the services of higher facility	P	10-15 minutes	
5 Submit self to labor	Perform monitoring using partograph	None	10-14 hours	
6 Submit self to normal spontaneous delivery	Facilitate newborn expulsion, facilitate placenta expulsion, repair of perineum	None	1 to 1 ½ hours	
7 Submit self to examination	Monitoring and examination every 15 minutes for 2	Php 2,000.00	24 hours	

	hours then hourly for post NSD complications			
8 Discharge from facility	Give prescription, home medicines, give schedule for post-partum visit	None	30 minutes	



6. Post-Partum Care Services

Provide Post-Partum Services to mothers for comprehensive maternal care

Office or Division:	Municipal Health Office			
Classification:	Internal Service			
Type of Transaction:	Post-Partum Care			
Who may avail:	Mother			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mother Book and Baby Book		Client, RHU, Clinic, Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present referral slip to admitting officer	Triage and retrieve records, get vital signs, weight, height	None	10 minutes	Teresita Garlan
2 Proceed to Consultation Room	Actual history taking past/ family medical history, socio-economic profile	None	10-15 minutes	Dr. Rossana Galeria, MD (MHO), Evelyn Goyal (BEMONC in-Charge), All Midwives/ HRH
3 Submit for specimen collection	Get complete blood count, urinalysis	None	15-30 minutes	Cariza Benetua (Med Tech)
4 Proceed to Treatment Room	Perform internal examination, examine sutured area (as needed), examine breast and breastfeeding technique	None	15-30 minutes	Dr. Rossana Galeria, MD (MHO), Evelyn Goyal (BEMONC in-Charge), All Midwives/ HRH
5 Get prescriptions	Prescribe medicine and write on mother and baby book	None	5 minutes	Dr. Rossana Galeria, MD (MHO)
6 Medicines from the counter	Dispense medicines and give advice to the client	None	10 minutes	Aiza Brin, Cyril Gobis, Mely Gardon, Maricel Gardon



7. Newborn Care Services

Provide essential Newborn Care Services.

Office or Division:		Municipal Health Office		
Classification:		Internal Service		
Type of Transaction:		Newborn Care Services		
Who may avail:		Neonatal		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Baby Book		Client, RHU, Clinic, Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Delivered into facility by spontaneous normal delivery or brought to Matnog RHU Lying-in Clinic	Admit newborn to facility and get pertinent data from caregiver, skin to skin contact, initiate breastfeeding	None	10 minutes	Dr. Rossana Galeria, MD (MHO), Evelyn Goyal (BEMONC in-Charge), All Midwives/HRH
2 Submit self for examination	APGAR score, Dubowitz score, get vital signs, get anthropometric measurements, newborn screening test, newborn hearing test	P1,500 (without hearing test) P1,750 (with hearing test)	10-15 minutes,	
3 Submit self for treatment (as needed)	Give newborn care -give eye ointment -give IM Vita K -give cord care -give BGC -give Hepatitis B vaccine	None	15-20 minutes	
4 Submit self for treatment (as needed)	Give ampicillin and gentamycin		15 minutes	
5 Discharge from facility	Dispense home medicines with home care advice and next visit schedule		10 minutes	



8. Family Planning Services

Provide family planning services to all women of reproductive age

Office or Division:		Municipal Health Office		
Classification:		Internal Service		
Type of Transaction:		Family Planning Services		
Who may avail:		Women of Reproductive Age (WRA)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Family Planning Form 1		RHU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present referral slip to admitting officer	Triage and retrieve records	None	10 minutes	Teresita Garlan
2 Proceed to Consultation Room	Get medical/ OB history and updates	None	15-20 minutes	Dr. Rossana Galeria, MD (MHO), Evelyn Goyal (BEMONC in-Charge), All Midwives/ HRH
3 Submit self for examination	Actual examination of the client	None	15-20 minutes	Dr. Rossana Galeria, MD (MHO)
4 Make Couple's Choice	Counsel on fertility awareness, give option on different family planning options	None	30 minutes to 1 hour	Dr. Rossana Galeria, MD (MHO), Evelyn Goyal (BEMONC in-Charge), All Midwives/ HRH
5 Receive chosen family planning	Provide family planning services	None	10 minutes	All Midwives/ HRH
6 Get prescriptions/ medicines from the counter	Dispense contraceptive commodities chosen	None	10 minutes	Aiza Brin, Cyril Gobis, Mely Gardon, Maricel Gardon



9. Integrated Management of Childhood Illnesses (IMCI)

Provide services to child and infant

Office or Division:		Municipal Health Office		
Classification:		Internal Service		
Type of Transaction:		Immunization and Consultations		
Who may avail:		Child, Infant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present referral slip to admitting officer	Triage and retrieve records	None	10 minutes	Teresita Garlan
2 Submit self for consultation	Get history and perform examination, get weight and height, inspection, auscultation, palpation	None	15-20 minutes	Dr. Rossana Galeria, MD (MHO), Evelyn Goyal (BEMONC in-Charge), All Midwives/
3 Submit self for specimen collection	Perform basic laboratory test needed like hemoglobin, hematocrit, urinalysis, fecalysis, blood glucose, hepatitis B, syphilis and HIV screening test, wet mount, KOH, gram staining, acid fast staining, refer for chest x-ray as needed	None	30 minutes to 1 hour	Cariza Benetua
4 Receive vaccination	Immunization	None	10-15 minutes	Dr. Rossana Galeria, MD (MHO), Evelyn Goyal (BEMONC in-Charge), All Midwives/
5 Get consultation and final disposition	Make disposition (assess, classify and manage patient)	None	10 minutes	

6 Get prescriptions/ medicines from the counter	Dispense medicines and give advice to the client	None	5 minutes	Aiza Brin, Cyril Gobis, Mely Gardon, Maricel Gardon
---	--	------	-----------	---



10. Issuance of Medico Legal Certification

Provide Medical Legal Cases

Office or Division:	Municipal Health Office			
Classification:	Internal Service			
Type of Transaction:	Medico Legal			
Who may avail:	Rape Case, Physical Injuries, Death			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral from DSWD and PNP		DSWD, PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present referral form to admitting officer	Triage and retrieve records	None	10 minutes	Teresita Garlan
2 Submit self for Medical Examination	Actual examination of client -physical injuries -rape -cadaver	None	15-30 minutes, (4 hours for cadaver)	Dr. Rossana Galeria, MD
3 Submit self for specimen collection (as needed)	Collect appropriate specimen	None	2 hours	Cariza Benetua (Med Tech)
4 Get printed Medico-legal Certification	Encode and print result	None	15 minutes	Cyril Gobis, Jonnie Marc Basa, Reagan Gayanes, Arvey Guda



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out Client Feedback Survey Form
How feedbacks are processed	Client Feedback Survey are consolidated quarterly
How to file a complaint	Submit Complaint Letter to the Mayor's Office
How complaints are processed	Grievance Committee
Contact Information of CCB, PCC, ARTA	CCB: 09088816565 PCC:8889 ARTA: complaints@arta.gov.ph or Telephone No. 1-ARTA (2782)



Office	Address	Contact Information
Office of the Municipal Mayor	New Municipal Building, Gadgaron, Matnog, Sorsogon	0995-967-8773
Office of the Municipal Vice Mayor	New Municipal Building, Gadgaron, Matnog, Sorsogon	0945-741-4110
Sangguniang Bayan	New Municipal Building, Gadgaron, Matnog, Sorsogon	0945-741-4110
Sangguniang Bayan Secretariat	New Municipal Building, Gadgaron, Matnog, Sorsogon	0945-741-4110
Municipal Planning and Development Office	New Municipal Building, Gadgaron, Matnog, Sorsogon	0917-112-6149
Municipal Engineering Office	New Municipal Building, Gadgaron, Matnog, Sorsogon	0939-573-2069
Office of the Municipal Agriculturist	New Municipal Building, Gadgaron, Matnog, Sorsogon	0966-395-9464
Municipal Social Welfare and Development Office	New Municipal Building, Gadgaron, Matnog, Sorsogon	0908-127-7718
Municipal Civil Registrar's Office	New Municipal Building, Gadgaron, Matnog, Sorsogon	0929-605-3576
Municipal Treasurer's Office	New Municipal Building, Gadgaron, Matnog, Sorsogon	0967-602-2530
Municipal Budget Office	New Municipal Building, Gadgaron, Matnog, Sorsogon	0928-554-1424
Municipal Assessor's Office	New Municipal Building, Gadgaron, Matnog, Sorsogon	0919-680-7962
Municipal Accounting Office	New Municipal Building, Gadgaron, Matnog, Sorsogon	0951-771-5368
Municipal Health Office	RHU Gadgaron, Matnog, Sorsogon	0918-937-5938
Municipal Disaster Risk Reduction and Management Office	Old Annex Municipal Building, Camcaman, Matnog, Sorsogon	0963-779-6495
Municipal Tourism Office	Tourism Office, Camcaman, Matnog, Sorsogon	0967-231-8168