



# **MUNICIPALITY OF OTON**

**CITIZEN'S CHARTER**

**HANDBOOK**

**2025 1<sup>ST</sup> EDITION**

**2ND REVISION**

**MARCH 31, 2025**

**I. MANDATE**

Peaceful, progressive and livable Oton.

**II. 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.”

**III. 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.

**IV. SERVICE 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.

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## **ADMINISTRATIVE SERVICES**

### **OFFICE OF THE MAYOR**

#### **EXTERNAL SERVICES**

- ✓ Issuance of Mayor's Clearance
- ✓ Aide for Individuals in Crisis Situation (AICS)
- ✓ Issuance of Endorsement/ Recommendation Letter
  - ✓ Civil Wedding Scheduling
- ✓ Computer Literacy Program (Expanded Computer Literacy and Learning Center)

## 1. ISSUANCE OF MAYOR'S CLEARANCE

Individuals who apply for local employment secure Mayor's Clearance as proof of having good moral character with no criminal record.

Office or Division:	<b>Office of the Mayor</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Police Clearance (Issued within the last 6 months) – 1 original		Oton PNP		
2. Latest Court Clearance (Issued within the last 6 months) – 1 original		Oton Municipal Trial Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Police Clearance and Court Clearance	1.1 Checks validity of documents presented and request client	None	30 minutes	Mayor's Office staff
2. Pays Mayor's Clearance fee at the Treasurer's Office	2.1 Prepares the Mayor's Clearance and presents the same to the LCE for signatory	PHP 55.00 (Student) PHP 100.00 (Regular)	60minutes	Administrative Aide II Office of the Treasurer
3. Presents official receipt at the staff-in-charge for the release of approved clearance	3.1 Releases the signed Mayor's Clearance	None	30 minutes	Mayor's Office staff
	<b>Total</b>	<b>PHP 55.00 (Student) PHP 100.00 (Regular)</b>	<b>120 minutes</b>	

## 2. AIDE FOR INDIVIDUALS IN CRISIS SITUATION (AICS)

Financial assistance for Indigent constituents and individuals in crisis situation for medicines, laboratory and other medical procedures, and hospital bills.

Office or Division:	<b>Office of the Mayor</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency – 1 original  2. Copy of any of the following documents- 1 original: - Certificate of Confinement - Medical Abstract - Doctor's Prescription - Death Certificate (For burial assistance)		Residence Barangay  Medical Doctor or Hospital Records where client is confined		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents requirements	1.1 Checks validity of documents presented	None	10 minutes	Mayor's office staff
2. Writes necessary data at the logbook	2.1 Releases the approved document and instructs client to proceed to MSWD Office	None	10 minutes	Mayor's office staff
3. Claims financial assistance at MSWD upon interview	3.1 Interviews and releases financial assistance	None	30minutes	Social Worker/ Office of the Municipal Social Welfare and Development
	<b>Total</b>	<b>80 minutes</b>	<b>8 minutes</b>	

### 3. ISSUANCE OF ENDORSEMENT/ RECOMMENDATION LETTER

Endorsement/ Recommendation letters are sought by job applicants and are given by the Office of the Mayor in individuals worthy of recommendation.

Office or Division:	<b>Office of the Mayor</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Endorsement Letter – 1 original 2. Mayor’s Clearance – 1 original		Residence Barangay  Office of the Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents requirements	1.1 Checks validity of documents presented	None	15 minutes	Mayor’s office staff
2.Wait for interview schedule with Mayor	2.1 Mayor interviews individual applying for endorsement letter	None	60 minutes	Municipal Mayor
3.Wait for endorsement letter	3.1 Prepares and releases endorsement letter upon approval of the Mayor	None	15 minutes	Mayor’s office staff
	<b>Total</b>	<b>none</b>	<b>90 minutes</b>	

#### 4. CIVIL WEDDING SCHEDULING

Civil weddings officiated by the Municipal Mayor are being conducted every Thursday of the week.

Office or Division:	<b>Office of the Mayor</b>			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who May Avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Marriage License – 1 original			Office of the Civil Registrar	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents requirements	1.1 Checks validity of documents presented	None	30 minutes	Mayor's office staff
2. Waits for the assigned schedule with Mayor	2.1 Checks Mayor's schedule and confirm available date	None	1.5 days	Mayor's office staff
3. Waits for confirmation	3.1 Issues confirmation slip for wedding schedule	None	1.5 days	Mayor's office staff
	<b>Total</b>	<b>None</b>	<b>3 days and 30 minutes</b>	

**5. COMPUTER LITERACY PROGRAM (EXPANDED COMPUTER LITERACY AND LEARNING CENTER)**

Computer literacy program in a classroom set-up for interested constituents in partnership with the Department of Information and Communications Technology.

Office or Division:	<b>OFFICE OF THE MUNICIPAL MAYOR</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form- 1 original		Mayor's Office / E –CoLL Center		
2. Valid Government ID- 1 photocopy		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures Application Form and fills out the necessary data	1.1 Reviews the application forms submitted	None	5 minutes	Computer Maintenance Technologist II / Computer Operator I
2. Waits for the official call or text for the start of class	2.1 Sort all the reviewed application forms for the final listing of students.  2.2 Informs students with specific date and time through call or text for the official start of class	None	2 months	Computer Maintenance Technologist II / Computer Operator I
<b>TOTAL</b>		<b>None</b>	<b>2 months &amp; 5 minutes</b>	

**OFFICE OF THE MAYOR  
(BIDS AND AWARDS COMMITTEE)**

**EXTERNAL SERVICES**

- ✓ Issuance of Bidding Documents
- ✓ Opening of Bids at the Time of Public Bidding

## 1. ISSUANCE OF BIDDING DOCUMENTS

Issuance of bidding documents to interested suppliers for the upcoming bidding process.

Office or Division:		<b>BIDS AND AWARDS COMMITTEE</b>		
Classification:		Technical		
Type of Transaction:		G2C		
Who May Avail:		All interested bidders/suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent – 1 original 2. Notice of PhilGEPS Posting – 1 photocopy 3. PhilGEPS Certificate- 1 photocopy 4. Company Identification – 1 photocopy		Bidders/Suppliers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of intent to join the bidding.	1.1 Examine all the documents if qualified.	None	10 mins	BAC Secretariat
2. Pay the bidding documents at the Office of the Municipal Treasurer.	2.1 Produce one copy of receipt and release one set of bidding documents.	None	15 mins	BAC Secretariat
	<b>Total</b>	<b>None</b>	<b>25 mins.</b>	

## 2. OPENING OF BIDS AT THE TIME OF PUBLIC BIDDING

Office or Division:	<b>BIDS AND AWARDS COMMITTEE</b>			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Public			
Who May Avail:	All interested bidders/suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Technical documents – 3 copies		Bidders/suppliers		
2. Financial documents – 3 copies		Bidders/suppliers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Drop the Bidding Envelope	1.1 Receives the bidding envelope and signed the bidding attendance	None	2 mins.	Planning Officer II-MDRRMO/ BAC Sec. Designate
	2.2 At the time of opening, open the bidders envelope and examine the their eligibility documents	None	30 mins	Technical working group BAC
	2.3 If two or more bidders passed the eligibility examination, the BAC will check for the lowest proposal bid of the bidders, and will be subject for evaluation and pos qualification	None	10 mins	Technical Working Group BAC
	<b>TOTAL</b>	<b>None</b>	<b>42 mins.</b>	

**OFFICE OF THE MAYOR  
(BUSINESS PERMITS AND LICENSING OFFICE)**

**EXTERNAL SERVICES**

- ✓ Issuance of a New Business Permit Thru Walk-in Application
  - ✓ Renewal of Business Permit Thru Walk-in Application
  
- ✓ Issuance of a New Business Permit Thru Online Application
  - ✓ Renewal of Business Permit Thru Online Application
    - ✓ Certified True Copy of Business Permit
    - ✓ Certification of No Business Record
  - ✓ Certification of Business Permit on Process
  
- ✓ Retiring a Business Operation / Business Closure

## 1. ISSUANCE OF A NEW BUSINESS PERMIT THRU WALK-IN APPLICATION

All business enterprises are required to secure a Mayor's permit before the start of business operations. Business One Stop Shop (BOSS) is conducted only during renewal period (first day of office in January until January 20. During this period other regulatory offices are co-located in the BPLO to conduct backdoor transactions. After the renewal period, regulatory offices return to their stations.

Office or Division:	<b>Business Permit and Licensing Office</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Oton, Iloilo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Business registration, Incorporation or legal personality - one original and one photocopy	<ul style="list-style-type: none"> <li>• DTI Registration for Single Proprietorship</li> <li>• SEC Registration for Corporation or Partnership</li> <li>• CDA Registration for Cooperative</li> </ul>			
2. Occupancy Permit (for newly constructed buildings and/or if required by National Law, e.g. Building Code and local laws) - one original and one photocopy	Office of the Building Official			
3. Contract of Lease (if lessee)	Business permit applicant and owner of the leased property			
4. Zoning Certificate (if applicable) - one original and one photocopy	Municipal Planning and Development Office			
5. Sanitary Permit - one original and one photocopy	Municipal Health Office			
6. Tax Clearance for RPT	Municipal Treasurer's Office			
7. Police Clearance - one original and one photocopy	Oton Municipal Police Station			
8. CCTV Compliance certificate (for high risk establishments)- one original and one photocopy	Business Permit and Licensing Office – Joint Inspection Team			
9. Community Tax Certificate (Cedula) - one original and one photocopy	Municipal Treasurer's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completely accomplished application form with attached minimum documentary requirements	1.1 Receives and reviews the completeness and validity of the documents  1.2 Encodes and verifies application in the DICT eLGU BPLS for endorsement by other regulatory offices  1.3 Assessment of business taxes, fees and other charges and print Tax Order of Payment	None	10 minutes	Local Treasury Operations Assistant Municipal Treasurer's Office  Licensing Officer III BPLO  Licensing Officer III BPLO

	<p>1.4 Endorses to BFP for FSIC fees and clearance preparation</p> <p>1.5 Finalize assessment for payment and advises client to pay at the pay counters or online payment options</p>			<p>BFP Personnel</p> <p>Local Treasury Operations Assistant Municipal Treasurer's Office</p>
<p>2 Pays business taxes, fees and other charges</p> <p>* Client has option to pay thru online payment partner (GCash or LBP Link.BizPortal)</p>	<p>2.1. Collects payments and issues OR.</p> <p>2.2. Advises client to submit all documents to BPLO for releasing</p>	<p><b>Mayor's Fees/</b> (depends on business classification)</p> <p><b>Regulatory fees:</b> Plate Fee 220 Sticker Fee 15 Garbage Collection Fee (depends on business size) MENRO 100 Sanitary 100 RPT Clearance 100 Barangay Clearance Fees (depends on barangay ordinance)</p>	30 minutes	Revenue Collection Clerk I / Admin Aide VI Municipal Treasurer's Office
<p>3 Returns to BPLO and waits for the release of Business Permit.</p>	<p>3.1 Releases business permit from the system and route for signatory of the LCE or designated alternate signatory.</p> <p>3.2. Releases business permit, fiscal year sticker and business plate.</p>	None	1 hour to 3 days	<p>Licensing Officer III BPLO</p> <p>Local Treasury Operations Assistant Municipal Treasurer's Office</p>
<b>TOTAL</b>		See computation above	<b>3 days*</b>	

**Note: Maximum Processing Time: 3 days for Simple Transaction, 7 days for Complex Transaction, 20 days for Highly Technical Transaction**

## 2. RENEWAL OF BUSINESS PERMIT THRU WALK-IN APPLICATION

All business enterprises are required to renew their Mayor's permit annually. The Business Permit must be renewed annually starting the first day of office of January to January 20. Penalties are imposed after this period. Business One Stop Shop (BOSS) is conducted only during renewal period (first day of office in January until January 20. During this period other regulatory offices are co-located in the BPLO to conduct backdoor transactions. After the renewal period, regulatory offices return to their stations.

Office or Division:	<b>Business Permit and Licensing Office</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Oton, Iloilo			
<b>LIST OF MINIMUM REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Basis for computing taxes, fees and charges	Business owner declaration (Gross receipts/Sale)			
2. Contract of Lease (if lessee) - original and photocopy	Business permit applicant and owner of the leased property			
3. Sanitary Permit - original and photocopy	Municipal Health Office			
4. Tax Clearance for RPT	Municipal Treasurer's Office			
5. Police Clearance - original and photocopy	Oton Municipal Police Station			
6. Community Tax Certificate (Cedula) - original and photocopy	Municipal Treasurer's Office			
7. Valid FSIC for Business original and photocopy	Oton Bureau of Fire Protection			
<b>BACKROOM REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
8. MENRO Clearance - original and photocopy	Municipal Environment and Natural Resources Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits completely accomplished application form with attached documentary requirement	1.1 Receives and reviews the completeness and validity of the documents	None	30 minutes	Local Treasury Operations Assistant Municipal Treasurer's Office
	1.2 Encodes and verifies application in the DICT eLGU BPLS for endorsement by other regulatory offices			Licensing Officer III BPLO
	1.3 Assessment of business taxes, fees and other charges and prepare Statement of Account.			BFP Personnel
	1.4 Endorses to BFP for FSIC fees and clearance preparation (if expired)			

	1.5 Finalize assessment for payment and advises client to pay at the pay counters or online transaction			Local Treasury Operations Assistant Municipal Treasurer's Office
2. Pays business taxes, fees and other charges  * Client has option to pay thru online payment partner (GCash or LBP Link.BizPortal)	2.1 Collects payments and issues OR.  2.2 Advises client to submit all documents to BPLO for releasing	<b>Business tax fee</b> is computed based on declared gross sales and receipts and based on Municipal Ordinance Nos. 2013-256 and 2019-344 (Municipal Revenue Code), <b>Mayor's Fee/s</b> (depends on line/s of business), and  <b>Regulatory fees:</b> Sticker Fee 15 Garbage Collection Fee (depends on business size) MENRO 100 Sanitary 100 RPT Clearance 100 Barangay Clearance Fees (depends on barangay ordinance)	30 minutes	Revenue Collection Clerk I / Admin Aide VI Municipal Treasurer's Office
3. Returns to BPLO and claim Business Permit	3.1 Issue/release business permit from the system and route for signatory of the LCE or designated alternate signatory.  3.2 Releases business permit, fiscal year sticker to client	None	1 hour to 3 days	Licensing Officer III BPLO  Local Treasury Operations Assistant Municipal Treasurer's Office
<b>TOTAL</b>		<b>See computation above</b>	<b>3 days*</b>	

**Note: Maximum Processing Time: 3 days for Simple Transaction, 7 days for Complex Transaction, 20 days for Highly Technical Transaction**

### 3. ISSUANCE OF A NEW BUSINESS PERMIT THRU ONLINE APPLICATION

All business enterprises are required to secure a Mayor's permit before the start of business operations. Business One Stop Shop (BOSS) is conducted only during renewal period (first day of office in January until January 20. During this period other regulatory offices are co-located in the BPLO to conduct backdoor transactions. After the renewal period, regulatory offices return to their stations.

Office or Division:	<b>Business Permit and Licensing Office</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Oton, Iloilo			
<b>LIST OF MINIMUM REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of Business registration, Incorporation or legal personality - original	<ul style="list-style-type: none"> <li>• DTI Registration for Single Proprietorship</li> <li>• SEC Registration for Corporation or Partnership</li> <li>• CDA Registration for Cooperative</li> </ul>			
2. Occupancy Permit (for newly constructed buildings and/or if required by National Law, e.g. Building Code and local laws) -original	Office of the Building Official			
3. Contract of Lease (if lessee) - original	Business permit applicant and owner of the leased property			
4. Zoning Certificate (if applicable) - original	Municipal Planning and Development Office			
5. Sanitary Permit - original	Municipal Health Office			
6. Tax Clearance for RPT	Municipal Treasurer's Office			
7. Police Clearance - original	Oton Municipal Police Station			
8. CCTV Compliance certificate (for high risk establishments)- original	Business Permit and Licensing Office – Joint Inspection Team			
9. Community Tax Certificate (Cedula) - original	Municipal Treasurer's Office			
<b>BACKROOM REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
10. MENRO Clearance	Municipal Environment and Natural Resources Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client logs in at the DICT eLGU BPLS link thru LGU Website or BPLO FB page or thru GOV.ph mobile app. Create business account and apply online  Upload documentary requirements and wait for the email assessment of taxes, fees and charges	1.1 Checks the online application. Reviews the completeness and validity of the documents and verify application for endorsement.  1.2 Wait for the endorsement of the endorsing offices  1.3 Assessment of business taxes, fees and other charges and prepare Statement of Account.	None	30 minutes	Local Treasury Operations Assistant Municipal Treasurer's Office  Licensing Officer III BPLO  BFP Personnel

<p><b>Open LGU Oton iBPLS link and follow instructions:</b></p> <p><a href="https://bpbcbppls.com/otoniloilo">https://bpbcbppls.com/otoniloilo</a></p>	<p>1.4 Endorses to BFP for FSIC fees and clearance preparation</p> <p>1.5 Finalize assessment advices client to pay at the pay counters or online transaction</p>			<p>Local Treasury Operations Assistant Municipal Treasurer's Office</p>
<p>2. Pays business taxes, fees and other charges</p> <p>* Client has option to pay thru online payment partner (GCash or LBP Link.BizPortal)</p>	<p>2.1. Collects payments and issues OR.</p>	<p><b>Mayor's Fee/s:</b> (depends on business classification)</p> <p><b>Regulatory fees:</b> Plate Fee 220 Sticker Fee 15 Garbage Collecton Fee (depends on business size) MENRO 100 Sanitary 100 RPT Clearance 100 Barangay Clearance Fees (depends on barangay ordinance)</p>	<p>30 minutes</p>	<p>Revenue Collection Clerk I / Admin Aide VI Municipal Treasurer's Office</p>
<p>3. Returns to BPLO and waits for the release of Business Permit.</p>	<p>3.1 Issue business permit from the system and route for signatory of the LCE or designated alternate signatory.</p> <p>3.2. Releases business permit, fiscal year sticker and business plate.</p>	<p>None</p>	<p>1 hour to 3 days</p>	<p>Licensing Officer III BPLO</p> <p>Local Treasury Operations Assistant Municipal Treasurer's Office</p>
<p><b>TOTAL</b></p>		<p><b>See computation above</b></p>	<p><b>3 days*</b></p>	

**Note:** 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.

#### 4. RENEWAL OF BUSINESS PERMIT THRU ONLINE APPLICATION

All business enterprises are required to renew their Mayor's permit annually. The Business Permit must be renewed annually starting the first day of office of January to January 20. Penalties are imposed after this period. Business One Stop Shop (BOSS) is conducted only during renewal period (first day of office in January until January 20. During this period other regulatory offices are co-located in the BPLO to conduct backdoor transactions. After the renewal period, regulatory offices return to their stations.

Office or Division:	<b>Business Permit and Licensing Office</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Oton, Iloilo			
<b>LIST OF MINIMUM REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Basis for computing taxes, fees and charges			Business owner declaration (Gross receipts/Sale)	
2. Contract of Lease (if lessee) - original			Business permit applicant and owner of the leased property	
3. Sanitary Permit - original			Municipal Health Office	
4. Tax Clearance			Municipal Treasurer's Office	
5. Police Clearance - original			Oton Municipal Police Station	
6. Community Tax Certificate (Cedula) - original			Municipal Treasurer's Office	
7. Valid FSIC for Business - original			Oton Bureau of Fire Protection	
<b>BACKROOM REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
8. MENRO Clearance - one original and one photocopy			Municipal Environment and Natural Resources Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client logs in at the LGU BPLS link thru LGU Website or BPLO FB page. Create business account and apply online.  Upload documentary requirements and wait for the email assessment of taxes, fees and charges	1.1 Checks the online application. Reviews the completeness and validity of the documents and submit for endorsement.  1.2 Wait for the endorsement of the endorsing offices  1.3 Assessment of business taxes, fees and other charges and prepare Statement of Account.	NONE	30 minutes	Local Treasury Operations Assistant Municipal Treasurer's Office  Licensing Officer I BPLO

<p><b>Open LGU Oton iBPLS link and follow instructions:</b></p> <p><a href="https://bpbc.ibpls.com/otoniloilo">https://bpbc.ibpls.com/otoniloilo</a></p>	<p>1.4 Endorses to BFP for FSIC fees and clearance preparation</p> <p>1.5 Finalize assessment advices client to pay at the pay counters or online transaction</p>			<p>BFP</p> <p>Local Treasury Operations Assistant Municipal Treasurer's Office</p>
<p>2. Pays business taxes, fees and other charges</p> <p>* Client has option to pay thru online payment partner (GCash or LBP Link.BizPortal)</p>	<p>2.1 Collects payments and issues OR.</p>	<p><b>Business tax fee</b> is computed based declared on gross sales and receipts and based on Municipal Ordinance Nos. 2013-256 and 2019-344 (Municipal Revenue Code),</p> <p><b>Mayor's Fees</b> (depends on line/s of business), and</p> <p><b>Regulatory fees:</b></p> <p>Sticker Fee 15 Garbage Collection Fee (depends on business size) MENRO 100 Sanitary 100 RPT Clearance 100 Barangay Clearance Fees (depends on barangay ordinance)</p>	<p>30 minutes</p>	<p>Revenue Collection Clerk I / Admin Aide VI Municipal Treasurer's Office</p>
<p>3. Returns to BPLO and wait for the release of Business Permit.</p>	<p>3.1 Releases business permit from the system and route for signatory of the LCE or designated alternate signatory.</p> <p>3.2 Releases business permit, fiscal year sticker to client</p>	<p>None</p>	<p>1 hour to 3 days</p>	<p>Licensing Officer III BPLO</p> <p>Local Treasury Operations Assistant Municipal Treasurer's Office</p>
<p><b>TOTAL</b></p>		<p><b>See computation above</b></p>	<p><b>3 days*</b></p>	

**Note: Maximum Processing Time: 3 days for Simple Transaction, 7 days for Complex Transaction, 20 days for Highly Technical Transaction.**

## 5. . CERTIFIED TRUE COPY OF BUSINESS PERMIT

The Business Permit and Licensing Office (BPLO) provides a certified true copy of the Business Permit requested by the business owners in the municipality.

Office or Division:	<b>Business Permit and Licensing Office</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Oton, Iloilo			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Request for Certification Form			Business Permit and Licensing Office window	
2. Original and one (1) photocopy of the Business Permit to be certified. • Affidavit in case of loss			Business certification applicant  Affidavit from Notary Public	
3. Government issued ID of the requesting owner/ manager of the establishment. - one photocopy			BIR, Post Office, DFA, PSA, SSS, GSIS,	
4. In case of representatives: - one photocopy • ID of the person giving authority • ID of the authorized representative			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the accomplished application form along with other requirements	1.1 Receives and checks application form, original Business Permit and photocopy of business permit  1.1 Issues order of Payment and advises client to pay at the pay counters	None	5 minutes	Local Treasury Operations Assistant Municipal Treasurer's Office
2 Pays the required fees.	2.1 Collects payments and issue official receipt.	P 100.00 per copy	10 minutes	Revenue Collection Clerk I / Admin Aide VI Municipal Treasurer's Office
3 Presents official receipt and claims Certified True Copy of Business Permit	3.1 Receives official receipt and prepares Certified True Copy of Business Permit  3.2 Signs/Approves Certified True Copy of Business Permit  3.3 Releases Certified True Copy of Business Permit	None	5 minutes	Local Treasury Operations Assistant Municipal Treasurer's Office  Licensing Officer III BPLO  Local Treasury Operations Assistant Municipal Treasurer's Office
<b>TOTAL</b>		<b>P 100.00 per copy</b>	<b>20 minutes</b>	

## 6. CERTIFICATION OF NO BUSINESS RECORD

The Business Permit and Licensing Office (BPLO) provides a certification of record of a particular business entity.

Office or Division:	<b>Business Permit and Licensing Office</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Oton, Iloilo			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request for Certification Form		Business Permit and Licensing Office window		
2. Photocopy of the ID of the requesting person- one photocopy		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
3. Letter request / Authorization if representative		Letter from applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished application form along with other requirements.	1.1 Receives application form and reviews the completeness and validity of the documents required.  1.2 Issues order of Payment and advises client to pay at the pay counters	None	5 minutes	Local Treasury Operations Assistant MTO
2. Payment of the required fees	2.1 Collects payments and issue official receipt.	P 100.00 per copy	10 minutes	Revenue Collection Clerk I / Admin Aide VI Municipal Treasurer's Office
3. Present official receipt and claim Certification of No Business Record	3.1 Receive official receipt and prepare Certified True Copy of Business Permit  3.2 Sign/Approve Certification of No Business Record  3.3 Release Certification of No Business Record	None	5 minutes	Local Treasury Operations Assistant MTO  Licensing Officer III BPLO  Local Treasury Operations Assistant Municipal Treasurer's Office
	<b>TOTAL</b>	<b>P 100.00 per copy</b>	20 minutes	

## 7. CERTIFICATION OF BUSINESS PERMIT ON PROCESS

The Business Permit and Licensing Office (BPLO) provides a certification of record of a particular business entity.

Office or Division:	<b>Business Permit and Licensing Office</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Oton, Iloilo			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request for Certification Form		Business Permit and Licensing Office window		
2. Government issued ID of the requesting owner/ manager of the establishment. (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
3. Letter request / Authorization if representative - one photocopy		Letter from the owner		
4. At least 50% of the required documents complied. Must include: (1 photocopy of each) <ul style="list-style-type: none"> <li>• Barangay clearance for business</li> <li>• Proof of Business Registration (DTI, SEC or CDA Registration)</li> </ul>		Barangay where business is located <ul style="list-style-type: none"> <li>• DTI Registration for Single Proprietorship</li> <li>• SEC Registration for Corporation or Partnership</li> <li>• CDA Registration for Cooperative</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the accomplished application form along with other requirements	1.1 Receives and checks request letter and reviews the completeness and validity of the documents required.  1.2 Advise client to pay at the pay counters	none	5 minutes	Local Treasury Operations Assistant Municipal Treasurer's Office
2. Pays the required fees.	2.1 Collects payments and issue official receipt.	P 100.00 per copy	10 minutes	Revenue Collection Clerk I / Admin Aide VI Municipal Treasurer's
3. Presents official receipt and claims Certification of Business Permit on Process.	3.1 Receives official receipt and prepares Certification of Business Permit on Process.  3.2 Signs/Approves Certification of Business Permit on Process.  3.3 Releases Certification of Business Permit on Process.	None	5 minutes	Local Treasury Operations Assistant Municipal Treasurer's Office  Licensing Officer III BPLO  Local Treasury Operations Assistant Municipal Treasurer's Office
<b>TOTAL</b>		<b>P 100.00 per copy</b>	<b>20 minutes</b>	

## 8. RETIRING A BUSINESS OPERATION / BUSINESS CLOSURE

Business enterprises that have closed or ceased to operate must file an Application for Business Retirement. This should be done to update the municipal government's records and avoid accumulation of tax payments and penalties.

Office or Division:	<b>Business Permit and Licensing Office</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Oton, Iloilo			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled and notarized application form.		Business Permit and Licensing Office window		
2. Declaration of gross sales		Gross sales/receipts		
3. Original Mayor's Permit and Business Plate		Business closure applicant		
4. Certification of closure from the barangay		Barangay where business is located		
5. Board resolution regarding closure (for corporations and cooperative) (1 photocopy)		Company Board Resolution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished application form along with other requirements.	1.1 Receives application form and reviews the completeness and validity of the documents required. 1.2 Conducts assessment of business taxes, fees and other charges. Prepares and approves Statement of Account for payment. Advise client to pay at the pay counters	None	25 minutes	Local Treasury Operations Assistant MTO  Licensing Officer III BPLO
2. Pays business taxes, fees and other charges	2.1 Collects payments and issues OR. 2.2 Advises client to submit all documents to BPLO for releasing	<b>Business tax fee</b> is computed based on declared gross sales and receipts and based on Municipal Ordinance Nos. 2013-256 and 2019-344 (Municipal Revenue Code)	10 minutes	Revenue Collection Clerk I / Admin Aide VI Municipal Treasurer's Office
3. Presents the official receipt and claims the Certification of Business Retirement	3.1 Checks official receipt 3.2 Prepares Certification of Business Retirement for signature of the Municipal Treasurer 3.3 Release to client	None	5 minutes	Local Treasury Operations Assistant MTO Licensing Officer III BPLO Local Treasury Operations Assistant Municipal Treasurer's Office
	<b>TOTAL</b>	<b>See computation above</b>	<b>40 minutes</b>	

**OFFICE OF THE MAYOR  
(INFORMATION OFFICE)**

**EXTERNAL SERVICES**

- ✓ Posting of Public Documents

## 1. POSTING OF PUBLIC DOCUMENTS

Information dissemination via website for programs, projects, and necessary announcements/postings.

Office or Division:	<b>Office of the Mayor – Information</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All departments of LGU –Oton			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Documents and pictures to be posted – one original		All LGU Departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents requirements.	1.1 Uploads documents and pictures in Oton facebook page and website	None	1 hour	Information Officer Office of the Mayor
	<b>Total</b>	<b>None</b>	<b>1 hour</b>	

**OFFICE OF THE MAYOR  
(PUBLIC EMPLOYMENT SERVICE OFFICE)**

**EXTERNAL SERVICES**

- ✓ Special Program for Employment of Students
- ✓ Issuance of Permit to conduct Special Recruitment Activity
  - ✓ Career Guidance or Career Coaching
    - ✓ Conduct of Job Fair
  - ✓ Referral Assistance to OFWs

## 1. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS

Poor but deserving students aged 15-25 were given the chance to be productive during summer vacation by giving them an opportunity to be employed in the LGU.

		<b>PUBLIC EMPLOYMENT SERVICE OFFICE</b>		
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate – 5 photocopies		Municipal Civil Registrar		
2. Parents' Income Tax – 5 photocopies		BIR		
3. Report Card – 5 photocopies		School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complies and submits the required documents.	1.1 Evaluates the documents presented.	None	30 minutes	PESO Manager
	1.2 Advises student to wait for the advise on the scheduled examination and interview.	None	2 days	
2. Returns to PESO after 2 days for the examination and interview.	2.1 Conducts examination and interviews the student applicants.	None	3 hours 5 minutes	PESO Manager
	2.2 Advises student to wait for 3 days on the result of the examination and interview.	None	3 days	
3. Qualified student applicant returns to PESO after 3 days. *Completion of required forms to be submitted to DOLE.	3.1 Instructs qualified student applicant to fill-up DOLE forms.	None	30 minutes	PESO Manager
	3.2 Receives the completed forms and informs the applicants when to start.	None	5 minutes	
	3.3 Submits the completed forms and documents to DOLE.	None	2 days	
<b>TOTAL</b>		<b>None</b>	<b>7 days, 4 hours, 10 minutes</b>	

## 2. ISSUANCE OF PERMIT FOR THE CONDUCT OF SPECIAL RECRUITMENT ACTIVITY (SRA)

Applicants for permit to conduct special recruitment activity should submit a Letter of Intent addressed to the Mayor for approval.

		<b>PUBLIC EMPLOYMENT SERVICE OFFICE</b>		
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Agencies/ Companies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent – 1 original		Requesting Company/ Agency		
2. Company Profile – 2 photocopies		Requesting Company/ Agency		
3. POEA License – 2 photocopies		POEA		
4. DTI Certificate – 2 photocopies		DTI		
5. SEC Registration – 2 photocopies		SEC		
6. Permit to Conduct Business – 2 photocopies		Office of the Mayor		
7. Approved POEA Job Orders – 2 photocopies		POEA		
8. Acknowledgement Letter from POEA – 2 photocopies		POEA		
9. PHIL-JOBNET Registration – 2 photocopies		DOLE		
10. Deployment Report – 2 photocopies		Requesting Company/ Agency		
<ul style="list-style-type: none"> <li>1 set of requirements submitted at the Admin. Office for Evaluation &amp; Approval and 1 set submitted to PESO for recording and filing purposes</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the required documents for evaluation and approval.	1.1 Evaluates the documents presented.	None	1hour	Municipal Administrator
	1.2 Approves the documents by issuing Permit to Conduct Special Recruitment Activity (SRA).	None	30minutes	
2. Presents the Permit to Conduct Special Recruitment Activity for payment of the required fees.	2.1 Receives payment and issues Official Receipt.	PHP 145.00	30 minutes	Admin. Aide III LRCO II MTO
3. Presents the Permit to Conduct Special Recruitment Activity and Official Receipt.	3.1 Checks the permit and official receipt.	None	30 minutes	PESO Manager
	3.2 Issues No Objection Letter	None	2 minutes	

	on the conduct of Special Recruitment Activity . (SRA).			
4.Presents Acknowledgement Letter from POEA and Authority to conduct Special Recruitment Activity (SRA).	4.1 Checks the required documents.  4.2 Sets the date, time and venue of the recruitment activity by sending request letter to GSO.	None  None	30 minutes  1 minute	PESO Manager  Supply Officer GSO
	<b>TOTAL</b>	<b>PHP 145.00</b>	<b>3 hourand3 minutes</b>	

### 3. CAREER GUIDANCE OR CAREER COACHING

Career coaching or career guidance is conducted to senior high school students and jobseekers to help them bridge the gap between education and work.

<b>PUBLIC EMPLOYMENT SERVICE OFFICE</b>				
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior High School Students, Jobseekers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Invitation Letter – 1 original		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the invitation letter.	1.1 Receives the invitation letter and confirms the schedule and venue of the Career Talk.	None	4 hours	PESO Manager
<b>TOTAL</b>		<b>None</b>	<b>4 hours</b>	

#### 4. CONDUCT OF JOB FAIR

This is to fast track the meeting of jobseekers and employers in need of manpower.

<b>PUBLIC EMPLOYMENT SERVICE OFFICE</b>				
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	Senior High School Students, Jobseekers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For the Company/ Agency 1. Letter of Intent – 1 original 2. Company Profile – 1 photocopy 3. POEA License – 1 photocopy 4. DTI Certificate – 1 photocopy 5. SEC Registration – 1 photocopy 6. Permit to Conduct Business – 1 photocopy 7. Approved POEA Job Orders – 1 photocopy 8. PHIL-JOBNET Registration – 1 photocopy 9. Deployment Report – 1 photocopy			Requesting Party Requesting Party POEA DTI SEC Office of the Mayor  POEA  DOLE  Requesting Party	
For Applicants/ Jobseekers 1. Resume/ Biodata – 1 original 2. NSRS Form – 1 original 3. Certificates – 1 photocopy 4. Credentials – 1 photocopy			Applicants/ Jobseekers Applicants/ Jobseekers Applicants/ Jobseekers Applicants/ Jobseekers	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For the Company 1. Presents the requirements.	1.1 Evaluates the documents presented.	None	30 minutes	PESO Manager
2. Waits for the Approval of documents and printed copy of No Objection Letter of joining the Job Fair.	2.1 Provides a copy of No Objection Letter of joining the Job Fair.	None	2 minutes	PESO Manager
For the Jobseeker 3. Presents the requirements.	1.1 Conducts Pre-Registration for Applicants/ Jobseekers.	None	1 hour	PESO Manager
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 32 minutes</b>	

## 5. REFERRAL ASSISTANCE FOR OFWS

OFWs seeking assistance to the LGU are being referred to proper agencies/ companies that have job openings.

.		<b>PUBLIC EMPLOYMENT SERVICE OFFICE</b>		
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	OFWs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Passport – 1 photocopy		OFW		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the requirements.	1.1 Receives and evaluates the requirements.	None	30 minutes	PESO Manager
2. Provides basic information such as the name, address and contact number.	2.1 Refers the OFW to any hiring agencies/ companies.	None	1 hour	PESO Manager
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 30 minutes</b>	

**OFFICE OF THE MAYOR  
(LOCAL YOUTH DEVELOPMENT OFFICE)**

**EXTERNAL SERVICES**

3. Local Registration and Verification Program for Youth Organization & Youth Serving Organization
4. Responds to Communication/Correspondences Forwarded by the Office of the Mayor & Other Related Youth Services/Concerns

## 1. LOCAL REGISTRATION AND VERIFICATION PROGRAM FOR YOUTH ORGANIZATION & YOUTH SERVING ORGANIZATION

As mandated by RA 10742 (SK Reform Act of 2015), the LYDO is required to facilitate the registration of Youth and Youth Serving Organizations to ensure fully youth participation in nation-building.

Office or Division:		<b>LOCAL YOUTH DEVELOPMENT OFFICE</b>		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who May Avail:		All interested Youth Organization & Youth Serving Organization in Oton with at least 10 members and above, and with a set officers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Secured &amp; Accomplished Application Form</li> <li>2. Endorsement Letter-Brgy/School Head/Church Leader</li> <li>3. List of Officers</li> <li>4. Constitution and By Laws</li> <li>5. List of Members with Good Standing</li> <li>6. Contacts</li> <li>7. Photocopies of ID of Officers</li> </ol>		<ul style="list-style-type: none"> <li>• Local Youth Development Office</li> <li>• Local Youth Development Office-Oton FB Account</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit/Access Local Youth Development Office	Check/Verification of requirements/documents submitted	None	2 days	LYDO
2. Assignment of Registration Number, and printing of Certification	Recording and Issuance of Registration Number per organization and print certification for signature of LYDO Head and Mayor/LCE	None	1 day	LYDO
3. Endorse Certification for signature of the Mayor/LCE	Routing for signature of the mayor	None	1 day	Local Chief Executive
4. Release of the YO/YSO Local Certification	Releasing of signed certification	None	1 day	LYDO
<b>TOTAL</b>		<b>None</b>	<b>5 days</b>	

**2. RESPONDS TO COMMUNICATION/CORRESPONDENCES FORWARDED BY THE OFFICE OF THE MAYOR & OTHER RELATED YOUTH SERVICES/CONCERNS**

Office routine response to incoming letters and walk-in clients concerning youth scholarship, Sports, Employment and other youth related concerns forwarded to the Office of LYDO for appropriate and immediate action.

Office or Division:		<b>LOCAL YOUTH DEVELOPMENT OFFICE</b>		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government G2C- Government to Citizens		
Who May Avail:		Citizens with concerns on Youth related concerns as such Youth Scholarships, Sports and employment.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letters/Proposals</li> </ul>		<ul style="list-style-type: none"> <li>Local Youth Development Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request/communication to the Office of the Mayor	Receive letters/correspondences from the Mayor's Office  Cater/Receive walk-in clients with inquiries	None	1 hour	LYDO
2. Walk-in client receives feedback on concerns brought in the office	Feedback on the concern transaction is given	None	20 mins	LYDO
3. Clients submitting written requests/correspondence receives feedbacks	Reply to the clients request thru call/SMS/Email/Messenger	None	3 days	LYDO
	Processing of request/ Action taken on the request/concern depends on the client concerns.	None	3 days	LYDO
	<b>TOTAL</b>	<b>None</b>	<b>6 days, 1 hour &amp; 20 minutes</b>	

## **OFFICE OF THE MUNICIPAL ADMINISTRATOR**

### **EXTERNAL SERVICES**

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

## 1. ISSUANCE OF PERMIT TO CONDUCT PRODUCT SAMPLING / PROMOTION

Applicants for product sampling/ promotion on issuance of permit to conduct, a Letter shall be prepared addressed to the Mayor for approval.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ADMINISTRATOR</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	General Pubic / Corporations/ Business Enterprises			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4. Letter Request – 1 original	Applicant			
5. DTI Certificate / SEC Registration – 1 photocopy	DTI / SEC			
6. Mayor’s Permit – 1 photocopy	Business Permits and Licensing Office			
7. BIR Permit – 1 photocopy	Bureau of Internal Revenue			
8. Official Receipt - photocopy	Municipal Treasurer’s Office			
9. BFAD CPR – 1 photocopy	Bureau of Food and Drugs			
10. BFAD Permit to promote – 1 photocopy	Bureau of Food and Drugs			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request with complete requirements	1.1 Assesses the validity and completeness of the application and requirements submitted	none	5 minutes	Administrative Aide I Office of the Municipal Administrator
2. Pays corresponding fees at the Mun. Treasurer’s Office	2.1 Cashier receives payment	P440.00	5 minutes	LRCO II/ Administrative Aide III MTO
3. Receives the approved permit	3.1 Staff prepares permit, Mun. Administrator approves for issuance to the applicant.	none	10 minutes	Administrative Aide I Office of the Municipal Administrator
<b>TOTAL</b>		<b>P440.00</b>	<b>20 minutes</b>	

## 2. ISSUANCE OF PERMIT FOR THE USE OF THE MUNICIPAL FACILITIES

Issuance of permit for the use of municipal facilities are done after all the requirements are submitted by the client.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ADMINISTRATOR</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	General Public / Corporations/ Business Enterprises			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request – 1 original		Applicant		
2. DTI Certificate / SEC Registration – 1 photocopy		DTI / SEC		
3. Mayor's Permit – 1 photocopy		Business Permits and Licensing Office		
4. BIR Permit – 1 photocopy		Bureau of Internal Revenue		
5. Official Receipt – 1 photocopy		Municipal Treasurer's Office		
6. DOLE Permit – 1 photocopy		Department of Labor and Employment		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request with complete requirements	1.1 Assess the validity and completeness of the application and requirements submitted	none	5 minutes	Administrative Aide I Office of the Municipal Administrator
2. Pay corresponding fees at the Municipal Treasurer's Office	2.1 Cashier receives payment	P1,500/ first 5 hours (inclusive of electricity) and P100/hour in excess of first 5 hours	5 minutes	LRCO II/ Administrative Aide III MTO
3. Receives the approved permit	3.1 Staff prepares permit, Municipal Administrator approves for issuance to the applicant	none	10 minutes	Administrative Aide I Office of the Municipal Administrator
<b>TOTAL</b>		<b>P1,500/ first 5 hours (inclusive of electricity) and P100/hour in excess of first 5 hours</b>	<b>20 minutes</b>	

**OFFICE OF THE MUNICIPAL ADMINISTRATOR  
(LEGAL SERVICES)**

**INTERNAL SERVICES**

- ✓ Review of Contracts, Resolutions, Ordinances, and other Legal Instruments and renders legal opinion
  - ✓ Review of Letter Demand and Other Correspondence
    - ✓ Notarization of Legal Document

**1. Review of Contracts, Resolutions, Ordinances and other Legal Instruments and renders legal Opinion**

Contracts, Resolutions, Ordinances and other Legal instruments drafted by the LGU are reviewed by the Municipal Legal Officer to determine the legality of the provisions consistent with existing laws embodies therein and render legal opinion.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ADMINISTRATOR (LEGAL SERVICES)</b>			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All LGU Offices/ Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Contract, Resolutions, Ordinances and Other Legal Instruments duly endorsed by the concerned offices – 1 original		Requesting Party or Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files/ submits request for review to Administrative Officer or Records Officer or Requesting party or office	1.1 Receives and records document	None	3minutes	Admin. Officer or Records Officer of Requesting Office or Party
	1.2 Reviews and/ or renders legal opinion and submit to the requesting party or office	None	5 days	Legal Officer Office of the Municipal Administrator
2. Receives document from Admin. Officer or Records Officer or Requesting Office or Party	2.1 Forward or mail opinion to respective office	None	30 minutes	Admin. Aide or Messenger or Requesting Office or Party
<b>TOTAL</b>			<b>5 days and 33 minutes</b>	

## 2. Review of Letter Demand and Other Correspondence

Letter demand and other correspondence are legally reviewed for government agencies and employees.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ADMINISTRATOR (LEGAL SERVICES)</b>			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All LGU Offices/ Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Contract, Resolutions, Ordinances and Other Legal Instruments duly endorsed by the concerned offices – 1 original		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files/ submits request for review to Administrative Officer or Records Officer or Requesting party or office	1.1 Receives and records document	None	3minutes	Mun. Administrator
	1.2 Forwards document to the Municipal Legal Officer for proper disposition	None	3 minutes	Mun. Administrator
2. Receives document	2.1 Forward or mail Letter Demand and other correspondence to recipients	None	30 minutes	Mun. Administrator
<b>TOTAL</b>			<b>36 minutes</b>	

### 3. Notarization of Legal Document

The Municipal Legal Officer notarizes documents per request to become a public document.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ADMINISTRATOR (LEGAL SERVICES)</b>			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All LGU Offices/ Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Signed documents for notarization – 3 original		Requesting Client		
2. Government issued identification cards – 1 photocopy		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents document for notarization to Administrative Office or representing office or party	1.1 Receives and records document	None	2 minutes	Mun. Administrator
	1.2 Notarizes document	None	15 minutes	Legal Officer II
2. Receives document from Admin. Officer or Records officer or Requesting Office or Party	2.1 Records and releases the document to the requesting party or office	None	3 minutes	Mun. Administrator
<b>TOTAL</b>			<b>20 minutes</b>	

## **MUNICIPAL PLANNING AND DEVELOPMENT OFFICE**

### **EXTERNAL SERVICES**

- ✓ Issuance of Zoning Certification

## 1. ISSUANCE OF ZONING CERTIFICATION

The Zoning Certification is a document issued to the requesting party that specifies the current zoning classification of a certain parcel of land based on the updated general land use map of the Municipality.

Office or Division:	<b>MUNICIPAL PLANNING AND DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C , G2G, G2B			
Who may avail:	General Public / Lot Owners/ Government Agencies/ Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Lot Title (1 photocopy)	Lot owner			
2. Tax Clearance (1 original copy)	Municipal Treasurer's Office (Window 6)			
3. Tax Declaration (1 photocopy, original to be presented)	Municipal Assessor's Office			
4. Vicinity map (scaled) (1 photocopy)	Lot owner			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes the Client Request Form at the counter.	1. Let the client accomplish the Request Form.	None	2 minutes	Adm. Aide I Adm. Aide III/ MPDC Office
2. Complies/ submits the required documents for initial assessment and verification. • Make sure to secure of Order of Payment.	2.1 Verifies the submitted documents and checks for completeness.	None	5 minutes	Zoning Officer III PDO I/ MPDC Office
	2.2 Issues Order of Payment and advices client for payment at Municipal Treasurer's Office.	None	2 minutes	Zoning Officer III PDO I/ MPDC Office
3. Pays the required fees at the Municipal Treasurer's Office. * Make sure to secure Official Receipt	3.1 Accepts the Payment based on the Order of Payment	PHP 100.00 / lot	2 minutes	Adm. Aide III LRCO II/ MTO
	3.2 Issues Official Receipt.	None	3 minutes	Admin. Aide III LRCO II/ MTO
4. Returns to MPDC Office for the processing and releasing of Zoning Certification.	a. Zoning Officer validates the documents submitted together with the Official Receipt.	None	3 minutes	Zoning Officer III MPDC Office
	b. Prepares and signs Zoning Certification.	None	10minutes	Zoning Officer III MPDC Office
	c. Releases Zoning Certification to Client.	None	3 minutes	Zoning Officer III MPDC Office
<b>TOTAL</b>		<b>PHP 100.00</b>	<b>30 minutes</b>	

## **GENERAL SERVICES OFFICE**

### **INTERNAL SERVICES**

- ✓ Procurement of Supplies, Materials and Equipment
  - ✓ Issuance of Deliveries
- ✓ Issuance of Supplies, Materials, and Equipment Carried in Stock
  - ✓ Issuance of Vehicle Trip Ticket (Gasoline/Diesel, Etc.)
- ✓ Issuance of Official Permit for Vehicle Use on Official Travel for LGU Employees, etc.
  - ✓ Repairs and Maintenance of Government Facilities, Vehicles, etc.
- ✓ Request for Chairs, Tables, Sound System, Stage, Backdrop, Projector and Other Logistical Support available in GSO
  - ✓ Request for Janitorial Services
  - ✓ Request for Tools and Equipment
  - ✓ Request for Garbage Collection and Disposal
- ✓ Request for Tarpaulin Layout and Printing and Signages

### **EXTERNAL SERVICES**

- ✓ Procurement of Supplies, Materials and Equipment
  - ✓ Issuance of Deliveries
- ✓ Issuance of Supplies, Materials, and Equipment Carried in Stock
- ✓ Issuance of Official Permit for Vehicle Use on Official Travel for LGU Employees, etc.
  - ✓ Request for Janitorial Services
  - ✓ Request for Tools and Equipment
  - ✓ Request for Garbage Collection and Disposal

## 1. PROCUREMENT OF SUPPLIES, MATERIALS AND EQUIPMENT

The different offices/departments may request for acquisition of goods such as supplies, materials, equipment, etc.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Purchase Request Form duly accomplished by the requesting office for the goods to be purchased.</li> <li>Duly signed PR by the Municipal Budget Office for the availability of funds.</li> </ul>		GENERAL SERVICES OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits the documents to the receiving personnel for record purposes	1.1 Receives the documents and have it signed by the GSO	None	5 minutes	Adm. Aide VI GSO
	1.2 Transmits the document to the Budget Office for signature when funds are available	None	5 minutes	Adm. Aide VI GSO
	1.3 If funds are available, completes the set of procurement papers	None	10 minutes	Adm. Aide VI GSO
	1.4 Transmits the procurement papers to the BAC to ascertain the mode of procurement.	None	5 minutes	Adm. Aide VI GSO
	1.5 After confirming the award to the winning supplier from BAC Office prepares Purchase Order and furnish the supplier to prepare the goods for delivery	None	2 hours for local suppliers within the LGU vicinity	Adm. Aide VI GSO
	1.6 Receives the deliveries of goods and items from the supplier and check for the quantity brand in PO and specifications	None	1 hour	Adm. Officer 1

	1.7 Issues the requested and delivered items to the Requesting Office and have them sign in the space provided attesting that all items were received	None	20 minutes	GSO
	1.8 Prepares ARE for Equipment considered as Semi-Expendable and Properties of LGU	None	10 minutes	Adm. Officer 1 GSO
	1.9 Completes the Procurement Papers for payment purposes and transmit to the Budget Office	None	1 Hour	Adm. Officer 1 GSO
				Adm. Office 1 GSO
	<b>TOTAL</b>	<b>None</b>	<b>4 Hours and 55 minutes</b>	

## 2. ISSUANCE OF DELIVERIES

This service intends for the issuance of delivered procurements to the different requesting offices.

Office or Division:	<b>MUNICIPAL GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/National Agencies operating in the LGU, Public Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip (RIS) – 1, original		Prepared by requesting office General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the accomplished Requisition and Issue Slip (RIS) at the General Services Office	1.1 Verifies the presented Requisition and Issue Slip (RIS) with the approved Purchase	None	5 minutes	Adm. Aide 1V GSO
	1.2 Approves the releasing and issuance of supplies, materials, equipment		5 minutes	Adm. Officer 1 GSO
	1.3 Prepares the items to be issued		15 minutes	Adm. Aide 1V GSO
2. Receives the supplies, materials, equipment and sign the RIS	2.1 Release the items being requested	None	5 minutes	Adm. Officer 1 GSO
<b>TOTAL</b>		<b>None</b>	<b>30 minutes</b>	

\*\*Processing time may exceed depending on the number of items to be issued.

### 3. ISSUANCE OF SUPPLIES, MATERIALS, AND EQUIPMENT CARRIED IN STOCK

The different offices/departments may request for acquisition of goods such as supplies, materials, equipment, etc.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/ National Agencies operating in the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip – 2 originals		GENERAL SERVICES OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Requisition and Issue Slip (RIS)	1.1 Checks validity of documents presented	None	5 minutes	Adm. Aide IV GSO
	1.2 Prepares the Inventory Custodian Slip (ICS) and/or Acknowledgement Receipt for Equipment (ARE)	None	10 minutes	Adm. Officer I GSO
	1.3 Signs the ICS/ARE	None	5 minutes	MGDH I – GSO
2. Signs the copy of ICS/ARE	2.1 Issues copy of ICS/ARE to client	None	5 minutes	Adm. Officer I GSO
3. Receives the supplies / materials / equipment	3.1 Issues supplies/ materials equipment	None	5 minutes	Adm. Officer I GSO
4. Receives copy of ICS/ARE	4.1 Gives client copy of ICS/ARE	None	5 minutes	Adm. Officer I GSO
	4.2 Files/keeps copy of ICS/ARE			
<b>TOTAL</b>		<b>None</b>	<b>35minutes</b>	

**4. ISSUANCE OF VEHICLE TRIP TICKET FOR GASOLINE/DIESEL, ETC.**

The Local Government Unit of Oton has its own service vehicles which is properly monitored and maintained by the General Services Office. The different offices/departments may request for vehicles/vehicle trip ticket for gasoline and other petroleum products for official business travel.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/ National Agencies operating in the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Trip Ticket Form – 3 original copies</li> </ul>			<ul style="list-style-type: none"> <li>GENERAL SERVICES OFFICE</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients request for Trip Ticket for gasoline /diesel/ motor oil, etc.	1.1 Prepares Vehicle Trip Ticket	None	5 minutes	Adm. Aide IV GSO
	1.2 Records request in log book, issues client with trip ticket number and determine the amount of gasoline needed for the travel	None	5 minutes	Adm. Aide IV GSO
	1.3 Trip Ticket for signature of the Department Head	None	5 minutes	MGDH I - GSO
2. Passenger signs the trip ticket and return for signature of the Municipal Mayor	2.1 Trip Ticket for signature of the Driver	None	5 minutes	Adm. Aide IV GSO
3. Passenger/ client waits for the Trip Ticket to be signed	3.1 Trip Ticket forwarded to the MAYOR for approval	None	10 minutes	Municipal Mayor
4. Driver receives signed Trip Ticket	4.1 Staff in charge gives driver copy of document and files/keeps office copy of document	None	5 minutes	Adm. Aide IV GSO
<b>TOTAL</b>		<b>None</b>	<b>35minutes</b>	

**5. ISSUANCE OF OFFICIAL PERMIT FOR VEHICLE USE ON OFFICIAL TRAVEL FOR LGU EMPLOYEES, SCHOOLS ETC.**

The different offices/departments may request for vehicles to use on official business travel.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/National Agencies operating in the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Travel Order signed and approved by the LCE</li> <li>• Request letter</li> </ul>			<ul style="list-style-type: none"> <li>• Questioning Office</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits approved/conformed Travel Order/Letter of request	1.1 Receives the letter to check the content of the request needed and forward to the transportation services section in-charge.	None	5 minutes	MGADH-1, GSO
	1.2 Checks for the availability and condition of the vehicle to be use and assigns driver	None	5 minutes	Adm. Aide 1, GSO
	1.3 Contacts/coordinates with the driver of the vehicle for the schedule of travel	None	5 minutes	Adm. Aide 1, GSO
<b>TOTAL</b>		<b>None</b>	<b>15minutes</b>	

## 6. REPAIR AND MAINTENANCE

This service covers the repair and maintenance of the following:

1. Municipal Owned buildings and its facilities
2. Municipal owned service vehicles
3. Municipal owned mechanical equipment and other machineries
4. Air-conditioning Units
5. Streetlights

Office or Division:	<b>MUNICIPAL GENERAL SERVICES OFFICE</b>			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Requisitioning/Municipal Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request with complete details – 1 original Job Order Slip – 1 original		Prepared by the requesting office General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out request for repair form	1.1 Receives the Job Order Slip with complete details from requestor	None	5 minutes	Electrical Inspector II GSO
	2.2 Approves such request and forward to the personnel in charge	None	5 minutes	MGDH-1, GSO
2. Waits for the copy of the form and schedule of inspection	2.1 Releases approved request form with the scheduled date of ocular inspection	None	5 minutes	MGADH-1, GSO
	2.2 Conducts ocular inspection on the concerned office/facility/vehicle and estimates/costing of materials/spare parts	None	20 minutes	Electrical Inspector II GSO
	2.3 Prepares documents and processing of request for the procurement of materials/spare parts needed for the repair	None	5 minutes	Electrical Inspector II GSO
3. Waits for the schedule of repair  *upon receipt and	3.1 Receives and inspects of materials delivered	None	30 minutes	Adm. Officer 1,GSO

availability of materials for repair	3.2 Starts the repair	None	1 day (Depending on the simplicity /complexity of the repair)	
4. Accepts the repaired structure/vehicle	4.1 Turnovers the repaired structure/vehicle to the requesting office	None	30 minutes	Electrical Inspector II GSO
<b>TOTAL</b>		<b>None</b>	<b>1 day, 1 hour, 30 minutes</b>	

*\*Processing time may exceed 30days depending on the multiple transactions are being repaired*

## 7. REQUEST FOR CHAIRS, TABLES, TENTS, SOUND SYSTEM, STAGE, BACKDROP, PROJECTOR AND OTHER LOGISTICAL SUPPORT AVAILABLE IN GSO

This service intends to provide chairs, tables, tents, sound system, stage, tables and other logistical support available in the General Services Office for the successful implementation of different activities of the LGU.

Office or Division:	<b>MUNICIPAL GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/National Agencies operating in the LGU, Public Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request – 1 original Job Order Slip – 1 original Borrower Slip – 1 original		Prepared by requesting office General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirement at the General Services Office	1.1 Receives and stamps the letter request with complete details from Mayor’s Office	None	5 minutes	MGADH-1, GSO
	1.2 Prepares the Job Order Slip/Borrower’s Slip	None	5 minutes	Adm. Aide I, GSO

2. Waits for the notification of GSO if available or not available	2.1 Verifies/Checks the availability of logistics needed	None	5 minutes	MGADH-1, GSO
	2.2 Coordinates with the requesting office/school	None	5 minutes	
	2.3 Refers to GSO Personnel in-charge (Leadman, Soundman, Electrician)	None	5 minutes	
Waits for the delivery of logistics needed and guide the GSO personnel	Delivers/Arrange/Set-up	None	2 hours	Adm. Aide I, GSO
<b>TOTAL</b>		<b>None</b>	<b>2 hours and 25 minutes</b>	

*\*\*Request should be at least 7 days before the event.*

## 8. REQUEST FOR JANITORIAL SERVICES.

The different offices/departments may request for janitorial services for the maintenance of cleanliness in their respective area.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/ National Agencies operating in the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Job Order Slip – 1 original copy			GENERAL SERVICES OFFICE	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Client/Requesting Office requests/fills up Job Order Slip for janitorial services	1.1 Staff receives and validates request of client and request approval of the General Services Officer	None	5 minutes	Adm. Aide I GSO
	1.2 Prepares activity design, conducts briefing of laborers upon approval	None	10 minutes	MGDH I, GSO
2. Waits for the clean-up process	2.1 Actual Site Clean-up	None	Depends on work requested	Adm. Aide VI GSO
3. Client/Requesting Office inspects the service rendered	3.1 Site Inspection of (GSO) & Requesting Office	None	10 minutes	Adm. Aide VI MGDH I, GSO Requesting Office
	4.1 Feedbacking	None	5 minutes	Adm. Aide VI Adm. Aide VIII MGDH I, GSO
<b>TOTAL</b>		<b>None</b>	<b>Depends on work requested</b>	

## 9. REQUEST FOR TOOLS AND EQUIPMENT

The different offices/departments may request for tools and equipment for the repair and maintenance of properties, equipment, etc.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/ National Agencies operating in the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrower's Slip – 2 originals		GENERAL SERVICES OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the borrower's slip for the tools and equipment to be borrowed	1.1 Staff-in-charge evaluates purpose and records request in logbook	None	5 minutes	Adm. Aide I GSO
2. Waits for the	2.1 Request referred to	None	5 minutes	

requested tools/ equipment	the storekeeperfor the release of tools/equipment			Adm. Aide I GSO
3. Client receives the tools /equipment and copy of borrower's slip	3.1 Storekeeper releases the tools/ equipment and copy of borrower's slip	None	5 minutes	Adm. Officer I GSO
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	

### 10. REQUEST FOR GARBAGE COLLECTION AND DISPOSAL

All Local Government Unit Offices, National Agencies, Schools, Barangays, Citizens and Business Establishments may request for garbage collection and disposal.

Office or Division:	<b>MUNICIPAL GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
	G2C – Government to Citizen			
	G2B – Government to Businesses			
Who may avail:	All Local Government Unit Offices/National Agencies operating in the LGU, Schools, Barangays, Citizens and Business Establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request – 1 original Job Order Slip – 1 original		Prepared by Requestor General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request with approval of the LCE/Fills-out Job Order Slip Form	1.1 Receives and stamps letter request with complete details from Mayor's Office/Job Order Slip Form	None	5 minutes	Adm. Aide IV, GSO
	1.2 Requests referred to the MRF manager	None	5 minutes	MGADH-1, GSO
	1.3 MRF manager assigns truck and driver and gives schedules for collection and disposal of garbage	None	1 day	Adm. Aide VI, GSO Adm. Aide III, GSO
<b>TOTAL</b>		<b>None</b>	<b>1 day and 10minutes</b>	

*\*\*Request should be at least 7 days before the event.*

## 11. REQUEST FOR TARPULIN LAYOUT AND PRINTING AND SIGNAGES

The different offices/departments ay request for tarpaulin layout and printing and signages.

Office or Division:	<b>MUNICIPAL GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request – 1 original Job Order Slip – 1 original		Prepared by Requestor General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request with approval of the LCE/Fills-out Job Order Slip Form	1.1 Receives and stamps letter request with complete details from Mayor’s Office/Job Order Slip Form	None	5 minutes	Adm. Aide IV, GSO
	1.2 Requests referred to the Layout Artist/Lettering Artist	None	5 minutes	MGADH-1, GSO
2. Waits for the requested tarpaulin/signages	2.1 Layout Artist/Lettering Artist performs the job	None	1 day	Adm. Aide III GSO  Adm. Aide I, GSO
3. Client receives the tarpaulin/signages	3.1 Turnovers the tarpaulins and signages to the requesting office	None	20 minutes	Adm. Aide IV, GSO  Adm. Aide III GSO
<b>TOTAL</b>		<b>None</b>	<b>1 day and 30minutes</b>	

*\*\*Request should be at least 7 days before the event.*

## EXTERNAL SERVICES

### 1. PROCUREMENT OF SUPPLIES, MATERIALS AND EQUIPMENT

The different offices/departments may request for acquisition of goods such as supplies, materials, equipment, etc.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Purchase Request Form duly accomplished by the requesting office for the goods to be purchased.</li> <li>• Duly signed PR by the Municipal Budget Office for the availability of funds.</li> </ul>		GENERAL SERVICES OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits the documents to the receiving personnel for record purposes	1.1 Receives the documents and have it signed by the GSO	None	5 minutes	Adm. Aide VI GSO
	1.2 Transmits the document to the Budget Office for signature when funds are available	None	5 minutes	Adm. Aide VI GSO
	1.3 If funds are available, completes the set of procurement papers	None	10 minutes	Adm. Aide VI GSO
	1.4 Transmits the procurement papers to the BAC to ascertain the mode of procurement.	None	5 minutes	Adm. Aide VI GSO
	1.5 After confirming the award to the winning supplier from BAC Office prepares Purchase Order and furnish the supplier to prepare the	None	2 hours for local suppliers within the LGU vicinity	Adm. Aide VI GSO

	goods for delivery			
	1.6 Receives the deliveries of goods and items from the supplier and check for the quantity brand in PO and specifications	None	1 hour	Adm. Officer 1 GSO
	1.7 Issues the requested and delivered items to the Requesting Office and have them sign in the space provided attesting that all items were received	None	20 minutes	Adm. Officer 1 GSO
	1.8 Prepares ARE for Equipment considered as Semi-Expendable and Properties of LGU	None	10 minutes	
	1.9 Completes the Procurement Papers for payment purposes and transmit to the Budget Office	None	1 Hour	Adm. Officer 1 GSO
				Adm. Office 1 GSO
	<b>TOTAL</b>	<b>None</b>	<b>4 Hours and 55 minutes</b>	

## 2. ISSUANCE OF DELIVERIES

This service intends for the issuance of delivered procurements to the different requesting offices.

Office or Division:	<b>MUNICIPAL GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/National Agencies operating in the LGU, Public Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip (RIS) – 1, original		Prepared by requesting office General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the accomplished Requisition and Issue Slip (RIS) at the General Services Office	1.1 Verifies the presented Requisition and Issue Slip (RIS) with the approved Purchase	None	5 minutes	Adm. Aide 1V GSO
	1.2 Approves the releasing and issuance of supplies, materials, equipment		5 minutes	Adm. Officer 1 GSO
	1.3 Prepares the items to be issued		15 minutes	Adm. Aide 1V GSO
2. Receives the supplies, materials, equipment and sign the RIS	2.1 Release the items being requested	None	5 minutes	Adm. Officer 1 GSO
<b>TOTAL</b>		<b>None</b>	<b>30 minutes</b>	

\*\*Processing time may exceed depending on the number of items to be issued.

### 3. ISSUANCE OF SUPPLIES, MATERIALS, AND EQUIPMENT CARRIED IN STOCK

The different offices/departments may request for acquisition of goods such as supplies, materials, equipment, etc.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/ National Agencies operating in the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Requisition and Issue Slip – 2 originals		GENERAL SERVICES OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents Requisition and Issue Slip (RIS)	1.1 Checks validity of documents presented	None	5 minutes	Adm. Aide IV GSO
	1.2 Prepares the Inventory Custodian Slip (ICS) and/or Acknowledgement Receipt for Equipment (ARE)	None	10 minutes	Adm. Officer I GSO
	1.3 Signs the ICS/ARE	None	5 minutes	MGDH I – GSO
2. Signs the copy of ICS/ARE	2.1 Issues copy of ICS/ARE to client	None	5 minutes	Adm. Officer I GSO
3. Receives the supplies / materials / equipment	3.1 Issues supplies/ materials equipment	None	5 minutes	Adm. Officer I GSO
4.Receives copy of ICS/ARE	4.3 Gives client copy of ICS/ARE	None	5 minutes	Adm. Officer I GSO
	4.4 Files/keeps copy of ICS/ARE			
<b>TOTAL</b>		<b>None</b>	<b>35minutes</b>	

**4. ISSUANCE OF OFFICIAL PERMIT FOR VEHICLE USE ON OFFICIAL TRAVEL FOR LGU EMPLOYEES,SCHOOLS ETC.**

The different offices/departments may request for vehicles to use on official business travel.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/National Agencies operating in the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Travel Order signed and approved by the LCE</li> <li>• Request letter</li> </ul>			<ul style="list-style-type: none"> <li>• Requesting Office</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits approved/conformed Travel Order/Letter of request	1.1 Receives the letter to check the content of the request needed and forward to the transportation services section in-charge.	None	5 minutes	MGADH-1, GSO
	1.2 Checks for the availability and condition of the vehicle to be use and assigns driver	None	5 minutes	Adm. Aide 1, GSO
	1.3 Contacts /coordinates with the driver of the vehicle for the schedule of travel	None	5 minutes	Adm. Aide 1, GSO
<b>TOTAL</b>		<b>None</b>	<b>15minutes</b>	

## 5. REQUEST FOR JANITORIAL SERVICES.

The different offices/departments may request for janitorial services for the maintenance of cleanliness in their respective area.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	All Local Government Unit Offices/ National Agencies operating in the LGU				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
2. Job Order Slip – 1 original copy			GENERAL SERVICES OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
4. Client/Requesting Office requests/fills up Job Order Slip for janitorial services	1.1 Staff receives and validates request of client and request approval of the General Services Officer	None	5 minutes	Adm. Aide I GSO	
	1.2 Prepares activity design, conducts briefing of laborers upon approval	None	10 minutes	MGDH I, GSO	
5. Waits for the clean-up process	2.1 Actual Site Clean-up	None	Depends on work requested	Adm. Aide VI GSO	
6. Client/Requesting Office inspects the service rendered	3.1 Site Inspection of (GSO) & Requesting Office	None	10 minutes	Adm. Aide VI MGDH I, GSO Requesting Office	
	4.1 Feedbacking	None	5 minutes	Adm. Aide VI Adm. Aide VIII MGDH I, GSO	
<b>TOTAL</b>		<b>None</b>	<b>Depends on work requested</b>		

## 6. REQUEST FOR TOOLS AND EQUIPMENT

The different offices/departments may request for tools and equipment for the repair and maintenance of properties, equipment, etc.

Office or Division:	<b>GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Offices/ National Agencies operating in the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2. Borrower's Slip – 2 originals		GENERAL SERVICES OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Submits the borrower's slip for the tools and equipment to be borrowed	4.1 Staff-in-charge evaluates purpose and records request in logbook	None	5 minutes	Adm. Aide I GSO
5. Waits for the requested tools/ equipment	5.1 Request referred to the storekeeper for the release of tools/equipment	None	5 minutes	Adm. Aide I GSO
6. Client receives the tools /equipment and copy of borrower's slip	6.1 Storekeeper releases the tools/ equipment and copy of borrower's slip	None	5 minutes	Adm. Officer I GSO
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	

## 7. REQUEST FOR GARBAGE COLLECTION AND DISPOSAL

All Local Government Unit Offices, National Agencies, Schools, Barangays, Citizens and Business Establishments may request for garbage collection and disposal.

Office or Division:	<b>MUNICIPAL GENERAL SERVICES OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
	G2C – Government to Citizen			
	G2B – Government to Businesses			
Who may avail:	All Local Government Unit Offices/National Agencies operating in the LGU, Schools, Barangays, Citizens and Business Establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request – 1 original Job Order Slip – 1 original		Prepared by Requestor General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request with approval of the LCE/Fills-out Job Order Slip Form	1.1 Receives and stamps letter request with complete details from Mayor’s Office/Job Order Slip Form	None	5 minutes	Adm. Aide IV, GSO
	1.2 Requests referred to the MRF manager	None	5 minutes	MGADH-1, GSO
	1.3 MRF manager assigns truck and driver and gives schedules for collection and disposal of garbage	None	1 day	Adm. Aide VI, GSO Adm. Aide III, GSO
<b>TOTAL</b>		<b>None</b>	<b>1 day and 10minutes</b>	

*\*\*Request should be at least 7 days before the event.*

## **HUMAN RESOURCE MANAGEMENT OFFICE**

### **EXTERNAL SERVICES**

- ✓ Acceptance of Application Requirements

### **INTERNAL SERVICES**

- ✓ Publication and Posting of Vacant Positions
- ✓ Acceptance of Loan Application: GSIS/PAG-IBIG/SSS  
Financial Assistance
- ✓ Request for Loan Application: GSIS KIOSK
  - ✓ Request for Leave Application
- ✓ Processing of application for Special Monetization of Leave Credits
  - ✓ Preparation of Regular Payroll
- ✓ Issuance of Certifications as part of the Human Resource Information Sys

## 1. ACCEPTANCE OF APPLICATION REQUIREMENTS

Within the fifteen (15) day publication period the qualified applicant with complete application documents are accepted without discrimination and assessed based on the competency and qualification standards of the position of RA 7160, CSC OS Manual, in C's, revised July 2018 and MSP.

Office or Division:	<b>Human Resource Management Office</b>			
Classification:	Simple			
Type of Transaction:	G2C - Government to Public			
Who May Avail:	All interested and qualified applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application letter addressed to MGDH I-HRMO with indicated position being applied for (1 original copy)		Applicants		
2. Fully accomplished Personal Data Sheet (1 original copy) with work experience sheet (if applicable)		HRMO/ downloadable CSC website @ <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
3. VS Performance Rating in the last rating period (if applicable – 1 certified true copy)		HRMO, applicants file		
4. Certified/Original CSC eligibility/ board exam result / certified PRC license (1 copy) Diploma, transcript of records (1 certified true copy/original)		CSC, PRC, TESDA, Applicants file  Applicants file  School		
5. Employment record/service record signed by HRMO/manager (1 certified true copy/original) JOS/COS contract of service (1 certified true copy /original)		Previous Employer  Applicants file		
6. Trainings Certificate (1 certified true copy /original) if applicable		Applicants file		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application letter and other requirements personally or via courier/email	1.1 Evaluates the application documents, data and other attached requirements	None	1 hour	Adm. Aide IV Adm. Officer IV
	1.2 Reviews the application letter and attached documents	None	1 hour	Adm. Officer IV Adm. Aide IV
2. Receives notice for competency assessment	2.1 Informs the qualified applicants of the assessment schedule	None	1 hour	Adm. Officer IV
	<b>Total</b>	<b>None</b>	<b>3 hours</b>	

# HUMAN RESOURCE MANAGEMENT OFFICE

## INTERNAL SERVICES

### 1. PUBLICATION AND POSTING OF VACANT POSITIONS

Vacant positions in the career service are published in CSC website/agency website and posted in three (3) conspicuous places for a period of at least fifteen (15) calendar days pursuant to RA7160, 2017 ORAOHRA revised July 2018 and MSP.

Office or Division:	<b>Human Resource Management Office</b>			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Public			
Who May Avail:	CSC, All qualified applicants			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. CSC Form 9 (3 original)			<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CSC receives the Form # 9	1.1 Submits CSC Form#9 in electronic and 3 printed copies	None	3 hours	Adm. Aide IV Adm. Officer IV
2. Posts the vacancy/ies in the CSC website	2.1 Downloads the post in 3 copies	None	3 hours	Adm. Officer IV
	2.2 Posts the Notices in 3 conspicuous places	None	1 hour	Adm. Officer IV
	2.3 Observes the 15 day publication period	None	15 days	Adm. Officer IV
	<b>Total</b>	<b>None</b>	<b>15 days &amp; 5 hours</b>	

## 2. ACCEPTANCE OF LOAN APPLICATIONS: GSIS/PAG-IBIG/SSS

Employees may avail of loan programs of GSIS, Pag-ibig, SSS

Office or Division:		<b>Human Resource Management Office</b>		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		LGU Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
GSIS Forms: <ol style="list-style-type: none"> <li>1. Emergency Loan – Form No. 05042020- EL Active – Rev. 1 (1-original)</li> <li>2. Enhanced Conso-Loan Plus – Form No. Conso-2015-0501 (1-original)</li> <li>3. Policy Loan (Compulsory) – Form A-CPL-02 - 2007 (1-original)</li> <li>4. Policy Loan (Optional)- Form No. A-OPL-02-2007 (1-original)</li> </ol>		<a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (downloadable forms)		
Pag-ibig Forms: <ol style="list-style-type: none"> <li>1. Multi-Purpose (MPLAF) – Form No. HQP-SLF-065 (1-original)</li> <li>2. Calamity Loan (CLAF) – Form No. HQP-SLF-066 (1-original)</li> </ol>		<a href="http://www.pagibig.gov.ph">www.pagibig.gov.ph</a> (downloadable forms)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reports / Notifies HRMO for intention to avail/apply for loan	1.1 Advices Employee to secure corresponding loan application form (GSIS, Pag-ibig, SSS. Forms can be downloaded via agency website, and other loan requirements	None	1 hour	Adm. Aide IV
	1.2 Reviews loan application and assessed completeness of requirements	None	1 hour	Adm. Assistant II (HRMA)
	1.3 Signs Loan application (GSIS, Pag-ibig)		1 hour	MGDH - 1
2. Submits loan application to GSIS / Pag-ibig/ SSS Office	2.1 Assists on the submission of loan applications if needed	None	3 hours	Adm. Aide IV
	<b>Total</b>	<b>None</b>	<b>6 hours</b>	

**3. REQUEST FOR LOAN APPLICATION: GSIS KIOSK/GSIS TOUCH**  
**Officials and Employees shall notify the HRM office of their intention to apply for Loan.**

Office or Division:		<b>Human Resource Management Office</b>		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		LGU Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
GSIS Umid Card		Issued by GSIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reports / Notifies HRMO for intention to avail/apply for loan	1.1 Advices Employee to proceed to nearest GSIS Kiosk/GSIS Touch to apply for loan if qualified	None	1 hour	Adm. Aide IV  Adm. Assistant II
2. Employee proceeds to nearest GSIS Kiosk using UMID Card to apply for loans through GSIS Touch	2.1 MGDH 1 head confirms loan application through AAO Electronic Access	None	Within 7 days	MGDH 1
	Total	None	7 days & 1 hour	

#### 4. REQUEST FOR LEAVE OF ABSENCE WITH OR WITHOUT PAY

The officials and employees may submit leave application for vacation(5 days prior), sick leave ,special leave and others.

Office or Division:		<b>Human Resource Management Office</b>		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Permanent Employees, co- terminus, elective officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CSC Form 6 (1 original)		HRMO/ <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Seeks approval of the leave application	11. Recommends for the approval of leave application	None	1 hour	Department Head Concerned Office
	1.2 Computes the leave balances	None	8 hours	Adm. Officer V
	1.3 MGDH 1, Administrator/Mayor approve the leave application	None	2 days	MGDH – 1 Administrator Mayor
	<b>Total</b>	<b>None</b>	<b>2 days &amp; 9 hours</b>	

## 5. PROCESSING OF APPLICATION FOR MONETIZATION OF LEAVE CREDITS

An officer or employee is allowed to avail special monetization of their leave credits for a maximum of 50% of the total leave credits earned or depending on the reason of availment as duly approved by the LCE.

Office or Division:		<b>Human Resource Management Office</b>		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Permanent Employees, co- terminus, elective officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CSC Form 6 (3 original copies)		HRMO/ <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Seeks approval of the Municipal Budget Office	1. Officer checks the availability of fund	None	1 hour	Mun. Budget Officer
2. Submits CSC Form 6 (3 copies) with note of maximum allowable amount granted	2.1 Checks the total balance of leave credits & monetization application documents	None	8 hours	Adm. Officer V
	2.2 Recommends for the approval of the monetization documents	None	8 hours	MGDH I
	2.3 Approves Monetization application		16 hours	Municipal Mayor
	Total	None	4 days & 1 hour	

## 6. PREPARATION OF REGULAR PAYROLL

Processing of compensation and benefits of Officials and Employees of the Municipal Government.

Office or Division	<b>Human Resource Management Office</b>			
Classification:	Highly Technical			
Type of Transaction:	G2G :Government to Government			
Who May Avail:	Active Employees of the Municipal Government of Oton			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Signed and Approved Daily Time Record- 1 Original and 1 duplicate 2. Approved Application for Leave (if applicable)- 2 original 3. Information on changes in loan/Premium deductions from Government Lending Institution and Cooperative (if applicable)1- Original 4. Travel Order / Pass Slip (if applicable)1- Original		HRMO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. submits DTR and other requirements to HR Office on or before cut-off date.	1.1 Receives and checks DTR and other requirements for completeness	None	1 hour	Adm. Officer V
	1.2 Encodes and reviews all loan deductions for the month	None	5 days	Adm. Assistant II
	1.3 Computes, checks and adjust salary payables	None	1 day	Adm. Assistant II
	1.4 Reviews and prints payroll and other supporting documents	None	1 day	Adm. Assistant II
	1.5 Reviews payroll and other supporting documents for correctness	None	1 day	MGDH I
	1.6 Submits final payroll /vouchers to Budget Office for processing	None	1 day	Adm. Assistant II
<b>TOTAL</b>		<b>None</b>	<b>9 days &amp; 1 hour</b>	

**7. ISSUANCE OF CERTIFICATION AS PART OF THE HUMAN RESOURCE INFORMATION SYSTEM**

- Certificate of Employment
- Certificate of Net Pay, Compensation and Benefits
- Certified Machine copies of Appointments / IPCR and SALN
- Certification of Leave Credits Balance
- Certificate of Last Premium Payment of HDMF / GSIS / Philhealth
- Daily Time Record and Raw Data
- Pay Slip
- Authority to Travel Abroad
- Service Record / Certification of LAWOP

Office or Division	<b>Human Resource Management Office</b>			
Classification:	Simple			
Type of Transaction:	G2G: Government to Government			
Who May Avail:	Active and Inactive Employees of the Municipal Government of Oton			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. HR Request Form – 1 original Copy		HRMO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request form to HR	1.1 Receives and records request submitted	None	30 minutes	Adm. Aide IV
	1.2 Endorses requested document to MGDH 1 for signature	None	16 hours	Adm. Assistant II
2. Receives requested document from HR Office	2.1 Logs and Releases document	None	1 hour	Adm. Aide IV
<b>TOTAL</b>		<b>None</b>	<b>2 days &amp; 1.5 hours</b>	

## **OFFICE OF THE MUNICIPAL CIVIL REGISTRAR**

### **EXTERNAL SERVICES**

- ✓ Issuance OF Civil Registry Document
- ✓ Registration of Civil Registry Documents
  - ✓ Issuance of Marriage License
  - ✓ Registration of Legitimation
  - ✓ BREQS For SECPA Issuance
- ✓ Issuance of Supplemental Report

## 1. ISSUANCE OF CIVIL REGISTRY DOCUMENT

The Civil Registrar's Office cater the taxpayers request insecuring Civil Registry Document upon payment of proper fees

Office or Division:	MUNICIPAL CIVIL REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Issuance of Civil Registry Documents			Municipal Civil Registrar's Office window	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client get service no. And fills out request form and wait	Verification of records in data base CRIS/PhilCRIS	none	25 minutes	Adm. Aide IV Adm. Assistant 1
Clients pay to MTO and return to MCRO present O.R.	Issue Order of Payment and prepares print-out of requested CTC/Cert.  For signature of MCR/Authorized representative	P100.00 per copy	25 minutes	MTO/Cashier Adm. Aide IV Adm. Officer V Municipal Civil Registrar
Clients receives CTC/Cert. Of CRDs sign in log book.  Government issued ID of the requesting document owner (in case of authorized representative) Authorization/Special Power of attorney and Government issued ID of representative	Person in charge release the CTC/Cert. To clients record and log		10 minutes	Adm. Aide IV
<b>TOTAL</b>		<b>P100.00</b>	<b>1 hour</b>	

## 2. REGISTRATION OF CIVIL REGISTRY DOCUMENT

The Civil Registrar's Office assist clients' in the registration of the Civil Registry Document

Office or Division:	MUNICIPAL CIVIL REGISTRAR'S OFFICE			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
CHECKLIST OF REQUIREMENTS FOR REGISTRATION OF CIVIL REGISTRY DOCUMENT			WHERE TO SECURE	
Registration form Marriage Certificate of parents (If delayed registration) Negative Cert. From Phil Statistics Office 2 supporting documents for registration Public or Private doc.			Municipal Civil Registrar's Office window  Philippine Statistics Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Clients fills-out the info slip and submit the requirements for registration Government issued ID of the requesting document owner (in case of authorized representative) Authorization/Special Power of attorney and Government issued ID of representative	Verification in the data base and verifies the completeness of information /requirements and prepares document	none	20 minutes	Adm.. Assistant 1
2. Review for the correctness of doc. for signature If delayed registration proceeds to MTO for payment and return to MCRO and present OR	Review for the completeness of doc./Received and Registers the document If delayed registration Issue payment order/advice clients to follow up the doc. After 10 days posting period For signature of MCRO/duly authorized representative Received and Registers the document	P 200.00 For Delayed Registration	30 minutes          10 days Delayed registration	MTO Staff/ Cashier  Adm. Assistant 1  Adm. Officer V  Municipal Civil Registrar
3.Clients received the duly registered Civil Registry Document sign in Log Book	Release the owners copy record and Log	none	10 minutes	Adm.. Assistant 1
<b>TOTAL</b>		<b>P200.00</b>	<b>10 days and 1 hour</b>	

## 1. ISSUANCE OF MARRIAGE LICENSE

The Civil Registrar's Office caters clients' Application for Issuance of Marriage License.

Office or Division:	MUNICIPAL CIVIL REGISTRAR'S OFFICE			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
CHECKLIST OF REQUIREMENTS FOR APPLICATION FOR ISSUANCE OF MARRIAGE LICENSE			WHERE TO SECURE	
Cert. Of Live Birth of Contracting parties CENOMAR			Phil. Statistics Authority	
Pre Marriage Counseling			PopCom	
Legal Capacity to Contract Marriage (for foreign national) from their respective consulate office here in the Philippines			Consular Office in the Philippines	
Parental consent (if 18 and below 21 y.o.) Parental Advice (if 21 to 24 y.o.)			Personal appearance of parents in the presence of Mun. Civil Registrar/Notary Public	
Comm. Tax Cert. Of contracting parties			MTO	
Death Cert. Of the deceased spouse if the applicant is a widow/widower			PSA/C/MCRO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client/contracting fills-out Application for Marriage License and submit all the requirements	Verifies the requirements presented and the application for marriage license prepares and receives the application for issuance of marriage license	none	30 minutes	Adm. Officer V
Client proceeds to MTO for payment and returns to MCRO and present OR	Prepares order of payment Prepares notice of posting and register Advice clients to follow up Marriage License after 10 days posting period	P 1100.00 resident of Oton P1350.00 for non resident of Oton P1850.00 for foreign national	25 minutes  10 days Posting	MTO Staff/ Cashier  Adm. Officer V  Municipal Civil Registrar
Client receives the Marriage License	Person in charge Prepares the Marriage License for Issuance for signature of *MCRO / Authorized Representative *Person in charge release the Marriage License	none	5 minutes	Adm. Officer V  Municipal Civil Registrar
TOTAL		P 1100.00 resident of Oton P1350.00 for non resident of Oton P1850.00 for foreign national	10 days and 1 hour	

#### 4. REGISTRATION OF LEGITIMATION

The Civil Registrar's Office assists the clients in the Registration of Legitimation.

Office or Division:	MUNICIPAL CIVIL REGISTRAR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
CHECKLIST OF REQUIREMENTS FOR REGISTRATION OF LEGITIMATION			WHERE TO SECURE	
Cert. Of Live Birth CENOMAR Marriage Certificate of Parents			Philippine Statistics Authority	
Supporting Documents for Legitimation			Municipal Civil registrar's window	
In case of representatives, (2 photocopies) of: <ul style="list-style-type: none"> <li>• Government issued ID of the representative</li> <li>• Government issued ID of the owner</li> <li>• Special Power of Attorney</li> </ul>			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO  Attorney's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submit all the requirements for Legitimation	Verifies the requirements presented for completeness and verification on the data base Prepares and process the Legitimation	none	30 minutes	ADM. Assistant 1 Adm. Aide IV
Client proceeds to MTO for payment and returns to Office of the MCR present OR	Prepare order of payment Register the Legal Instrument For Signature of MCRO/duly authorized representative	*P 400.00	20 minutes	MTO Staff/ Cashier Adm. Assistant 1 Adm. Aide IV Adm. Aide V Municipal Civil Registrar
Client received owner's copy of Legal Instrument Sign in Log Book Government issued ID of the requesting document owner (in case of authorized representative) Authorization/Special Power of attorney and Government issued ID of representative	Release the L.I. Record in Log	none	10 minutes	Adm. Assistant 1 Adm. Aide IV
<b>TOTAL</b>		<b>P 400.00</b>	<b>1 hour</b>	

## 5. BREQS FOR SECPA ISSUANCE

The Civil Registrar's Office caters the request of clients for Batch Request System for SECPA Issuance.

Office or Division:	MUNICIPAL CIVIL REGISTRAR'S OFFICE			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-up request form for BREQS	1.1 Verifies the request form submitted and encode the request application	none	30minutes	Adm. Assistant 1
2. Client proceeds to MTO for payment and returns to Office of the MCR present OR	2.1 Prepare order of payment and transaction slip  2.3 Advice Clients for Follow up after 1 week for regular 20 days for pro bono manual verification		20 minutes  1 week for regular 20 days for pro bono PSA manual verification	MTO Staff/ Cashier  Adm. Assistant 1  PSA Regional Office
Client returns to MCRO release of CRD IN SECPA Government issued ID of the requesting document owner (in case of authorized representative) Authorization/Special Power of attorney and Government issued ID of representative	Release and Log transactions	none	10 minutes	Adm. Assistant 1
<b>TOTAL</b>		<b>P 40.00 per transaction P 100.00 per transaction</b>	<b>20 days and 1 hour</b>	

## 6. ISSUANCE OF SUPPLEMENTAL REPORT

The Civil Registrar's Office caters the request of clients for Issuance of Supplemental Report.

Office or Division:	MUNICIPAL CIVIL REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
CHECKLIST OF REQUIREMENT FOR ISSUANCE OF SUPPLEMENTAL REPORT		WHERE TO SECURE		
PSA Copy of Civil Registry Documents		Philippine Statistics Authority		
At least two supporting documents for Supplemental Report				
Government issued ID of the requesting document owner (in case of authorized representative) Authorization/Special Power of attorney and Government issued ID of representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills-up request form and supporting documents	Verifies the request form submitted and complete requirements for supplemental report Verification on data base and prepares the supplemental report	none	30 minutes	Adm. Assistant 1 Adm. Aide IV
Client proceeds to MTO for payment and returns to Office of the MCR and present OR	Prepares order of payment , endorsement and transaction slip  Supplemental Report For signature of MCRO/duly authorized representative  advise clients for follow up to PSA after 3 Weeks	P100.00 (MTO)	20 minutes	MTO Staff/Cashier  Adm. Assistant 1 Adm. Aide IV Municipal Civil Registrar
Client receives the Owner's copy	Person in charge Release and Log transaction	none	10 minutes	Adm. Assistant 1 Adm. Aide IV
<b>TOTAL</b>		<b>P100.00</b>	<b>1 hour</b>	

## **OFFICE OF THE SANGGUNIANG BAYAN**

### **EXTERNAL SERVICES**

- ✓ Issuance of Certified True Copies of Resolutions, Ordinances, or excerpts from Minutes or Journal of the Sangguniang Bayan
  - ✓ Issuance of Library Card
- ✓ Borrowing / Returning of Books and Other Reference Materials
  - ✓ Book Loaning and Book Donation
- ✓ Archiving of Archival Materials and Documents

**1. Issuance of Certified True Copies of Resolutions, Ordinances, or excerpts from Minutes or Journal of the Sangguniang Bayan**

Office or Division:	<b>Office of the Sanggunian Bayan</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled up request form/ Letter request (1 copy)			Office of the Sanggunian Bayan	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for a CTC or Machine Copy of Legislative Documents Fill up request form or submit letter request  <i>If through email: letter request for copy of legislative document</i>	1.1 Interviews client  <i>If requested through email, response to email or call the client and send copy of requested documents through email</i>	none	5 minutes  <i>If through email/varies on internet connectivity</i>	Administrative Aide III/ LLSA II SB Office
2. Pay Secretary's Fee/ Certification fee at the Treasurer's Office	2.1 Prepares requested documents	P50.00 Secretary's fee/ page  P100.00 Certification/ Certified Machine Copy/ page (See Revenue Code)	5 minutes	Adm.. Aide III LCRO II MTO
3. Presents Official Receipt/ signs logbook.	3.1 Checks the documents and sign; affixes dry seal (if needed) record OR no. in the logbook and release requested documents.	none	5 minutes	Administrative Officer III / SB Secretary
<b>TOTAL</b>		<b>P50.00 Secretary's fee/ page  P100.00 Certification/ Certified Machine Copy/ page (See Revenue Code)</b>	<b>15Minutes</b>	

## 2. Issuance of Library Card

Office or Division:	<b>Office of the Sanggunian Bayan – Secretary to the Sanggunian – Oton Municipal Library and Historical Center</b>			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Library Card – 1 original copy 2. 1x1 ID picture - 1 pc 3. Any valid ID – 1 valid ID			Detailed Librarian Requesting Citizen Requesting Citizen	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Library Card from the detailed Librarian front desk.	1.1 Gives out Library form and Card for Client to fill out and have it signed.	<b>None</b>	5 minutes	Detailed Librarian/LLSO III SB Office
2. Fills up Library Form and Card with 1x1 ID picture and present any valid ID.	2.1 Receives and Checks the information in Library Form and Card	<b>None</b>	5 minutes	Detailed Librarian/LLSO III SB Office
3. Receives Library Card.	3.1 Orient the client on the purpose of Library Card	<b>None`</b>	10 minutes	Detailed Librarian/LLSO III SB Office
<b>TOTAL</b>			<b>20 minutes</b>	

### 3. Borrowing / Returning of Books and Other Reference Materials

Office or Division:	<b>Office of the Sanggunian Bayan – Secretary to the Sanggunian – Oton Municipal Library and Historical Center</b>			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Library Card – 1 original copy 2. Books to borrow / return			Borrower Borrower	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Library Card, book to borrow or return to the detailed Librarian	1.1 Check client's Library Card, check books and fill – up details.	None	5 minutes	Detailed Librarian/LLSO III SB Office
2. If borrowing, receives book borrowed	2.1 If client is borrowing, releases books to client	None	5 minutes	Detailed Librarian/LLSO III SB Office
3. If returning, receives library card	3.1 If client is returning books, releases client's library card	None	5 minutes	Detailed Librarian/LLSO III SB Office
<b>TOTAL</b>			<b>15 minutes</b>	

#### 4. Book Loaning and Book Donation

Office or Division:	<b>Office of the Sanggunian Bayan – Secretary to the Sanggunian – Oton Municipal Library and Historical Center</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Library Card – 1 original			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the office of the Vice Mayor	1.1 Receive letter request from the Vice Mayor	None	5 minutes	Detailed Librarian/LLSO III SB Office
2. Receive status of request	2.1 Reviews and evaluates the letter request and informs client of status of the letter request.	None	15 minutes	Detailed Librarian/LLSO III SB Office
<b>TOTAL</b>			<b>20 minutes</b>	

## 5. Availing of Archival Materials and Documents

Office or Division:	<b>Office of the Sanggunian Bayan– Secretary to the Sanggunian – Oton Municipal Library and Historical Center</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Card			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires through email or phone or personally goes to the OMLHC to present an inquiry regarding research topic	Answers the research inquiry and instruct client on the next step	none	10 minutes	Detailed Librarian / LLSO III SB Office
2. Request to use of archival materials	Provides the finding aid and give it to the client	none	10 minutes	Detailed Librarian / LLSO III SB Office
3. Request to use of archival materials	Receives the request, prepares the materials for research or reading	none	5 minutes	Detailed Librarian / LLSO III SB Office
	Monitors and assists the client on any need (photo copying/reproduction)	none	10 minutes	Detailed Librarian / LLSO III SB Office
4. Returns the archival materials	Reviews and Receives the materials / documents and returned to filing box.	none	10 minutes	Detailed Librarian / LLSO III SB Office
<b>TOTAL</b>		<b>none</b>	<b>45 minutes</b>	

# **FINANCIAL SERVICES**

## **OFFICE OF THE MUNICIPAL ACCOUNTANT**

### **INTERNAL SERVICES**

- **FINANCIAL TRANSACTIONS OF THE MUNICIPALITY OF OTON**
  - ✓ Receiving and Processing of Vouchers and Other Financial Transactions
    - ✓ Preparing and online submission of Accountant's Advice to the Bank
  - ✓ Checking and Encoding of Checks Issued, Collections and Deposits and Liquidations to the Accounting Data Management & Reporting System (ADMRS – PPSAS)
    - ✓ Monitoring of Unliquidated Cash Advances
    - ✓ Preparation of Monthly BIR Remittances , Year End Alphalist and Computation of Withholding Taxes and Year End Tax Adjustments (YETA)
      - ✓ Prepares liquidation reports of all grants under Trust Fund
    - ✓ Segregation , Filing and Labelling of Vouchers and other Financial Documents and Submission to COA
      - ✓ Indexing of monthly payrolls of regular employees
      - ✓ Indexing of Property, Plant and Equipment
  - ✓ Prepares and submit Annual and Quarterly Financial Statements and other financial reports
- ✓ Prepares Monthly Statements of Bank Reconciliation of all funds

### **EXTERNAL SERVICES**

- **FINANCIAL TRANSACTIONS OF THE 37 BARANGAYS**
  - ✓ Receiving, Checking, Posting and Preparation of Financial Statements of 37 Barangays
    - ✓ Prepares bank reconciliation of 37 barangays
    - ✓ Indexing of Property, Plant and Equipment (PPEs)

## I. FINANCIAL TRANSACTIONS OF THE MUNICIPALITY OF OTON

### 1. RECEIVING AND PROCESSING OF VOUCHERS AND OTHER FINANCIAL TRANSACTIONS

Disbursement Vouchers and payrolls are forwarded to the Office of the Municipal Accountant for the pre-audit and certification as to the completeness of its supporting documents, withholding taxes based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and it's processing.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>	
Classification:	Highly Technical	
Type of Transaction:	G2G	
Who may avail:	Other Departments/Offices of the LGU	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Disbursement Voucher (3 copies)</li> <li>2. Obligation Request (ObR) (3 copies)</li> <li>3. Statement of Account/Billing Statement (1 original &amp; 1 photo copy)</li> <li>4. Charge or Sales Invoice</li> </ol>		Requisitioning Office Requisitioning Office Service Provider Service Provider
Telephone/Internet/Cable <ul style="list-style-type: none"> <li>• Statement of Account (2 copies)</li> <li>• Certification by the Head of Office as to official calls made (<i>if applicable</i>)(2 copies)</li> </ul>		Service Provider  Requisitioning Office
Electricity <ul style="list-style-type: none"> <li>• Statement of Account (2 copies)</li> </ul>		Service Provider
Financial Assistance (2 copies ) <ul style="list-style-type: none"> <li>• Certificate of Eligibility</li> <li>• Medical or Death Certificate</li> <li>• Letter Request if Applicable</li> <li>• Payroll if Applicable</li> </ul>		MSWDO  Requisitioning Office
Local and Foreign Travel Cash Advance for Local Travel (2 copies each) <ul style="list-style-type: none"> <li>• Approved Travel Order</li> <li>• Approved Itinerary of Travel</li> <li>• Invitation Letter</li> <li>• Activity Design</li> </ul>		Requisitioning Office
Reimbursement for Local Travel (2 copies)		

<p>each)</p> <ul style="list-style-type: none"> <li>• Approved Travel Order</li> <li>• Approved Itinerary of Travel</li> <li>• Certificate of Travel Completed</li> <li>• Certificate of Appearance/Attendance</li> <li>• Plane/boat/bus tickets</li> <li>• Boarding Pass</li> <li>• Terminal Fee</li> <li>• Taxi Receipts</li> <li>• Registration Fee Receipts</li> <li>• Invitation Letter</li> <li>• Activity Design</li> </ul>	<p>Requisitioning Office</p>
<p>Cash Advance for Foreign Travel (2 copies each)</p> <ul style="list-style-type: none"> <li>• DILG Approved Travel Order</li> <li>• Approved Itinerary of Travel</li> <li>• Invitation Letter</li> <li>• Basis for Claims of Daily Subsistence Allowance</li> </ul>	<p>Requisitioning Office</p>
<p>Reimbursement for Foreign Travel (2 copies each)</p> <ul style="list-style-type: none"> <li>• DILG Approved Travel Order</li> <li>• Approved Itinerary of Travel</li> <li>• Certificate of Travel Completed</li> <li>• Certificate of Appearance/Attendance</li> <li>• Plane/boat/bus tickets</li> <li>• Taxi Receipts</li>   <li>• Registration Fee Receipts</li> <li>• Basis for Claims of Daily Subsistence Allowance</li> <li>• Invitation Letter</li> </ul>	<p>Requisitioning Office</p>
<p>Liquidation Reports –Travel</p> <ol style="list-style-type: none"> <li>1. Liquidation Report – 2 copies</li> <li>2. Official Receipt (for refund of excess Cash Advance) 2 copies</li> <li>3. Certificate of Travel Completed – 2 copies</li> <li>4. Certificate of Appearance/Attendance (1 original copy and 1 photo copy)</li> <li>5. Bus/ Used Tickets – (1 original copy and 1</li> </ol>	<p>Requisitioning Office</p>

<p>photo copy)</p> <ol style="list-style-type: none"> <li>6. Terminal Fee Tickets – (1 original copy and 1 photo copy)</li> <li>7. Boarding Pass – (1 original copy and 1 photo copy)</li> <li>8. E-Tickets/Itinerary of Travel – 2 copies</li> <li>9. Official Receipts (BIR Registered) – (1 original copy and 1 photo copy)</li> <li>10. Amended Itinerary of Travel (if there are changes in the itinerary) – 2 copies</li> <li>11. Copy Approved Itinerary of Travel – 2 copies</li> <li>12. Copy of OBR – 2 copies</li> <li>13. Copy of Cash Advance DV – 2 copies</li> <li>14. Copy of Approved Travel Order – 2 copies</li> </ol> <p>Written Report (for Office Evaluation) – 2 copies</p> <p>Purchase of Materials and Supplies (2 copies each)</p> <ul style="list-style-type: none"> <li>• Purchase Request</li> <li>• Procurement Documents duly stamped received by COA (Purchase Order, BAC Resolutions, Abstract of Bids/Quotations, Suppliers' Offer, Notice of Award)</li> <li>• Inspection and Acceptance Report</li> </ul> <p>Repairs and Maintenance</p> <ul style="list-style-type: none"> <li>• Purchase Request (2 copies)</li> <li>• Procurement Documents duly stamped received by COA (Purchase Order, BAC Resolutions, Abstract of Bids/Quotations, Suppliers' Offer, Notice of Award) (2 copies)</li> <li>• Inspection and Acceptance Report duly stamped received by COA (2 copies)</li> <li>• Waste Materials Report (2 copies)</li> <li>• Photocopy of Warranty of Certificate (<i>if applicable</i>) (2 copies)</li> </ul>	<p>Requisitioning Office</p> <p>BAC</p> <p>Supply Officer</p> <p>Requisitioning Office</p> <p>BAC Office</p> <p>Supply Officer</p> <p>Supply Officer</p>
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<p>Payment for Meals &amp; Snacks</p> <ul style="list-style-type: none"> <li>• Purchase Request (2 copies)</li> <li>• Procurement Documents duly stamped received by COA (Purchase Order, BAC Resolutions, Abstract of Bids/Quotations, Suppliers' Offer, Notice of Award) (2 copies)</li> <li>• Inspection and Acceptance Report duly stamped received by COA (2 copies)</li> <li>• Attendance Sheet and Activity Design</li> </ul> <p>Purchase of Property, Plant and Equipment</p> <ul style="list-style-type: none"> <li>• Purchase Request (2 copies)</li> <li>• Procurement Documents duly stamped received by COA (Purchase Order, BAC Resolutions, Abstract of Bids/Quotations, Suppliers' Offer, Notice of Award) (2 copies)</li> <li>• Inspection and Acceptance Report duly stamped received by COA (2 copies)</li> <li>• Property Acknowledgement Receipt (2 copies)</li> </ul> <p>For Bidding Transactions (Procurement above 200K) :</p> <p>Bidding on Goods (in 2 copies)</p> <ol style="list-style-type: none"> <li>1. OBR</li> <li>2. Voucher</li> <li>3. Copy of Previous Voucher</li> <li>4. APP</li> <li>5. Purchase Request</li> <li>6. Bid Data Sheet</li> <li>7. Bid Form</li> <li>8. Invitation to Bid</li> <li>9. Inv. To Bid-Philgeps</li> <li>10. Minutes of Pre-Bid (1M and above)</li> </ol>	<p>Supply Officer</p> <p>Requisitioning Office</p> <p>BAC Office</p> <p>Supply Officer</p> <p>BAC Office</p> <p>Requisitioning Office</p> <p>BAC Office</p> <p>Supply Officer</p> <p>Supply Officer</p> <p>Requisitioning Office</p> <p>Requisitioning Office</p> <p>Supplier</p> <p>BAC</p> <p>Requisitioning Office</p> <p>BAC</p> <p>BAC</p> <p>BAC</p>
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11. Checklist Requirements	BAC
12. Tax Clearance	BAC
13. Business Permit	BAC
14. DTI Registration	BAC
15. Philgeps Registration	BAC
16. Omnibus Sworn Statement	BAC
17. Technical Specification	BAC
18. Bid Tender	BAC
19. NFCC	BAC
20. Bid Security	BAC
21. Minutes of Opening of Bids	BAC
22. Abstract of Bids as Read	BAC
23. Bid Evaluation Report	BAC
24. Post Qualification Evaluation Report	BAC
25. Abstract of Bids as Calculated	BAC
26. Notice of Post Qualification	BAC
27. BAC Resolution Declaring Winning Bidder & HOPE Approval	BAC
28. Notice of Award	BAC
29. Notice of Award Posted in Philgeps	BAC
30. Performance Security	BAC
31. Contract/Purchase Order stamped "received" by COA	BAC
32. Notice to Proceed	Supplier
33. Notice to Proceed in Philgeps	General Services Office
34. Charge Invoice	BAC
35. Pictures	BAC
36. Inspection and Acceptance	Supplier
37. Warranty Security	General Services Office
38. Recipients/Attendance	General Services Office
Bidding on Infrastructure (in 2 copies)	Supplier
	Requisitioning Office
1. OBR	Requisitioning Office
2. Voucher	Requisitioning Office
3. Copy of Previous Voucher	Supplier
4. Statement of Work Accomplished (SWA)	Supplier
5. sCopy of previous SWA	Supplier
6. Change Order	Supplier
7. APP	Municipal Engineer's Office
8. Approved Plans	BAC
9. Program of Works & Detailed Estimate	Municipal Engineer's Office
10. Purchase Request	Municipal Engineer's Office
11. Bid Data Sheet	Municipal Engineer's Office
12. General Condition of the Contract	Municipal Engineer's Office
13. Invitation to Bid	BAC
14. Inv. To Bid-Philgeps	BAC

15. Letter to Observer	BAC
16. Minutes of Pre-Bid (1M and above)	BAC
17. Checklist Requirements	BAC
18. PCAB License	BAC
19. Tax Clearance	BAC
20. Business Permit	BAC
21. DTI Registration	BAC
22. Philgeps Registration	BAC
23. NFCC	BAC
24. List of On-going and Awarded Projects	BAC
25. List of Completed Projects	BAC
26. Organizational Chart	Supplier
27. Omnibus Sworn Statement	Supplier
28. List of Equipment Owned/Leased/Under Purchase Agreement to be used for the Contract	Supplier Supplier
29. Omnibus Sworn Statement	
30. Bid Security	
31. Bid Form	Supplier
32. Bill of Quantities	Supplier
33. Detailed Estimate	Supplier
34. Monthly Cashflow and Payment Schedule	Supplier
35. Minutes of Opening the Bids	Supplier
36. Abstract of Bid as Read	Supplier
37. Bid Evaluation Report	BAC BAC
38. Post Qualification Evaluation Report	BAC
39. Abstract of Bids as Calculated	
40. Notice of Post Qualification	BAC
41. BAC Resolution Declaring Winning Bidder & HOPE Approval	BAC BAC
42. Notice of Award	
43. Notice of Award Posted in Philgeps	BAC
44. Performance Security	BAC
45. Construction Schedule/PERT CPM	Supplier
46. Contract	Supplier
47. Notice to Proceed	Municipal Engineer's Office
48. Notice to Proceed in Philgeps	BAC
49. Result of Test Analysis, if applicable	BAC
50. As Built Plan	Supplier
51. Certificate of Completion	Supplier
52. Pictures before, during and after	Municipal Engineer's Office
53. Inspection and Acceptance Report	Supplier
54. Warranty Security	Municipal Engineer's Office Supplier
Payroll processing	HRMO

<ol style="list-style-type: none"> <li>1. Payroll – 4 copies</li> <li>2. DTR – 2 copies</li> <li>3. Approved Leave form – 2 copies</li> <li>4. Certificate of Appearance (if Applicable) – 2 copies</li> </ol>	<p style="text-align: center;">HRMO</p>
<p><b>For First Salary</b></p> <ol style="list-style-type: none"> <li>1. Approved Appointment – 2 certified copies</li> <li>2. Assignment Order, If applicable 2 copies</li> <li>3. Certified true copy of Oath of Office – 2 copies</li> <li>4. Certificate of Assumption – 2 copies</li> <li>5. Statement of Assets, Liabilities and Net Worth (2 copies)</li> <li>6. Approved DTR – 2 copies</li> </ol>	
<p><b>Terminal Leave Benefits (attachments in 2 copies) :</b></p> <ol style="list-style-type: none"> <li>1. GSIS Clearance</li> <li>2. Clearance from money, property and legal accountability</li> <li>3. Certificate of leave credits issued by the Admin/Human Resource Management Office</li> <li>4. Approved leave application</li> <li>5. Complete Service Record</li> <li>6. SALN</li> <li>7. Certified Photocopy of appointment /NOSA showing the highest salary received if the salary under the last appointment if not the highest</li> <li>8. Computation of terminal leave benefits duly signed/ certified by the accountant</li> <li>9. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/ LGU</li> <li>10. Affidavit of applicant that there is no pending/ criminal investigation or prosecution against him/her</li> </ol>	<p style="text-align: center;">HRMO</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the complete documents	1.1 Receives and checks completeness of attachments to vouchers, payrolls, liquidations etc.  1.2 Returns vouchers, payrolls and liquidation with incomplete attachments	none	1 hour	Administrative Assistant II of Municipal Accounting Office
	1.3 Checks the completeness, validity, legality and regularity of supporting documents of all vouchers, payrolls and other financial transactions (Internal Control)  1.4 Returns vouchers, payrolls and liquidations that needs additional attachments	none	3hrs	Administrative Officer IV ( Vouchers / Liquidation) Administrative Assistant III (AICS) Job Hire for vouchers/liquidations) Job Order (for JO Payrolls/remittances) off Municipal Accounting Office
	1.5 Prepares BIR Form 2307 of suppliers	none	1 hour	Administrative Assistant III of Municipal Accounting Office
	1.6 Double checks the completeness of attachments to vouchers and other financial documents	none	2hrs	Municipal Accountant
2. Municipal Treasurer's office receives the vouchers, payrolls and liquidations.	2.1 Transmits vouchers, payrolls, liquidations etc.		1 hour	Job Order of Municipal Accounting Office
<b>TOTAL</b>			<b>1 day</b>	

## 2. DELIVERY OF ADVICE TO THE BANK

All approved vouchers with signed checks are forwarded to the Accounting office for preparation of Accountant's Advice to be delivered to the bank before check encashment.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Other Departments/Offices of the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Vouchers and supporting documents (2 copies each) and Signed Checks ( 1 original and 1 duplicate )			Mayor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Banks receives the accountant's advice	1.1 Prepares and submit online accountant's advice	none	1 hr	Administrative Assistant III of Municipal Accounting Office
	1.2 Approves online Accountant's advice	none	1 hr	Municipal Accountant/ Municipal Government Assistant Department Head of Municipal Accounting Office
<b>TOTAL</b>			<b>2 hours</b>	

**3. ENCODING OF CHECKS ISSUED, COLLECTIONS AND DEPOSITS AND LIQUIDATIONS TO THE ACCOUNTING DATA MANAGEMENT & REPORTING SYSTEM (ADMRS – PPSAS)**

Financial Documents from the Municipal Treasurer’s Office are submitted to the Municipal Accounting Office for the preparation of Financial Reports as mandated by the Commission on Audit.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Highly technical			
Type of Transaction:	G2G			
Who may avail:	Municipal Treasurer’s Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Report of Collection and Deposit <ul style="list-style-type: none"> <li>• Official Receipts (1 Duplicate Copy)</li> <li>• Deposit Slip (1 Duplicate Copy)</li> <li>• Credit Memo Receipt (1 Duplicate Copy)</li> </ul> </li> <li>2. Report of Check Issued  <ul style="list-style-type: none"> <li>Disbursement Vouchers with Check and Supporting Documents (1 Original copy)</li> </ul> </li> <li>3. Report of Cash Disbursement <ul style="list-style-type: none"> <li>• Payroll with Supporting Documents (original Copy)</li> </ul> </li> <li>4. Report of Unclaimed Checks (1 Original copy)</li> <li>5. Report of Cancelled Checks (original Copy)</li> <li>6. Report of Stale Checks (original Copy) Disbursement Vouchers with Stale Check and Supporting Documents</li> </ol>		<p>Office of the Municipal Treasurer</p> <p>Office of the Municipal Treasurer</p> <p>Office of the Municipal Treasurer</p> <p>Office of the Municipal Treasurer</p> <p>Office of the Municipal Treasurer</p> <p>Office of the Municipal Treasurer</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client transmit the reports with complete documents	1.1 Receives and encodes monthly financial transactions	none	within 7 days after received of transmittal letter	MGADH –I / Administrative Aide I of Municipal Accounting Office
<b>TOTAL</b>			<b>within 7 days after received of transmittal</b>	

#### 4. MONITORING OF UNLIQUIDATED CASH ADVANCES

Subsidiary ledgers of all cash advances are monitored by the assigned personnel in compliance to COA Circular 2012-01 dated June 4, 2012.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Other Departments/Offices of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Subsidiary Ledgers and Liquidation Reports			Requisitioning Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Monitors unliquidated cash advances every month	none	within 30 days after end of the month	MGADH –I / Administrative Aide I of Municipal Accounting Office
1. Client receives letter reminders	1.2 Prepares letter reminders for all unliquidated cash advances every quarter	None	60 days after end of the quarter	MGADH –I / Administrative Aide 1 of Municipal Accounting Office
<b>TOTAL</b>			<b>60 days</b>	

**5. PREPARATION OF MONTHLY BIR REMITTANCES , YEAR END ALPHALIST AND COMPUTATION OF WITHHOLDING TAXES AND YEAR END TAX ADJUSTMENTS (YETA)**

In Compliance to the Tax Code of the Philippines, all withholding taxes are computed, deducted and remitted to BIR on or before deadline. Likewise, all required reports are submitted on time.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Other Departments/Offices of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Payrolls, Vouchers and Monthly BIR Remittances (1 copy)			Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1Prepares monthly BIR alpha list and vouchers	none	within 10 days after end of the month	Administrative Aide VI of Municipal Accounting Office
	1.1Computes monthly withholding taxes and YETA	none	within 3 days before preparation of payroll	Administrative Aide VI of Municipal Accounting Office
	1.1Prepares year endalphalist	none	within 30 days after end of the year	Administrative Aide VI of Municipal Accounting Office
	1.1Prepares BIR Form 2316 of all regular employees	none	before Feb 28 of each year	Administrative Aide VI of Municipal Accounting Office
TOTAL			Remitted and submitted on or before deadline	

**6. PREPARES LIQUIDATION REPORTS OF ALL GRANTS UNDER TRUST FUND**

All grants from National Agencies and other Local Government Units are supported by Memorandum of Agreement (MOA) and the municipality is required to liquidate the grant after completion of the projects/activities.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Other Departments/Offices of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Reports of Check Issued (3 copies) Fund Utilization Report (3 copies) Certified photocopy of vouchers, checks and other supporting documents (3 copies)			Office of the Municipal Treasurer Accounting Office Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives liquidation reports	1.1 Prepares liquidation reports of all grants under Trust Fund	none	within 45 days after completion/ last payment	Administrative Aide I of Municipal Accounting Office
<b>TOTAL</b>			Within 45 days	

**7. SEGREGATION, FILING AND LABELING OF VOUCHERS AND OTHER FINANCIAL DOCUMENTS AND SUBMISSION TO COA**

Vouchers, payrolls and all supporting documents are segregated, filed, labelled and submitted to Commission on Audit for audit.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Other Departments/Offices of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
All vouchers, payrolls and liquidation reports (with complete attachment) -2 copies			Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. COA receives original copies, filed and labelled documents	1.1 Segregates and files original and second copies of vouchers, payrolls and other supporting documents	none	within 6 days after documents were encoded in the accounting system	Administrative Aide I of Municipal Accounting Office
	1.2 Labels the segregated and filed vouchers, payroll and other supporting documents and submits the said documents to COA		within 1 day after documents were segregated and filed	Administrative Aide I of Municipal Accounting Office
<b>TOTAL</b>			<b>Within 7 days</b>	

## 8. INDEXING OF MONTHLY PAYROLLS OF REGULAR EMPLOYEES

Index card of regular employees for all claims and deductions are maintained by the Accounting Office in compliance to RA No. 7160.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Highly technical			
Type of Transaction:	G2G			
Who may avail:	Other Departments/Offices of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Monthly payrolls			Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Index the monthly payrolls and deductions of regular employees	none	within 15 days after payrolls were segregated and filed.	Administrative Assistant II of Municipal Accounting Office
<b>TOTAL</b>			<b>Within 15 days</b>	

## 9. INDEXING OF PROPERTY, PLANT AND EQUIPMENT

Property, Plant and Equipment Card of all acquisition of PPEs are maintained by the Accounting Office in compliance to RA No. 7160.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Highly technical			
Type of Transaction:	G2G			
Who may avail:	Other Departments/Offices of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Acknowledgement Receipt for Equipment (ARE)			Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Index all acquired Property, Plant and Equipment in the Ledger Card	none	within 30 days after acquisition	Administrative Assistant III of Municipal Accounting Office
<b>TOTAL</b>			<b>Within 15 days after acquisition</b>	

**10. PREPARES AND SUBMITS ANNUAL AND QUARTERLY FINANCIAL STATEMENTS AND OTHER FINANCIAL REPORTS TO COA AND OTHER OFFICES**

Quarterly and Annual Reports are prepared and submitted to the Commission on Audit and other offices in compliance to RA No. 7160 and COA and DILG circulars.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Highly technical			
Type of Transaction:	G2G			
Who may avail:	Other Departments/Offices of the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Trial Balance , General and Subsidiary Ledgers			Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. COA receives quarterly reports	1.1 Prepares quarterly financial statements	none	within 45days after end of the quarter	Municipal Accountant
2. COA and other offices receive annual reports	2.1 Prepares annual financial statements and schedules		within 45days after end of the year	Municipal Accountant
3. Clients receive reports	3.1 Prepares and submits other financial reports (DILG posting)			Municipal Accountant
TOTAL				

**11. PREPARES MONTHLY STATEMENT OF BANK RECONCILIATIONS OF ALL FUNDS**

Monthly bank reconciliations of all funds prepared to reconcile cash in bank per book with cash balance in the bank statement.

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Other Departments			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Check Disbursement Report, Report of Collection and Deposit, General Ledger, bank statement (18 accounts)			Accounting Office/ Bank	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1Prepares monthly bank reconciliations of all funds	none	Within 15 days after end of the month	Ma. Caridad S. Barranco-Job Order of the Municipal Accounting Office
	TOTAL		Within 15 days after end of the month	

## II. FINANCIAL TRANSACTIONS OF THE 37 BARANGAYS

### 12. RECEIVING, CHECKING, POSTING AND PREPARATION AND SUBMISSION TO COA THE FINANCIAL STATEMENTS OF 37 BARANGAYS

Financial Documents from the Barangays of the Municipality are submitted to the Office of the Municipal Accounting Office for the preparation of Financial Reports as mandated by the Commission on Audit.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>	
Classification:	Highly Technical	
Type of Transaction:	G2G	
Who may avail:	Barangay Treasurers of the 37 Barangays of Oton	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p>The following are to be submitted in 1 original copy:</p> <ul style="list-style-type: none"> <li>Transmittal of Report</li> <li>Report of Check issued</li> <li>Disbursement Vouchers with Photocopy of Check and Supporting Documents</li> <li>Report of Cash Disbursement</li> <li>Payroll with Supporting Documents</li> <li>Record of Appropriations and Obligations</li> <li>Punong Barangay Certification (PBC)</li> <li>Liquidation Reports with supporting documents</li> <li>Statement of Appropriations, Obligations and Balances (SAOB)</li> <li>Registry of Special Trust Funds</li> <li>Report of Accountability for Accountable Forms</li> <li>Statement of Comparison of Budget and Actual Amounts</li> <li>Cash Book</li> <li>Summary of Collections and Deposits/Remittances</li> </ul>		37 Barangay Treasurers of Oton, Iloilo

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the complete documents	1.1 Checks supporting documents and receives the monthly transmittal letter of 37 barangays	none	2 hrs per barangay	Administrative Assistant II of Municipal Accounting Office
	1.2 Summarizes monthly transactions of 37 barangays	none	3 hrs per barangay	Administrative Assistant II of Municipal Accounting Office
	1.3 Prepares accounting entries and encodes monthly transactions of 37 barangays in the accounting system	none	3 hrs per barangay	Administrative Aide VI of Municipal Accounting Office
2. COA receives annual reports	2.1 Prepares and submits annual financial statements and supporting schedules of 37 barangays to COA	none	4 hrs per barangay	Administrative Aide VI of Municipal Accounting Office
<b>TOTAL</b>			<b>1 day/brgy/monthly reports and 4 hrs /brgy annual reports</b>	

### 13. PREPARES BANK RECONCILIATION OF 37 BARANGAYS

Monthly bank reconciliation per barangay is prepared to reconcile cash in bank per book with cash balance in the bank statement.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Barangay Treasurers of the 37 Barangays of Oton			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Summary of Check Issued , bank statement and cash book			37 Barangays of Oton, Iloilo	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the complete documents	1.1 Prepares monthly bank reconciliations of 37 barangays	none	2 hours/ barangay	Administrative Aide VI of Accounting Department
TOTAL			2 hours per barangay	

#### 14. INDEXING OF PROPERTY, PLANT AND EQUIPMENTS (PPES)

Property, Plant and Equipment Card of all acquisition of PPEs are maintained by the Accounting Office in compliance to Manual on the Financial Management of Barangays.

Office or Division:	<b>OFFICE OF THE MUNICIPAL ACCOUNTANT</b>			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Treasurers of the 37 Barangays of Oton			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Acknowledgement Receipt to Property (ARE) and Report of Check Issued			37 Barangays of Oton, Iloilo	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the complete documents	1.1 Index PPEs in the Ledger Card of 37 barangays		within 15 days after encoding of PPEs in the accounting system	Administrative Assistant II of Municipal Accounting Office
<b>TOTAL</b>			<b>Within 15 days after encoding in the acctg. system</b>	

## **MUNICIPAL BUDGET OFFICE**

### **INTERNAL SERVICES**

- ✓ Certify as to Existence of Appropriation
- ✓ Certification of Funding for Purchase Requests

### **EXTERNAL SERVICES**

- ✓ Review Barangay and SK Budget

## 1. CERTIFY AS TO EXISTENCE OF APPROPRIATION

Certify Obligation Request (OBR) as to Existence of an Appropriation of Payrolls/Purchase Request and other Expenditures under the General Fund, Special Education Fund and Economic Enterprise.

Office or Division:	<b>MUNICIPAL BUDGET OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Local Government Offices, Local School Board			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Obligation Request for appropriation			Requisitioning Officer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client submit Obligation Request for appropriation	1.1 Received Obligation Request with supporting documents	none	5 minutes	Administrative Aide I Municipal Budget Office
	1.2 Obligation Request encoded in the Budget Management System (BMS) and assigned Control Number	none	10 minutes	Administrative Officer V Municipal Budget Office
	1.3 Municipal Budget Officer signs the Obligation Request as to existence of appropriation	none	5 minutes	Municipal Budget Officer
	1.4 Logged the Obligation Request in the Record book for control.  1.5 Forward the Obligation Request to Accounting office for processing and to Mayor's office for LCE signature	none	5 minutes  5 minutes	Administrative Aide I Municipal Budget Office
<b>TOTAL</b>			<b>30 minutes</b>	

## 2. CERTIFICATION OF FUNDING FOR PURCHASE REQUESTS

Certify the funding source of the Purchase Request, Activity/Program Design under the General Fund, Special Education Fund and Economic Enterprise.

Office or Division:	<b>MUNICIPAL BUDGET OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Local Government Offices, Local School Board			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Purchase Request/Activity-Program Design – 3 original			Office/School requesting for funding sources	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client submits Purchase Request/Activity-Program Design for funding sources	1.1 Received Purchase Request/Activity-Program Design and forwarded to Municipal Budget Officer	none	1 minute	Administrative Aide I Municipal Budget Office
	1.2 Municipal Budget Officer certified the funding sources	none	2 minutes	Municipal Budget Officer
	1.3 Logged in the Record book for control and forwarded to Mayor's office for signature of the LCE	none	2 minutes	Administrative Aide I Municipal Budget Officer
<b>TOTAL</b>		<b>none</b>	<b>5 minutes</b>	

# MUNICIPAL BUDGET OFFICE

## INTERNAL SERVICES

### 1. REVIEW BARANGAY AND SK BUDGET

Office or Division:	<b>MUNICIPAL BUDGET OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	GENERAL PUBLIC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submit Barangay and SK Budget for Review	1.1 Received Barangay and SK budget endorsed by Sangguniang Bayan	None	2 minutes	Adm. Aide I
	2.1 Preliminary review of Barangay SK Budget		1 hour	Municipal Budget Officer
	3.1 Endorsed back to Sangguniang Bayan the Preliminary review of Barangay and SK Budget	.	3 minutes	Adm. Aide 1
	<b>TOTAL</b>	<b>none</b>	<b>1 hour &amp; 5 minutes</b>	

## **MUNICIPAL TREASURER'S OFFICE**

### **EXTERNAL SERVICES**

- ✓ Receiving of Real Property Tax Payments and Issuance of Official Receipt
- ✓ Receiving Payment on Business Taxes, Fees and Other Charges and issuance of Official Receipt
  - ✓ Issuance of Community Tax Certificates to Individual Corporations
  - ✓ Issuance of Tax Clearance for Real Property Taxes and Business Permits
    - ✓ Issuance of Accountable Forms to Other LGUs (Barangays)
      - ✓ Releasing of Payment of Claims thru Check
      - ✓ Releasing of Payment of Claims thru Cash

## 1. RECEIVING OF REAL PROPERTY TAX PAYMENTS AND ISSUANCE OF OFFICIAL RECEIPT

Property owners are required to pay their real property taxes due every year to the municipality based on the assessment level and fair market value of the property.

Office or Division:	<b>MUNICIPAL TREASURER'S OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	GENERAL PUBLIC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Any of the following:</b>				
1. Previous Year's Official Receipt – 1 original			Person/Owner who paid the last payment	
2. Order of payment of the property – 1 original			Municipal Assessor's Office	
3. Tax Clearance of previous year payment – 1 original			Person/owner of property	
4. Tax Billing for the real property – 1 original			Municipal Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Gets a priority number and waits to be called.	1.1 Provides seat for waiting taxpayer.	None		
2. Proceeds to the window of RPT collector, presents the requirements for computation of real property tax and pays the taxes due.	2.1 Searches the record of taxpayer and update if necessary. 2.2 Counts and verifies the amount received and issues Official Receipt (AF-52) using the MTCols2 system.	2% of the assessed value plus penalties of 2% per month but not to exceed 72% and/or 10 discount for prompt payment & 20% discount for advance payment.	3 minutes  4 minutes	Local Revenue Collection Clerk II  Local Revenue Collection Clerk III
	<b>TOTAL</b>	<b>2% of the assessed value plus penalties of 2% per month but not to exceed 72% and/or 10 discount for prompt payment &amp; 20% discount for advance payment.</b>	<b>7 Minutes</b>	

**2. RECEIVING PAYMENT ON BUSINESS TAXES, FEES AND OTHER CHARGES AND ISSUANCE OF OFFICIAL RECEIPT.**

Payment of business taxes are required to business establishments prior to start of its operation. Citation tickets issued to traffic violators and laboratory requests are also among the other fees collected by the MTO.

Office or Division:	<b>MUNICIPAL TREASURER'S OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	GENERAL PUBLIC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Billing statement – 1 original			From Concerned Office of transaction or requested service.	
3. Citation Ticket or TOP – 1 original copy			Municipal Enforcer	
3. Request for Laboratory test – 1 original			Municipal Laboratory	
4. Valid Identification Card for Senior Citizen claiming for discount on laboratory services – 1 original			Senior Citizen	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gets a priority number and waits to be called to the window for the payment.	1.1 Provides seat for waiting client.	None	3 minutes	Local Revenue . II Rev. Coll. Clerk I Admin Aide III MTO
	1.2 Searches for the kind of taxes, fees and charges for payment and inform the total amount for payment.	None		
	1.3 Counts and verifies the amount received and issues Official Receipt (AF-51) using the MTCols2 system.	Varies as to taxpayer's request based on the Local Revenue Code of the LGU.	5 minutes	Local Revenue Collection Officer. II MTO  Admin Aide III MTO
	<b>TOTAL</b>	Varies as to taxpayer's request based on the Local Revenue Code of the LGU.	<b>8 minutes</b>	

### 3. ISSUANCE OF COMMUNITY TAX CERTIFICATE TO INDIVIDUAL AND CORPORATIONS.

Community tax certificate are issued to earning individuals and corporations who is required by Law to file an income tax return.

Office or Division:	<b>MUNICIPAL TREASURER'S OFFICE</b>				
Classification:	Simple				
Type of Transaction:	G2G, G2C				
Who may avail:	GENERAL PUBLIC				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1.Previous Year's certificate for individual – 1 original			Person securing for a CTC		
2.Copy of Registration for corporation – 1 photocopy			SEC or DTI		
3.Filled up form for personal data – 1 original			Person securing for a CTC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1.Gets a priority number and waits to be called to the window for the payment.	1.1 Provides seat for waiting client.	None	2 minutes	Admin Aide VI MTO	
	1.2 Searches the record of client and update if necessary.	None			
	1.3 Issues Community Tax Certificate using the Government Program.	CTC fees depends on the declared income of the taxpayer ( See Local Revenue Code)	3 minutes		Admin Aide VI MTO
	1.4 Have the taxpayer sign and thumbmark in triplicate copies.				
	1.5 Receives the amount due to the taxpayer.				
	1.6 Issues to the taxpayer the original CTC copy.				
	<b>TOTAL</b>	<b>CTC fees depends on the declared income of the taxpayer ( See Local Revenue Code)</b>	<b>5 minutes</b>		

#### 4. ISSUANCE OF TAX CLEARANCE FOR REAL PROPERTY TAXES AND BUSINESS PERMITS.

Tax clearance is being issued by the Municipal Treasurer's Office when the property is fully paid from its corresponding tax due.

Office or Division:	<b>MUNICIPAL TREASURER'S OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	GENERAL PUBLIC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Any of the following:</b>				
1. Official Receipt of taxes paid – 1 original			Person/Owner who paid the last payment	
2. Letter request from requesting party– 1 original			Person/Owner who paid the last payment	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gets a priority number and waits to be called.	1.1 Provide seats for waiting taxpayers.	None		
2. Proceeds to the window and presents the request.	2.1 Searches the taxpayer's record and update if necessary.	None	1 minute	Local Revenue Collection Officer. II Rev. Coll. Clerk III MTO
3. Waits for the printing of certification and issuance of bill for certification fee.	3.1 Prints the requested clearance and gives billing for the corresponding fee.	None	2 minutes	Local Rev. Coll. Officer. II Rev. Coll. Clerk III MTO
4. Pays the corresponding fee and claims for the issued clearance.	4.1 Receives the payment and issues Official Receipt. 4.1 Signs and releases the Tax Clearance.	PHP 100.00	2 minutes	Local Revenue Collection Officer. I Municipal Treasurer MTO
	<b>TOTAL</b>	<b>PHP 100.00</b>	<b>5 minutes</b>	

## 5. ISSUANCE OF ACCOUNTABLE FORMS TO OTHER LGUS (BARANGAYS)

Accountable forms such as Official Receipts and CTC are being issued to the Requesting Barangays upon presentation of complete requirements and payment of corresponding fees.

Office or Division:	<b>MUNICIPAL TREASURER'S OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	OTHER LGUS (BARANGAYS)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Voucher for payment – 3 original			Requesting Party	
2 Payment (Cash or Check)			Requesting Party	
3.Requisition Issuance Slip (RIS) – 3 original			Requesting Party	
4. Updated Bond of Accountable Officer – 1 original			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents the complete requirements.	1.1. Checks if requirements are complete. 1.2. Stamps the RIS for signatory of the Mun. Treasurer 1.3. Checks and signs RIS.	None	2 minutes	Local Revenue Collection Officer. II
2.Proceeds to the window for payment.	2.1 Receives payment and issues official receipt. 2.2. Prepares the accountable forms. 2.3. Logs on the record book the accountable forms requested.	Fees vary on the kind of AF requested.	3 minutes	Local Revenue Collection Officer. II  Rev. Coll. Clerk I MTO
3.Presents Official Receipt as proof of payment.	3.1.Prepares invoice. 3.2. Checks and signs invoice receipt.	None	5 minutes	Local Rev. Coll. Officer. II
4. Signs invoice and RIS for releasing of Accountable Form/s.	4.1 Issues 1 copy of Invoice receipt to BT and files 1 copy in MTO.	None	5 minutes	Municipal Treasurer MTO
	<b>TOTAL</b>	<b>Fees vary on the kind of AF requested.</b>	<b>15 minutes</b>	

## 6. RELEASING OF PAYMENT OF CLAIMS THRU CHECK

Checks are being released to individuals as payment of claims on certain transactions.

Office or Division:	<b>MUNICIPAL TREASURER'S OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	LGU EMPLOYEES/ GENERAL PUBLIC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Any of the following:</b>				
1. Valid ID – 1 original			Claimant	
2. If claimed by an authorized representative, Authorization Letter or Special Power of Attorney – 1 original			Claimant	
3. Official Receipt for payment to suppliers			Claimant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to window of Check Releasing and presents valid ID.	1.1 Receives the requirements and checks the voucher for releasing.	None	3 minutes	Admin. Aide III MTO
2. Issues Official Receipt and signs in the logbook for check register and voucher for release.	2.1 Validates ID and let the client signs in the logbook. 2.2 Checks the issued official receipt as proof of payment.	None	10 minutes	Admin. Aide III MTO
3. Receives the check.	3.1 Releases check and 1 copy of the voucher to the client.	None	2 minutes	Admin. Aide III MTO
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	

## 7. RELEASING OF PAYMENT OF CLAIMS THRU CASH

Cash disbursements through payroll are being claimed over the counter at the Municipal Treasurer's Office.

Office or Division:	<b>MUNICIPAL TREASURER'S OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	LGU EMPLOYEES			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Any of the following:</b>				
1. Valid ID – 1 original			Claimant	
2.If claimed by an authorized representative, Authorization Letter– 1 original			Claimant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents valid ID to the Disbursing Officer.	1.1 Receives the requirements and checks the payroll for releasing of cash.	None	3 minutes	Asst. Municipal Treasurer MTO
2. Signs the payroll.	2.1 Validates the ID presented and have the claimant sign in the payroll.	None	3 minutes	Asst. Municipal Treasurer MTO
3. Receives cash payment.	3.1 Counts and disburses cash to the claimant.	None	2 minutes	Asst. Municipal Treasurer MTO
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

## **SOCIAL SERVICES**

### **MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE**

#### **EXTERNAL SERVICES**

- ✓ 24/7 Emergency Response
- ✓ Conduct of Trainings and Drills
- ✓ Request for Standby Medic
- ✓ Issuance of Disaster Certification for Insurance and Financial Assistance

## 1. 24/7 EMERGENCY RESPONSE

MDRRMO Oton has it's 24/7 Emergency Response. The Oton Search and Rescue Team (OSART) is capable of responding to Medical Emergencies, Trauma Emergencies, Vehicular Accidents, Rescue Operations and the like.

Office or Division:	<b>MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Phone or Walk in Inquiry		MDRRMO Office or Hotline 335-0920 / 09205115666		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Informant call for help thru hotline numbers, two-way radio or Walk-in	1.1. The OSART Dispatcher entertains the caller and asks the following questions: a. Type of incident: Trauma/ Medical b. Exact location/ landmarks c. Number of patients d. Extent of injuries e. Nature of illness f. Name of caller g. Weather condition on-site	None	3 minutes	Dispatchers on-duty
2. Client answers relevant questions while waiting for the responders	2.1 OSART personnel will Analyze, and Validate complete the informant thru Barangay Emergency Response Action Team and Proceed to the Location of Emergency	None	2 minutes	Dispatchers on-duty

<b>TOTAL</b>	<p>2.2 Activation and mobilization of the response team to the location of the incident (relay basic information of the incident to the responding teams)</p> <p><b>2.3</b> Responding team will now proceed to the area of the incident (manage and transport the patient to the hospital based on the Response and Treatment protocol.</p>	None	Upon validation	Dispatchers on-duty
	<b>Total</b>		30 minutes	Team Leader
			35 minutes	

## 2. CONDUCT OF TRAININGS AND DRILLS

MDRRMO Oton conducts trainings and drills in the community as stated in one of the Thematic Areas of DRRM, "Preparedness".

Office or Division:	<b>MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Phone or Walk-in Inquiry		MDRRMO Office or Hotline 335-0920 / 09205115666		
2. Letter Request addressed to the Mayor and MDRRMO Head (3 copies)		Barangay/ Agency requesting for the training		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Client calls and inquires regarding the conduct of trainings and drills or Walk-in</b>	1.1 The OSART Dispatcher entertains the Caller and Refers to the Training Staff	None	2 minutes	LDRRMO II
	1.2. MDRRMO Staff answers the call and asks the following information:  <ul style="list-style-type: none"> <li>- Type of Training/ Drills</li> <li>- Proposed Schedule</li> <li>- Number of Participants</li> <li>- Contact Person</li> </ul>	None	2 minutes	LDRRMO II
	1.3 MDRRMO Staff instructs client to send the Letter Request to the Mayor's Office and will wait for the call of the MDRRMO Staff for the confirmation of Scheduled Training	None	1 day after the Letter is Sent to the Mayor's Office	LDRRMO II
<b>TOTAL</b>			<b>1 day and 4 minutes</b>	

### 3. REQUEST FR STANDBY MEDIC

MDRRMO Oton also provides Stand-by medic for various Events in the community.

Office or Division:	<b>MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Phone or Walk-in Inquiry			MDRRMO Office or Hotline 335-0920 / 09205115666	
2. Letter Request addressed to the Mayor and MDRRMO Head 2 weeks before the event (3 copies)			Barangay or Agency requesting for standby medic	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Client calls and inquires regarding the Request for Standby Medic Or Walk-in</b>	1.1 The OSART Dispatcher entertains the Caller and Refers to the Training Staff	None	2 minutes	MGDH I MDRRMO
	1.2 MDRRMO Staff answers the call and asks the following information:  <ul style="list-style-type: none"> <li>- Event</li> <li>- Schedule</li> <li>- Estimated Number of Crowd during the Event</li> <li>- Contact Person</li> </ul>	None	2 minutes	LDRRMO II
	1.3 MDRRMO Staff instructs client to send the Letter Request to the Mayor's Office and will wait for the call of the MDRRMO Staff for the confirmation of Request for Standby Medic			

2. Client waits for call for the confirmation of availability of Stand-by Medic	MDRRMO Staff will call requesting party for the confirmation of availability of Stand-by Medic	None	1 day after the Letter is Sent to the Mayor's Office	LDRRMO II
TOTAL			1 day and 4 minutes	

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

The MDRRMO has taken its part to provide Financial Assistance to those affected with various disasters. It is with the Disaster Certification that the MSWD can decide on the amount to be provided to those affected.

Office or Division:	<b>MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certification from the Punong Barangay (2 photocopies)			Barangay Hall	
2. Photo documentation of the affected house/structure (2 photocopies)			Applicant's affected house/structure	
3. Certification Fee if applying for insurance			Insurance Company	
4. Community Tax Certificate			OtonMunicipal	
5. Passbook or IDs from the insurance company if applying for insurance			Insurance Company	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client asks for requirements	1.1 MDRRMO Staff gives all the necessary requirements	None	5 minutes	MDRRMO Staff
2. Complies/submit all the requirements	2.1 MDRRMO Staff verifies the submitted documents and prepare the certification	None	5 minutes	MDRRMO Staff
3. Client waits for releasing	3. 1 MGDH I – MDRRMO validates the papers and signs it for release	None	5 minutes	MGDH I MDRRMO
<b>TOTAL</b>			<b>15 minutes</b>	

## **MUNICIPAL HEALTH OFFICE**

### **EXTERNAL SERVICES**

#### **✓ Medical Services**

- General Consultation
- Medical Certificate of the Oton PNP Detainee for Transfer

#### **✓ Sanitation and Environmental Services**

- Issuance of Sanitary Permit
- Issuance of Health Card (Food and Non-Food Handlers)
  - Exhumation Permit
  - Issuance of Transfer of Cadaver
    - Potability Clearance
    - Issuance of Site Clearance
    - Issuance of Death Certificate

## A. MEDICAL SERVICES

### 1. GENERAL CONSULTATION

Assessment and management of individual seeking consultation for health related concerns.

Office or Division:	<b>MUNICIPAL HEALTH OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Admitting slip ( 1 original copy)			1.Municipal Health Center	
2. Updated Member Data Record (MDR) (PhilHealth Insurance member) ( 1 photocopy)			2.Philippine Health Insurance Corporation	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get a priority number from the registration area and go to Vital Signs measurement	1.1 Issue of priority number	none	7 minutes	BHWs/ Midwives/ Nurses
2. Filing of Admitting slip / updating if with old Admitting slip at the admitting area	2.1 Prepare Admitting slip and encode to the EMR  2.2 Advise client to wait for consultation	none	7 minutes	Midwives/ Nurses
3. Consultation with the Attending Physician	3.1 Consultation with the client	None	10 minutes	Physician
4. Wait for home instructions at Carry out Area I or II	4.1 Carry out home instruction to the client	None	10 mins	Nurse
<b>TOTAL</b>			<b>34 minutes</b>	

Note: Case to case basis means= Municipal Health Officer maybe preoccupied with other functions like consultation, emergency response, DOH and other program visitor, house call, minor procedures, attendance to the Committee Meetings, Staff meeting, etc.

Case to case basis =Unproportionate number of health workers to population (Physician 1: 20,000 population)

Complete requirements: - Admitting slip

- Member Data Record

Note:

1. Registration Area: Temperature 3-5 minutes  
Pulse rate 1 minute  
Respiratory rate 1 minute

Blood Pressure  
Cardiac rate 1 minute

2. Admitting Area: Fill in the Blank Admitting slip  
Updating the Admitting slip

Chief complaints  
Initial History

3. Waiting /Consultation: Varies depending on the chief complaints

4. Carry-out : Varies dependent on the working impressions/Diagnosis

## 2. MEDICAL CERTIFICATE OF THE OTON PNP DETAINEE FOR TRANSFER

Physical assessment of detainee for transfer to a higher detention facility

Office or Division:	<b>MUNICIPAL HEALTH OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Detainees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request from the Oton PNP (1 original copy)			1. Oton Municipal Police Station	
2. One PNP per one detainee handcuffed			2. PNP Personnel and handcuffed detainee	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PNP calls the Oton Municipal Health Center (Detainee for transfer)	1.1 Received the call and instruct personnel the upcoming client from Oton PNP	none	7 minutes	Nurse at the admitting area
2. PNP together with a detainee present the letter request	2.1 Received the complete requirements 2.2 Get the V/S and prepare the Admitting Slip for consultation			
3. Wait for consultation together with the PNP	3.1 Consultation of the detainee	none	7 minutes	Physician
4. Wait for the preparation of the Medical Certificate	4.1 Home Instruction and Prepare the Medical Certificate for signature of the Physician	none	3 minutes	Nurse Physician
<b>TOTAL</b>		<b>none</b>	<b>17 minutes</b>	

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 = Unproportioned 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. ISSUANCE OF SANITARY PERMIT

Food and Non-food business establishments are required to secure Sanitary Permit to ensure their compliance with the Sanitation Code of the Philippines. Sanitary permits and health cards are requirements for securing business permits and licenses. These requirements can be obtained at the Municipal Health Office.

Office or Division:	<b>MUNICIPAL HEALTH OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Updated Health Card			1. Municipal Health Office	
2. Site Inspection			2. Site of applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents complete requirements	1.1 Receive and review the requirements  1.2 Prepare the Sanitary Permit Form	none	3 minutes	Sanitation Inspector
2. Payment of the required fees	2.1 Collects payments and issue official receipt	P 100.00	5 minutes	Casher/MT
3. Waits for the preparation of the Form	3.1 Present the Sanitary Permit to the Municipal Health Officer for review and signature.		5 minutes	Sanitation Inspector  Municipal Health Officer
<b>TOTAL</b>		<b>P 100.00</b>	<b>13 minutes</b>	

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)

## 2. ISSUANCE OF HEALTH CARDS

Proprietors of food businesses and their managers, waiters, waitresses and cooks as well as proprietors, managers, helpers, sales representatives, and laborers of non-food establishments are required to secure Health Card.

Office or Division:	<b>MUNICIPAL HEALTH OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Normal stool exam result			1. Any medical diagnostic laboratory	
2. Normal sputum exam result			2. Any medical diagnostic laboratory	
3. Chest X-ray PA View upright (optional)			3. Any medical diagnostic laboratory	
4. 1 x 1 ID picture (colored or B& W)			4. Photo studio	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Asks for stool and sputum laboratory request and bring samples to any medical diagnostic laboratory	1.1 Give the requested lab exams with instruction on what to do.	none	2 minutes	Sanitation Inspectors  Health workers (assigned)
2. Submits normal laboratory results together with admitting slip for consultation (Follow consultation flow)	2.1 Actual consultation  2.2 Advise to Pay at MTO	none	10 minutes	Attending Physician
3. Payment of the required fees	3.1 Collects payments and issue official receipt	P100	5 minutes	MTO Staff/ Cashier
4. Submits OR and wait for home instructions at Carry out Area I or II	4.1 Carry out home instruction to the client  4.2 Issue signed Health Card by the Sanitary Inspector and Physician	none	3 minutes	Nurses or Midwives Sanitation Inspector  Attending Physician
<b>TOTAL</b>		<b>P 100</b>	<b>20 minutes</b>	

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

Case to case = Unproportioned number of health worker to population

### 3. ISSUANCE OF EXHUMATION PERMIT

Exhumation Permit is being issued for the exhumation and reburial of the remains to ensure that public health is not endangered. The Municipal Health Officer also issues Transfer & Transport Permit for cadaver which will be buried outside Municipality.

Office or Division:	<b>MUNICIPAL HEALTH OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Previous issued Registered Death Certificate			1. Municipal Civil Registrar's Office and PSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a copy of Registered Death Certificate	1.1 Review documents submitted.  1.2 Advise client to pay corresponding fees at the MTO	none	2 minutes	Sanitation Inspectors
2. Payment of the required fees	2.1 Collects payments and issue official receipt	P 220.00	3 minutes	MTO Staff/ Cashier
3. Present official receipt and wait for validation and wait for the Exhume Permit to be released	3.1 Review and prepare Permit to Exhume  3.2 Present to Municipal Health Officer for review and signature and release to clients	none	3 minutes	Sanitation Inspectors  Attending Physician
<b>TOTAL</b>		<b>P 220.00</b>	<b>8 minutes</b>	

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

Case to case = Unproportioned number of health worker to population

#### 4. ISSUANCE OF PERMIT TO TRANSFER CADAVER

Provision of permit to transfer a cadaver to another city or municipality

Office or Division:	<b>MUNICIPAL HEALTH OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Registered Death Certificate			1. Municipal Civil Registrar's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the Registered Death Certificate	1.1 Review documents submitted.  1.2 Advise client to pay corresponding fees at the MTO	none	2 minutes	Sanitation Inspectors
2. Proceed to the Cashier Section, present the Order of Payment and pay the certification fee	2.1 Receive payment and issue Official Receipt	P300.00	3 minutes	MTO Staff/ Cashier
3. Return to the Sanitation Inspector and present the Official Receipt for the issuance of Transfer of Cadaver Certificate	3.1 Check the Official Receipt.  3.2 Prepare the Transfer of Cadaver Certificate  3.3 Review and sign the certificate. Release the Transfer of Cadaver Certificate	none	4 minutes	Sanitation Inspectors  Municipal Health Officer
<b>TOTAL</b>		<b>P220.00</b>	<b>9 minutes</b>	

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

Case to case = Unproportioned number of health worker to population

## 5. ISSUANCE OF POTABILITY CLEARANCE

Certificate of Water Potability to operators of public water system prior to their operations. This certificate, which is subject to renewal, is issued only after the required examinations were performed and the quality of water from the system meets the requirements of the Philippine National Standard for drinking water

Office or Division:	<b>MUNICIPAL HEALTH OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Water Refilling stations, Ice plants, Bulk water suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Negative result of Water Source Raw Product (Bacteriological and Chemical test)			1. Registered Accredited DOH Laboratory	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit negative result of water source Raw and Product (Bacteriological and Chemical test)	1.1 Review documents submitted.  1.2 Advise client to pay corresponding fees at the MTO	none	2 minutes	Sanitation Inspectors
2. Proceed to the Cashier Section, present the Order of Payment and pay the certification fee	2.1 Receive payment and issue Official Receipt.	P 300.00	3 minutes	MTO Staff/ Cashier
3. Return to the Sanitation Inspector and present the Official Receipt for the issuance of Water Potability Certificate	3.1 Check the Official Receipt.		5 minutes	Sanitation Inspector
	3.2 Prepare the Certificate of Potability.		3 minutes	
	3.3 Review and sign the certificate. Release the Water Potability Certificate.		1 minutes	Municipal Health Officer
<b>TOTAL</b>		<b>P 300.00</b>	<b>14 minutes</b>	

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

Case to case = Unproportioned number of health worker to population

## 6. ISSUANCE OF SITE CLEARANCE CERTIFICATE

A sanitary survey shall be conducted by the local health office on all proposed water supply source location and shall be prerequisite for the issuance of the Drinking Water Site Clearance.

Office or Division:	<b>MUNICIPAL HEALTH OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Water Refilling stations, Ice plants, Bulk water supplier			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Site Inspection of water source			1. Actual Site Inspection	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client applies for Site clearance inspection	1.1 Staff evaluates and prepares site clearance  1.2 Advise client to pay	none	2 minutes	Sanitation Inspectors
2. Proceed to the Cashier Section, present the Order of Payment and pay the certification fee	2.1 Receive payment and issue Official Receipt	P100.00	3 minutes	MTO Staff/ Cashier
3. Return to the Sanitation Inspector and present the Official Receipt for the issuance of Site Clearance Certificate	3.1 Check the Official Receipt.  3.2 Prepare the Site Clearance Certificate  3.3 Review and sign the certificate. Release the Site Clearance Certificate	none	5 minutes	Sanitation Inspectors   Municipal Health Officer
<b>TOTAL</b>		<b>P 100.00</b>	<b>10 minutes</b>	

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

Case to case = Unproportioned number of health worker to population

## 7. ISSUANCE OF DEATH CERTIFICATE

Certification of death of an individual that occurs within the municipality is being issued upon the registration of death.

Office or Division:	<b>MUNICIPAL HEALTH OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Certificate (If with previous consultation within 3 months) (1 original copy)		1. Attending Physician		
2. Certification from the Brgy. Officials that death really occurred ( 1 original copy)		2. Barangay Hall		
3. Signed current Death Certificate by the Attending Physician (if applicable)		3. Attending Physician		
4. Partially filled up Death Form (1 original copy)		4. Municipal Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents previous medical certificate from attending physician/hospital and Partially filled up Form from the MCR	1.1 Receive the complete requirements and review.  1.2 Sign the corresponding item	none	3 minutes	Sanitation Inspector
2. Waiting Area I or II for an interview	2.1 Review the Medical Certificate (if MC (hospital /DOA is available if none certification from the Barangay Captain (Died at home).  2.2 Review the Partially Filled up Death Certificate Form No. and fill up accordingly.	none	7 minutes	Attending Physician
3. Transfers to waiting area	3.1 Final review and sign the Death Certificate Form	none	5 minutes	Municipal Health Officer
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

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.

## **MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**

### **EXTERNAL SERVICES**

- ✓ Issuance of OSCA ID's
- ✓ Aid to Individual in Crisis Situation
- ✓ Issuance of PWD ID's
- ✓ Issuance of Solo Parent ID's
- ✓ Application for Adapting a Child
- ✓ Application for Early Childhood Care and Development (Day Care)
- ✓ Request for Livelihood Assistance
- ✓ Request for Assessment of discernment of a child in conflict with the law
- ✓ Request for full assessment of a child at risk and child in conflict with the law

## 1. ISSUANCE OF OSCA ID'S

As provided in RA 9994 otherwise known as the Expanded Senior Citizens Act of 2010, the provision providing Identification Card and Booklet to Senior Citizen sixty years and older which shall be valid anywhere in the country in the availment of the privileges granted for by the said Law.

Office or Division:	<b>Municipal Social Welfare and Development Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens (60 years old and above)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application Form (1 copy)			<ul style="list-style-type: none"> <li>Municipal Social Welfare and Development Office</li> </ul>	
2. Birth Certificate/Voter's Affidavit/Marriage Contract or any document to attest to the age of the applicant (1 copy)			<ul style="list-style-type: none"> <li>To be provided by the requesting individual/party</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished application form with the required documents	1.1 Assess if client is qualified based on the attached documents	none	15 minutes	Admin Aide I
2.Wait for the service provider to take photo and process the ID	2.1 Prepare ID of Senior Citizen applicant, send to Mayor's office for signature and release to client.	Php 30.00 membership fee for FSCAP Php 15.00 replacement for FSCAP Php 100.00 lost ID For FSCAP	30 minutes	Admin Aide I
<b>TOTAL</b>		<b>Php 30.00</b>	<b>45 minutes</b>	

## 2. AID TO INDIVIDUALS IN CRISIS SITUATION

AICS is provision of Integrated services to Individuals and Families in crisis or difficult situation. The integrated services under the program may be in form of psychosocial intervention or direct financial and material assistance.

Office or Division:	<b>Municipal Social Welfare and Development Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Families In Crisis Situation Who Need Medical/Burial Assistance			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Medical Certificate one (1 copy)			<ul style="list-style-type: none"> <li>• Hospital or Attending Physician/Death Certificate</li> </ul>	
2. Prescriptions one (1 copy)			<ul style="list-style-type: none"> <li>• Attending Medical Doctor</li> </ul>	
3. Referral/Certificate of Indigency signed by Punong Barangay one (1 copy)			<ul style="list-style-type: none"> <li>• Barangay</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for number to be called.	1.1 Give priority number to client.	none	10 minutes	Admin Aide I Social Welfare Officer II MSWDO
2. Present supporting documents for interview.	2.1 Assess and interview client and prepare Social Case Study Report and other supporting documents.	none	30 minutes	Social Welfare Officer II MSWDO
3. Submit accomplished documents to budget office, accounting office and Mayor's office	3. Budget office review if budget is available. Accounting office review and assessed if documents are complete and LCE signed for approval	none	10 minutes	Municipal Budget Officer  Municipal Accountant  Municipal Mayor
4. Receive financial assistance.	3.1 Release financial assistance to client.	none	10 minutes	Casher Treasurer's Office
<b>TOTAL</b>			<b>1 Hour</b>	

### 3. ISSUANCE OF PWD ID'S

As provided in RA 9442or Magna Carta for Persons with Disabilities, the provision providing Identification Card and Booklet to Persons with Disabilities which shall be valid anywhere in the country in the availment of the privileges granted for by the said Law.

Office or Division:	<b>Municipal Social Welfare and Development Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Persons with disability			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application Form (1 copy)			<ul style="list-style-type: none"> <li>• Municipal Social Welfare and Development Office</li> </ul>	
2. Birth Certificate/Voter's Affidavit/Marriage Contract or any document to attest to the age of the applicant (1 copy)			<ul style="list-style-type: none"> <li>• To be provided by the requesting individual/party</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished application form with the required documents	1.1 Assess if client is qualified based on the attached documents	None	15 minutes	SWA V
2. Wait for the service provider to take photo and process the ID	2.1 Prepare ID of Person with Disability send to Mayor's Office for Signature and release to client	None	30 minutes	SWA V
<b>TOTAL</b>			<b>45 minutes</b>	

#### 4. ISSUANCE OF SOLO PARENT ID

As provided in RA 11861 or Expanded Solo Parents Welfare ACT for purposes of registration and issuance of Solo Parent ID Card and booklet, the Solo Parent shall submit authenticated or certified true copies of the following documents to Solo Parent Office or Solo Parent Division under the Municipal Social Welfare and Development Office where the Solo Parent resides. The Solo Parent ID Card and booklet are valid for 1 year.

Office or Division:	<b>Municipal Social Welfare and Development Office</b>
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	<p>RA 11861 Sec. 4 Categories of Solo Parent</p> <ol style="list-style-type: none"> <li>1. Solo parent with child or children as a consequence of rape.</li> <li>2. Solo parent on account of death of the spouse.</li> <li>3. Solo parent on account of the detention or criminal conviction of the spouse.</li> <li>4. Solo parent on account of physical or mental incapacity of the spouse.</li> <li>5. Solo parent on account of legal or de facto separation of spouse.</li> <li>6. Solo parent on account of declaration of nullity or annulment of marriage.</li> <li>7. Solo parent on account of abandonment by the spouse.</li> <li>8. Spouse or any family member of an OFW.</li> <li>9. Unmarried father or mother who keeps and rears the child or children.</li> <li>10. Solo parent who is a legal guardian, adoptive or foster parent.</li> <li>11. Any relative within the 4<sup>th</sup> civil degree of consanguinity or affinity of the parent or legal guardian who assumes parental care and support of the child or children.</li> <li>12. Solo parent who is pregnant woman.</li> </ol>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application Form (1 copy)	<ul style="list-style-type: none"> <li>• Municipal Social Welfare and Development Office</li> </ul>
Category 1: > Birth Certificate/of the child or children > Complaint Affidavit > Medical record on the incident of rape > Sworn affidavit declaring that the Solo Parent has the sole parental care and support of the child or children at the time of the execution of the affidavit.	To be provided by the requesting individual
Category 2: > Birth certificate/s of the child or children > Marriage certificate > Death Certificate of the spouse > Sworn affidavit that the solo parent is not Cohabiting with a partner or co-parent, and has a sole parental care and support of the child or children	To be provided by the requesting individual
Category 3: > Birth Certificate/s of the child or children > Marriage certificate > Certificate of detention or a certification that	To be provided by the requesting individual

the spouse is serving sentence for at least three months issued by the law enforcement agency having actual custody of the detained spouse or commitment order issued by the court pursuant to a conviction of the spouse  
> Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children

Category 4:

- > Birth certificate/s of the child or children
- > Marriage certificate
- > Medical record or medical abstract evidencing the physical or mental state of the incapacitated spouse issued not more than three months before the submission.
- > Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children

To be provided by the requesting individual

Category 5:

- > Birth Certificate/s of the Child or Children
- > Marriage certificate
- >Judicial decree of legal separation of the spouse or in the case of de facto separation, an affidavit of two disinterested persons attesting to the fact of separation of the spouse.
- > Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children

To be provided by the requesting individual

Category 6:

- > Birth Certificate/s of the Child or Children
- > Marriage certificate
- > Judicial decree of nullity or annulment of marriage Or judicial recognition foreign divorce
- > Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children

To be provided by the requesting individual

Category 7:

- > Birth Certificate/s of the Child or Children
- > Marriage certificate or affidavit of the solo parent Applicant
- > Affidavit of to disinterested persons attesting to the abandonment of the spouse
- > Police or Barangay record of the fact of abandonment
- > Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children

To be provided by the requesting individual

Category 8:

- > Birth Certificate/s of dependents
- > Marriage certificate of the applicant
- > Overseas Employment Certificate
- > Copy of passport stamps showing continuous

To be provided by the requesting individual

- Twelve months of overseas work
- > Employment contract
- > Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children

Category 9:

- > Birth Certificate/s of the Child or Children
- > Certificate of No Marriage (CENOMAR)
- > Affidavit of a barangay official attesting that the Solo parent is a resident of the barangay and that the children are under parental care and support of the applicant solo parent
- > Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children

To be provided by the requesting individual

Category 10:

- > Birth certificate/s of the child or children
- > Proof of guardianship, foster care or adoption
- > Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under parental care and support of the applicant solo parent
- > Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has a sole parental care and support of the child or children

To be provided by the requesting individual

Category 10:

- > Birth certificate/s of the child or children
- > Death certificate of the parents or legal guardian or police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six months
- > Affidavit of a barangay official attesting that the children are under parental care and support of the applicant solo parent
- > Sworn affidavit declaring that the solo parent has sole parental care and support of the child or children

To be provided by the requesting individual

Category 11:

- > Medical record of her pregnancy
- > Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the applicant has no spouse
- > Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children

To be provided by the requesting individual

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Submit (1 copy) accomplished application form with the required documents	1.1 Assess if client is qualified based on the attached documents	None	15 minutes	Social Welfare Officer II
2. Wait for the service provider to process the ID	2.1 Prepare ID of Solo parent applicant and release to client after 2 working days	None	2 working days	Social Welfare Officer II
<b>TOTAL</b>			16 hours and 15 minutes	

## 5. APPLICATION FOR ADOPTING A CHILD

REPUBLIC ACT. 11642 - AN ACT STRENGTHENING ALTERNATIVE CHILD CARE BY PROVIDING FOR AN ADMINISTRATIVE PROCESS OF DOMESTIC ADOPTION, REORGANIZING FOR THE PURPOSE THE INTER-COUNTRY ADOPTION BOARD (ICAB) INTO THE NATIONAL AUTHORITY FOR CHILD CARE (NACC), AMENDING FOR THE PURPOSE REPUBLIC ACT NO. 8043, REPUBLIC ACT NO. 11222, AND REPUBLIC ACT NO. 10165, REPEALING REPUBLIC ACT NO. 8552, AND REPUBLIC ACT NO. 9523, AND APPROPRIATING FUNDS THEREFORE.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Citizen of Oton			
CHECKLIST OF REQUIREMENTS			WHAT TO SECURE	
1. Application Form (1 copy)			<ul style="list-style-type: none"> <li>• Certificate of attendance on foster care orientation from DSWD</li> <li>• Police Clearance</li> <li>• Marriage Certificate (if married) SECPA</li> <li>• Three (3) character references (Relative, Friends, Co-worker)</li> <li>• Latest Income Return</li> <li>• Result of Psychological Evaluation</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit list of requirements.	1.1 Assess if client is qualified based on the attached documents	None	6 months to 1 year depending on the case	Social Welfare Officer II
<b>TOTAL</b>			<b>6 months to 1 year depending on the case</b>	

## 6. APPLICATION FOR EARLY CHILDHOOD CARE AND DEVELOPMENT (DAY CARE)

AN ACT PROMULGATING A COMPREHENSIVE POLICY AND A NATIONAL SYSTEM FOR EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD), PROVIDING FUNDS THEREFOR AND FOR OTHER PURPOSES

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Day Care Student			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHAT TO SECURE</b>	
1. Application Form (1 copy)			<ul style="list-style-type: none"> <li>• Photocopy of Child Birth Certificate (SECPA)</li> <li>• Physical Appearance of the Child, Interview with the Parent/ Guardian</li> </ul> <p>Note: in case of pandemic, fill out the child's profile for children ages 3-4 years old</p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit list of requirements.	1.1 Assess if client is qualified based on the attached documents	None	5 minutes	(MSWDO)
<b>TOTAL</b>			5 minutes	

## 7. REQUEST FOR LIVELIHOOD ASSISTANCE

Republic Act 11291 or the Act Providing for a Magna Carta of the Poor mandates that the State shall promote livelihood among the poor by providing them technical and administrative support to establish their livelihood enterprises.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Indigent Citizen			
CHECKLIST OF REQUIREMENTS			WHAT TO SECURE	
2. Application Form (2 copy)			<ul style="list-style-type: none"> <li>Two (2) copies of Certificate of Barangay Indigency with Purpose</li> <li>Two (2) copies of Valid Identification Card of patient and client address (UMID or PWD or Voter's ID or Solo Parent ID)</li> <li>Approved Project Proposal</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit list of requirements.	1.1 Assess if client is qualified based on the attached documents	None	5 Days	(MSWDO)
<b>TOTAL</b>			<b>5 Days</b>	

### 8. REQUEST FOR ASSESSMENT OF DISCERNMENT OF A CHILD IN CONFLICT WITH THE LAW

REPUBLIC ACT NO. 9344. AN ACT ESTABLISHING A COMPREHENSIVE JUVENILE JUSTICE AND WELFARE SYSTEM, CREATING THE JUVENILE JUSTICE AND WELFARE COUNCIL UNDER THE DEPARTMENT OF JUSTICE, APPROPRIATING FUNDS THEREFOR AND FOR OTHER PURPOSES.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Child in Conflict with the Law ages 17 years of age or below 18			
CHECKLIST OF REQUIREMENTS			WHAT TO SECURE	
1. List of Requirements needed			<ul style="list-style-type: none"> <li>• Child's Presence</li> <li>• Guardian's Presence</li> <li>• Referral Letter</li> <li>• Barangay Blotter or Police Investigation Report</li> <li>• Birth Certificate or any proof of the child's age</li> <li>• Medical Certificate</li> <li>• Completed the FF:                             <ol style="list-style-type: none"> <li>1. Intake Form</li> <li>2. Child Functioning assessment tool</li> <li>3. Family Functioning assessment tool</li> <li>4. Index of Value judgement tool</li> <li>5. Level of Moral Development tool</li> </ol> </li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit list of requirements.	1.1 Assess if client is qualified based on the attached documents	None	7 Days	Social Welfare Officer II
TOTAL			<b>7 Days</b>	

**9. REQUEST FOR FULL ASSESSMENT OF A CHILD AT RISK AND CHILD IN CONFLICT WITH THE LAW**

Republic Act No. 9344 or the “Juvenile Justice and Welfare Act” defines the Juvenile Justice and Welfare System as a system dealing with children at risk and children in conflict with the law, which provides child-appropriate proceedings, including programs and services for prevention, diversion, rehabilitation, re-integration and aftercare to ensure their normal growth and development.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Child in Conflict with the Law and Child at Risk ages 17 years of age or below 18			
CHECKLIST OF REQUIREMENTS			WHAT TO SECURE	
1. List of Requirements needed			<ul style="list-style-type: none"> <li>• Child's Presence</li> <li>• Guardian's Presence</li> <li>• Blotter Reports (if available)</li> <li>• Completed the FF:                             <ol style="list-style-type: none"> <li>1.Intake Form</li> <li>2. Assessment tools from the Multi-Disciplinary team</li> </ol> </li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIMEDAYS	PERSON RESPONSIBLE
Submit list of requirements.	1.1 Assess if client is qualified based on the attached documents	None	7 days	Social Welfare Officer II
TOTAL			7 days	

## **ECONOMIC SERVICES**

### **LOCAL ECONOMIC INVESTMENT PROMOTION OFFICE**

#### **EXTERNAL SERVICES**

- ✓ Business Inquiries/ Consultancy
  
- ✓ Local Incentives Application

## 1. Business Inquiries/Consultancy

Clients would inquire or ask for assistance regarding market for their products, packaging, financing for their businesses or even DTI services such as the business name processes, when the Negosyo Center Business Consultant is not around.

Office or Division:	Local Economic Investment Promotion office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
NONE			NONE	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client makes an inquiry	1.1 Provides appropriate response/ materials	None	3 minutes	Local Economic Investment Promotion Officer
	1.2 Check with client if inquiry was answered and check for other concerns	None	2 minutes	Local Economic Investment Promotion Officer
2. Client inquiries about business opportunities	2.1 Provides appropriate response	None	30 minutes	Local Economic Investment Promotion Officer
	2.2 Give leaflets and other information materials related to business inquiry	None	3 minutes	Local Economic Investment Promotion Officer
<b>TOTAL</b>			<b>38 minutes</b>	

## 2. Local Incentives Application

New business would want to avail of incentives being given to new or existing business by the Municipality.

Office or Division:	<b>Local Economic Investment Promotion office</b>			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Oton, Iloilo			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completed registration form duly notarized, three (3) copies		<ul style="list-style-type: none"> <li>Local Economic Investment Promotion Office</li> </ul>		
2. Certified true copy of applicant's Certificate of Registration with the Securities and Exchange Commission, Department of Trade and Industry, Cooperative Development Authority or other concerned government licensing agencies, three (3) copies		<ul style="list-style-type: none"> <li>SEC</li> <li>DTI</li> <li>CDA</li> </ul>		
3. Complete project study - four (3) copies		<ul style="list-style-type: none"> <li>To be provided by the applying agency</li> </ul>		
4. Secretary's Certificate or a Corporate Board Res. Authorizing a representative to sign documents -three (3) copies		<ul style="list-style-type: none"> <li>To be provided by the applying agency</li> </ul>		
5. Copy of latest audited Financial Statements (if Existing)- three (3) copies <i>*Note: Other Documents as may be required by the Board</i>		<ul style="list-style-type: none"> <li>To be provided by the applying agency</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits documents	1.1 Checks completeness of documents	Php 500.00	3 minutes	Local Economic Investment Promotion Officer
	1.2 Evaluates/validate application and prepare recommendation to Board	None	72 hours	Local Economic Investment Promotion Officer
	1.3 Convenes Local Investment and Incentives Board and submits application for approval	None	1 hour	Local Economic Investment Promotion Officer
	1.4 Writes applicant to inform him/her whether application was approved or disapproved	None	Within 30 days (as provided in the Code)	Local Economic Investment Promotion Officer
<b>TOTAL</b>		<b>Php 500.00</b>		

## **MUNICIPAL AGRICULTURE AND COOPERATIVE OFFICE**

### **EXTERNAL SERVICES**

- ✓ Issuance of Livestock Shipping Permit
- ✓ Issuance of Fishery Business Permit (New AND Renewal)
- ✓ Issuance of Certification on Loaning Purposes of Crops, Livestock and Fisheries
  - ✓ Municipal Fishingboat Registration
  - ✓ Issuance Municipal Fisherfolk Registration
    - ✓
  - ✓ Issuance of Crops, Livestock and Boat Insurance
- ✓ Technical Assistance to Farmers Livestocks Raisers and Fisherfolks
- ✓ Registry System for the Basic Sectors In Agricultural(RSBSA)

## 1. ISSUANCE OF LIVESTOCK SHIPPING PERMIT

Scheduled of Availability of Services can be availed from Monday to Friday, 8:00 A.M. – 5:00 P.M..

Office or Division:	<b>MUNICIPAL AGRICULTURE AND COOPERATIVE OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	livestock raisers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>Within Iloilo:</p> <ol style="list-style-type: none"> <li>1. (1 original copy) Punong Barangay Certification</li> <li>2.(1 original copy) of accomplished animal health certificate form</li> <li>1. (1 original copy) of accomplished local transport permit form</li> </ol> <p>Outside Iloilo:</p> <ol style="list-style-type: none"> <li>1. (1 original copy) of Punong Barangay Certification</li> <li>2. (1 original copy) RSBSA certification</li> <li>3. (1 original copy) of accomplished Veterinary Health Certificate Form</li> </ol>			<p>Office of the Punong Barangay</p> <p>Municipal Agriculture and Cooperative Office</p> <p>Office of the Punong Barangay</p> <p>Municipal Agriculture and Cooperative Office Municipal Agriculture and Cooperative Office</p>	
			Municipal Agriculture and Cooperative Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients ask for the requirements	1. Provides list of requirements and asses fee/s to be paid at the MTO	PHP 100.00	5 minutes	Agricultural Technologist (AT)/ MACO
2.Clients complies and submits all the requirements	2.Reviews attached requirements and endorses for signature of the Municipal Agriculturist		15 minutes	Agricultural Technologist (AT)/ MACO
3. Accepts approved shipping permit form	3. Releases approved shipping permit form application		50 minutes	Agricultural Technologist (AT)/ MACO
	<b>Total</b>	PHP 100.00	<b>1 hour &amp; 10 minutes</b>	

## 2.ISSUANCE OF FISHERY BUSINESS PERMIT (NEW AND RENEWAL)

Scheduled of Availability of Services can be availed from Monday to Friday, 8:00 A.M. – 5:00 P.M.

<b>Office or Division:</b>	<b>MUNICIPAL AGRICULTURE AND COOPERATIVE OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>For New:</p> <ol style="list-style-type: none"> <li>1. 1 Original Copy of Accomplished Sustenance Fishery Business Operation Permit (MACO)</li> <li>2. 1 photocopy of Community Tax Certificate</li> <li>3. 1 original copy of Official Receipt</li> <li>4. 1 original printed picture of Fishing Boat (at least 70% yellow color)</li> <li>5. 1 original copy of RSBSA/Fishing Certificate of Registration</li> </ol> <p>For Renewal:</p> <ol style="list-style-type: none"> <li>1. 1 Original copy of Accomplished Sustenance Business Operation Permit (MACO)</li> <li>2. 1 Photocopy of Community Tax Certificate</li> <li>3. 1 Original Copy of Official Receipt</li> <li>4. 1 Original Copy of Printed Picture of Fishing Boat (at least 70% yellow color)</li> </ol>		<p>Municipal Agriculture and Cooperative Office</p> <p>Municipal Treasurer's Office Municipal Treasurer's Office Municipal Agriculture and Cooperative Office</p> <p>Municipal Agriculture and Cooperative Office</p> <p>Municipal Agriculture and Cooperative Office</p> <p>Municipal Treasurer's Office Municipal Treasurer's Office Municipal Agriculture and Cooperative Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client ask for the requirements.	1. Provides list of requirements and payments	None	10 minutes	Agricultural Technologist (AT)/ MACO
2.Clients complies and submits all the requirements .	2.Checks attached requirements and asses fees to be paid at MTO 2.1 Facilitates signature of the Municipal Agriculturist prior to the approval of the Municipal Mayor	Gillnet small Scale 120 Large Scale 250 Longline/Hook & Line 100, Crabpot 1.25/pc	10 minutes	Agricultural Technologist (AT)/ MACO
3. Accepts approved Fishery Business Permit.	3. Releases approved Fishery Business Permit	None	10 minutes	Agricultural Technologist (AT)/ MACO
	<b>Total</b>		<b>30minutes</b>	

### 3. ISSUANCE OF CERTIFICATION ON LOANING PURPOSES OF CROPS, LIVESTOCK AND FISHERIES

Scheduled of Availability of Services can be availed from Monday to Friday, 8:00 A.M. – 5:00 P.M.

Office or Division:	<b>MUNICIPAL AGRICULTURE AND COOPERATIVE OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers and Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Original copy of Simple Business Plan				
2. 1 Original copy of Punong Barangay Certification	Office of the Punong Barangay			
3. 1 Original copy of RSBSA certification	Municipal Agriculture and Cooperative Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client ask for the requirements.	1.Provides list of requirements and payments	None	10 minutes	Agricultural Technologist (AT)/ MACO
2. Clients complies and submits all the requirements	2. Checks attached requirements and asses fees to be paid at MTO	PHP 100.00	20minutes	Agricultural Technologist (AT)/ MACO
3. Accepts certification on loaning	3. Facilitates certificate for signature of Municipal Agriculturist prior to releasing	None	10 minutes	Municipal Agriculturist / MACO
	<b>Total</b>		<b>40 minutes</b>	

#### 4. MUNICIPAL FISHINGBOAT REGISTRATION

Registration can be availed from Monday to Friday, 8:00 A.M. – 5:00 P.M.

Office or Division:	<b>MUNICIPAL AGRICULTURE AND COOPERATIVE OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Original Copy of Fishing Boat registration form		Municipal Agriculture and Cooperative Office		
2. 1 Original picture of Fishing Boat		Owner		
3. 1 Original Copy of boat ownership from the Punong Barangay		Municipal Agriculture and Cooperative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client ask for the requirements.	1. Provides list of requirements and payments	None	5 minutes	Agricultural Technologist/MACO
2. Clients complies and submits all the requirements	2. Checks attached requirements and endorses for signature of the Municipal Agriculturist	None	10 minutes	Municipal Agriculturist MACO
3. Accepts approved fishing boat registration	3. Releases approved fishing boat registration	None	5 minutes	Municipal Agriculturist MACO
	<b>Total</b>		<b>20 minutes</b>	

## 5.MUNICIPAL FISHERFOLK REGISTRATION

Registration can be availed from Monday to Friday, 8:00 A.M. – 5:00 P.M.

Office or Division:	<b>MUNICIPAL AGRICULTURE AND COOPERATIVE OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Fisherfolks, Farmers and livestock raisers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 1 Original copy of accomplished fisherfolk registration form			Municipal Agriculture and Cooperative Office	
2. 1 Original Copy of Punong Barangay Certification			Office of the Punong Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACORITION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients ask for the for the requirements	1.Provides list of requirements and payments	None	5 minutes	Municipal Agriculturist / MACO
2. Clients complies and submits all the requirements	2.Checks attached requirements and encodes the fisherfolk in the fisherfolks database	None	10 minutes	Municipal Agriculturist / MACO
3.Accepts Fisherfolks Registration	3. Releases Fisherfolks Number Registration Number	None	5 minutes	Municipal Agriculturist / MACO
	<b>Total</b>		<b>20 minutes</b>	

## 6. ISSUANCE OF CROPS, LIVESTOCK AND BOAT INSURANCE

Registration can be availed from Monday to Friday, 8:00 A.M. – 5:00 P.M.

Office or Division:	<b>MUNICIPAL AGRICULTURE AND COOPERATIVE OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Fisherfolks, farmers, livestock raisers and other stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of accomplished PCIC application form		Municipal Agriculture and Cooperative Office		
2. photocopy of valid government ID *Additional requirement for RSBSA registered clients		Fisherfolks, farmers, livestock raisers and other stakeholders		
3. original certificate of RSBSA Registration		Municipal Agriculture and Cooperative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients ask for the requirements	1. Provides list of requirements and payments	No RSBSA Registration Farmers P2,000/ha  For RSBSA registered P60.00 only (personal accident insurance)	5 minutes	Municipal Agriculturist / MACO
2. Clients complies and submits all the requirements	2. Reviews attached requirements	None	15 minutes	(Municipal Agriculturist / MACO
3. Accepts approved PCIC application	Releases approved PCIC application	None	10 minutes	
	<b>TOTAL</b>		<b>30 minutes</b>	

## 7. TECHNICAL ASSISTANCE TO FARMERS, LIVESTOCK RAISERS AND FISHERFOLKS

Registration can be availed from Monday to Friday, 8:00 A.M. – 5:00 P.M.

Office or Division:	<b>MUNICIPAL AGRICULTURE AND COOPERATIVE OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Fisherfolks, farmers, livestock raisers and other stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		Municipal Agriculture and Cooperative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients ask for the technical assistance  a. Personal visit in the office  b. Phone Call	1.Provides necessary technical advise/s	None	20 minutes	Municipal Agriculturist / MACO
2. Clients complies and follows the technical advice/s	2. Verifies through ocular inspection of site if necessary	None	10 minutes	(Municipal Agriculturist / MACO
	<b>TOTAL</b>		<b>30 minutes</b>	

## 8. REGISTRY SYSTEM FOR THE BASIC SECTORS IN AGRICULTURE (RSBSA)

Registration can be availed from Monday to Friday, 8:00 A.M. – 5:00 P.M.

Office or Division:	<b>MUNICIPAL AGRICULTURE AND COOPERATIVE OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers and Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		Municipal Agriculture and Cooperative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients ask for the requirements	1.Provides list of requirements and payments	None	5 minutes	Municipal Agriculturist / MACO
2. Clients complies and submits all the requirements	2. Reviews attached requirements to be submitted at DA Regional Office for encoding and registration	None	10 minutes	(Municipal Agriculturist / MACO
	<b>TOTAL</b>		<b>30 minutes</b>	

## **OFFICE OF THE MUNICIPAL ASSESSOR**

### **EXTERNAL SERVICES**

- ✓ Issuance of Order of Payments for Taxation on Real Properties
  - ✓ Tax Map Verification
- ✓ Issuance of Certified True Copies of Tax Declaration/ Certification Regarding Assessment for Taxation
  - ✓ Request for Simple Transfer
- ✓ Request for Simple Subdivision, Consolidation, Reassessment and Assessments

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

The Assessor's Office assists the taxpayers in the payment of Real Property Tax by issuing Order of Payments.

Office or Division:	<b>MUNICIPAL ASSESSOR'S OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Real Property Tax Assessment		Municipal Assessor's Office window		
CLIENT STEPS				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the accomplished application form	1.1 Verification of records for computation as basis to payment of taxes	none	5 minutes	Admin. Asst. I
2. Secure Order of Payment	2.1 Issue Order of Payment	none	5 minutes	Admin. Asst. I
<b>TOTAL</b>			<b>10 minutes</b>	

## 2. TAX MAP VERIFICATION

The Assessor's Office caters clients' inquiry as to the location of their property through tax map verification.

Office or Division:	<b>MUNICIPAL ASSESSOR'S OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form/ Slip			Municipal Assessor's Office window	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures data (lot no., declared owner) and presents requirements for verification	1.1 Verifies the completeness of requirements and advises client to pay certain fees at MTO	none	5 minutes	Adm. Aide IV Tax Mapper 1
2. Client proceeds to MTO for payment	Collects payments and issue official receipt	P 50.00 per copy	3 minutes	MTO Staff/ Cashier
3. Present official receipt and claim Print-out Tax Map		none	5 minutes	Adm. Aide IV Tax Mapper 1 Municipal Assessor
<b>TOTAL</b>		P 50.00 per copy	13 minutes	

### 3. ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION/ CERTIFICATIONS REGARDING ASSESSMENT FOR TAXATION

The Assessor's Office caters clients' request for Certified True Copy of Tax Declarations and Certifications for BIR and personal purposes.

Office or Division:	<b>MUNICIPAL ASSESSOR'S OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
<b>CHECKLIST OF REQUIREMENTS FOR CERTIFIED TRUE COPIES OF TAX DECLARATION AND CERTIFICATE OF AGGREGATE LANDHOLDINGS</b>		<b>WHERE TO SECURE</b>		
1. Request Form/ Slip		Municipal Assessor's Office window		
2. Updated RPT or Tax clearance (1 photocopy)		Municipal Treasurer's Office		
3. Government issued ID of the requesting owner/ manager of the establishment (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO		
In case of representatives, 1 photocopy of: <ul style="list-style-type: none"> <li>Government issued ID of the representative</li> <li>Government issued ID of the owner</li> </ul>		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO		
4. Special Power of Attorney (1 photocopy)		Attorney's Office		
<b>CHECKLIST OF REQUIREMENTS FOR CERTIFICATE OF WITH AND WITHOUT IMPROVEMENT</b>		<b>WHERE TO SECURE</b>		
1. Request Form/ Slip		Municipal Assessor's Office window		
2. Updated RPT or Tax clearance (1 photocopy)		Municipal Treasurer's Office		
3. Government issued ID of the requesting owner/ manager of the establishment (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO		
In case of representatives, 1 photocopy of: <ul style="list-style-type: none"> <li>Government issued ID of the representative</li> </ul>		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO		
4. Government issued ID of the owner				
5. Authorization Letter from the property owner		Property Owner		
In case of deceased owner: <ul style="list-style-type: none"> <li>Deed of Adjudication (1 photocopy)</li> </ul>		Attorney's Office		
If one of the heirs, 1 photocopy of: <ul style="list-style-type: none"> <li>Birth Certificate</li> <li>Affidavit (One of the Heirs)</li> </ul>		Municipal Civil Registrar, PSA, Attorney's Office		
<b>CHECKLIST OF REQUIREMENTS FOR CERTIFICATE OF NO PROPERTY</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification/ Residency (1 photocopy)		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fills-up	1.1 Verifies the	none	5 minutes	Adm. Assistant 1

checklist of services desired and prepares requirements for corresponding request	requirements presented and advises client to pay certain fees at MTO			
2. Client proceeds to MTO for payment and returns to Assessor's Office	2.1 Collects payments and issue official receipt	P 100.00 per copy	5 minutes	MTO Staff/ Cashier
3. Client returns to Assessor's Office, submits O.R. waits for releasing of Certified True Copy of Tax Declaration and other certification	3.1 Print-out the Tax Declaration/ Certification for signature of the Municipal Assessor  3.2 Municipal Assessor / Authorized Representative signs documents  3.3 Person in charge of releasing CTC/ Certification	none	10 minutes	Adm. Assistant 1  Municipal Assessor LAOO III  Adm. Assistant 1
<b>TOTAL</b>		<b>P 100.00 per copy</b>	<b>20 minutes</b>	

#### 4. REQUEST FOR SIMPLE TRANSFER

The Assessor's Office assists the clients in the Transfer of Title for taxation purposes.

Office or Division:	<b>MUNICIPAL ASSESSOR'S OFFICE</b>			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Tax payers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Form/Slip	Municipal Assessor's Office			
2. Letter Request Form	Municipal Assessor's Office window			
3. Certified True Copy of Title (2 photocopies)	Registry of Deeds			
4. Updated RPT/Tax Clearance (2 photocopies)	Municipal/Provincial Treasurer's Office			
5. Deed of Conveyance (Sale, Adjudication, Donation, Waiver of Rights, Extra Judicial) (2 photocopies)	Attorney's Office			
6. Sworn Statement Form (3 copies)	Municipal Assessor's Office			
7. Transfer Tax Receipt (2 photocopies)	Provincial Treasurer's Office			
8. Certificate Authorizing Registration (E-CAR) (2 photocopies)	BIR			
9. Transfer of Ownership Receipt (2 photocopies)	Municipal Treasurer's Office			
10. In case of representatives, (2 photocopies) of: <ul style="list-style-type: none"> <li>• Government issued ID of the representative</li> <li>• Government issued ID of the owner</li> <li>• Special Power of Attorney</li> </ul>	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO  Attorney's Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fills-up letter request form and prepares requirements for simple transfer	1.1 Verifies the requirements presented and upon completion, advises client to pay sworn statement fee and transfer of ownership fee at MTO	none	10 minutes	Admin. Asst. I
2. Client proceeds to MTO for payment and returns to Assessor's Office	2.1 Collects payments and issue official receipt	*P 100.00 per copy of Transfer of Ownership *Sworn Statement Filing Fee: P50.00 Penalty if not filed after GR: AV x ½ of 1% + 50.00	5 minutes	MTO Staff/ Cashier

3. Client returns to Assessor's Office, submits photocopies of O.R.	3.1 Files the requirements and other documents for transfer.  3.2 Advises client to return one week after submission	none	5 minutes  7 days	Admin. Asst. I
4. Client waits for releasing Certified True Copy of Tax Declaration and other certification	4.1 Approval of transactions  4.2 Person in charge logs and releases owner's copy of tax declaration		5 minutes	Municipal Assessor LAOO III LAOO II  Admin. Asst. I
<b>TOTAL</b>		<b>P 150.00 per transfer (+ penalty if applicable)</b>	<b>7 days and 25 minutes</b>	

## 5. REQUEST FOR SIMPLE SUBDIVISION, CONSOLIDATION, REASSESSMENT AND ASSESSMENTS

The Assessor's Office caters the request of clients for subdivisions, reassessment and assessment for taxation purposes.

Office or Division:	<b>MUNICIPAL ASSESSOR'S OFFICE</b>	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	General Pubic / Tax payers	
<b>CHECKLIST OF REQUIREMENTS FOR SUBDIVISION AND CONSOLIDATION</b>		<b>WHERE TO SECURE</b>
1. Request Form/ Slip		Municipal Assessor's Office window
2. Letter Request Form		Municipal Assessor's Office
3. If Titled Property: (2 photocopies) <ul style="list-style-type: none"> <li>• Certified True Copy of Title</li> <li>• Transfer Tax Receipt</li> <li>• Transfer of Ownership Fee</li> <li>• Certificate Authorizing Registration (ECAR)</li> </ul>		Registry of Deeds Provincial Treasurer's Office Municipal Treasurer's Office BIR
4. If Untitled Property: (2 photocopies) Technical Description		Bureau of Lands
5. Approved Subdivision Plan, Blue print (2 copies)		Bureau of Lands
6. Updated RPT/Tax Clearance (2 photocopies)		Municipal/Provincial Treasurer's Office
7. Deed of Conveyance (Sale, Adjudication, Donation, Waiver of Rights, Extra Judicial) (2 photocopies)		Attorney's Office
8. Sworn Statement Form (3 copies)		Municipal Assessor's Office
9. In case of representatives, (2 photocopies): <ul style="list-style-type: none"> <li>• Government issued ID of the representative</li> <li>• Government issued ID of the owner</li> <li>• Special Power of Attorney (2 photocopies)</li> </ul>		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO  Attorney's Office
<b>CHECKLIST OF REQUIREMENTS FOR REASSESSMENT</b>		<b>WHERE TO SECURE</b>
Request Form/ Slip		Municipal Assessor's Office window
Letter Request Form		Municipal Assessor's Office
Updated RPT/Tax Clearance (2 photocopies)		Municipal/Provincial Treasurer's Office
Sworn Statement Form (3 copies)		Municipal Assessor's Office

Lot Plan (in case of assessment of creek or foreshore) (2 copies)		Geodetic Engineer's Office		
In case of representatives, (2 photocopies):		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO		
<ul style="list-style-type: none"> <li>Government issued ID of the representative</li> <li>Government issued ID of the owner</li> <li>Special Power of Attorney</li> </ul>		Attorney's Office		
<b>CHECKLIST OF REQUIREMENTS FOR ASSESSMENT OF IMPROVEMENTS AND MACHINERIES</b>		<b>WHERE TO SECURE</b>		
Request Form/ Slip		Municipal Assessor's Office window		
Letter Request Form		Municipal Assessor's Office		
Building Plan for Improvements		Municipal Engineering Office		
Building Permit		Municipal Engineering Office		
Certificate of Occupancy		Municipal Engineering Office		
Inspection Fee Receipt		Municipal Treasurer's Office		
In absence of Building Plan and Permi: <ul style="list-style-type: none"> <li>Affidavit of Ownership of Building (2 photocopies)</li> </ul>		Attorney's Office		
In case of representatives: (2 photocopies)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, SC ID, COMELEC, LTO		
<ul style="list-style-type: none"> <li>Government issued ID of the representative</li> <li>Government issued ID of the owner <ul style="list-style-type: none"> <li>Special Power of Attorney</li> </ul> </li> </ul>		Attorney's Office		
Receipts of Machineries (2 photocopies)		Stores, Malls		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-up letter request form and prepares requirements for each transaction	1.1 Verifies the requirements presented and upon completion, advises client to pay sworn statement fee and other fees at MTO	none	15 minutes	LAOO III LAOO II LAOO I Tax Mapper I Adm. Aide IV
2. Client proceeds to MTO for payment and returns to Assessor's Office	2.1 Collects payments and issue official receipt	Transfer of Ownership Fee: P 100.00 per lot  Inspection Fee: P200.00 per lot	5 minutes	

		Sworn Statement Filing Fee: P50.00 Penalty: AV x ½ of 1%		
3. Client returns to Assessor's Office, submits photocopies of O.R.	3.1 Files the requirements and other documents for transactions.	none	10 minutes	
4. Client waits for call or message and waits for the schedule	4.1 *Advises client to wait for a call/message for the schedule of ocular inspection  4.2 Inspection team proceeds to the location and assesses the property.  4.3 Advises the client to return one week after inspection for the owner's copy of tax declaration	none	Schedule of ocular inspection depends on the number of transactions lined-up	*Municipal Assessor *LAOO III *Admin. Aide IV/ Municipal Assessor's Office
5. Client waits for releasing Certified True Copy of Tax Declaration and other certification	5.1 Approval of transactions  5.2 Person in charge logs and releases owner's copy of tax declaration		5 minutes	
<b>TOTAL</b>		P 350.00 per transaction	35 minutes	

# **MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE**

## **EXTERNAL SERVICES**

- ✓ Application for New Niches at the Municipal Cemetery
  - ✓ Calibration of Weights and Measures
- ✓ Collection of Unloading Fee and Market Fees at the Municipal Fish port
  - ✓ Garbage Collection Fee Inside Public Market
- ✓ Issuance of Cash Tickets to Delivered Goods and Parking fees for Delivery Vehicles
- ✓ Issuance of Cash Tickets to Tricycle Drivers for parking Fees
  - ✓ Issuance of Fishing Gear Permits
- ✓ Issuance of Miscellaneous Permits to Fish, Vegetables and Ambulant Vendors
  - ✓ Issuance of Miscellaneous Permits to Transient Vendors
  - ✓ Renewal of Yearly Lease Contracts to Market Stall Owners
  - ✓ Slaughterhouse Services
- ✓ Updating of Payment of Annual Maintenance Fee of Niche / Payment of Arrears
  - ✓ Updating of Payment of Annual Maintenance Fee of Niche / Payment of Arrears as a Requirement for Issuance of Permit to Exhume
  - ✓ Weighing of Livestock / Collection of Yardage Fee

## 1. APPLICATION FOR NEW NICHES AT THE MUNICIPAL CEMETERY

Client inquires for availability of new niches. MEEDO employee in charge at Cemetery, receives, verifies documents and process permit to client.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Community Tax Certificate (Cedula)		Municipal Treasurer's Office		
Death Certificate		Municipal Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client inquires at Admin Office for available niche	1.1Accompany client to Municipal Cemetery to check for the availability of niche  1.2Upon confirmation of client, advise client to pay at the MTO		30 minutes	Admin Aide VI/ MEEDO
2.Client proceeds to MTO to pay	2.1Receive payment and issue Official Receipt	P 12,000.00 per niche	5 minutes	Collecting Officer/ MTO
3.Client submits requirements and Official Receipt	3.1Receives and verifies documents.  3.2Prepare Mayors permit and release to client	none	5 minutes	Admin Aide VI/ MEEDO
<b>TOTAL</b>		<b>P 12,000.00 per niche</b>	<b>40 minutes</b>	

## 2. CALIBRATION OF WEIGHTS AND MEASURES

All instruments for determining weights and measures in all consumer and consumer related transactions shall be tested, calibrated and sealed every six (6) months by the official sealer our Market Inspector, then pays for specified Calibration Fee.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Garbage for collection		Market stall owners		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client presents weighing scale to be calibrated	1.1Calibrates weight scale using test weights and seal.  1.2Computes and informs the client for the amount due	none	20 minutes	Market Inspector/ MEEDO
2.Client pays for the Calibration Fee	2.1Collects payments and issue official receipt	P150.00/10-30 kgs. P300.00/60kgs.- up	3 minutes	RCC II/ MEEDO
<b>TOTAL</b>		<b>P150.00/10-30 kgs. P300.00/60kgs.- up</b>	<b>23 minutes</b>	

### 3. COLLECTION OF UNLOADING FEE AND MARKET FEES AT THE MUNICIPAL FISHPORT

The boat operator / fish producer unloads fish at the market hall. The Market Checker/Collector counts / records the volume of fish unloading stub (FUS) and collects the corresponding Fish Unloading Fee. The Boat operator / Fish Producers signs in the “Acknowledge by”, portion of the FUS with confirmation from the fish broker and pays the corresponding fish unloading fee.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Fishing gear operators / Fish broker			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Daily shrimp catch		Fishing gear operators / Fish broker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fishing boat lands at the Oton Municipal Fishport	1.1Staff monitors the fishing boats and assigns the area for landing	none	1 hour	Admin Assistant II/ MEEDO
2.Client presents and unloads the the shrimp ( <i>Hipon</i> ) caught	2.1Monitor quantity of catch. Informs the amount to be paid for the unloading fee	none	20 minutes	Admin Assistant II Admin Assistant II/ MEEDO
3.Client Pays corresponding fees	3.1Collects payment	P7.00/ strainer	5 minutes	Admin Assistant II/MEEDO
4.Fish Broker sells the hipon catch to interested buyers	4.1In-charged then monitors the number of boxes sold	none	30 minutes	Admin Assistant II/ MEEDO
5.Fish broker pays the market fee	5.1In-charged then informs the broker the amount to be paid for the market fee	P7.00/ strainer	5 minutes	Admin Assistant II/ MEEDO
<b>TOTAL</b>		<b>P 14.00 per strainer</b>	<b>2 hours</b>	

#### 4. GARBAGE COLLECTION FEES OF STALLS INSIDE PUBLIC MARKET

Market owners/vendors present segregated garbage and pays garbage collection fees to Market Cleaners.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Market stall owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Garbage for collection			Market stall owners	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client presents segregated garbage	1.1Weigh & log garbage of client  1.2Computes and informs the client for the amount due	none	7 minutes	Market Cleaners/ MEEDO
2.Client pays for the Garbage Fee	2.1Collects payments and issue official receipt	P 3.50 per kilogram	3 minutes	Market Cleaners/ MEEDO
<b>TOTAL</b>		<b>P 3.50 per kilogram</b>	<b>10 minutes</b>	

## 5. ISSUANCE OF CASH TICKETS TO DELIVERED GOODS AND PARKING FEES FOR DELIVERY VEHICLES

Client and delivery van driver pays prescribed cash ticket per delivery of goods and parking within the vicinity of the Market. MEEDO Collectors, check, monitor and issued cash tickets to client and delivery van driver.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Taxpayers / Delivery Vehicle owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client deliver goods at the Market	1.1Collectors monitors delivery of goods inside the Oton Public Market.		5 minutes	MEEDO Collectors/ MEEDO
2.Client confirms items delivered and pays the issued cash tickets	2.1Issue cash tickets based on goods delivered and the delivery fees	P 15.00	2 minutes	MEEDO Collectors/ MEEDO
	2.2Market collectors monitors delivery vehicles parked in the designated parking area outside the Oton Public Market	none	5 minutes	MEEDO Collectors/ MEEDO
3.Delivery van driver acknowledges and pays the issued cash tickets	3.1Issue cash tickets for parking fees	P20.00/ vehicle	2 minutes	MEEDO Collectors/ MEEDO
	<b>TOTAL</b>	<b>P 15.00 P20.00/ vehicle</b>	<b>14 minutes</b>	

## 6. ISSUANCE OF CASH TICKETS TO TRICYCLE DRIVERS FOR PARKING FEES

There shall be collected fees for the use of municipal owned parking area which is our Terminal Area. MEEDO Collectors issues cash ticket to tricycle drivers.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	General Public / Tricycle Drivers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Collectors monitors the tricycle entering the Terminal Market		3 minutes	Admin Aide I/Admin Aide VI/ MEEDO
2. Tricycle driver acknowledges the collector and pays the parking fee	2.1 Issue cash tickets for parking fee	P 5.00 per tricycle	1 minute	Admin Aide I/Admin Aide VI/ MEEDO
<b>TOTAL</b>		<b>P 5.00 per tricycle</b>	<b>4 minutes</b>	

## 7. ISSUANCE OF FISHING GEAR PERMIT

Fishing boat owners/operators presents fishing boat for permit issuance. Staff inspects and inform client for amount dues, then collect corresponding payment.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Fishing boat owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Boat / Fishing gear for registration			Boat owner/operator	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents fishing boat for permit issuance	1.1Staff inspects and inform client for amount due	none	5 minutes	Admin Assistant II/ MEEDO
2.Client pays corresponding amount	2.1Collects payment	10 Lambats: P3,500.00/ permit/ season  P500.00/ lambat- In excess of 10 Lambats	5 minutes	Admin Assistant II/ MEEDO
<b>TOTAL</b>		<b>See above computation</b>	<b>10 minutes</b>	

## 8. ISSUANCE OF MISCELLANEOUS PERMITS TO FISH, VEGETABLE AND AMBULANT VENDORS

Market owners/vendors of Fish Section, Vegetable Section, and Ambulant Vendors secure and pay annual Miscellaneous Permits as one of the necessary requirements at Oton Public Market.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for miscellaneous permit		MEEDO or BPLO offices		
Barangay Clearance for Business		Barangay Hall where business is located		
Police Clearance		Oton Municipal Police Station		
Sanitary Permit		Municipal Health Center		
MENRO Clearance		Municipal Environment and Natural Resources Office		
Fire Safety Inspection Clearance		Bureau of Fire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client prepares and submits all requirements	1.1Verifies the requirements presented and upon completion, Files the requirements , fill up form, and advises client to pay at collecting officer	none	3 minutes	LRCO I
2.Client pays and returns to MEEDO Office	2.1Collects payments and issue official receipt	P 950.00	3 minutes	Designated collection officer
3.Client returns to MEEDO Office, submits official receipt	3.1Prepares the miscellaneous permit for signature of MEEDO Head and Section President  3.2Facilitate permit for signature of Mayor	none	10 minutes	LRCO 1  MGDH I, MEEDO
4.Client waits for release of miscellaneous permit	4.1Releases miscellaneous permit to client	none	10 minutes	LRCO I
<b>TOTAL</b>		<b>P 950.00</b>	<b>26 minutes</b>	

## 9. ISSUANCE OF MISCELLANEOUS PERMIT TO TRANSIENT VENDORS

Transient Vendors secure and pays annual Miscellaneous Permits as one of the necessary requirements at Oton Public Market.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application form for miscellaneous permit			MEEDO or BPLO offices	
Barangay Clearance for Business			Barangay Hall where business is located	
Community Tax Certificate (Cedula)			Municipal Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client prepares and submits all requirements	1.1Verifies the requirements presented and upon completion, Files the requirements , fill up form, and advises client to pay at collecting officer	none	3 minutes	LRCO I
2.Client pays and returns to MEEDO Office	2.1Collects payments and issue official receipt	P 400.00	3 minutes	Designated collection officer
3.Client returns to MEEDO Office, submits official receipt	3.1Prepares the miscellaneous permit for signature of MEEDO Head  3.2Facilitate permit for signature of Mayor	none	10 minutes	LRCO I/MGDH I, MEEDO
4.Client waits for release of miscellaneous permit	4.1Releases miscellaneous permit to client	none	10 minutes	LRCO I
<b>TOTAL</b>		<b>P 400.00</b>	<b>2 6minutes</b>	

## 10. PROCESS RENEWAL OF YEARLY LEASE CONTRACTS TO MARKET STALL OWNERS

Stall Owners process and renew annual contracts according to month of their renewal. For BOT (Build Operate Transport) stalls, payment is every January. Month of July payment for the New Building stalls and month of May at the Arcade Building stalls.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Stall owners at the Oton Public Market, BOT and OPM Market Extension			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Community Tax Certificate (Cedula)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client waits for the documents to be delivered.	1.1Facilitates the documents for the Renewal of Lease of Contract  1.2 Distribute the Lease of Contract to respective stall owners.  1.3Informs the client of the signatories required (Owner and MEEDO Head) and the notarial fee.  1.4Informs the client to submit document upon completion of the signatories required	P 100.00 per document	15 minutes	LRCO I  Stall owners MGDH I, MEEDO
2.Client returns the signed document and pays the notarial fee.	2.1Receives the documents and the notarial fee  2.2Facilitates signature of the Municipal Treasurer and the Municipal Mayor and notarization.	none	10 minutes	LRCO I
3.Client gets the copy of the Lease contract	3.1Release of copy of Contract of Lease	none	3 minutes	LRCO I
<b>TOTAL</b>		<b>P 100.00 per document</b>	<b>28 minutes</b>	

## 11. SLAUGHTER OF LIVESTOCK

Livestock animals will get rest at least three (3) to five (5) hours before they will be slaughtered. They will pass through Ante Mortem and Post Mortem by Meat Inspector.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Livestock owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Livestock for slaughter			Livestock owner	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring livestock to Slaughterhouse Corral	1.1 Receive livestock and allow to rest	None	6 hours	Meat Inspector
2. Wait for the number of butchered animal to pay corresponding amount	2.1 Informs client and collects payments and issue official receipt	P100.00 / Hog, Cattle, Carabaos	10 minutes	RCC II
<b>TOTAL</b>		<b>P 100.00 per copy</b>	<b>6 hours and 5 minutes</b>	

**12. UPDATING OF PAYMENTS OF ANNUAL MAINTENANCE FEE OF NICHE /  
PAYMENT OF ARREARS**

Client updates payments of annual maintenance fee of niche/payment of arrears as requirement for issuance of permit to exhume. MEEDO employee in charge at cemetery, receives, verifies documents and process permit to client.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client inquires at Admin Office for payment of maintenance fee of old niche	1.1Check the records and compute arrears (if any). 1.2Advise client to pay at the MTO cashier		10 minutes	Admin Aide VI
2.Client proceeds to MTO to pay and return to Admin. Office	2.1Receive payment and issue Official Receipt	P150.00/yr. maintenance Fee	5 minutes	MTO Collecting Officer
3.Client submits Official Receipt	3.1Receives OR. Update the files and record the payment details.	none	3 minutes	Admin Aide VI
<b>TOTAL</b>		<b>P150.00/yr. maintenance Fee</b>	<b>18minutes</b>	

**13. UPDATING OF PAYMENTS OF ANNUAL MAINTENANCE FEE OF NICHE /  
PAYMENT OF ARREARS AS REQUIREMENT FOR ISSUANCE OF PERMIT TO  
EXHUME**

Client updates annual payments for maintenance fee of niche/payment of arrears as requirement for issuance of permit to exhume. MEEDO employee in charge at cemetery, receives, verifies documents and process permit to client.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client inquires at Admin Office for payment of maintenance fee of old niche	1.1Check the records and compute arrears (if any).  1.2Advise client to pay at the MTO cashier		10 minutes	Admin Aide VI
2.Client proceeds to MTO to pay and return to Admin. Office	2.1Receive payment and issue Official Receipt	P150.00/yr. maintenance Fee	5 minutes	MTO Collecting Officer
3.Client submits Official Receipt	3.1Receives OR. Update the files and record the payment details.  3.2Advise client to proceed to MHO and present Official Receipt and Death Certificate of person to be exhumed to the Sanitary Inspector for issuance of Exhume Permit.  3.3Present permit to cemetery in-charge.	none	3 minutes	Admin Aide VI
<b>TOTAL</b>		<b>P150.00/yr. maintenance Fee</b>	<b>18 minutes</b>	

#### 14. WEIGHING OF LIVESTOCK AT LIVESTOCK AUCTION MARKET

Before weighing of live animals, Livestock Inspector checks the documents and inspect the animals whether the animals is fit for human consumption.

Office or Division:	<b>MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Pubic / Livestock owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Livestock for sale			Livestock owner	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring Livestock to Auction Market	1.1 Weigh Livestock	none	5 minutes	Admin Aide II/ Agricultural Technologist
2. Client pays for Auction Fee	2.1 Collects payment	<u>Hogs:</u> P20.00 (Below 100kg) P25.00 (101kg and up)  <u>Cattle &amp; Carabaos:</u> P40.00 each	5 minutes	RCC II
<b>TOTAL</b>		<b>See computation above</b>	<b>10 minutes</b>	

## **OFFICE OF THE BUILDING OFFICIAL**

### **EXTERNAL SERVICES**

- ✓ Issuance of Building Permit
- ✓ Issuance of Occupancy Permit
- ✓ Issuance of Subdivision Clearance or Permit
  - *PALC (Preliminary Approval and Locational Clearance)*
  - *DP (Development Permit)*
  - *AP (Alteration Permit)*

## 1. ISSUANCE OF BUILDING PERMIT

Office or Division:	<b>OFFICE OF THE BUILDING OFFICIAL</b>			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Pubic			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly Accomplish Building forms(5 pages), Electrical, Sanitary, Fencing, Mechanical forms (3 pages)			Office of the Building Official	
2. Certified true copy TCT (title) electronic copy			(ROD) Registry of Deeds	
3. Two copies- Lot Plan signed by Geodetic Engineer/Approved Subd. Plan (Photocopy)			Geodetic Engineer / Applicant	
4. Four (4) sets of Plan			Engineers/Architect of the Applicant	
5. PTR & PRC license of Architect, civil, Sanitary, Mechanical Engineer (Photo copy) & res. Cert.			Engineers/Architect of the Applicant	
6. Four (4) copies- Bill of materials and estimates (Must be notarized & Signed by the owner.			Engineers/Architect of the Applicant	
7. Four (4) copies Building Specification (Signed & sealed of engineer , Signed by the owner			Engineers/Architect of the Applicant	
8. Consent of Lot Owner , If the applicant is not the owner of the Lot , Or Contract of Lease/ Authorization/ certification/ Deed of Sale, SPA			Owner of the Lot	
<b>Additional Requirements</b>				
9. Structural Design Analysis ( for 2 storey structure and above ) by civil Engineer or Structural Engineer			Structural Engineer/Civil Engr.	
10. Soil Analysis ( for 3 storey and above )			Materials Engineer	
11. Affidavit of Undertaking			Applicant	
12. Certification (if it is constructed along National RROW-DPWH)			DPWH Iloilo 1 <sup>st</sup> District Engineering Office/Iloilo Provincial Engineer's Office	
13. Bill Board (60x90 cm.)			Applicant	
14. ECC / CNC			DENR	
15. Health and Safety Program (Dole)			DOLE	
<b>Other requirements</b>				
1. PECAB if the building is by contract			Contractor	
2. Mechanical and Safety Evaluation			DOLE	
3. Barangay Resolution			Barangay (Project Located)	
4. Cedula			Municipal Treasure's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Secure forms and checklist and submit all required documents to the frontline personnel at the receiving area.	1.1 Evaluates the completeness of documents, issues application No. and claim stub indicating the date to return	None	15 minutes	OBO Engineer1 OBO Adm. Aide 1
2. Evaluation				
a.) Simple Transactions	2.1 Assess fees based on plans	none	3 days	OBO Engineer I OBO Engineer II BFP Personnel Zoning Officer Mun. Assessor Zoning Officer
b.) Complex Transactions		none	7 days	
c.) Highly Technical Transactions		none	20 days	
3.Payment of fees and charges / Wait for the issuance of Building Permit /Present Claim Stub	3.1 Receives payments and issue Official Receipt Issue Building Permit	Building code/ Local Tax Code	30 min.	Municipal Treasurer's Staff BFP Personnel OBO Engineer 1 OBO Adm. Aide 1
	<b>TOTAL</b>		<b>30 days 45 minutes</b>	

## 2. ISSUANCE OF OCCUPANCY PERMIT

Office or Division:	<b>OFFICE OF THE BUILDING OFFICIAL</b>			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Pubic			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Unified Completion Form			Engr./Arch. of the Applicant	
Completion Form			Engr./Arch. of the Applicant	
Building Certification (2 storey& up)			Engr./Arch. of the Applicant	
Electrical Certification (2 storey& up)			Professional Electrical Engr. of the Applicant	
Picture (4 sides)			Applicant	
Logbook			Engr./Arch. of the Applicant	
Barangay Clearance			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure forms and checklist and submit all required documents to the frontline personnel at the receiving area	1.Evaluates the completeness of documents,	None	10 minutes	OBO Engineer 1 OBO Adm. Aide 1
2. Inspection	2.1 Assess fees based on the plan	None	1 day	MEO Engineer Bureau of Fire Assessor
a.) Processing of Occupancy for <b>Simple Transactions</b>	2.2 Assess fees based on the plan	None	3 days	
b.) Processing of Occupancy permits for <b>Complex Transaction</b>		None	7 days	
c.) Processing of Occupancy permits for <b>Highly Technical Transaction</b>		None	20 days	

3.Payment of fees And charges and Wait for the issuance of occupancy permit	3.1 Receives payments and issue Official Receipt	Building code/ Local Tax Code	5 minutes	Mun. Treasurer's Staff BFP Personnel
	3.2 Issue Occupancy Permit	none	25 mins.	OBO Engineer 1 OBO Admin Aide 1
	<b>TOTAL</b>		<b>31 days 40 minutes</b>	

### 3.ISSUANCE OF SUBDIVISION CLEARANCE OR PERMIT

- ❖ **PALC (Preliminary Approval and Locational Clearance)**
- ❖ **DP (Development Permit)**
- ❖ **AP (Alteration Permit)**

Every registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project shall apply with the local government unit (LGU) concerned for the approval of the subdivision development plan as stipulated under BP 220 or the Economic and Socialized Housing and PD 957 or the Subdivision and Condominium Buyers' Protective Decree.

Office or Division:	<b>MUNICIPAL PLANNING AND DEVELOPMENT OFFICE</b>	
Classification:	Highly Technical	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	Property Owners/ Land Developers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Simple Subdivision:</b>		
1. Site Development Plan (Schematic Plan) showing the propose layout duly signed and sealed by a Licensed Architect/ Engineer (3 original sets)	Property Owner	
2. Vicinity Map (1 photocopy)	Property Owner	
3. Lot Title and Tax Declaration; Deed of Sale/ Memorandum of Agreement if the Title is not registered in the name of the applicant (1 Certified True Copy of each document)	Property Owner/ Municipal Assessor's Office	
4. Certification as to Zoning Classification (1 original)	MPDC Office	
5. Current Tax Receipt (1 photocopy)	Municipal Treasurer's Office	
<b>PALC (BP 220 and PD 957)</b>		
1. Site Development Plan (Schematic Plan) duly signed and sealed by a licensed architect/ engineer (4 original sets)	Property Owner/ Developer	
2. Vicinity Map indicating the adjoining land uses, access, as well as existing facilities at least 500 meters from the property boundaries of the project drawn to any scale (2 photocopy)	Property Owner/ Developer	
3. Topographic Plan (2 original sets)	Property Owner/ Developer	
4. Survey Plan of the lot as described in TCT/s (2 original sets)	Property Owner/ Developer	

5. Certified True Copy of Title/s, Declaration of Real Property/ies and Current Tax Receipt (2 photocopies each document)	Property Owner/ Developer, Municipal Assessor's Office, Municipal Treasurer's Office			
6. Right to use or deed of sale of right-of-way for access road and other utilities when applicable (1 original, 1 photocopy)	Property Owner/ Developer			
7. Barangay endorsement of the project through a Barangay Council Resolution (2 original)	Barangay Council where the project is located			
<b>DP (BP 220 and PD 957)</b>				
1. PALC requirements (1 original , 3 photocopies)	Property Owner/ Developer			
2. Subdivision Development Plan duly signed and sealed by a licensed architect/engineer (4 original sets)	Property Owner/ Developer			
3. Tax Declaration of the property/ies subject for the application (4 certified true copies)	Municipal Assessor's Office			
4. Certified True Copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) whichever is applicable (4 copies)	DENR-EMB			
5. Zoning Certificate from HLURB Regional Office (1original, 3 photocopies)	DHSUD Regional Office 6			
6. Project description for projects having an area of 1 hectare and above (1 original, 3 photocopies)	Property Owner/ Developer			
7. Plans, specifications, bill of materials and cost estimates duly signed and sealed by a licensed architect/ engineer (1 original, 3 photocopies)	Property Owner/ Developer			
8. Certified True Copy of DAR Conversion Order (4 copies)	DAR			
9. Application for permit to drill from National Water Resources Board (NWRB) ( 1 original, 3 photocopies)	NWRB			
10. Traffic Impact Assessment for projects 30 hectares and above(1 original, 3 photocopies)	Property Owner/ Developer			
11. List of names of duly licensed professional/s who signed the plans and other similar documents in connection with the application filed (1 original, 3 photocopies)	Property Owner/ Developer			
<b>ALTERATION PERMIT</b>				
2. Plan showing the proposed alteration duly signed and sealed by a licensed architect/ engineer (4 original sets)	Property Owner/ Developer			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes the Client Request Form at the counter.	1.1 Let the client accomplish the Request Form.	None	2 minutes	Admin. Aide I Admin. Aide III/ MPDC Office
2. Accomplishes the Application Form.	2.1 Interviews the client and provides the necessary forms.	None	5 minutes	Zoning OfficerIII MPDC Office

3. Complies/ submits the required documents. • Make sure to secure Order of Payment.	3.1 Checks the requirements and the validity of the documents.	None	4 minutes	Zoning OfficerIII MPDC Office
	3.2 Issues Order of Payment and advises client to pay.	None	3 minutes	Zoning OfficerIII MPDC Office
4. Pays the required fees at the Municipal Treasurer’s Office. * Make sure to secure Official Receipt	4.1 Accepts the Payment based on the Order of Payment.	Zoning Certification- P 100.00 Locational Clearance- See Table below	5 minutes	Admin. Aide III LRCO II/ MTO
	4.2 Issues Official Receipt	None	3 minutes	Admin. Aide III LRCO II/ MTO
5. Returns to MPDC Office for the processing of the subdivision approval application.	5.1 Zoning Officer validates the documents submitted by the client together with the Official Receipt. Stamps the documents “RECEIVED” and advise client to follow-up after 10 days for approval.	None	10 minutes	Zoning OfficerIII MPDC Office
	5.2 Prepares the Zoning Certification, Subdivision Approval Form and Subdivision Plan for signature of SB (for Simple Subdivision application).	None	20 minutes	Zoning OfficerIII MPDC Office
	5.3 Prepares endorsement of the application to be forwarded to the Sangguniang Bayan (for Complex Subdivision).	None	6 minutes	Zoning OfficerIII MPDC Office
6. Follow-up the Subdivision Approval for releasing (For Simple Subdivision)	6.1 Records and releases approved documents/ plans.	None	5 minutes	Zoning OfficerIII Admin. Aide I/ MPDC Office
<b>TOTAL</b>		<b>See table below</b>	<b>60 minutes</b>	

**Permit Fee for Subdivision Approval Application**

A. Simple Subdivision – P 300.00 1 <sup>st</sup> 500 sq. m. + P0.25 per sq.m. in excess of 500 sq.m.			
B. Preliminary Approval/Locational Clearance – P3,000.00 1 <sup>st</sup> 10,000sq.m. + P0.25 per sq.m. in excess of 10,000sq.m.			
C. Final/Development Permit Fee			
	PD 957	BP 220	Socialized
1. For the first twenty (20) linear meters -	P500.00	P250.00	P50.00
For every meter in excess of 20 linear meter –	P6.00	P4.00	P2.00
2. Streets			
For the first 20 square meters	P500.00	P250.00	P50.00
For every sq. meter in excess of 20sq.m.	P6.00	P4.00	2.00
3. Reinforce concrete culvert for every meter	P20.00	P10.00	P5.00
4. Bridge	P2,000.00	P1,000.00	P500.00
D. Alteration (affected areas only)	Rate above shall be followed		

## **MUNICIPAL ENGINEERING OFFICE**

### **EXTERNAL SERVICES**

- ✓ ISSUANCE OF POURING PERMIT
  - ✓ INSPECTION
- ✓ STATEMENT OF WORK ACCOMPLISHMENT (SWA)  
BY THE CONTRACTOR EVRY PROGRESS BILLING
- ✓ CERTIFICATE OF COMPLETION (COC) UPON FINISHED  
PROJECT/CONTRACT
- ✓ CERTIFICATE OF TURNOEVR AND ACCEPTANCE AFTER 1 –YEAR OF  
COMPLETION PROJECT

### **INTERNAL SERVICES**

- ✓ Preparation of Annual Investment Plan (AIP) and Project Procurement Management  
Plan (PPMP)
- ✓ Preparation of Detailed Architectural and Engineering Design (DAED) and Program of  
Works (POW), Purchase Requests (PR), as requirements for Procurement Process
- ✓ Technical Assistances and Recommendations in the Implementation of Infrastructure  
Project of Concerns from other Government Agency
- ✓ Enrollment of 20% NTA Infrastructure Projects in SubayBAYAN Portal by DILG-OPDS  
Monitoring and Evaluation

### 1. Issuance of Pouring Permit of all Infrastructure Projects

The Municipal Engineering Office as implementing office of the Local Government Unit is in-charge of the supervision and inspection to ensure the quality of all infrastructure projects. before issuance of Pouring Permit

Office or Division:	<b>MUNICIPAL ENGINEERING OFFICE</b>			
Classification:	Technical			
Type of Transaction:	G2G – Government to Public			
Who may avail:	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Pouring Permit			Municipal Engineering Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Contractor will do the all necessary preparation according to plan prior pouring of concrete, and perform Field Density Test (FDT)	1.1 MEO will supervise , inspect and will require the contractor FDT result before issuance of Pouring Permit.	None	1 day	<i>Engineer III</i> <i>Architect III</i> <i>Engineer II</i>
	<b>Total</b>		<b>1 day</b>	

## 2. Issuance of the following documents

2.1 Statement of Work Accomplishment by the Contractor every progress billing.

The Engineering Office conducts an inspection to determine the work accomplishment upon request for every billing made by the contractor.

2.2 Issuance of Certificate of Completion for finished project/end of contract.

The Engineering Office will issue a Certificate of Completion after 100% project accomplished.

2.3 Issuance of Certificate of Turn-over and Acceptance.

The Engineering Office will issue a Certificate of Turnover and Acceptance after a year from the Issuance of Certificate of Completion.

Office or Division:	<b>MUNICIPAL ENGINEERING OFFICE</b>			
Classification:	Technical			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	Contractors, Suppliers, and Service Provider			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Issuance of SWA and Inspection Report 2. Issuance of Certificate of Completion (COC) 3. Issuance of Certificate of Turn-Over and Acceptance			Municipal Engineering Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contractor will submit a letter request for inspection at the MEO for every progress billing up to the final bill	1.1 MEO conducts inspection and prepares the inspection Report and SWA recommending approval of the LCE for every progress billing and requires the contractor to submit the Flexural Test/Compression Test/Tensile Test, photo (before, during and after), Warranty Bond and Retention Bond for the Specific project in final billing, prior issuance of approved SWA and/or COC  1.2 Issuance of Certificate of Turn-Over and Acceptance after a	None	2 days	<i>Municipal Engineer</i>  <i>Engineer III</i>  <i>Architect III</i>  <i>Engineer II</i>  <i>Draftsman III</i>  <i>Administrative Assistant II</i>

	year from the date of COC .			
<b>TOTAL</b>		None	<b>2 dayS</b>	

**MUNICIPAL ENGINEERING OFFICE  
INTERNAL SERVICES**

**1. Preparation of Annual Investment Plan (AIP) and Project Procurement Management Plan (PPMP)**

Municipal Engineering will prepare its AIP for the current year for approval in preparation for procurement and implementation

Office or Division:	<b>MUNICIPAL ENGINEERING OFFICE</b>			
Classification:	Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other LGU Departments (MPDC & MBO)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. AIP 2. PPMP		Municipal Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. MPDC will require every Department to submit its AIP for the current year for the budget approval,	1.1 MEO will submit its AIP to MPDC before the deadline.  1.2 Upon approval of AIP, MEO will prepare for submission of PPMP for determine the procurement process to be used.  1.3 Submission of PPMP by MEO to BAC office for consolidation as	none	3 days after prioritizing of projects to be done or after planning	Municipal Engineer  Engineer III  Architect III  Administrative Assistant V

	Annual Procurement Plan (APP)			
	<b>TOTAL</b>		<b>3-days</b>	

## 2. Preparation of Detailed Architectural and Engineering Design (DAED) and Program of Works (POW), Purchase Requests (PR), as requirements for Procurement Process

Plan and Design al Infrastructure Projects within the Agency scope, assists the Barangay and Local School Board Infrastructure project, upon request

Office or Division:	<b>MUNICIPAL ENGINEERING OFFICE</b>			
Classification:	Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other LGU Departments, 37 Barangays and Local School Boards			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. DAED and POW 2. Purchase Request (PR)		Municipal Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Assistance through letter to the LCE	1.1 Upon receipt of letter request from LCE, MEO will conduct site inspection of the certain project prior preparation of DAED and POW and/or PR as the case maybe.  1.2 MEO will submit the approved POW and PR to GSO for numbering, then to BAC office for bidding.	none	2 Days (depending on the kind/ scope of projects)  1 day	Engineer III Engineer II Architect III Draftsman III Administrative Officer V
	<b>TOTAL</b>		<b>3 days</b>	

### 3. MONITORING OF INFRASTRUCTURE PROJECTS

Monitor all Infrastructure in the Municipality of Oton

Office or Division:	<b>MUNICIPAL ENGINEERING OFFICE</b>			
Classification:	Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other Government Agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submission of monitoring report		Agency to agency (LGU TO DILG)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. LGU'S are required by the DILG to submit monitoring reports of infrastructure projects of the agency.	1.1 MEO will prepare monitoring report of every infrastructure project.	none	1 day	Municipal Engineer  Administrative Assistant II
	<b>TOTAL</b>		<b>1-day</b>	

## OFFICE OF THE TOURISM

### EXTERNAL SERVICES

- ✓ Develop support trainings and programs to tourism stakeholders, and implement tourism laws, rules and regulations
- ✓ Implementation of Tourism Development Plan, assistance in accreditation, and submission of periodic reportorial requirements to Department of Tourism (DOT)
- ✓ Maintain *inventory*, evaluation and documentation of municipal cultural properties
- ✓ Promote tourism and develop programs for skills and service related to culture, tourism, arts, and history.

**1.DEVELOP SUPPORT TRAININGS AND PROGRAMS TO TOURISM STAKEHOLDERS, AND IMPLEMENT TOURISM LAWS, RULES AND REGULATIONS**

The Tourism office conducts orientation activities that promote local products, tourism establishments and opportunities for investments.

Office or Division:	<b>Oton Tourism Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client requests marketing and promotion support for tourism establishment.	1.1 Information on tourism establishment and destinations are gathered and included in municipal promotion materials.	none	20 minutes	Tourism Promotions Officer II Office of the Mayor
2. Client requests orientation on existing tourism related rules and regulations.	2.1 Conduct orientation on tourism related rules and regulations.	none	20 minutes	Tourism Promotions Officer II Office of the Mayor
<b>TOTAL</b>			<b>40 Minutes</b>	

**2. IMPLEMENTATION OF TOURISM DEVELOPMENT PLAN, ASSISTANCE IN ACCREDITATION, AND SUBMISSION OF PERIODIC REPORTORIAL REQUIREMENTS TO DEPARTMENT OF TOURISM (DOT)**

Client would ask for assistance in the accreditation of their tourism establishment with the Department of Tourism.

Office or Division:	<b>Oton Tourism Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents interest to be included in tourism circuit.	1.1 Gather profile of tourism establishment and demographics.	none	20 minutes	Tourism Promotions Officer II Office of the Mayor
2. Client presents valid permits (Mayor's Permit, DTI, SEC, etc.)	2.1 Ensure all clients' requirements are complete and assist in DOT online accreditation application.	none	20 minutes	Tourism Promotions Officer II Office of the Mayor
3. Tourism establishments pass duly filled-out monthly tourist arrivals report.	3.1 Collect monthly arrivals report and survey, and consolidate reports to be forwarded to DOT.	none	10 minutes	Tourism Promotions Officer II Office of the Mayor
<b>TOTAL</b>			<b>50 Minutes</b>	

### 3. MAINTAIN INVENTORY, EVALUATION AND DOCUMENTATION OF MUNICIPAL CULTURAL PROPERTIES

The National Commission for Culture and the Arts (NCAA) requires the Municipalities/Cities to regularly conduct inventory of all its cultural properties.

Office or Division:	<b>Oton Tourism Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits list of properties for inclusion in the municipal inventory of cultural property..	1.1 Agency gathers available information and conducts interview about the property.	none	20 minutes	Tourism Promotions Officer II Office of the Mayor
2. Client informs agency of existing property with historical significance.	2.1 Agency conducts ocular inspection of the property and gathers all available information about the property.	none	30 minutes	Tourism Promotions Officer II Office of the Mayor
<b>TOTAL</b>			<b>50 Minutes</b>	

**4. PROMOTE TOURISM AND DEVELOP PROGRAMS FOR SKILLS AND SERVICE RELATED TO CULTURE, TOURISM, ARTS, AND HISTORY.**

Clients of the Tourism Office are institutions and individuals requesting for data and other information.

Office or Division:	<b>Oton Tourism Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client requests assistance for promotion and preservation of local cultural properties or practices.	1.1 Gather profile of local cultural property or practices and demographics.	none	30 minutes	Tourism Promotions Officer II Office of the Mayor
2. Client requests data on Oton tourism and culture for academic purposes.	2.1 Provide data needed by client.	none	20 minutes	Tourism Promotions Officer II Office of the Mayor
3. Client requests for skills and tourism service related development programs.	3.1 Prepare proposal and, if necessary, coordinate with other government agencies for conduct of skills training.	none	30 minutes	Tourism Promotions Officer II Office of the Mayor
<b>TOTAL</b>			<b>50 Minutes</b>	

## **MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE**

### **EXTERNAL SERVICES**

- ✓ Issuance of Environmental Clearance
- ✓ Issuance of Clearance / to Cut / Burn / Certification / Endorsement  
Request for Information, Education, and Communication Campaign or IEC
  - ✓ Registration for Solid Waste Collection
  - ✓ Resolution of Environmental Complaints

## 1. ISSUANCE OF ENVIRONMENTAL CLEARANCE

Clearances are being issued as part of the regulatory function of the office towards environmental protection and preservation.

Office or Division:	<b>Municipal Environment and Natural Resources Office</b>
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. <u>Environmental Clearance</u>	DENR/EMB
1. ECC or CNC (DENR)with attachment	
2. Discharge Permit one (DENR-EMB)	DENR/EMB
3. Permit to Operate (DENR-EMB) (generator set, rice mill, painting shop, etc.)	DENR/EMB
4. Hazardous Waste Generator ID No. (DENR-EMB) generator set, rice mill, painting shop, etc.)	DENR/NWRB
5. Zoning Clearance/ Locational Clearance	MPDC
6. Barangay Clearance/ Resolution (interposing no objection to the business	Barangay
7. Other Certificates ( DTI/ SEC)	Zoning Office (Municipal Planning & Development Office)
8. Orientation Relevant to Environmental Ordinances ( Solid Waste Management, Plastic Regulation Ordinances and others)	Barangay

*\*Note: Requirements vary as per kind business*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client asks for requirements	1.1 MENRO Staff gives all the necessary requirements	none	5 minutes	Admin Aide 1,
2. Comply/submit all the requirements	2.1 MENRO Staff verifies the submitted documents and prepare the Clearance Conducts Orientation on Environmental Ordinances	Php 100.00	15 minutes	Admin Aide 1, MENRO  EnvironmentalMgt. Specialist II, MENRO
3. Client waits for releasing	3.1 MGDH I-MENRO validates the papers and signs it for release		5 minutes	MGDH-1, MENRO
	3.2 Conducts Inspection for New Establishments		Case to case basis	Admin Aide 1, MENRO  EnvironmentalMngt. Specialist II, MENRO
<b>TOTAL</b>		<b>Php 100.00</b>	<b>15 minutes</b>	

## 2. ISSUANCE OF CLEARANCE TO CUT/BURN//CERTIFICATION/ENDORSEMENT

This is to provide a system for proper collection and disposal waste.

Office or Division:	<b>Municipal Environment and Natural Resources Office</b>	
Classification:	Simple, Complex,	
Type of Transaction:	G2C	
Who may avail:	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b>&gt;Clearance to Cut</b> (Private Property) Simple- 1 to 3 days</p> <ol style="list-style-type: none"> <li>1. Letter Request</li> <li>2. Barangay Clearance Interposing No Objection</li> <li>3. Photocopy of TCT/OCT/Tax Declaration</li> <li>4. Photos of Subject Trees for Cutting</li> <li>5. Photos of Tree Planting (Replacement)</li> <li>6. Inspection Report</li> </ol> <p><b>&gt; Endorsement to DENR CENRO</b> (Public Property) Complex- 7 days</p> <ol style="list-style-type: none"> <li>1. Letter Request</li> <li>2. Barangay Resolution Interposing No Objection</li> <li>3. Photocopy of TCT/OCT/Tax Declaration</li> <li>4. Inspection of Trees for Cutting with DENR CENRO</li> <li>5. Photos of Tree Planting (Replacement)</li> <li>6. Other Documents</li> </ol> <p><b>&gt; Clearance to Burn</b> Simple- 1 to 3 days</p> <ol style="list-style-type: none"> <li>1. Letter request address to MENRO indicating the following:             <ol style="list-style-type: none"> <li>a. reason to burn/event - bonfire, charcoal making, religious Or cultural ceremony</li> <li>b. Date, time and day</li> <li>c. Signature over printed name of accountable person</li> </ol> </li> <li>2. Barangay Clearance interposing no objection for the burning</li> </ol> <p><b>&gt;Request for Certification/Endorsement</b> Simple – 20 minutes</p>		Municipal Environment and Natural Resources Office

1. Letter Request 2. Other documents, if applicable Note: Requirements vary as per certification				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client asks for requirements	1.1 MENRO Staff gives all the necessary requirements	none	5 minutes	Any of the staff
2. Client complies/submit all the requirements	2.1 Upon submission of complete documents	None	Simple -3 days	Admin Aide 1,
	2.2 MENRO staff conducts inspection of the area	None	Complex-7days	Admin Aide 1,
	2.3 Verify requirements and prepare the Clearance/certification/endorsement	Php 100		
3. Client waits for releasing	3.1MGDH 1-MENRO Validates the papers and signs it for release	none	5 minutes	MGDH I-MENRO
<b>TOTAL</b>			<b>10 days &amp; 10 minutes</b>	

**3. REQUEST FOR INFORMATION, EDUCATION, AND COMMUNICATION CAMPAIGN OR  
IEC**

Office or Division:	<b>Municipal Environment and Natural Resources Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request 2. Supporting documents, if applicable			✓ Concerned Individual	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client asks for requirements	1.1 MENRO Staff gives all the necessary requirements	none	5 minutes	Admin Aide 1,
2. Client complies/submit all the requirements	2.1 MENRO Staff verifies the submitted documents	none	Simple: 10 minutes	Admin Aide 1, MENRO  EnvironmentalMn gt. Specialist II, MENRO
3. Clients waits for releasing	3.1 MGDH I- MENRO validates the papers and confirm schedule of IEC	none	10minutes	MGDH-1, MENRO
<b>TOTAL</b>			<b>20 minutes</b>	

#### 4. REGISTRATION FOR SOLID WASTE COLLECTION

Office or Division:	<b>Municipal Environment and Natural Resources Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Solid Waste Garbage Collection Form 2. Supporting documents, if applicable			✓ Concerned Individual	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client informs intent to register	1.1 MENRO Staff provides form	none	5 minutes	Any of the staff
2. Client fills out registration form	2.1 MENRO Staff receives form	none	Simple: 10 minutes	Admin Aide 1, MENRO  EnvironmentalMn gt. Specialist II, MENRO
3. Clients attends orientation	3.1 Menro Staff orients client on proper segregation of waste & collection schedule	none	10minutes	MGDH-1, MENRO
<b>TOTAL</b>			<b>25 minutes</b>	

## 5. RESOLUTION OF ENVIRONMENTAL COMPLAINTS

Office or Division:	<b>Municipal Environment and Natural Resources Office</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>Simple – 1 to 3 days</p> <ol style="list-style-type: none"> <li>Duly accomplished Complaints Form/Complaint Letter/Verbal/Private Message</li> <li>Supporting documents, if applicable</li> </ol> <p>Complex – 7 days</p> <ol style="list-style-type: none"> <li>Duly accomplished Complaints Form/Complaint Letter</li> <li>Supporting documents, if applicable</li> </ol>			<p>✓ Concerned Individual</p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits complaint or letter	1.1 MENRO Staff receives complaint letter	None	5 mins	Admin Aide 1,
	1.2 MENRO Staff conducts preliminary investigation by asking standard questions	None	15 minutes depends on the complexity of the complaint	Admin Aide 1, MENRO
	1.3 MENRO refers the complaint to the barangay for resolution		3 days	EnvironmentalMn gt. Specialist II, MENRO
	1.4 if not resolved , MENRO Conducts Inspection		3 days	MGDH-1, MENRO
2. Attends Conference/ Meeting	2.1 Conduct Technical Conference if not resolved in the barangay level		3 hrs	Admin Aide 1,
<b>TOTAL</b>			<b>6 days 3 hours &amp; 20 minutes</b>	

## **SERVICES COMMON TO ALL LGU OFFICES**

### **EXTERNAL SERVICES**

- ✓ **Issuance of Certificate of Appearance**

## 1. Issuance of Certificate of Appearance

The Certificate of Appearance is being issued to civil servants transacting official business at LGU Oton to support travel claims and other legal purposes.

Office or Division:	<b>ALL LGU OTON OFFICES</b>			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Government Issued ID or Travel Order or Company ID – 1 original		Requesting Party		
2. Visitor's Log Book Entry		Office to which employee(s) visited/ interacted with		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents his/ her valid ID or Travel Order.	1.1 Verifies reason for travel or appearance.	None	3 minutes	Receiving Clerk/ Office Visited
	1.2 Examines proof of identification			
	1.3 Makes the client enter his/ her data in the Logbook.			
2. Fill up the client's details in the Certificate of Appearance.	2.1 Submits Certificate of Appearance to Head of Office for signature.	None	5 minutes	Receiving Clerk/ Office Visited
	2.2 Signs the Certificate of Appearance	None	5 minutes	Head of Office
3. Receives the Certificate of Appearance from issuing personnel.	3.1 Issues Certificate of Appearance to the client.	None	2 minutes	Receiving Clerk/ Office Visited
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<p><b>Answer the client feedback form and drop it at the designated box. The</b></p> <p><b>Feedback and Complaints Box may be found in every office in the Municipality of Oton and in the Information Desk (entrance of the Oton Municipal Hall).</b></p> <p><b>Contact info: 335-1014 or</b>  <b>Email at <a href="mailto:lguoton@yahoo.com.ph">lguoton@yahoo.com.ph</a>/<a href="mailto:lguoton@gmail.com">lguoton@gmail.com</a></b></p>	
<b>How feedback are processed?</b>	<p>Every Friday, every department shall open the drop box assigned in their office and turn over to the Information Officer for consolidation. The Information Officer shall compile and record all feedback submitted. Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days from receipt of feedback. The answer shall then be relayed to the client. For inquiries and follow-ups, clients may contact the following telephone number: 335-1014</p>	
<b>How to file a complaint?</b>	<p><b>Answer the client complaint form and drop it at the designated box. The Feedback and Complaints Box may be found in every office in the Municipality of Oton and in the Information Desk (entrance of the Oton Municipal Hall).</b></p> <p><b>Contact info: 335-1014 or</b>  <b>Email at <a href="mailto:lguoton@yahoo.com.ph">lguoton@yahoo.com.ph</a>/<a href="mailto:lguoton@gmail.com">lguoton@gmail.com</a></b></p>	
<b>How complaints are processed?</b>	<p>Every Friday, every department shall open the drop box assigned in their office and turn over to the Information Officer for consolidation. The Information Officer shall record and evaluate all complaints submitted. Investigation shall be made thereafter, and the result of the investigation shall be forwarded directly to the Head of Agency for appropriate action. The Information Officer shall provide a feedback to the client.</p> <p>For complaints received via 8888, the Information Officer shall upon notice evaluate the complaint, conduct an investigation, and the result of the investigation shall be forwarded to the office of the Head of Agency. Turn-around time for the investigation and answer shall be within three (3) working days. Likewise, the answer to the complaint shall be submitted to the Office of the President copy furnished the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 335-1014</p>	
<b>Contact information</b>	<b>8888</b>	<b>Presidential Complaints Center</b>
	<b>0908-8816565</b>	<b>CSC Contact Center ng Bayan</b>
	<b>478-5093</b>	<b>Anti-Red Tape Authority</b>
	<b>335-1014</b>	<b>Oton Mayor's Office</b>

## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Mayor	Annex A, Oton Municipal Hall	335-10-14
Business Permits and Licensing Office	Oton Municipal Hall	335-1693
Local Economic Investment Promotion Office	Oton Municipal Hall	337-8944
Office of the Tourism	Oton Municipal Hall	337-8944
Office of the Municipal Administrator	Oton Municipal Hall	335-1693
Office of the Municipal Accountant	Annex A, Oton Municipal Hall	335-1931
Municipal Budget Office	Annex A, Oton Municipal Hall	335-1931
Municipal Treasurer's Office	Oton Municipal Hall	336-6927
Human Resource Management Office	2 <sup>nd</sup> Floor, Annex A, Oton Municipal Hall	338-2228
Office of the Municipal Assessor	Annex B, Oton Municipal Hall	337-8944
Office of the Municipal Civil Registrar	Annex B, Oton Municipal Hall	337-8944
Municipal Enterprise and Economic Development Office	Inside Oton Public Market	335-3530
Office of the Municipal Health Services	Oton Rural Health Building	338-3761
Municipal Planning and Development Office	GSO Building, Oton Municipal Hall	337-8190
Office of the Building Official	2 <sup>nd</sup> Floor, Annex A, Oton Municipal Hall	510-8580
Municipal Social Welfare and Development	Oton Municipal Hall	510-8002
Municipal Agriculture and Cooperative Office	J. P. Laurel St., Brgy. Pob. East, Oton, Iloilo	337-3634
Municipal Environment and Natural Resources Office	2 <sup>nd</sup> Floor, Annex A, Oton Municipal Hall	338-2228
Municipal Disaster and Risk Reduction Management Office	Oton Municipal Hall	335-0920
General Services Office	GSO Building, Oton Municipal Hall	337-8190
Office of the Sanggunian	2 <sup>nd</sup> Floor, Oton Municipal Hall	336-7327 / 337-0695