

MUNICIPALITY OF OTON



**CITIZENS CHARTER**  
**(Revised 2018)**



Republic of the Philippines  
Province of Iloilo  
Municipality of Oton

**OFFICE OF THE MAYOR**

**EXECUTIVE ORDER NO. 48**  
Series of 2018

**AN ORDER REVISING THE CITIZENS CHARTER OF THE LOCAL GOVERNMENT UNIT OF THE MUNICIPALITY OF OTON.**

**WHEREAS**, the Anti-Red Tape Act of 2007 otherwise as Republic Act No. 9485 declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in the government;

**WHEREAS**, in accordance with this policy, local government units have been mandated by R.A. 9485 to set up service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the most conspicuous places, or in the form of published materials written either in English, Filipino, or in the local dialect;

**WHEREAS**, R.A. 11032 or Ease of Doing Business and Efficient Government Service Delivery Act 2018 amends purpose of R.A. 9485 and that all government offices shall revisit their Citizens Charter to review their processes, adopting zero-contact policy and observing the 3-7-20 day processing time are among its salient features that need to be observed;

**WHEREAS**, A Steering Committee and a Task Force had been created and had served and participated as primary advisory body to the local chief executive which is instrumental in the drafting and creation of this Citizen's Charter Initiative;

**WHEREAS**, consistent to this mandates and trust of our local government in pursuit of good governance, the Local Government Unit of Oton had implemented and observed the impact of this law to our services and constituents, thus the need for some revision and retrofitting;

**NOW, THEREFORE, I, CARINA V. FLORES**, Municipal Mayor of the Municipality of Oton, by virtue of the powers vested in me by law do hereby order the implementation of the revised Citizens Charter of the Local Government Unit of the Municipality of Oton as hereby stated:

## SECTION 1. CITIZENS CHARTER OF THE MUNICIPALITY OF OTON.

### *Vision and Mission Statement*

#### **Vision:**

OTON, a Municipality of Character, a commerce and trade center of the South, a residential haven, where people are God-loving, caring, very friendly, healthy, educated and empowered living in an ecologically-balanced and safe community with a progressive and competitive economy through good governance.

#### **Mission:**

Very Friendly, effective and efficient delivery of basic services by the Local Government of Oton with active participation of the civil society organizations for transparent governance.

### *Performance Pledge*

**We, the officials and employees of the Local Government Unit of the Very Friendly Municipality of Oton, pledges:**

**To enforce this Citizens Charter with the help of the community—the Ogtonganons—we aspire to serve.** Your feedback on how well are we delivering, or how can we improve further, on our service commitment is vital. It will spell the difference between sustaining our drive for excellence and sliding towards mediocrity.

**To enhance transparency and accountability in government service.** It identifies who among our co-workers are responsible for each service; in many cases, it pinpoints accountability for every step in the service delivery system. Through it, we have unilaterally removed the cloak of anonymity that has been the refuge of the irresponsible and the incompetent.

**To strengthen ourselves at the end of the day—the local leadership, the bureaucracy and other instrumentalities of the local government.** Practicing good governance certainly does not kill; on the contrary, it makes the practitioner even stronger. We will emerge stronger and better because this kind of governance is inclusive, propelled by the power of the very people it embraces and serves.

So help us God.

## ***Feedback & Redress Mechanism***

To our Valued Ogotonans:

We would very much welcome feedbacks - complaints or compliments regarding our service or personnel. You may also share your insights on how we may improve more our services with the following interventions.

1. Feedback forms are available at the Public Assistance and Complaints Center near the entrance of the Municipal Hall.
2. Should you have any comments, suggestions and complaints, kindly write them down using the form and drop them in the box provided.
3. You may also send your feedback at our website, [www.oton.gov.ph](http://www.oton.gov.ph).
4. Your concerns will be addressed within the day, 3 days, 7 days or 20 working days the most by the concerned employee, department head or Information Officer.
5. Our employee in charge of the Public Assistance and Complaints Center is ready to assist you anytime you may need it.

Please drop your written complaint/ compliment at the suggestion and complaints box found at the Public Assistance and Complaints Center or call (033) 338-2228.

We exist in the service of the Ogotonganons.

## ***List of Frontline Services***

### **Office of the Mayor**

- ✓ Issuance of Mayor's Clearance

### **Office of the Municipal Administrator**

- ✓ Issuance of Permit to Conduct Product Sampling/ Promotions
- ✓ Issuance of Permit to Conduct Activities / Use of Facilities

### **Office of the Municipal Assessor**

- ✓ Issuance of Order of Payments for Taxation on Real Properties
- ✓ Issuance of Certified True Copies of Tax Declaration/ Certification Regarding Assessment for Taxation

### **Office of the Municipal Civil Registrar**

- ✓ Issuance of Civil Registry Documents (birth, marriage and death certificates)
- ✓ Registration of Certificate of Live Birth, Death, Marriage
- ✓ Issuance of Marriage License
- ✓ Application of Legitimation,
- ✓ Application of BREQS for SECPA Issuance
- ✓ Issuance of Supplemental Report

### **Municipal Enterprise and Economic Development Office**

- ✓ Issuance of Business Permits and Licenses (new application/ renewal)
- ✓ Weighing of Livestock / Collection of Yardage Fee
- ✓ Slaughterhouse Services
- ✓ Fish Landing Services
- ✓ Garbage Collection Fee
- ✓ Weights and Measures Calibration
- ✓ Miscellaneous Permits  
( Fish, Vegetables, Ambulant Vendors, Transients)
- ✓ Leasing
- ✓ Municipal Cemetery  
( Application for New Niche, Exhumation Permit, Payment of Annual Maintenance Fee/ Arrears)
- ✓ Delivery Fees Collection / Cash Tickets Issuance

### **Office of the Municipal Treasurer**

- ✓ Receiving of Payments and Issuance of Official Receipts
- ✓ Issuance of Community Tax Certificate (CTC) / Tax Clearances

**Office of the Municipal Health Services**

- ✓ Medical Services
  - General Consultation
  - Medical Certificate of the Oton PNP Detainee for Transfer
- ✓ Sanitation and Environmental Services
  - Sanitary Permit
  - Health Card ( Food and Non-Food Handlers)
- ✓ Transfer of Cadaver
- ✓ Exhumation Permit
- ✓ Potability Clearance
- ✓ Site Clearance Certificate
- ✓ Death Certificate

**Office of the Municipal Engineer**

- ✓ Issuance of Building Permit
- ✓ Issuance of Occupancy Permit

**Office of the Municipal Social Welfare and Development**

- ✓ Issuance of OSCA ID's
- ✓ Aid to Individual in Crisis Situation

**Office of the Municipal Environment and Natural Resources Officer**

- ✓ Issuance of MENRO Clearance
- ✓ Issuance of Clearance to Cut / Burn

**Office of the Municipal Disaster Risk Reduction Management Officer**

- ✓ 24/7 Emergency Response
- ✓ Issuance of Disaster Certification for Insurance and Financial Assistance

## OFFICE OF THE MUNICIPAL MAYOR

**Schedule of Availability of Service:**

Monday – Friday

8:00 A.M. – 5:00 P.M. with **NO** noon break

**Who May Avail of the Service:** General Pubic / Tax payers

Requirements

- ❖ : Latest and original Police Clearance
- ❖ Latest and original Court Clearance

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person in charge	Fees
1	Present Police Clearance and court Clearance	Check validity of documents presented and request client to pay at the MTO	1 minute	Mayor's Office Staff	
2	Pay Mayor's Clearance fee at the Treasurer's Office	Prepares the Mayor's Clearance and present the same to the LCE for signatory	3 minutes	Mayor's Office Staff	P 55.00- student P100.00- regular
3	Present official receipt at the staff in-charge for the release of approved clearance	Release the approved Mayor's Clearance	1 minute	Mayor's Office Staff	None

## OFFICE OF THE MUNICIPAL ADMINISTRATOR

### REQUEST FOR PERMIT TO CONDUCT PRODUCT SAMPLING/PROMOTION & USE OF FACILITIES

**Schedule of Availability of Service:**

Monday – Friday

8:00 A.M. – 5:00 P.M. with **NO** noon break

**Who May Avail of the Service:** General Public / Corporations/ Enterprises

**A. Requirements for Product Sampling /Promotion**

- ❖ Letter Request
- ❖ DTI Certificate / SEC Registration
- ❖ Mayor's Permit
- ❖ BIR Permit
- ❖ Official Receipt
- ❖ BFAD CPR
- ❖ BFAD Permit to promote

**B. Permit to Use Facilities (ex. Oton Gymn )**

- Letter Request
- Official Receipt
- DTI/ SEC Registration
- Mayor's Permit
- DOLE Permit
- BIR Permit

Duration: 20 minutes ( Under normal circumstances)

How to avail of the services:

Step	Applicant/client	Service provider	Duration of the activity	Person in charge	Fees	Forms
1	Submit letter request with complete requirements	Assess the validity and completeness of the application and requirements submitted	5 minutes	Erlinda Cordova & Jinny Dicen	None	None
2	Pay corresponding fees at the Mun. Treasurer's Office	Cashier receives payment	5 minutes	Nilo Damasco John Lowynn Peregil	Product Sampling/Promotion - P440.00  Use of Facilities - P1,500/ first 5 hours (inclusive of electricity) and P100/hour in excess of first 5 hours	none
3	Receives the approved permit	Staff prepares permit, Mun. Administrator approves for issuance to the applicant	10 minutes	Erlinda Cordova	None	None



## MUNICIPAL ASSESSOR'S OFFICE

**Schedule of Availability of Service:**

Monday – Friday

8:00 A.M. – 5:00 P.M. with **NO** noon break

**Who May Avail of the Service:** General Public / Tax payers

**1. ISSUANCE OF ORDER OF PAYMENTS FOR TAXATION ON REAL PROPERTIES**

**Duration:** 10 minutes

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Secure Order of Payment	Verification of records for computation as basis to payment of taxes.	10 minutes	Celia / Gemma	None	Real Property Tax Assessment
<b>END OF TRANSACTION</b>						

**2. ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION/ CERTIFICATION REGARDING ASSESSMENT FOR TAXATION**

**Duration:** 25 minutes

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Client fills-up checklist of services desired	Verifies the request and advice client to pay at MTO	10 minutes	Celia / Gemma	100.00	Request Form/ Slip
2	Client proceeds to MTO for payment and return to Assessor's Office and submit O.R.	Print-out the Tax Declaration/ Certification for signature of the Municipal Assessor	10 minutes	Celia / Gemma	-	
3	Client waits for releasing	Municipal Assessor signs documents; Log and release CTC/ Certification	5 minutes	Lorenzo/ Luis/ Celia / Gemma	-	-
<b>END OF TRANSACTION</b>						

## MUNICIPAL CIVIL REGISTRAR'S OFFICE

### Schedule of Availability of Service:

Monday – Friday

8:00am – 5:00 pm with **NO** noon break

**Who May Avail of the Services:** General Public

### 1. ISSUANCE OF CIVIL REGISTRY DOCUMENTS (such as birth, marriage and death certificates)

Duration: 55 minutes (under normal circumstances)

What are the requirements:

1. Valid ID of the client
2. Authorization letter if the requesting party is not the parent, spouse, brother/sister of the document owner

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Secure Priority Number and fill up information slip and submit it to the frontline personnel.	Issues Priority Number, assess the accomplished client's information slip	10 minutes	Antonio Gallo/ Noel Escamilla		Priority Number/ Client's information slip
2.	Client waits;	Person in-charge verifies the availability of the records (if record is not available in the CRIS & e-CRIS, record will be searched manually)	10 to 20 minutes	Noel Escamilla/ Antonio Gallo/ Ma. Neriesa Aragonés		Mun. Forms 26-1 , 27 & 25
3	Client proceeds to MTO for payment of fees	If record is available, person in-charge issues order of payment and instruct client to pay the prescribed fee at the MTO, and prepares the requested	5 – 10 mins	MTO Collection Clerk/  Antonio Gallo/ Noel Escamilla	P100/ copy	

	Clients waits,	document. Verify/ review CTC documents then forward to the Municipal Civil Registrar for signature	8 minutes	Ma. Neriesa Aragones		
		Municipal Civil Registrar signs the documents	5 minutes	Josefina C. Domingo		
	Client receives the CTC document and signs the log book	Release the document to the client	2 minutes	Ma. Neriesa/ Antonio/ Noel		

## 2. REGISTRATION OF CERTIFICATE OF LIVE BIRTH

### What are the requirements:

1. Marriage Contract of parents (for timely registration)
2. Original NSO Certification (no record on file)-for delayed registration
3. Any 2 supporting documents to show name, date/place of birth of the child to be registered
4. Joint affidavit of 2 disinterested persons
5. Affidavit of mother if illegitimate
6. If married, Certificate of marriage
7. Community Tax Certificate of the informant

**Duration:** 50 minutes (under normal circumstances)

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Secure Priority Number	Issue Priority No.	1 minute	Antonio Gallo		Priority No.
2.	Accomplish Client's Information Shet	Assess accomplished CIS and Prepare the Certificate of Live Birth. Return the accomplished Certificate of Live Birth to client for review on the correctness and completeness of the document for signature of registrant and attendant at	25 minutes	Antonio Gallo		Client's Information Sheet LCR Form 102

		birth				
3.	Submit accomplished Certificate of Live Birth for encoding	Encode the statistical portion of the Certificate of Live Birth	4 minutes	Ma. Neriesa Aragonos		
4.	For registration	Assess accomplished Cert. of Live Birth on its correctness and completeness and register in the Registry of Live Birth	5 minutes	Josefina C. Domingo		MF Form No. 26
	or encoding	Encode the registered Certificate of Live Birth in CRIS / eCRIS Program	10 minutes	Dahn Acosta		
	Release of Cert. of Live Birth (For delayed Registration)	Record outgoing document and released owner's copy	5 minutes	Pamela Cordova		
	Pay to the MTO the prescribed fee and present O.R.	Advice the client to pay to the MTO and follow up the document after 10 days posting period. Prepare notice for delayed registration and encode the statistical portion	5 minutes	Ma. Neriesa Aragonos	200.00	
	Follow-up the Cert. of Live Birth and present claimed stub for registration	Assess accomplished Cert. of Live Birth on its correctness and completeness and register in the Registry of Live Birth	5 minutes	Josefina C. Domingo		
	For encoding	Encode the registered Certificate of Live Birth in CRIS / eCRIS Program and issue certification	10 minutes	Dahn Acosta		
	Release of Cert. of Live Birth	Record outgoing document and released owner's copy	5 minutes	Pamela Cordova		

### 3. REGISTRATION OF CERTIFICATE OF DEATH

**What are the requirements:**

1. Original NSO Certification (no record on file) for delayed registration
2. Joint affidavit of 2 disinterested persons
4. Any 2 supporting documents showing exact name, date/place of death of the deceased
5. Affidavit for delayed registration (at the back of death certificate)

**Duration: 55 minutes (under normal circumstances)**

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Secure Priority Number	Issue Priority No.	1 minute	Antonio Gallo		Priority No.
	Accomplish Client's information sheet and submit complete requirements if delayed registration.	Assess accomplished CIS and prepare the Certificate of Death and return the accomplished Certificate of Death to client for review on the correctness and completeness of the document for signature of registrant and attendant at death	25 minutes	Antonio Gallo		Client's Information Sheet  LCR Form 103
2.	Submit accomplished Certificate of Death for encoding and registration	Encode statistical portion of the Certificate of Death.	4 minutes	Ma. Neriesa Aragones		MF Form No. 27
	For registration.	Assess accomplished Certificate of Death on its correctness and completeness and register in the Registry of Death.	5 minutes	Josefina C. Domingo		
	For encoding	Encode the registered Certificate of Death in CRIS/ eCRIS Program	10 minutes	Dahn Acosta		
3.	Release of Cert. of Death	Record outgoing document and released owner's copy	5minutes	Pamela Cordova		
4.	(For delayed registration)	Advice client to pay to MTO and follow-up the document	5 minutes	Ma. Neriesa		

	Pay to MTO the prescribed fee and present O.R.	after a 10 days posting period. Prepare notice for delayed registration and encode the statistical portion		Aragones		
	Follow-up the Cert. of Death and present claim stub	Assess accomplished Cert. of Death on its correctness and completeness and register in the Registry of Death	5 minutes	Josefina C. Domingo	200	
	For encoding	Encode the registered Certificate of Death in CRIS / eCRIS Program and issue certification	15 minutes	Dahn Acosta		
	Release of Certificate of Death	Record outgoing document and released owner's copy	5 minutes	Pamela Cordova		

#### 4. REGISTRATION OF CERTIFICATE OF MARRIAGE

**What are the requirements:**

1. Original NSO certification (no record on file) for delayed registration
2. Original Copy of unregistered marriage contract with signatures
3. In the absence of the Original marriage contract a certified transcription copy based on the registry book or record book
4. Affidavit for delayed registration executed by the solemnizing officer or the person responsible for the registration of the marriage certificate
5. Joint affidavit of 2 disinterested persons
6. Any 2 supporting documents showing the name, date/place of marriage of couple and name of solemnizing Officer.
7. Joint affidavit of couple

**Duration:** 55 minutes (under normal circumstances)

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Secure Priority Number	Issue Priority No.	1 minute	Antonio Gallo		Priority No.
2.	Submit the accomplished Certificate of Marriage and complete requirements if delayed registration to the Administrative Officer.	Assess the accomplished marriage certificate and if delayed registration prepare the reconstructed marriage certificate return to client for review on the	25 minutes	Ma. Neriesa Aragon		LCR Form 97

3.	Submit accomplished Marriage Certificate for encoding	correctness and complete of the document	4 minutes	Ma. Neriesa Aragones		MF No. 25
	Present for registration	Encode statistical portion of the Marriage Certificate	5 minutes	Josefina C. Domingo		
	Present for encoding	Assess accomplished Marriage Certificate on its correctness and completeness and register in the Registry of Marriage.	10 minutes	Dahn Acosta		
	4.	Release of Cert. of Marriage	Encode the registered Cert. of Marriage in CRIS/eCRIS Program	5 minutes		
Record outgoing document and released owner's copy						
	For delayed registration)	Advise the client to pay to MTO and follow-up the document after a ten day posting period. Prepare notice for delayed registration and encode statistical portion.	5 minutes	Ma. Neriesa Aragones	200.00	
	Pay to MTO the prescribed fee and present O.R.		5 minutes	Josefina Domingo		
	Follow-up the Marriage Cert. and present claim stub for registration	Assess accomplished Marriage Cert. on its correctness and completeness and register in the Registry of Marriage	10 minutes	Dahn Acosta		
	For encoding	Encode the registered Cert. of Marriage in CRIS/eCRIS Program	5 minutes	Pamela Cordova		
	Release of Cert. of Marriage	Record outgoing document and released owner's copy				

## 5. ISSUANCE OF MARRIAGE LICENSE

### What are the requirements:

1. Certified true Copy of Birth/Baptismal Certificate-bring original
2. Pre-Marriage Certificate (from MHO and MSWD)
3. Parental Consent ( 18 yrs. - below 21 yrs, old )
4. Parental Advice (21 yrs. - below 25 yrs. old)
5. If Foreigner -Legal Capacity to marry issued by the Embassy
6. Xerox copy of Foreigner's Passport
7. Divorced Paper/ Annulment Papers (if Divorced/annulled)
8. Death Certificate (if widow or widower)
9. NSO Certificate of No Record of Marriage for both

**Duration:** 35 minutes under normal circumstances (excluding travel and waiting time)

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Secure Priority Number	Issue Priority No.	1 minute	Antonio Gallo		Priority No.
	Submit complete requirements and fill up application form for marriage license. Left column for MALE & Right column for FEMALE	Assess the accomplished application form for Marriage License	25minutes	Ma. Neriesa Aragonés		Form No. 90
2.	Pay to MTO and present O.R. to the Administrative Officer	Advise the client to pay the prescribed fees at MTO prepare notice for posting and inform the client to follow-up after a ten day posting period.	2 minutes	Ma. Neriesa Aragonés	1,100.00	
			2minutes	Ma. Neriesa Aragonés	2.00	
3.	Follow-up the Marriage License after ten days posting period and present claim stub	Issuance of marriage license and register in the Application for Marriage License.	5 minutes	Josefina C. Domingo		MF No. 100
4.	Release of Marriage License	Record outgoing document and released owner's copy	5 minutes	Pamela Cordova		



## 6. APPLICATION FOR LEGITIMATION

(R.A. 9255 & R.A. 9858 )

### Requirements:

- SECPA Copy of Birth Certificate
- CENOMAR of parents
- Marriage Contract
- Community Tax Certificate

Step	Clients	Service Provider	Duration of Transaction	Person in Charge	Fees	Forms
1	Fill up the information data/ slip for verification	Search / Verify & validate the information given by client in the database	2 minutes	Pamela Cordova		MF No. 102
	Submit the supporting documents	Check the supporting documents	2 minutes	MCR Personnel		MF No. 97 MF No. 103 CRS Forms 4 & 5
2.	Wait	Prepare the documents for registration and endorsement	10 minutes	MCR Personnel		
	Pay the necessary fees	Advise clients to pay necessary fees	2 minutes	MCR Personnel	P400.00	
3.	Present the O.R.	Register the documents	5 minutes	MCR Personnel		
	Wait	Sign the documents for issuance	2 minutes	MCRO		
4.	Receive the document	Log and release the document	2 minutes	MCR Personnel		

## 7. APPLICATION of BREQS for SECPA Issuance

Step	Clients	Service Provider	Duration of Transaction	Person in Charge	Fees	Forms
1	Fill up the OCRG application form	Assist the client how to fill up the form	2 minutes	MCR Personnel		MF No. 102 MF No. 97
	Submit request form	Check completeness of the application form	2 minutes	MCR Personnel		MF No. 103 CSR Forms 4 & 5
2	Pay the necessary fees	Advise client to pay necessary local fees & OCRG fees	2 minutes	MCR Personnel	P40 + P155.00  P210.00	MF No. 103 MF No. 102 MF No. 97 CSR Form 4 &5
3.	Present the O.R.	Encode the application on BREQS	5 minutes	Pamela Cordova		
	Wait	Advise clients to claim their SECPA request after 1 week	2 minutes	MCR Personnel		
4	Get the transaction slip	Issue the transaction slip	2 minutes	MCR Personnel		
	Claim the SECPA Copy	Log and release the SECPA Copy	4 minutes	MCR Personnel		

## 8. Issuance of Supplemental Report

Service Description: A Supplemental Report for birth, death or marriage may be filled to supply information inadvertently omitted at the time the document was registered. To facilitate the issuance of the requested documents, the concerned Civil Registrar is required to submit and endorse the supplemental report to the OCRG, PSA, Manila. Statistics Officer (PSO) or Civil Registrar is required to submit and endorse the needed document on a piecemeal basis to the OCRG, PSA, Manila.

Step	Clients	Service Provider	Duration of Transaction	Person in Charge	Fees	Forms
1	Register in Log book Submit the requirements	Examine the document with omitted entry/ entries  Prepared the Affidavit and supplemental report	2 minutes	Antonio Gallo Ma. Neriesa Aragonés Josefina Domingo		- COLB/ COM/ COD - Affidavit of supplemental report executed by the document owner or parents -Form 137 / Baptismal / COM of parents /voter's registration and other supporting documents
2	Sign the affidavit of supplemental report  Pay the prescribed fees	Receive the signed affidavit of supplemental report and review other supporting docs.  Advise the client to pay the fees Issue official receipt	12 minutes	Ma. Neriesa Aragonés Josefina Domingo  MTO Staff	P100	COLB / COM/ COD
3	Wait while the requested documents are prepared for release	Prepared the annotated and true copy of document together w/ the endorsement letter	10 minutes	Ma. Neriesa Aragonés Josefina Domingo		Official Receipt
4	Receive the document	Issue and release the documents  Advise client to follow up the endorsement and request a copy of endorsed in Security Paper	1 minute	Antonio Gallo Josefina Domingo		



2	Payment of business taxes, fees and other charges	Collects payments and issue OR.  Advise clients to submit all documents to BPLO for releasing	5 minutes	MTO Staff/ Cashier	Accomplished form with all requirements and SOA	Official Receipt	Depending on the type and capital/gross receipts	Municipal Treasurer' Office
3	Returns to BPLO and wait for the release of Business Permit.	Releases business permit from the system and route for signatory of the LCE or designated alternate signatory.  Release business permit, fiscal year sticker and business plate (for new business)	* (please see note below)	BPLO staff	Forwarded forms and Official Receipt of payment	Business Permit  FSIC	None	BPLO Office

*Note: Releasing of Permit*

Accomplished transactions submitted in the morning, business permit will be released the same day.

Accomplished transactions submitted in the afternoon, business permits will be released the next day

## SERVICES OF ENTERPRISE UNITS:

### Schedule of Availability of Service:

Monday- Friday

8:00 AM – 5:00 PM

**Who May Avail of the Service:** General Public / Taxpayers

## 1. LIVESTOCK AUCTION MARKET

### 1.1 Weighing of Livestock

Duration: 7 minutes

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Bring Livestock	Weigh Livestock	5 minutes	Conrado Santander Rodolfo Polo		None
2	Client pays for Auction Fee	Collects payment	2 minutes	Ricardo Tomulto	P15 /50kg. P20 / 50- 100kg. P25/101-Up kg.	

### 1.2 Yardage Fee

Duration: 50 minutes

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Present Livestock for storage/ enclosure	Monitor animals during yardage	20 minutes	Conrado Santander, Rodolfo Polo		
2	Client pays for Yardage Fee	Collects payment	30 minutes	Ricardo Tomulto	Hogs: P11/ Night  Cattle & Carabao: P30/ Night	

## 2. SLAUGHTERHOUSE

Duration: 6 Hours, 10 minutes

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	
1	Bring livestock to Slaughterhouse Corral	Allow livestock to rest	6 Hours	Val Acuesta / Lioter Ojerio		
2	Count butchered animals	Collect Payment	10 minutes	Pastor Tauro Ricardo Tomulto	P100. / Head	

## 3. FISH LANDING SERVICES

Duration: 1 hour, 10 minutes

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Present Shrimp ( <i>Hipon</i> ) caught	Monitor quantity of catch	60 minutes	Reno Rodrigo		
2	Client pays for Loading & Unloading Fee	Collects payment	5 minutes	Reno Rodrigo	P7.00/ strainer	
3	Presents fishing boat for permit issuance	Collects payment	5 minutes	Reno Rodrigo	10 <i>Lambats</i> : P3,500/ permit/ season  P500/ <i>lambat</i> - In excess of 10 <i>Lambats</i>	

#### 4. GARBAGE FEE COLLECTION

Duration: 13 minutes

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Present segregated garbage	Weigh & log garbage of client	10 minutes	Market Cleaners and Othes (Sarah, CheChe, Nene, Regino, Manny)		
2	Client pays for the Garbage Fee	Collects payment	3 minutes	Market Cleaners and Othes (Sarah, CheChe, Nene, Regino, Manny)	P3.50/ kg.	

#### 5. WEIGHTS & MEASURES CALIBRATION

Duration: 23 minutes

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Present weighing scale to be calibrated	Calibrates weight scale using test weights and seal.	20 minutes	Renaro Zurita		
2	Client pays for the calibration	Collects payment	3 minutes	Ricardo Tomulto	P150/ 10-30 kgs.  P300/ 60kgs.- Up	



## 6. MISCELLANEOUS PERMITS (FISH, VEGETABLES, AMBULANT)

Duration: 4 Hours, 20 minutes

**What are the requirements:** Brgy. Clearance, Police Clearance, Sanitary Permit, Menro Clearance, Fire Inspection.

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstan ce)	Person in Charge	Fees	Form
1	Clients asks for requirements	Provide list of requirements and payments.	5 minutes	Shellub Toledo	<b>P1,150</b>	Miscellaneous forms
2	Pass complete requirements	Check attached requirements, fill up forms, and proceed to cashier for payment. Secure signature of MEEDO Head and Section President.	15 minutes	Shellub Toledo		
3.	Return signed documents to Admin office.	Facilitate permit for signature of Mayor.	Half day			

## 7. MISCELLANEOUS PERMITS (TRANSIENTS ONLY)

Duration: 4 hours, 20 minutes

**What are the requirements:** Cedula, Brgy. Clearance

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Clients asks for requirements	Provide list of requirements and payments.	1 minute	Shellub Toledo	P 400.00	
2	Pass complete requirements	Check attached requirements, fill up forms, and proceed to cashier for payment. Secure signature of MEEDO Head.	15 minutes	Shellub Toledo		
3	Return signed documents to admin office.	Facilitate permit for signature of Mayor.	Half day			

## 8. LEASE CONTRACTS

Duration: 7 minutes

**What are the requirements:** Cedula for the current year

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstanc e)	Person in Charge	Fees	Form
1	Client asks at Admin Office re. Lease Contract (LC) application	Prepare Lease of Contract of all stall owners in the Market, BOT and Arcade.	5 minutes	Nenita Mallorca	P 100.00 for notarial fee	
2	Process Lease of Contract	Deliver LC to respective stall owner for signature. Bring LC's to Mun. Administrator, Treasurer, and Mayor. Process notarization.	10 minutes	Nenita Mallorca		

## 9. MUNICIPAL CEMETERY (STEPS FOR APPLYING NEW NICHE)

Duration: 20 minutes

**What are the requirements:** Death Certificate, Cedula, Official Receipt of payment of niche.

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Client inquires at Admin Office For available niche.	Accompany client to Cemetery to check availability of niche	30 minutes	Rollin Mascariñas.	P 12,000.00	
2	Return to Admin office for assessment of payments and requirements	Prepare Mayor's permit upon receipt of the Official and cedula.	10 minutes			

## 10. MUNICIPAL CEMETERY (STEPS FOR APPLYING AND ISSUANCE EXHUMATION PERMIT)

Duration: 15 minutes

**What are the requirements:** Updated payment of Maintenance fee of niche / payment of arrears.

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Client inquires at Admin Office for payment of maintenance fee of old niche	Check the records and compute arrears	10 minutes	Rollin Mascarinas	P220.00 Plus amount arrears if any For Maintenance fee.	
2	Proceed to Cashier for payment, and return to Admin Office	Record payment details.	5 minutes			
3	Proceed to MHO and present Official Receipt and Death Certificate of person to be exhumed to the Sanitary Inspector for issuance of Exhume Permit.  Present permit to cemetery in-charge.	Issue Sanitary permit				

## 11. MUNICIPAL CEMETERY: PAYMENT OF ANNUAL MAINTENANCE FEE /ARREARS.

Duration: 15 minutes

What are the requirements: Official receipt

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Client inquires at Admin Office for Requirements.	Check records and compute arrears.	10 minutes	Rollin Mascariñas		
2	Proceed to cashier for payment.	Record payment details.	5 minutes	Rollin Mascariñas		

## 12. DELIVERY FEES COLLECTION / CASH TICKETS ISSUANCE

Duration: 35 minutes

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Delivery vans parking within the vicinity of the market	Issue cash tickets for parking fees	2 minutes	Norma Tauro, Bembo Doliguez	20.00	
2.	Presents goods delivered	Issues cash tickets for Delivery Fees.	2 minutes	Norma Tauro, Donard Tayupon, Ricardo Tomulto, Val Acuesta	15 .00	

## MUNICIPAL TREASURER'S OFFICE

### RECEIVING OF PAYMENTS AND ISSUANCE OF OFFICIAL RECEIPTS

**Schedule of Availability of Service:**

Monday – Friday  
8:00am – 5:00 pm with NO Noon Break

**Who May Avail of the Services:** General Public

**What are the requirements:**

ID	RPT Payment	-	Order of payment or Previous Year's OR
	Business Taxes, Fees and other charges	-	Billing statement / Order of payment/PTR or PRC
	Tax Clearance	-	Order of payment
	CTC	-	Filled up CTC Information sheet/ Old CTC

**Duration:** Case to Case basis (depends on the transaction)

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	<b>RPT Payment:</b> Present Order of payment or previous year's OR	Issue computerized official receipts using the MTCols2 system	5 minutes	Loida Tondo  Cherryl Panique	Varies depending on the assessment value	RPT Official Receipt
1	<b>Business Taxes, Fees &amp; Other Charges:</b> Present billing statement or Previous year's OR or Order of payment from concerned offices	Issue computerized official receipts using the GovSmart system	3 minutes	Nilo Damasco  John Lowynn Peregil  Mary Jane Relota	Varies depending on the type of fees	Official Receipt
1	<b>Community Tax Certificate:</b> Present filled up information form or old CTC	Issue Community Tax Certificate manually or computerized	5 minutes	Evangeline Tesoro  Nonita Gallenero	Basic – P25.00 plus additional of P1.00 for every P1000 of your gross earnings of the preceding year	Community Tax Certificate
1	<b>Securing of Tax Clearance:</b> Present latest RPT OR or Order of payment	Print out tax clearance and present to MTO for signatory	5 minutes	Loida Tondo  Cherryl Panique	P 100.00	Tax Clearance



**2. Title of Services: MEDICAL CERTIFICATE OF THE OTON PNP DETAINEE FOR TRANSFER**

**Schedule of availability of services:** Monday to Friday (8:00 AM to 10:00 AM)

**Requirements:** Letter request from the Oton PNP

One PNP per one detainee handcuffed

**Who may avail of the services:** Detainee at the Oton PNP

**Duration:** 17 minutes

**Exception:** Sick leave/Scientific Meeting/Conference/Committee Meeting at the LGU

**How to avail of the services:**

Step	Applicants /Client	Service Provider	Duration of activity	Person in Charge	Fees	Form
1	PNP call the Oton Municipal Health Center (Detainee for transfer)  PNP together with a detainee present the letter request	Received the call and instruct personnel the upcoming client from Oton PNP  Received the complete requirements  Get the V/S and prepare the Admitting Slip for consultation	5-7 minutes	Nurse at the admitting area		Admitting slip
2	Wait for consultation together with the PNP	Give preference for Consultation	5-7 minutes	Physician		Electronic Medical Record Instruction
3	Wait for the preparation of the Medical Certificate	Home Instruction and Prepare the Medical Certificate for signature of the Physician	2-3 minutes	Nurse		Signed Medical Certificate

Note: Case to case basis means= Physicians or the Municipal Health Officer maybe preoccupied with other functions like consultation, emergency response, DOH and other program visitor, house call, etc.

minor procedures, attendance to the Committee Meetings, Staff meeting, etc.

Case to case basis = Unproportionate number of health workers to population

Complete requirements: Letter request for transfer address to Municipal Health Officer

One PNP/one client

The Municipal Health Center will receive one detainee with one PNP at a time only.

Note: Afternoon preferably 1:00 PM will be accommodated if justified reasons are stated in the letter request.

## B. SANITATION AND ENVIRONMENTAL SERVICES

### 1. Title of Services: SANITARY PERMIT

**Schedule of availability of services:** Monday to Friday (8:00 am to 11:00am - 1:00pm to 4:00pm)

**Requirements:** Health Card (Food and Non-Food Handlers)

During the peak season January every year all Saturdays (8:00am to 12:00pm)

Inspection Result of the Sanitation Inspectors

**Who may avail of the services:** General Public

Other additional data during updating

**Duration:** 5 minutes

**Exception:** Sick leave/Scientific Meeting/Conference/Committee Meeting at the LGU

#### How to avail of the services:

Step	Applicants /Client	Service Provider	Duration of activity	Person in Charge	Fees	Form
1	Present complete requirements	Received and review the requirements  Prepare the Sanitary Permit Form	2-3 minutes	Sanitation Inspector		Sanitary Permit
2	Wait for the preparation of the Form	Present the Sanitary Permit to the Municipal Health Officer for review and signature.	1-2 minutes	Sanitation Inspector	100.00	Signed SANITARY PERMIT

Note: Case to case basis means = Physicians or Municipal Health Officer maybe preoccupied with other functions like consultation, emergency response, DOH and other program visitor, house call, minor procedures, etc.

Case to case basis = Unproportionate number of health workers to population

Complete requirements: Health Cards

Inspected area done (Inspection Form)

Other requirement for specific establishments (PD 865 Sanitation Code of the Philippines)





3. Title of Services : **TRANSFER OF CADAVER**

**Schedule of availability of services:** Monday to Friday (8:00 am to 12:00am - 1:00pm to 5:00pm)

**Requirement:** Registered Death Certificate

**Who may avail of the services:** General Public

**Duration:** 5 minutes

**How to avail of the services:**

Step	Applicants /Client	Services Provider	Duration of activity	Person in Charge	Fees	Form
1.	Bring the Registered Death Certificate	Review and Prepare Permit Transfer of Cadaver	2-3 minutes	Sanitation Inspector		Filled up Permit to Transfer of Cadaver
2.	Waiting area for an interview	Present to Municipal Health Officer for review and signature	2 minutes	Municipal Health Officer	300.00	Signed Permit to Transfer of Cadaver

Note: Case to case basis means= Consultation , emergency response, DOH and other program visitor, house call , minor procedures , etc.

Case to case = Unproportionate number of health worker to population.

Ideal set-up without doubt of the client requirements given or stated.

4. Title of Services : **EXHUMATION PERMIT**

**Schedule of availability of services:** Monday to Friday (8:00 am to 11:00am - 1:00pm to 4:00pm)

**Requirements:** Previous issued Registered Death Certificate

**Who may avail of the services:** General Public

**Duration:** 5 minutes

**How to avail of the services:**

Step	Applicants /Client	Services Provider	Duration of activity	Person in Charge	Fees	Form
1	Submit a copy of Registered Death Certificate	Review and prepare Permit to Exhume Form	2-3 minutes	Sanitation Inspector		Filled in Permit to Exhume
2	Waiting for the validation	Review and Sign Permit to Exhume Form	1 – 2 minutes	Municipal Health Officer	200.00	Signed Permit to Exhume

Note: Case to case basis means= Consultation, emergency response, DOH and other program visitor, house call , minor procedures , etc.

Case to case = Unproportionate number of health worker to population

5. Title of Services : **POTABILITY CLEARANCE**

**Schedule of availability of services:** Monday to Friday (8:00 am to 12:00am - 1:00pm to 5:00pm)

**Requirements:** Water Bacteriologic and Chemical Test Result

**Who may avail of the services:** General Public

**Duration:** 5 minutes

**Exception:** Sick leave/Scientific Meeting/Conference

**How to avail of the services:**

Step	Applicants /Client	Service Provider	Duration of activity	Person in Charge	Fees	Form
1	Negative result of Water Source Raw Product (Bacteriological and Chemical test)	Received the result and review	2-3 minutes	Sanitation Inspector		Potability Clearance
2	Waiting	Present the Certificate of Potability Clearance Municipal Health Officer for review and signature	2 minutes	Sanitation Inspector Municipal Health Officer	250.00	Signed Potability Clearance

Note: Case to case basis means= Consultation , emergency response,DOH and other program visitor, house call , minor procedures , etc.

Case to case = Unproportionate number of health worker to population

6. Title of Services : **SITE CLEARANCE CERTIFICATE**

**Schedule of availability of services:** Monday to Friday (8:00 am to 12:00am - 1:00pm to 5:00pm)

**Requirements:** Appropriate Site Inspection Results

**Who may avail of the services:** General Public

**Duration:** 5 minutes

**How to avail of the services:**

Step	Applicants /Client	Service Provider	Duration of activity	Person in Charge	Fees	Form
1	Submit Inspection results of water Source	Prepare Site Clearance	2-3 minutes	Sanitation Inspector		Prepared Site Clearance Certificate
2	Waiting	Present the prepared Potability Clearance form for validation to the	1-2 minutes	Sanitation Inspector	250.00	Signed Site

		Municipal Health Officer		Municipal Health Officer		Clearance Certificate
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Note: Case to case basis means= Consultation , emergency response, DOH and other program visitor, house call , minor procedures , etc.  
Case to case = Unproportionate number of health worker to population

7. Title of Services: **DEATH CERTIFICATE**

**Schedule of availability of services:** Monday to Friday (8:00 am to 11:00am - 1:00pm to 4:00pm)

**Requirements:** Medical Certificate (If with previous consultation within 3 months)  
Other additional data during updating  
Certification from the Bgy Officials that death really occurred  
Signed current Death Certificate by the Attending Physician if applicable

**Who may avail of the services:** General Public

**Duration:** 7- 15 minutes

**Exception:** Sick leave/Scientific Meeting/Conference/Committee Meeting at the LGU

**How to avail of the services:**

Step	Applicants /Client	Service Provider	Duration of activity	Person in Charge	Fees	Form
1	Present previous medical certificate from attending physician/hospital and Partially filled up Form No. from the MCR	a. Received the complete requirements and review.  b. Signed the corresponding item No.	2-3 minutes	Sanitation Inspector		Partially Filled up Death Certificate Form No. from the MCR reviewed (Sanitary Inspector level)
2	Waiting Area I or II for an interview	a. Review the Medical Certificate (if MC (hospital /DOA is available if none certification from the Bgy Captain(Died at home). b. Review the Partially Filled up Death Certificate Form No. and fill up accordingly.	5-7 minutes	Physician		Signed Death Certificate Item No.
3	Transfer to waiting area I	Final review and sign the Death Certificate Form	3- 5 minutes	Municipal Health Officer	200.00	Signed Death Certificate

Note: Case to case basis means= Physicians or Municipal Health Officer maybe preoccupied with other functions like consultation ,emergency response, DOH and other program visitor, house call , minor procedures , attend Committees Meeting etc.

Case to case basis = Unproportionate number of health workers to population (Sanitation Inspector 1: 20,000 population) Death Certification manual for strict compliance.

## OFFICE OF THE BUILDING OFFICIAL

### 1. ISSUANCE OF BUILDING PERMIT

#### Schedule of availability of Services

MONDAY, TUESDAY AND THURSDAY - Processing of Building Permits  
 WEDNESDAY AND FRIDAY - Site Inspection

#### Who may avail the services

- General Public

#### Duration

- 5 minutes for issuance of forms and checklist requirements
- 5 days processing of permits for residential buildings (complete requirements)
- 8 days processing of permits for commercial, industrial and institutional (complete requirements)

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS
1	Secure forms and checklist and submit all required documents to the frontline personnel at the receiving area	<ul style="list-style-type: none"> <li>• Evaluates the completeness of documents, issues application No. and claim stub indicating the date to return</li> </ul>	45 mins	<ul style="list-style-type: none"> <li>• Engr. Ma. Nena Joy Caberoy</li> <li>• Engr. Zenaida Cabañas</li> <li>• Manuelito Cañon</li> <li>• Aline Clavel</li> <li>• Raul Muyong</li> </ul>	None	<ul style="list-style-type: none"> <li>• Building</li> <li>• Sanitary</li> <li>• Electrical</li> <li>• Fencing</li> <li>• Mechanical</li> <li>• Excavation</li> <li>• Demolition</li> <li>• Checklist</li> </ul>
2	Present claim stub and receives Order of Payment	<ul style="list-style-type: none"> <li>• Assess fees based on plans.</li> </ul>	10 mins.	<ul style="list-style-type: none"> <li>• Engr. Ma. Nena Joy Caberoy</li> <li>• Engr. Zenaida Cabañas</li> <li>• Aline Clavel</li> </ul>	None	Claim stub
3	Payment of fees and charges	Municipal Treasurer's Office		Municipal Treasurer's Staff	Fees varies depending on the plan	Order of payment
4	Issuance of Building Permit	<ul style="list-style-type: none"> <li>• Issues Building Permit</li> </ul>	5 minutes	<ul style="list-style-type: none"> <li>• Engr. Ma. Nena Joy Caberoy</li> <li>• Engr. Zenaida Cabañas</li> <li>• Aline Clavel</li> </ul>	None	None

## 2. ISSUANCE OF OCCUPANCY PERMIT

### Schedule of availability of Services

MONDAY, TUESDAY AND THURSDAY - Processing of Occupancy Permits  
 WEDNESDAY AND FRIDAY - Site Inspection

### Who may avail the services

- General Public

### Duration

- 5 minutes for issuance of forms and checklist requirements
- 5 days processing of permits for residential buildings (complete requirements)
- 8 days processing of permits for commercial, industrial and institutional (complete requirements)

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS
1	Secure forms and checklist and submit all required documents to the frontline personnel at the receiving area	<ul style="list-style-type: none"> <li>• Evaluates the completeness of documents, Inspection of Project, Issues Application No. and claim stub indicating the return date.</li> </ul>	5 minutes	<ul style="list-style-type: none"> <li>• Engr. Ma. Nena Joy Caberoy</li> <li>• Engr. Zenaida Cabañas</li> <li>• Manuelito Cañon</li> <li>• Aline Clavel</li> <li>• Raul Muyong</li> </ul>	None	Certificate of Completion  Certification Building Form  Certification Electrical Form
2	Present claim stub and receives Order of Payment	<ul style="list-style-type: none"> <li>• Assess Fees based on plans</li> </ul>	10 mins./ permit	<ul style="list-style-type: none"> <li>• Engr. Ma. Nena Joy Caberoy</li> <li>• Engr. Zenaida Cabañas</li> <li>• Aline Clavel</li> </ul>	None	Claim stub
3	Payment of fees and charges	Municipal Treasurer's Office		Municipal Treasurer's Staff	Fees varies depending on the plan	Order of payment
4	Issuance of Occupancy Permit	<ul style="list-style-type: none"> <li>• Issues Occupancy Permit</li> </ul>	5 minutes	<ul style="list-style-type: none"> <li>• Engr. Ma. Nena Joy Caberoy</li> <li>• Engr. Zenaida Cabañas</li> <li>• Aline Clavel</li> </ul>	None	None

## MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

### Schedule of Availability of Service:

Monday – Friday  
8:00am – 5:00 pm

### 1. ISSUANCE OF OSCA ID'S

**Who May Avail of the Services:** Senior Citizens (60 years old and above)

**What are the Requirements:**

1. Birth Certificate/Voter's Affidavit/Marriage Contract or any document to attest to the age of the applicant
2. 2 pcs 1x1 latest ID picture
3. PhP 30.00 Membership Fee

**Duration:** 2 Days

Step	Applicant/ Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Fill-up application form.	Assess if client is qualified based on the attached documents	5 Minutes	Ma. Theresa Gallo		Application Form
2.	Bring application form to Barangay FSCAP President for registration in the barangay chapter.		1 Day	Ma. Theresa Gallo		
3.	Submit accomplished application form with the required documents	Prepare ID of Senior citizen for Signature of Mayor and release to client.	1 Day	Ma. Theresa Gallo	Ph 30.00 membership fee for FSCAP	

### 2. AID TO INDIVIDUALS IN CRISIS SITUATION

**Who May Avail of the Services:** \*Indigent Families In Crisis Situation Who Need Medical/Burial Assistance

**What are the Requirements:**

1. Medical Certificate from the Hospital or Attending Physician/Death Certificate
2. Prescriptions
3. Referral from Punong Barangay

**Duration:** 1 Hour and 30 Minutes

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Get priority number and wait for number to be called.	Give priority number to client.	30 Minutes	Mr. Paquito Ronquillo / Ma. Theresa Gallo		
2.	Present supporting documents for interview.	Assess and interview client and prepare Social Case Study Report and other supporting documents.	1 Hour	Ms. Ruby Talha/ Ms. Ana Marie Delgado Ms. Raquel Baldeviso with contractual		a.Voucher b.Obligation Request Form c.Certificate of Eligibility, d.Social Case Study Report
3.	Receive financial assistance.	Release financial assistance to client.	1 Minute	-do-		

## MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

### ISSUANCE OF ENVIRONMENTAL CLEARANCE/CLEARANCE TO CUT/ BURN

#### Schedule of Availability of Service:

Monday-Friday 8:00 A.M-5:00 P.M

#### Who May Avail of the Services: General Public

#### What are the requirements:

##### a) Environmental Clearance

1. ECC or CNC(DENR) with attachment
2. Discharge Permit(DENR-EMB)
3. Permit to Operate (DENR-EMB) (generator set, rice mill, painting shop, Etc.)
4. Hazardous Waste Generator ID No. (DENR-EMB) (generator set, rice mill, painting shop, Etc.)
5. Zoning Clearance / Locational Clearance
6. Brgy. Clearance / Resolution ( interposing no objection to the business)
7. Other Certificates (DTI/ SEC)
8. Orientation on relevant Environmental Ordinances (Solid Waste Management, Plastic Regulation Ordinances and others)

##### b) Clearance to Cut

1. Letter Request
2. Brgy. Clearance
3. Photocopy of TCT/OCT/Tax Declaration
4. Photos of Subject Trees for Cutting
5. Photos of Tree Planting(Replacement)
6. Other Documents

##### c.) Clearance to burn

1. Letter request address to:  
MENCHIE G. PANIERGO  
MGDH I-HRMO, Municipality of Oton  
Please indicate the following:
  - a. reason to burn/event
    - bonfire
    - charcoal making
    - religious or cultural ceremony
  - b. Date, time and day
  - c. Signature over printed name of accountable person
2. Brgy. Clearance interposing no objection for the burning



**Duration: 15 minutes (under normal circumstances)**

Step	Applicant/Client	Service Provider	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form
1	Client asks for requirements	MENRO Staff gives all the necessary requirements	5 minutes	Any of the staff		
2	Complies/submits all the requirements	- MENRO Staff verifies the submitted documents and prepare the Clearance -Conducts orientation on Environmental Ordinances	10 minutes	-Any of the staff  -Amado Cadiao	P 100	
3	Clients waits for releasing	MGDH I-MENRO validates the papers and signs it for release	5 minutes	Menchie G. Paniergo		
		Conducts Inspection if necessary	Case to Case Basis	Ernesto Mediodia II / Edwin Erecre		

## MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

### 1. 24/7 EMERGENCY RESPONSE

Schedule of availability of service: 24/7

Who may avail of the services: General Public

Duration: Quick response upon call

How to avail of the services: Thru Hotline Numbers: 335-0920 / 09205115666

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Forms
1	Informant calls for help	The radio controller entertains the caller, asks the place, time and situation of the victim	3 minutes	Controller		
2	Informant states the location and nature of incident	OSART rescuers immediately report to the place of incident	5-10 minutes	Team A or Team B of OSART		
		Rescuers apply first-aid, get the patient's information & vital signs and secure the patient	10-20 minutes	Team A or Team B of OSART		

### 2. ISSUANCE OF DISASTER CERTIFICATION FOR INSURANCE AND FINANCIAL ASSISTANCE

Schedule of availability of service:  
Monday – Friday 8:00 A.M – 5:00 P.M.

Who may avail of the services: General Public

What are the requirements:

1. Certification from the Punong Barangay
2. Photo documentation of the affected house/structure
3. Certification Fee if applying for insurance
4. Community Tax Certificate
5. Passbook or IDs from the insurance company if applying for insurance

Duration: 15 minutes under normal circumstances

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Forms
1	Client asks for requirements	MDRRMO Staff gives all the necessary requirements	5 minutes	Angelie S. Torremillano		
2	Complies/submit all the requirements	MDRRMO Staff verifies the submitted documents and prepare the certification	5 minutes	Angelie S. Torremillano		
	Client waits for releasing	MGDH I – MDRRMO validates the papers and signs it for release	5 minutes	Malvin R. Nad		

SECTION 2. EFFECTIVITY. This executive order shall take effect immediately.

Municipality of Oton, Iloilo.

October 22, 2018.

**(sgd)**  
**CARINA V. FLORES**  
Mayor