



Republic of the Philippines
Province of Quezon
MUNICIPALITY OF QUEZON

*Happy
to
Serve!*

OFFICE OF THE MUNICIPAL MAYOR

--oo00oo--

CERTIFICATE OF COMPLIANCE


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

I, MA. CARIDAD P. CLACIO, Filipino, of legal age, Municipal Mayor of the LGU-Quezon, Quezon the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1. The Local Government Unit of Quezon including its 12 offices has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the Agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Documents to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Produce for filing complaints.
2. The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
3. The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place all the said services offices.
4. The Citizen's Charter is written either in English, Filipino, and /or in the local dialect and published as an information material.
5. The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
6. There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this **30th day of March, 2022** in Quezon, Quezon, Philippines.


HON. MA. CARIDAD P. CLACIO
Municipal Mayor
Quezon, Quezon

Kayang kaya Basta't sama sama parin!



**LOCAL GOVERNMENT UNIT
QUEZON, QUEZON**

CITIZEN'S CHARTER 2022



I. MANDATE

In order to establish a more responsive and citizen – friendly governance, the Municipality of Quezon complies with the CSC and DILG call in formulating a Citizen's Charter that will serve as guidelines of frontline services in our Municipality. This contains information and instructions on how to avail the various services of our municipality, names of officials and employees to approach, redness mechanism for grievances and feedback from the give opportunity for the public to give their comments and suggestions. In all, our Citizen's Charter will serve as a tool to educate the public of our services and to make our governance easier for both client and service provider.

II. VISION

"Quezon, Quezon, The Gateway to ALQUEREZ (Alabat) Island:
A Livable Environment, where Empowered, Resilient, and God-Loving Community thrives through a Globally Innovative Agriculture and Tourism Centered Economy governed by Gender-Responsive, Transparent, Compassionate, and Dynamic Leaders"

The Vision descriptors and descriptions of Quezon, Quezon.

Vision Descriptor	Description
Livable	The municipality is a safe and secure place where all ages are equitably served and satisfied with essential services including quality education, varied options of housing and public facilities, and economic opportunities. It also offers accessible social services, efficient transportation system, and vibrant open spaces. It promotes sustainable development through protection of its natural resources while also advancing its development.
God-loving	The residents of the municipality are spiritual and peaceful people who promote moral values and respects religious diversity in their community. The people give high regard and faith to God and allow all activities and decisions to flow according to His will. The different religions that are present in the municipality are respected and can freely practice their religious beliefs and teachings.
Empowered	Empowered citizenry can be achieved by providing improved social services, practicing transparency and accountability of the local government, and promoting inclusion and involvement of the citizens to programs and development plans.



Vision Descriptor	Description
Empowered	Empowered citizenry can be achieved by providing improved social services, practicing transparency and accountability of the local government, and promoting inclusion and involvement of the citizens to programs and development plans.
Resilient	As a coastal municipality, Quezon is prone to climate change impacts, and hazards. The vision seeks to improve the resiliency of the community through participatory efforts of every stakeholder in reducing local vulnerabilities and exposure, as well as providing efficient disaster prevention, preparedness, response, and recovery systems, as well as, climate change adaptation and mitigation measures, to ensure the safety of the citizens.
Globally Innovative	The economic growth of the municipality is boosted through an inclusive adoption of new and sustainable techniques and strategies in agricultural production, management and organization that foster the productive capacity and potentials of its people towards food security. It promotes new ways in developing and strengthening its tourism potentials and industries.
Gender-Responsive	The decision makers are able to understand and respond to the situation, roles, and needs of every gender identity. They must ensure inclusivity and discourage discrimination among their constituents. Gender equality is promoted in the formulation and implementation of plans, programs, strategies, and policies.
Transparent	The leaders must guide the citizens with honesty and open communication. Transparency fosters the trust and reliance of the citizens towards their local government. It also increases public awareness and involvement in the activities of the municipality.
Dynamic	The municipality is effectively governed by leaders who strive for a continuous and inclusive progress of the municipality. The leaders influence and connect with the citizens in pursuing the vision, goals, and objectives of the community. They are able to anticipate adversities and address them through reasonable and efficient judgement. Dynamic leaders are also creative, resourceful, and able to adapt easily to changes in systems.
Compassionate	Compassionate leadership supports the welfare of the people. It inspires, respects, and empowers the constituents for the betterment of the community. The local government asserts their roles and responsibilities in developing the municipality.
Gateway to ALQUEREZ (Alabat) Island	Through the completion of the bridge from the municipality of Lopez to the municipality of Quezon, the municipality shall serve as the gateway to and from mainland Quezon, improving delivery of services, and connectivity to Luzon Island.



III. MISSION

To wholeheartedly and willingly serve with transparency, honesty and compassion through development programs uplifting the standard of living and livelihood of citizenry.

IV. GOALS OF DEVELOPMENT

- 1) A livable community through enhanced delivery of social services for a healthy, proactive, and empowered citizenry;
- 2) A sustainable and innovative community- driven agriculture and tourism development;
- 3) A Balanced Ecosystem and Pollution- Free Municipality
- 4) A Disaster – Risk Resilient Quezonians;
- 5) An Improved Infrastructure for All; and
- 6) A Sustainable and Proactive Governance, Strengthening Inclusive Development of the Municipality.

V. SERVICE PLEDGE

We, the officials and employees of the local government of Quezon, Quezon commit to;

- 🚩 Respond promptly and efficiently in serving the people's needs; consciously and constantly take into account the Public Service is a Public Trust; and
- 🚩 Be responsible and accountable for the proper discharge of our duties at all times.



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OFFICE OF THE MAYOR



EXECUTIVE SECTION

EXTERNAL SERVICES



1. Issuance of Mayor's Clearance / Certifications

The Mayor's Clearance is issued to bonafide residents of the municipality stating the clearance has no pending case against him/her. Certifications are issued to attest the status or level of achievement and to affirm the validity of information.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All persons/individuals who are bonafide residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance (1 photocopy)		Local Police Station		
2. Barangay Clearance (1 photocopy)		Barangay Hall		
3. Latest Community Tax Certificate-CTC (1 photocopy)		Barangay Hall		
4. Official Receipt (original)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	Give the logbook to the client	None	3 minutes	Dan Dean C. Dael Information Desk Clerk
2. Submit the required documents to Table 2 or 3 for verification	Receive documents and check for completeness 2.1. Issue Order of Payment if all required documents were given 2.2. Start processing the request	None	7 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/Sec to the Mayor
3. Pay the required fees at the treasurer's office	3. Accept payment base on the Order of Payment 3.1 Issue the Official Receipt	Mayor's Clearance Php 75.00 Certification Fee – PhP75.00	5 minutes	Marissa O. Parua RCC 1 Dhebbby C. Lomibao RCC 1
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4. Check the Official Receipt 4.1 Issue the Certificate or Clearance to the client	None	1 minutes	Gellie B. Marquez General Clerk Office of the Mayor
TOTAL		PhP 150.00	16 minutes	



2. Issuance of Mayor's Permit

The Mayor's Permit is a document issued to any person who shall establish, operate or conduct any business, trade or activity within the municipality.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All individuals engaged in any business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 photocopy)		Barangay Hall		
2. Latest Community Tax Certificate-CTC (1 photocopy)		Barangay Hall		
3. Official Receipt (original)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	Give the logbook to the client	None	3 minutes	Dan Dean C. Dael Information Desk Clerk
2. Submit the required documents to the responsible frontline service personnel for verification	Receive documents and check for completeness a. Issue Order of Payment if all required documents were given b. Start processing the request	None	10 minutes	Gellie B. Marquez General Clerk Ashley G. Oganía Office Clerk
3. Pay the required fees at the treasurer's office	3. Accept payment base on the Order of Payment 3.1 Issue the Official Receipt	Clearance/ Certification Fee – PhP75.00	7 minutes	Marissa O. Parua RCC 1 Dhebbly C. Lomibao RCC 1
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4. Check the Official Receipt 4.1 Issue the Permit to the client	Mayor's Permit Fee Php 150.00	5 minutes	Gellie B. Marquez General Clerk Ashley G. Oganía Office Clerk
TOTAL		PhP225.00	25 minutes	



3. Issuance of Endorsement (for Scholarship)

Endorsement is a support, authorization, approval of something to show advocating to a person and also endorsement have a brief detail about the information .

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All deserving students within municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 photocopy)		Barangay Hall		
2. Endorsement of Barangay Captain (1 photocopy)		Barangay Hall		
3. Form 137 or certificate of unit earned of the student		School he/she graduated of Junior High/ SHS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	Give the logbook to the client	None	3 minutes	Dan Dean C. Dael Information Desk Clerk
2. Submit the required documents to the responsible frontline service personnel for verification	2.1.Check and forward to the Secretary of the Mayor for appropriate action	None	10 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/PESO
	2.2.Prepare endorsement letter and forward it to the Mayor for signature			
	2.3.Signs the Endorsement Letter	None	5minute	Hon. Ma. Caridad P. Clacio-Municipal Mayor
3. Receive Endorsement Letter	3.1.Releases of Endorsement Letter	None	2 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/PESO
		TOTAL	20 minutes	



4. Public Assistance: Financial/Medical assistance)

Interview and assessment/assistance of walk-in clients seeking medical, financial, burial, educational and other related services from the Office of the Municipal Mayor. Provide the necessary data for clients that need information or referral of clients to the concerned agencies/office.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All Indigent individual/family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency of Claimant (original)		Barangay Hall		
2. Certificate of Indigency of Patient (original)		Barangay Hall		
3. Medical Abstract/Medical Certificate (original)		Hospital		
4. Hospital Bill (1 original)		Hospital		
5. Social Case Study Report (1 original)		Office of the MSWD		
6. Identification card of Claimant (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	Give the logbook to the client	None	2 minutes	Dan Dean C. Dael Information Desk Clerk
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Evaluates and assesses submitted requirements	None	5 minutes	Gellie B. Marquez General Clerk
	2.2. Forward submitted documents to the Secretary to the Mayor			Jocelyn M. Valencia AdA 1/Sec to the Mayor
	2.3. Reviews submitted documents	None	2 minute	Jocelyn M. Valencia AdA 1/Sec to the Mayor
	2.4. Forwards documents to the Municipal Mayor	None	30 seconds	Jocelyn M. Valencia AdA 1/Sec to the Mayor
	2.5. For interview of the client and approval of required document	None	5 minutes	Hon. Ma. Caridad P. Clacio-Municipal Mayor
	2.6. Encodes endorsement/referral and forward to the Municipal Mayor	None	5 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor
	2.7. Sign endorsement/referral	None	30 seconds	Hon. Ma. Caridad P. Clacio-Municipal Mayor
		TOTAL	20 minutes	



6. Issuance of Certificate of Unemployment

A certifying for unemployed person who is actively searching for employment or to certify the head of the family for the purpose of tuition fees deduction or students scholarship grants.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All unemployed residents of the municipality seeking this kind of certification			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate (1 photocopy)		Barangay Hall		
2. Latest Community Tax Certificate-CTC (1 photocopy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the information desk	Give the logbook to the client	None	2 minutes	Dan Dean C. Dael Information Desk Clerk
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Evaluates and assesses the submitted requirements	None	2 minutes	Gellie B. Marquez General Clerk
	2.3. Encodes and prints the required document 2.4. Forwards encoded document for Mayor signature		5 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor
	2.5. Signs the encoded Certificate of Unemployment	None	3 minutes	Hon. Ma. Caridad P. Clacio -Municipal Mayor
3. Receive Certificate of Unemployment	3.1. Releases of Certificate of Unemployment	None	3 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/Sec to the Mayor Ashley G. Oganía Clerk
TOTAL			15 minutes	



5. Issuance of Recommendation (For Employment)

Recommendation is a document in which the writer assesses the qualities, characteristics, and capabilities of a person being recommended in terms of that individual's ability to perform a particular task.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		All qualified applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Residence such as Barangay Clearance/Police Clearance/NBI Clearance		Barangay Hall/Police Station/NBI Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	Give the logbook to the client	None	2 minutes	Dan Dean C. Dael Information Desk Clerk
2. Submit the required documents to the responsible frontline service personnel for verification	2.1.Check and forward to the Secretary of the Mayor for appropriate action	None	10 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/Sec to the Mayor
	2.2.Prepare endorsement letter and forward it to the Mayor for signature			
	2.3.Signs the Recommendation Letter	None	5 minute	Hon. Ma. Caridad P. Clacio-Municipal Mayor
3. Receive Recommendation Letter	3.1.Releases of Recommendation Letter	None	2 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/Sec to the Mayor
TOTAL		NONE	19 minutes	



7. Issuance of Certificate of Appearance

This certificate is issued to all personnel have an appeared from other office with travel order

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		All personnel from other government agencies and barangay officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Authority		Office/Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the information desk	Give the logbook to the client	None	2 minutes	Dan Dean C. Dael Information Desk Clerk
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Evaluates and assesses the submitted requirements	None	5 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/Sec to the Mayor
	2.2. Encodes clients details and prints the certification 2.3. Forwards encoded document for Mayor signature			
	2.4 Signs the encoded Certificate of Appearance	None	3 minutes	Hon. Ma. Caridad P. Clacio -Municipal Mayor
3. Receive Certificate of Appearance	3.1. Releases of Certificate of Appearance	None	3 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/Sec to the Mayor Ashley G. Oganía Clerk
		TOTAL	13 minutes	



8. Issuance of Affidavit of Loss

An Affidavit of loss is a document declaring that a security certificate has been lost or destroyed

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All residents that have lost documents (<i>IDs/ books, passbook and ATM</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Community Tax Certificate-CTC (1 photocopy)		Barangay Hall		
2. Barangay Certificate		Barangay Hall		
3. Official Receipt (original)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the information desk	Give the logbook to the client	None	2 minutes	Dan Dean C. Dael Information Desk Clerk
2. Submit the required documents to the responsible frontline service personnel for verification	Receive documents and check for completeness a. Issue Order of Payment if all required documents were given b. Encodes clients details and prints the affidavit c. Forwards encoded document for Mayor signature	None	2 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/Sec to the Mayor
	2.4 Signs the encoded Certificate of Appearance	None	3 minutes	Hon. Ma. Caridad P. Clacio -Municipal Mayor
3. Pay the required fees at the treasurer's office	3. Accept payment base on the Order of Payment 3.1 Issue the Official Receipt	Affidavit Fee – PhP75.00	10 minutes	Marissa O. Parua RCC1 Dhebbby C. Lomibao RCC 1
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4. Check the Official Receipt 4.1 Issue the Certificate or Clearance to the client	None	5 minutes	Gellie B. Marquez General Clerk Jocelyn M. Valencia AdA 1/Sec to the Mayor
TOTAL		PhP 75.00	22 minutes	

9. Setting Schedule and Assisting Civil Wedding

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All couples of the municipality wants to solemnize marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage License		Municipal Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the information desk	Give the logbook to the client	None	2 minutes	Dan Dean C. Dael Information Desk Clerk
2. Submit the required documents to the responsible frontline service personnel for scheduling	a. Receive the documents	None	5 minutes	Gellie B. Marquez General Clerk
	b. Logs the details of the couple and schedules the civil wedding		25 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor
	c. On the schedule date, the Secretary provides assistance in conducting the civil wedding			Hon. Ma. Caridad P. Clacio – Municipal Mayor
3. The Couples with the principal sponsors signed the Marriage License in front of solemnizing officer	3.The Local Chief Executive also signed the license and return it to the Office of the Municipal Civil Registrar for record purposes		15 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor Gellie B. Marquez General Clerk
TOTAL		NONE	47 minutes	



EXECUTIVE SECTION

INTERNAL SERVICES



1. Processing of Documents for signature of Municipal Mayor

The Mayor affixes her signature, upon request, on public documents which he/she is authorized by law to sign in her capacity as public official.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:		Departments and offices of the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be signed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Office of the Mayor	1.1.Check and forward to the Secretary to the Mayor for appropriate action 1.2.Endorse the documents to the Mayor for her perusal and signing 1.3.Check and sign the documents	None	5 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor Gellie B. Marquez OMM- Staff Ashley G. Oganía OMM-Staff Hon. Ma. Caridad P. Clacio – Municipal Mayor
2. Receive the signed documents	2.1.Record in a log book and deliver the signed documents to the concern department and request the receiving personnel to sign	None	10 minutes	Gellie B. Marquez OMM-Staff Rezeline M. Pastrana Utility Worker Dan Dean F. Dael Messenger
TOTAL		NONE	15 minutes	



2. Issuance of Certificate of Employment

Certificate of Employment are issued upon request of permanent employees and municipal officials for all legal purposes.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All permanent employees and municipal officials of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook, state the purpose on securing Certificate of Employment	1.Assists employee/official in signing the logbook	None	10 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor Gellie B. Marquez OMM- Staff
	1.1.Forwards the request to the Secretary to the Mayor			
	1.2.Prepare certificate of employment and forwards it to the Municipal Mayor for signature			
	1.3.Signs the Certificate of Employment	None	2 minutes	Hon. Ma. Caridad P. Clacio – Municipal Mayor
2. Receives Certificate of Employment	2.Releases Certificate of Employment	None	1 minute	Jocelyn M. Valencia AdA 1/Sec to the Mayor Gellie B. Marquez OMM- Staff Ashley G. Oganía Clerk
TOTAL		NONE	13 minutes	



3. Subscription of Oaths of Office

All Government Office take an oath or affirmation to uphold and defend the constitution to obey the laws, legal orders and decrees promulgated by the duly constituted authorities.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Sangguniang Bayan Members, Punong Barangays, Barangay Kagawad, Sangguniang Kabataan Chair, Sangguniang Kabataan Kagawad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community tax Certificate (1 original)		Municipal Treasurer's Office		
2. Personal Data Sheet (1 original)		Request Personnel		
3. Barangay Clearance (1 original)		Barangay Hall		
4. 2 x 2 ID picture (2 original)		Request Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to the Office of the Municipal Mayor	1. Evaluates and assesses submitted documents	None	3 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor Gellie B. Marquez OMM- Staff
	1.1. Forwards submitted documents to the Secretary to the Mayor for review			
	1.2. Review the documents	None	3 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor
2. Go to the Office of the Municipal Mayor for the taking of oath of office	2. Forwards document for signature of the Mayor 2.2. Oath Taking	None	10 minutes	Hon. Ma. Caridad P. Clacio – Municipal Mayor
3. Receive the signed oath of office	3. Release the oath of office	None	1 minute	Jocelyn M. Valencia AdA 1/Sec to the Mayor Gellie B. Marquez OMM- Staff Ashley G. Oganía Clerk
TOTAL		NONE	17 minutes	



4. Subscription of Statement of Assets, Liabilities & Net Worth (SALN)

Public Officials and Employees shall upon assumption of office and as often thereafter as may be required by law, submit a declaration under oath of his assets, liabilities, and network.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Vice Mayor, Sangguniang Bayan Member, Punong Barangays, Barangay Kagawad, All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community tax Certificate (1 original)		Municipal Treasurer's Office		
2. SALN (3 original)		Request Personnel		
3. Barangay Clearance (1 original)		Barangay Hall		
4. 2 x 2 ID picture (2 original)		Request Personnel		
5. Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of the Municipal Mayor	1. Evaluates and assesses submitted requirements 1.1. Forwards submitted documents to the Secretary to the Mayor	None	5 minutes	Gellie B. Marquez OMM- Staff Ashley G. Oganía Clerk
	1.2. Reviews submitted documents	None	3 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor
	1.3. Forwards document for signature of the Mayor			Jocelyn M. Valencia AdA 1/Sec to the Mayor
	1.4. Sign SALN	None	30 seconds	Hon. Ma. Caridad P. Clacio – Municipal Mayor
2. Receives signed SALN	2. Releases signed SALN	None	1 minute	Gellie B. Marquez OMM- Staff Ashley G. Oganía Clerk
TOTAL		NONE	9 minutes & 30 seconds	



5. Incoming Communications & Correspondence

Incoming communication means any telephonic, written, or in-person contact to the department that is received by or ultimately directed to this office

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1, Delivery of various communication	1.1.Receive the communications presented and mark receiving copy with date and signature 1.2.Communication letter will be forwarded to the Secretary to the Mayor for review and appropriate actions	None	3minutes	Gellie B. Marquez OMM- Staff Ashley G. Oganía Clerk
	1.3.Contact clients and issues responses	None	1-5 days	Jocelyn M. Valencia AdA 1/Sec to the Mayor
TOTAL		NONE	5 days & 3 minutes	



6. Acceptance of Resignation Letters

Resignation is an act of an official or employee by which he/she voluntarily relinquishes in writing his/her position effective on a specific date which shall not be less than thirty (30) days from the date of such notice or earlier as mutually agreed upon by the employee and the appointing officer/authority.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:		Permanent LGU Employees/Casual Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resignation Letter		Employee who is resigning		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resignation letter	1. Receives resignation letter 1.1. Forward resignation letter to the Mayor	None	2 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor Gellie B. Marquez OMM- Staff Ashley G. Oganía Clerk
2. Personal appearance to the Municipal Mayor	2. Interviews Client (official/employee)	None	5 minutes	Hon. Ma. Caridad P. Clacio – Municipal Mayor
	2.1. Encodes Acceptance letter of resignation of the employee	None	3 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor
	2.2. Signs acceptance letter for the resignation	None	30 seconds	Hon. Ma. Caridad P. Clacio – Municipal Mayor
3. Receives acceptance letter for resignation	3. Releases acceptance letter for resignation to the employee/official	None	1 minute	Jocelyn M. Valencia AdA 1/Sec to the Mayor Gellie B. Marquez OMM- Staff Ashley G. Oganía Clerk
		TOTAL	11 minutes & 30 seconds	



PUBLIC EMPLOYMENT SERVICE SECTION

EXTERNAL SERVICES



1. Registration and Interview

The importance of registration is to take note of jobseekers occupational qualifications, experiences, and desires. Interview jobseekers for employment, evaluate if necessary and assist them where appropriate to obtain vocational guidance or vocational training.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume'				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing up the registration Form- National Skills Registry Form	Receives the registration form and check for completeness	None	3 minutes	Jocelyn M. Valencia PSEO Manager
	Encode/File the NSRF of jobseekers.	None	2 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor
TOTAL		NONE	5 minutes	



2. Referral and Placement

Referral is a process of directing pre-screened jobseekers to employers with vacancies matching their qualifications and placement is the result of a successful referral.

Office or Division:		Public Employment Service Office (PESO)		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Jobseekers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume'				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resume at the PESO Office	1. Receives resume' for referral	none	1minute	Jocelyn M. Valencia PESO Manager
2. Ask for referral/ recommendations to companies and any agencies/offices for possible placement	2.1.Make referrals and recommendations 2.2.Records it in a logbook with the name of the requesting person 2.3.Follow-up call/message for results of referral	none	5 minutes 2 minutes 3 days to 5 days	Jocelyn M. Valencia PESO Manager
TOTAL		NONE	8 minutes	



3. Labor Market Information

Encourage employers to submit to PESO on a regular basis the list of vacancies to provide employment information services to job seekers both local and overseas employment.

Office or Division:		Public Employment Service Office (PESO)		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Jobseekers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume'				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of job vacancies	1.Listing of Job Vacancies/company in bulletin board	None	2 minute	Jocelyn M. Valencia PESO Manager
	1.2.Job posting	None	3 minutes	
TOTAL		NONE	5 minutes	



4. Recruitment Assistance to Employers

Supervision of recruitment activities to any agencies/employers for overseas and local employment to all interested applicants in the municipality

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens & G2G –Government to Government			
Who may avail:	All overseas recruitment agencies/employers, private establishment (local employment) & jobseekers/interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For overseas recruitment agencies/employers:				
1.1.	Valid POEA License (1 photocopy)	POEA		
1.2.	Letter of Request to the Local Chief Executive (1 original)	Agency/employers/Applicants		
1.3.	Letter of No Objection from the PESO Manager (1 original)	OMM/PESO Manager		
1.4.	Approved special Recruitment Authority (SRA) (1 photocopy)	POEA		
1.5.	Updated Job Order Balance/verified manpower request (1 photocopy)	POEA		
2. For private establishment (local employment)				
2.1.	Letter Request addressed to the Municipal Mayor (1 original)	Private establishment/Applicant		
2.2.	Job Order/ Vacancies (1 original)	Participating establishment		
3. For Jobseekers/Interested Applicants				
3.1.	Biodata/Resume (1 original)	Applicant		
3.2.	Certificate of Training (1 photocopy)	Applicant		
3.3.	Certificate of Employment (1 original)	Previous Employer		
3.4.	Police Clearance/NBI (1 original)	PNP/NBI		
3.5.	Valid Passport (for overseas employment- 1 photocopy)	DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employers /Overseas recruitment agencies/ private establishments who wish to conduct interview/recruitment shall coordinate first at the Office of the Office	The concerned PESO Manager determine the date of interview 1.1.Advise the agency to submit the needed requirements	None	10 minutes	Jocelyn M. Valencia AdA 1/PESO Manager

of the Mayor to determine the schedule/date of interview and inform the PESO about the job opening/vacancies				
2. Submit/Email Letter of Request addressed to the Office of the Municipal Mayor and attach all requirements	2.Receives letter and assesses submitted document 2.1. Verify to the POEA status of the requesting overseas recruitment agency	None	10 minutes	Jocelyn M. Valencia AdA 1/PESO Manager
3. Pay the required fees	3.Issues Official Receipt	Mayors Permit PhP150.00 Occupational Fee Php100.00	5 minutes	Dhebbby C. Lomibao RCC 1-Casual Marissa O. Parua RCC 1
	3.1.Issues No Objection Certificate (NOC)/letter signed /approved by the PESO Manager	None	10 minutes	Jocelyn M. Valencia AdA 1/PESO Manager
4. Receives No Objection Certificate (NOC)	Releases NOC	None	2 minutes	Jocelyn M. Valencia AdA 1/PESO Manager
5. Submits terminal report after the interview of applicants	5.Accepts submitted terminal report- Follow-up job placement report	None	2 minutes	Jocelyn M. Valencia AdA 1/PESO Manager
TOTAL		PhP 250.00	29 minutes	



ENVIRONMENTAL MANAGEMENT SECTION



1. Collection of Segregated Biodegradables and Residuals

Scheduled Collection of Garbage

Office or Division:	MENRO			
Classification:	Simple			
Type of Transaction:	G2G-Government to Citizens G2B – Government to Business			
Who may avail:	Residents and Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Segregated		Residents and Business owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare segregated and specific type of waste in garbage bag and place it in common collection area	1.1, Inspection of segregated waste at pick-up area 1.2. Pick-up of segregated waste 1.3. Collection from Municipal and Barangay MRF 1.4. Storing of segregated waste in centralized MRF of LGU	None	8 hours	Garbage Collectors
TOTAL		NONE	8 hours	



2. Promoting and Implementing Waste Reduction

Implementation of Solid Waste Management Act 2000

Office or Division:		MENRO		
Classification:		Simple		
Type of Transaction:		G2G-Government to Citizens G2B – Government to Business		
Who may avail:		Residents and Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Segregated		Residents and Business owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Practice waste reduction methods	1.1.Information dissemination to all barangay, school and other NGOs 1.2.Stockpiling of plastic waste at central MRF 1.3.Recycling waste to bricks 1.4.Collection of Plastic by CEMEX Philippines	None	8 hours	Garbage Sorters
TOTAL		NONE	8 hours	



GENERAL SERVICES SECTION

EXTERNAL SERVICES



Permit to Conduct Activities & Installation of Streamers/Tarpaulin

Upon the request of public and private institutions, business establishment, the Municipal Mayor's Office approves their request for motorcades and/or other merchandising activities.

Office or Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Citizens G2B – Government to Business		
Who may avail:		Residents and Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Individual, establishment, organizations conducting activity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to sign logbook	1.1.Recording in Logbook	None	1 minute	Dan Dean F. Dael Information Desk Clerk
2. Submit the necessary documents to the officer of the day for initial interview	2.1.Receive the request letter. 2.2.Receive the required documents and check for completeness	None	2 minutes	Dan Dean F. Dael Information Desk Clerk
3. Client waits for endorsement in response to request	3.1.Secretary forwards the request to the municipal Mayor for approval and signature. 3.2.The Municipal Mayor approves and signs the request/communication.	None	10 minutes	Jocelyn M. Valencia AdA 1/Sec to the Mayor Gellie B. Marquez General Clerk
TOTAL		NONE	13 minutes	



GENERAL SERVICES SECTION

INTERNAL SERVICES



1. Provision of Gasoline

Receiving and Documenting of requisition slip to provide fuel assistance

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Department Heads/NGOs/POs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip		Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requisition Slip	1.1.Check, review and record to logbook	None	3 minutes	Glen Edrick Cabrera Clerk
	1.2.Secure approval			Ashley G. Oganía Clerk
	1.3.Sign and approved	None	2 minutes	Maximo O. Luna, Jr. GSO-Designate
2. Receives approved Gas slip	3. Issue gas provision	None	2 minutes	Glen Edrick Cabrera Clerk
				Ashley G. Oganía Clerk
TOTAL		NONE	7 minutes	



2. RELEASE OF OFFICE SUPPLIES

Receiving and Documenting of requisition slip for release of supplies

Office or Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:		Department Heads		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip		Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requisition Slip	1.1.Check, review and record to logbook	None	3 minutes	Glen Edrick Cabrera Clerk
	1.2.Secure approval			Ashley G. Oganía Clerk
	1.3.Sign and approved	None	2 minutes	Maximo O. Luna, Jr. GSO-Designate
2.Receives approved request slip	2.Issue requested office supplies	None	2 minutes	Glen Edrick Cabrera Clerk Ashley G. Oganía Clerk
TOTAL		NONE	7 minutes	



3. MINOR REPAIR AND MAINTENANCE OF FACILITIES

Receiving the request for minor repair and maintenance of office equipment & facility

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Department/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written/Verbal request		Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sending Request	1.1. Check the availability of technician/carpenter	None	3 minutes	Glen Edrick Cabrera Clerk Ashley G. Oganía Clerk
	1.2. Secure approval			
	1.3. Approval by the GSO	None	2 minutes	Maximo O. Luna, Jr. GSO-Designate
	1.4. Perform the requested works		4-8 hours	Alberto Talavera Carpenter Dionisio Angulo Electrician Simon Cantillana Utility Worker Romeo Tierra Helper
	<i>(minor repair & maintenance only like: cabinets, roof, wall, installation of aircon-window type, electrical wirings. Time: it depends on what type of works they want to)</i>			
TOTAL		NONE	4-8 hours & 5 minutes	



4. Issuance of Trip Ticket

Trip Ticket is needed when requesting the use of the municipal vehicle. All employees are required to get a trip ticket at the office of the GSO

Office or Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:		All Municipal Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order/Locator Slip		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit travel Order/Locator Slip	1.1 Checks submitted documents	None	1 minute	Maximo O. Luna, Jr. GSO-Designate Glen Edrick Cabrera Clerk Ashley G. Oganía Clerk
	1.2. Checks availability of vehicle & driver to be assigned	None	2 minute	Glen Edrick Cabrera Clerk Ashley G. Oganía Clerk
	1.3. If vehicle & driver is available, issue trip ticket and driver's ticket to client	None None	3 minutes	Glen Edrick Cabrera Clerk Ashley G. Oganía Clerk
2. Forwards the Trip ticket and Drivers Ticket to the Municipal Mayor for approval	3. Signs Trip Ticket and Driver's Ticket	None	1 minute	Hon. Ma. Caridad P. Clacio – Municipal Mayor
3. Receives approved Trip ticket	4. Release approved trip ticket	None	1 minute	Glen Edrick Cabrera Clerk Ashley G. Oganía Clerk
TOTAL		NONE	8 minutes	



5. Counting and Acceptance of Deliveries

Office or Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:		All Municipal Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order		BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Order	1.1 Checks submitted documents	None	1 minute	Maximo O. Luna, Jr. GSO-Designate Glen Edrick Cabrera Clerk Ashley G. Oganía Clerk
	1.2 Check schedule of staff who's responsible for checking of supplies/materials	None	2 minute	Maximo O. Luna, Jr. GSO-Designate
	1.3 If the staff available, then give consent to go to the area/site where the supplies/materials delivered.	None	1 minute	Maximo O. Luna, Jr. GSO-Designate
	1.4 Counting of supplies/material delivered	None	20 mins (if it is in the municipal bldg.) 1-2 hours (if the in the barangay)	Maximo O. Luna, Jr. GSO-Designate Glen Edrick Cabrera Clerk Ashley G. Oganía Clerk
	1.5 Sign acceptance of supplies/materials if complete	None	2 mins	Maximo O. Luna, Jr. GSO-Designate
	1.6 Submit the signed Acceptance and Inspection Report to the end user's office	None	2 mins	Glen Edrick Cabrera Clerk Ashley G. Oganía Clerk
TOTAL		NONE	28 minutes 2 hours & 8 mins.	



HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES



1. Issuance of Authority to Travel/Locator Slip

Certification authorizing an employee to travel on official business/time.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Municipal Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		Office/Department		
2. Letter of invitation, if any		Training service provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request form.	Receive the request form and review the information provided.	None	10 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
	Prepare the document and forward the same to Office of the Municipal Mayor/ Office of the Municipal Vice Mayor for approval.	None	15 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
2. Receive the certification.	Record the certification in the logbook and release the same to the requesting employee.	None	5 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
TOTAL		None	30 minutes	



2. Processing of Leave Application

Application filed by an employee to avail leave as authorized by governing laws.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Municipal Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished leave application form		Office/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit leave application form, duly approved by concerned department head.	Receive the request form and review the information provided.	None	5 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
	Update leave card of the requesting employee.		15 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
	Certify leave balance.		5 minutes	Jocelyn A. Sisperez <i>HRMO-Designate</i>
	Forward the application to the Office of the Municipal Mayor/ Office of the Municipal Vice Mayor for approval.		15 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
2. Receive the approved leave application.	Record in the logbook and release the same to the requesting employee.	None	5 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
TOTAL		None	45 minutes	



3. Issuance of Service Record/Certificate of Employment to retired/separated employees

Certification of actual government services rendered by an employee.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Retired/Separated Municipal Government Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		Office/Department		
2. Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request form.	Receive the request form and review the information provided. Advise the client to proceed to Municipal Treasurer's Office (MTO) and pay the corresponding certification fee.	None	5 minutes	Mary Joy P. Oronan Administrative Asst.
2. Pay the corresponding fee at MTO.	Receive payment and issue Official Receipt (OR).	50.00	10 minutes	Revenue Collection Clerk
3. Go back to HRM Office and present the OR.	Check the OR. Prepare the document and forward the same to HRMO-Designate for signature.	None	10 minutes	Mary Joy P. Oronan Administrative Asst.
	Certify the document.	None	5 minutes	Jocelyn A. Sisperez HRMO-Designate
4. Receive the certification.	Record the certification in the logbook and release the same to the requesting client.	None	5 minutes	Mary Joy P. Oronan Administrative Asst.
TOTAL		50.00	35 minutes	



4. Issuance of Service Record/Certificate of Employment to active employees

Certification of actual government services rendered by an employee.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Municipal Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		Office/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request form.	Receive the request form and review the information provided.	None	5 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
	Prepare the document and forward the same to HRMO-Designate for signature.	None	10 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
	Certify the document.	None	5 minutes	Jocelyn A. Sisperez <i>HRMO-Designate</i>
2. Receive the certification.	Record the certification in the logbook and release the same to the requesting employee.	None	5 minutes	Mary Joy P. Oronan <i>Administrative Asst.</i>
TOTAL		None	25 minutes	



5. Issuance of Certificate of Leave Balance

Certification of actual leave balance of an employee.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		Office/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request form.	Receive the request form and review the information provided.	None	5 minutes	Mary Joy P. Oronan Administrative Asst.
	Prepare the document and forward the same to HRMO-Designate for signature.	None	10 minutes	Mary Joy P. Oronan Administrative Asst.
	Certify the leave balance.	None	5 minutes	Jocelyn A. Sisperez HRMO-Designate
2. Receive the certification.	Record the certification in the logbook and release the same to the requesting employee.	None	5 minutes	Mary Joy P. Oronan Administrative Asst.
TOTAL		None	25 minutes	



OFFICE OF THE SECRETARY TO THE SANGGUNIANG BAYAN



FRONTLINE SERVICES



OFFICE OF THE SANGGUNIANG BAYAN

FRONT LINE SERVICE	PROCEDURES	PROCESSING TIME	RESPONSIBLE PERSON	FEE/S
Issuance of Tricycle Franchise Application for NEW tricycle franchise requirements: 1) Laminated copy of Official Receipt (O.R.) and Certificate of Registration (C.R.) issued by the Land Transportation Office (LTO). 2) Certificate of good moral character or membership from TODA. 3) Community Tax Certificate (Cedula). 4) Photocopy of Driver's License	1. Secure and fill up application form. 2. Payment of Filing fee/Franchise Fee/Reg. Fee. (MTO) 3. Issuance of Franchise.	5 Minutes 5 Minutes 10 Minutes (depending on the availability of the signatories)	Luz M. Almase Admin. Aide III Dhebbie Lomibao/Manuel Pano MTO Staff Luz M. Almase Admin. Aide III	₱2,000.00
Application for RENEWAL tricycle franchise requirements: 1) Laminated Copy of Official Receipt (O.R.) and Certificate of Registration (C.R.) issued by the Land Transportation Office	1. Surrender laminated tricycle fare matrix. 2. Secure and fill up application form. 2. Payment of Filing	5 Minutes	Luz M. Almase Admin. Aide III	

(LTO). 2) Copy of Motorized Tricycle Operators Permit (MTO). 3 Laminated tricycle fare matrix. 4) Community Tax Certificate (Cedula). 5) Photocopy of Driver's License.	fee/Franchise Fee/Reg. Fee. (MTO) 4. Issuance of Franchise.	5 Minutes 10 Minutes (depending on the availability of the signatories)	Dhebbie Lomibao/Manuel Panol MTO Staff Luz M. Almase Admin. Aide III	₱1,000.00
Cancellation of Franchise REQUIREMENT: 1. Copy of Franchise	1. Surrender copy of franchise. 2. Payment of Certification of dropping/cancellation of franchise. (MTO) 3. Issuance of Certification for dropping/cancellation of franchise.	5 Minutes 10 Minutes 15 Minutes	Luz M. Almase Admin. Aide III Dhebbie Lomibao/Manuel Panol MTO Staff Luz M. Almase Admin. Aide III	₱800.00
Requisition of copies of minutes/resolutions/ ordinances REQUIREMENT: 1. Written Request	1. Payment of fees. (MTO) 2. Issuance of certified xerox copies.	5 Minutes 5 Minutes (depending on the availability of the signatories)	Dhebbie Lomibao/Manuel Panol MTO Staff Luz M. Almase Admin. Aide III	₱75.00/Page
CSO Accreditation REQUIREMENTS: 1. Duly accomplished Application For for Accreditation; 2. Board Resolution. 3. Certification of Registration issued by _____ 4. List of Current Officers and	1. Submission of Prescribe Letter of Application with complete list of requirements.	5 Minutes	Luz M. Almase Admin. Aide III Or Imelda R. Jimenez Admin. Aide I	₱200.00

<p>Members;</p> <p>5. Original Sworn /statement stating that the CSO is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the peoples' interest through its membership in a local special body, after satisfying all the requirements and set criteria, as stated in DILG Memorandum Circular No. ____;</p> <p>6. CY ____ Annual Accomplishment Report;</p> <p>7. CY ____ Financial Statement</p> <p>8. Profile indicating the purpose, and objectives of organization;</p> <p>9. Copy of the Minutes of the CY ____ Meeting of the organization; and</p> <p>10. For CSOs applying to the members of the Local School or Health Board: Photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in the health or education sector.</p>	<p>2. Calendar the application for evaluation.</p> <p>3. Forward the application to the concerned Committee.</p> <p>4. Issue Certificate of Accreditation.</p>	<p>5 Minutes</p> <p>To be calendar for the following regular session</p> <p>To be announced.</p>	<p>Luz M. Almase Admin. Aide III</p> <p>Luz M. Almase Admin. Aide III</p> <p>Luz M. Almase Admin. Aide III</p>	
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<p>Disciplinary Action of Elective Local Officials (Chapter 4, Sec. 60 Of Ra 7160)</p> <p>REQUIREMENT: 1. Notarized Affidavit of Complaint</p>	<p>1. Submission of verified complaint. (Notarized)</p> <p>2. Endorsement to committees/other government agency.</p> <p>3. For investigation and decision.</p>	<p>5 Minutes</p> <p>To be calendar for the following regular session</p> <p>Within 25 days</p>	<p>Luz M. Almase Admin. Aide III</p>	
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OFFICE OF THE MUNICIPAL ACCOUNTANT



1. Receive and record barangay financial transaction documents

Barangay Financial Transaction Documents (BFTDs) are submitted to Accounting Office monthly for the preparation of barangay financial reports.

Office or Division:	Office of the Municipal Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	24 Barangays of LGU Quezon, Quezon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cash on Hand and In Bank Register		Barangay of LGU Quezon, Quezon		
2. Cash Receipts and Deposits Register				
3. Check Disbursement Register				
4. Cash Disbursement Register				
5. Report of Collections and Deposits				
6. Reports of Collections and Remittances				
7. Summary of Checks Issued (including disbursement vouchers, duplicate checks, and complete supporting documents)				
8. Summary of Cash Payments (including liquidation reports and complete supporting documents)				
9. Copy of Punong Barangay Certification (PBC)				
10. Snapshot of Bank Statement				
11. Report of Accountability for Accountable Forms				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the reports.	Receive the reports and documents.	None	10 minutes per transmittal	Myla O. Dela Cruz Accounting Clerk II (Pob 3, Pob 4, Guinhawa, Villa Belen, Tagkawa, Villa Gomez, Magsino, Sabang, Villa Mercedes, Cagbalogo, Caridad, Del Pilar)
	Review the submitted reports and documents. Prepare and encode the Journal Entry Voucher (JEV).	None	4 hours per transmittal	Jocelle C. Mendoza Accounting Clerk I (Pob 1, Pob 5, Apad, Argosino, Gumubat, Mascariña) Gigi R. Asia Accounting Clerk I (Pob 2, Pob 6, Montaña, Silangan, Cometa, Villa Francia)
	Review of JEV.	None	30 minutes per transmittal	Jocelyn A. Sisperez Municipal Accountant
	TOTAL	None	4 hours, 40 minutes	



2. Processing of Disbursement Vouchers

Supporting documents are reviewed and allotment of obligation is certified.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple/Complex			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen			
Who may avail:	LGU Employees, Suppliers/Creditors, Other Claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documentary checklist and router slip		Office/Department		
2. Duly approved Obligation Request (for transactions under General Fund and Special Education Fund)		Municipal Budget Office		
3. Complete documentary requirements (as per COA Circular 2012-001)		Where applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the checklist and router together with complete supporting documents.	Receive the documents.	None	2 minutes	Ciriaca M. Mendoza <i>Administrative Aide I</i>
	Review and pre-audit the supporting documents. Forward the documents to the Municipal Accountant for final review and approval.	None	30 minutes – simple transaction 2 hours – complex transaction	Myla O. Dela Cruz <i>Accounting Clerk II</i>
	Review the documents and prepare the Disbursement Voucher (DV) and Journal Entry Voucher (JEV).	None	15 minutes – simple transaction 1 hour – complex transaction	Jocelyn A. Sisperez <i>Municipal Accountant</i>
	Record in the logbook and forward the signed DV to Municipal Treasurer's Office for preparation of check.	None	3 minutes	Ciriaca M. Mendoza <i>Administrative Aide I</i>
	TOTAL (Simple Transaction) (Complex Transaction)	None None	50 minutes 3 hours & 5 minutes	



3. Issuance of copy of Accountant's Advice

Certification of checks issued by the LGU.

Office or Division:		Office of the Municipal Accountant		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen		
Who may avail:		LGU Employees, Suppliers/Creditors, Other Claimants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Check		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out necessary information in the logbook and present the check.	Find and photocopy the corresponding Accountant's Advice.	None	5 minutes	Ciriaca M. Mendoza <i>Administrative Aide I</i>
2. Receive the copy of Accountant's Advice.	Release the copy of the advice and secure acknowledgement receipt of the requesting person in the logbook.	None	2 minutes	Ciriaca M. Mendoza <i>Administrative Aide I</i>
TOTAL		None	7 minutes	



4. Issuance of BIR Form 2306/2307/2316

Certification of income taxes withheld as mandated by the Bureau of Internal Revenue

Office or Division:		Office of the Municipal Accountant		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen		
Who may avail:		LGU Employees, Suppliers/Creditors, Other Claimants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement voucher		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out necessary information in the logbook and present the Disbursement Voucher.	Find the corresponding BIR Certificate.	None	5 minutes	Ciriaca M. Mendoza <i>Administrative Aide I</i>
2. Sign and receive the copy of the BIR Certificate.	Release the copy of the certificate and secure acknowledgement receipt of the requesting person in the logbook.	None	5 minutes	Ciriaca M. Mendoza <i>Administrative Aide I</i>
TOTAL		None	10 minutes	



OFFICE OF THE MUNICIPAL AGRICULTURIST

EXTERNAL SERVICES

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

- (1) NAME OF DEPARTMENT/AGENCY/LGU: OFFICE OF THE MUNICIPAL AGRICULTURIST/LGU QUEZON, QUEZON
- (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON _____: [] Yes [] No
- (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Repeals/Amends
Registration on the Registry System for Basic Sectors of Agriculture (RSBSA)	RA 8435 Agriculture and Fisheries Modernization Act				
Provision of Vegetable Seeds, Palay Seeds, Fertilizers	RA 8435 Agriculture and Fisheries Modernization Act	Chapter 2 Section 13 Agriculture and Fisheries Modernization Plan			
Provision of Veterinary Medicine or Vitamins	RA 8485 Animal Welfare Act	Section 1			

Artificial Insemination for Livestock (Cattle and Carabao)	RA 8485 Animal Welfare Act	Section 1			
Boat Registration (3 gross tonnage and below) and gear registration	Municipal Ordinance No. 2006-003	Section 5 Section 14			
Fishpen/ Fish Corral (Baklad) Registration	Municipal Ordinance No. 2005-05	Section 8			
Crops, Livestock and Fisheries Insurance Application (PCIC)	RA 8175				

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Registration on the Registry System for Basic Sectors of Agriculture (RSBSA)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
✓ Filled-out registration form,		Register in the visitor's logbook		1 min.	None
✓ Proof of land ownership (tax declaration/ title if owner); Certification from barangay Captain if tenant)		Fill-up enrollment form		10 min.	None
✓ 2 x 2 picture		Secure signature of Barangay Captain for Verification. After signature of Brgy. Captain, return it to the office for approval.		Depends on the applicant	None
✓ Xerox copy of Valid ID		Wait for the enrollment client's copy with signature of the Mun. Agriculturist		5 min.	None
TOTAL				16 minutes or more (Depends on the client)	

GOVERNMENT SERVICE: Provision of Vegetable Seeds, Palay Seeds, Fertilizers

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Proof of registration in RSBSA		Register in the visitor's logbook		1 min.	None
Farm Details		Check if the farmer is registered in RSBSA.		5 mins.	None
		Interview the farmer on what seeds they need. If available, assess the amount based on the land area for planting.			
		Receive the seeds/ fertilizer and sign on the seed's distribution list.			
TOTAL				6 mins	

GOVERNMENT SERVICE: Provision of Veterinary Medicine or Vitamins

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Proof of registration in RSBSA		Register in the visitor's logbook		1 min.	None
Animal Details		Interview the farmer on what medicine/ vitamins is needed. If for sick animal, analysis is needed/animal visitation. Receive the medicine/ vitamins and sign on the distribution list.		5 mins. (Depends on the condition and location of the animal)	none
TOTAL				6 mins	

GOVERNMENT SERVICE: Artificial Insemination for Livestock (Cattle and Carabao)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Proof of registration in RSBSA		Register in the visitor's logbook (for walk-in clients)		1 min.	None
		If it is scheduled by the office, it is being done in their barangay. The technicians visit the place and conduct ES/AI.		30 mins	None
		If it is on call (for natural heat*), the technician visits the animal and bring necessary materials and equipment.		30 mins. And more Depends on the location/barangay of the animal	**Cattle- 500.00 for the semen
TOTAL					

GOVERNMENT SERVICE: Boat (3 gross tonnage and below) and gear Registration

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
-Must be registered to RSBSA -Valid Identification Card -Certificate of Ownership -2 pcs. Picture of Boat (4R Size) -1 pc. Picture of Owner (1x1 size) -Boat admeasurement -Official Receipt from MTO		Register in the visitor's logbook (<i>for walk-in clients</i>)		1 min	None
		Place the boat in shoreline to get the admeasurement of the boat.		20 mins + travel time to the location of the boat	Base on engine horsepower (hp): *1-.7hp --- 200.00 *8-16hp---300.00 *17hp and above ---
		Identify the fishing gear used in fishing.		10mins	
		Bring the complete necessary documents to the office to be reviewed by agri staff			
		Pay to the treasurer's office.			Non-motorized --- 50.00 Fishing gear: -Net (Anod)- 250.00 -Net (Largarete)-250.00 -Panting-Lubog (Motorized)-500.00 (Non- motorized)- 250.00 -Hook and Line- 50.00 -Hook&line w/ light- 75.00 -Hook&line w/ petromax- 100.00 -Kiang- 100.00
		Compute the gross tonnage and prepare the certificate (being done by the agri.staff)		10 mins.	
		Submit the papers to Mayor's office for the mayor's permit. Wait and claim.		1 day. (depends on the availability of the signatories)	
TOTAL					

GOVERNMENT SERVICE: Fishpen/ Fish Corral (Baklad) Registration

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
-Proof of registration to RSBSA -Valid Identification Card -Certification that they are allowed to put up fish pen on their barangay. - Cedula - Official Receipt from MTO		Register in the visitor's logbook		1 min.	Depends on the area/ size of the fish pen.
		Review the documents.		5 mins.	*500m ² to less than 1,000m ² --- 1,000.00
		Visit the location of the proposed/existing fish pen for validation.		1 day	*500m ² to less than 10,000m ² --- 3,000.00
		Make the registration/ certification.		5 mins	*More than 10,000m ² - -- 5,000.00
		Pay the required amount to the MTO		3 mins.	*500m ² (not permanent) ---350.00
		Bring the registration from OMA and the OR to the Office of the Mayor for the Mayor's Permit			
				1day, 18mins	

GOVERNMENT SERVICE: Crops, Livestock and Fisheries Insurance Application (PCIC)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as Indicated in the Citizen's Charter	Legal Basis		
-Proof of registration to RSBSA -Valid Identification Card -Picture of animal/ boat		Register in the visitor's logbook		1 min.	
		Submit necessary documents. Review the documents and interview.		5 mins.	
		Sign the application		2mins.	
				8 mins	

7. Crops, Livestock and Fisheries Insurance Application (PCIC)

Free insurance to farmers and fisherfolks is a program of Philippine Crop Insurance Corporation (PCIC) to protect the farmers against losses during natural calamity and pest and diseases infestation of crops and livestock. Also, the fisherfolks

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Registered farmers and fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be registered to RSBSA		Office of the Municipal Agriculturist		
Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the visitor's logbook	Assist client in accomplishing information	None	1 min.	Office Staff
Bring the necessary documents in the Office of the Municipal Agriculturist	Review the documents. Interview the client/s.	None	5 mins.	Jaqueline Cadiante Office Clerk/ Encoder Mary Rose O. Panol Mun. Agriculturist
Sign the application		None	2mins.	
TOTAL			8 mins.	

treasurer's office.		engine horsepower (hP): *1-7hp --- 200.00 *8-16hp--- 300.00		Treasurer's Office
		*17hp and above --- 500.00 Non- motorized --- 50.00 Fishing gear: -Net (Anod)- 250.00 -Net (Largarete)- 250.00 -Panting- Lubog (Motorized)- 500.00 (Non- motorized)- 250.00 -Hook and Line- 50.00 -Hook&line w/ light- 75.00 -Hook&line w/ petromax- 100.00 Kitang- 100.00		
Bring the certification from OMA and the OR to the Office of the Mayor for the Boat Registration.			1 day. Depends on the availabili ty of the signatory	
Bring back the certification and the registration to the OMA and receive the client's copy. Sign on the logbook as proof of receipt.	Assist the client.	None	5 mins.	Jacqueline Cadiente
TOTAL			*41mins. Or more	

*Depends on the completeness of the documents. Clients may not be granted permit if documents are lacking.

6. Fishpen/ Fish Corral (Baklad) Registration

Fish pen/ Fish Corral (Baklad), before construction seek permission or permit to the Office of the Municipal Agriculturist and Office of the Municipal Mayor. This should be renewed yearly before the end of the 1st quarter.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Registered fishermen.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be registered to RSBSA		Office of the Municipal Agriculturist		
Valid Identification Card				
Certification that they are allowed to put up fish pen on their barangay.		Barangay Captain and Fisherfolk Organization President.		
Official Receipt		Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the visitor's logbook	Assist client in accomplishing information	None	1 min.	Jaqueline Cadiente Office Clerk/ Encoder
Bring the necessary documents in the Office of the Municipal Agriculturist	Review the documents.	None	5 mins.	Jaqueline Cadiente Office Clerk/ Encoder Mary Rose O. Panol Mun. Agriculturist
Assist the staff	Visit the location of the proposed/ existing fish pen for validation.	None	1 day	Bantay-dagat
	Make the certification/ registration	None	5 mins.	Jacqueline M. Cadiente
Pay the required amount		Depends on the area. *500m ² to less than 1,000m ² --- 1,000.00 *5000m ² to less than 10,000m ² --- 3,000.00 *More than 10,000m ² --- 5,000.00 *500m ² (not permanent) -- -350.00		Municipal Treasurer's Office
Bring the registration from OMA and the				
OR to the Office of the Mayor for the Mayor's Permit				
TOTAL			1 day, 11 mins. *	

*Depends on the completeness of the documents. Clients may not be granted permit if documents are lacking.

5. Boat Registration (3 gross tonnage and below) and Gear Registration

Municipal Ordinance No. 2005-05 Section 4 stated that all municipal fishing vessel weighing 3 gross tonnage and below should be registered in the Municipal Fishing Vessel Registry System (MFVRS).

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Fishermen with boat weighing 3 gross tonnage and below			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be registered to RSBSA		Office of the Municipal Agriculturist		
Valid Identification Card				
Certificate of Ownership		Barangay Captain		
2 pcs. Picture of Boat (4R Size)				
1 pc. Picture of Owner (1x1 size)				
Boat admeasurement		Assistance form MAOffice		
Official Receipt		Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the visitor's logbook	Assist client in accomplishing information	None	1 min.	Office Staff
Place the boat in shoreline	Measure the boat. Determine the horsepower and get the stencil of serial number of the engine. Identify the fishing gear used in fishing.	None	20 mins. Per boat. Depends on the location of the boat.	Zeigfroed M. Capanzana/ Bantay-Dagat
Bring the necessary documents to the office.	Check the documents, compute the measurements. Interview the owner and Register to the data base. Make the boat registration signed by the Dept. Head.	None	10 mins.	Jaqueline Cadiente Office Clerk/ Encoder Mary Rose O. Panol Mun. Agriculturist

4. Artificial Insemination for Livestock (Cattle and Carabao)

The Local Government Unit of Quezon through Office of the Municipal Agriculturist in partnership with Philippine Carabao Center (PCC) in UPLB, conducts Estrus synchronization and Artificial Insemination (A.I) to upgrade the breed of carabaos in the municipality for good purposes. Upgrading of breed of carabaos is being done for the purpose of milking, as we would like to introduce to farmers the benefit of carabao's milk not just in health but also its potential income for the farmers.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Animal Owners (Cattle and Carabaos)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be registered to RSBSA		Office of the Municipal Agriculturist		
Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the visitor's logbook	Assist client in accomplishing information	None	1 min.	Office Staff
Bring the animals to the given place.	If it is scheduled by the office, it is being done in their barangay. The technicians visit the place and conduct ES/AI.	None	30 mins. each animal Depends on the location of the animal or barangay.	Erwin Peñamante/ Rey Rapal Animal/ Livestock Technician PCC Staff
Bring the animals to the given place.	If it is on call (for natural heat*), the technician visits the animal and bring necessary materials and equipment.	**Cattle- 500.00 for the semen	30 mins. each animal Depends on the location of the animal or barangay.	Erwin Peñamante/ Rey Rapal Animal/ Livestock Technician
Sign and fill-up the form.		None		
TOTAL				

*agricultural term, it means the animal shows signs of fertility/ovulation and needs to be inseminated within 24 hours from the first sign of heat.

**service/ labor in cattle insemination have no fee but it's the semen. The PCC gives free semen only in carabao as their office itself, Philippine CARABAO Center.

3. Veterinary Medicine or Vitamins

The Local Government Unit of Quezon provides free veterinary medicines and vitamins for the animals. Because the Local Government has no veterinarian, the animal technician attends the needs of the animal for medication in case of sickness. On the other hand, our technicians do not have formal education with regards to treating animals, they just provide medications based on their learnings on trainings and experiences, and this limits the services provided by the office on animal treatments.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be registered to RSBSA		Office of the Municipal Agriculturist		
Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the visitor's logbook	Assist client in accomplishing information	None	1 min.	Office Staff
	Interview the farmer on what medicine/ vitamins is needed. If for sick animal, analysis is needed/animal visitation.	None	5 mins. Depends on the condition and location of the animal	Erwin Peñamante/ Rey Rapal Animal/ Livestock Technician
Receive the medicine/ vitamins and sign on the distribution list.	Prepare the medicine/ vitamins			
TOTAL			6mins. or more	

2. Vegetable Seeds, Palay Seeds, Fertilizers

The Local Government Unit of Quezon provides free vegetable seeds to the farmers of the community, pregnant mothers (Q1K beneficiaries) members of 4Ps (Pantawid Pamilyang Pilipino Program) and various agriculture organizations to promote and encourage the community to produce safe and nutritious food for the family. It also aims to transform idle lands to more profitable use such as planting cash crops. Hence, this will give additional income to the farmer or family.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Farmers, Farm worker, Q1K and 4Ps beneficiaries, Various Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be registered to RSBSA		Office of the Municipal Agriculturist		
Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the visitor's logbook	Assist client in accomplishing information	None	1 min.	Office Staff
	Check if the farmer is registered in RSBSA. Interview the farmer on what seeds they need. If available, assess the amount based on the land area for planting.	None	5mins.	Lory Ann B. Armillos-Encoder Mary Rose O. Panol Municipal Agriculturist Office Staff
Receive the seeds/ fertilizers and sign on the distribution list.	Prepare the seeds.			
TOTAL			6 mins.	

1. Registration on the Registry System for Basic Sectors of Agriculture (RSBSA)

The RSBSA is a registry of farmers, fisherfolks, and farm laborers that will be used by DA and other agencies in identifying beneficiaries for the provision of interventions under the RCEF and other government programs and services including farm machinery, high-quality seeds, trainings and services, and loan programs.

Office Division:	or	Office of the Municipal Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Farmers, Farm worker and Fisherfolks		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out registration form		Office of the Municipal Agriculturist		
Proof of land ownership (tax declaration/ title if owner; Certification from Barangay Captain if tenant)		Owner/ Barangay Captain		
2x2 latest picture (1 pc)				
Valid Identification Card (photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the visitor's logbook	Assist client in accomplishing information		1 min.	Office Staff
Fill-up enrollment form	Assist in filling-up the form.		10 min.	Jaqueline Cadiente Office Clerk/ Encoder Mary Rose O. Panol Municipal Agriculturist
Secure signature of Barangay Captain for Verification. After signature of Brgy. Captain, return it to the office for approval.	Review, interview and verify the information on the form.		Depends on the applicant	Jaqueline Cadiente Office Clerk/ Encoder Mary Rose O. Panol
Wait for the enrollment client's copy with signature of the Mun. Agriculturist	Enrollment client's copy to be signed by the Head of the Office		5 mins.	Municipal Agriculturist Mary Rose O. Panol Municipal Agriculturist
TOTAL			16mins. or more	



OFFICE OF THE MUNICIPAL ASSESSOR



APPRAISSAL & ASSESSMENT / REASSESSMENT OF BUILDING & OTHER STRUCTURES

Issuance of New Tax Declaration for Land (Titled / Untitled but undeclared), Building / Machinery / other Improvement.

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR			
Classification:				
Type of Transaction:	ISSUANCE OF NEW TAX DECLARATION FOR LAND (TITLED / UNTITLED BUT UNDECLARED)			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified Copy of Notarized Affidavit of Land Ownership & Possession (if untitled);		Attorney's Office (Notary Public)		
Certified Electronic Copy of Title		Land Registration Authority		
A request letter from the owner or whoever may have interest on the property;				
Certificate Authorizing Registration (CAR) / BIR Clearance		BIR Gumaca Branch RDO 61		
Certification from DENR (List of Claimants/as per Cadastro);		DENR / CENRO		
Copy of Notarized Affidavit of Adjoining Lot Owners;		Attorney's Office (Notary Public)		
Copy of Official Receipt of the Issuance Fee		Municipal Treasurer's Office		
Barangay Certificate of Land Ownership		Office of the Barangay Captain		
Cadastral Plan or Approved / Sketch Plan duly signed by Geodetic Engineer with Certification from the DENR / CENRO of Alienable & Disposable Land		DENR / CENRO		
Photocopy of Any Valid Identification Card (ID)				
Special Power of Attorney (SPA) if applicant is not the owner		Attorney's Office (Notary Public)		
Certified copy of Court Decisions, finalities, adjudication, etc. if transaction clearly express landownership/registry disputes				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Service	The personnel-in-charge informs the client for the documents required .		5minutes	Jeyen B. Escolano / Joana Marie D. Panol

Submit required documents	The personnel-in-charge receives and verify the documents given by the client		10 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Preparation of Tax Declaration	a. Field Appraisal Assessment Sheet (FAAS) b. Tax Declaration c. Notice of Assessment is being prepared by the Personnel-in-charge		1 hour	Jeyen B. Escolano / Admin. Aide III Joana Marie D. Panol Assessment Clerk
Pay Appropriated Fees	Issuance Fee	Issuance Fee ₱35.00		Municipal Treasurer's Office
Processing of Tax Declaration	The Municipal Assessor evaluates, approves and sign tax declaration		20 minutes	Rosalinda L. Aureada Municipal Assessor
Issuance of the Tax Declaration	The new tax declaration (Owner's Copy) is issued to the clients together with the Notice of Assessment		5 minutes	Jeyen B. Escolano / Joana Marie D. Panol



Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	
Type of Transaction:	ISSUANCE OF NEW TAX DECLARATION FOR BUILDING / MACHINERY/ OTHER IMPROVEMENT
Who may avail:	Any individual may request for these service

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR HOUSE / BUILDINGS:		
Letter Request		
Copy of Approved Building Floor Plan		
Photocopy of Building Permit, Certificate of Occupancy & Certificate of Completion		Office of the Municipal Engineer
Notarized Sworn Statement of the True and Fair Market Value of the Property		Municipal Assessor's Office / Attorney's Office (Notary Public)
Copy of Official Receipt of updated payment of Real Property Tax (Land)		Municipal Treasurer's Office
Original Copy of Certificate of Tax Clearance		Municipal Treasurer's Office
Copy of Official Receipt of the Issuance Fee		Municipal Treasurer's Office
Photocopy of any Valid Identification Card (ID)		
Special Power of Attorney (SPA) if applicant is not the owner		Attorney's Office (Notary Public)
FOR NEWLY ACQUIRED MACHINERIES:		
Letter Request		
Detailed listing of Machineries; Description of Machineries, Original Acquisition Cost, Original Date of Acquisition/ Operation		
Notarized Sworn Statement of the True and Fair Market Value of the Machineries (duly signed by Accountable Officer)		Municipal Assessor's Office / Attorney's Office (Notary Public)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request	The personnel-in-charge receives and records the letter-request in a logbook. It is then submitted to the Municipal Assessor		5 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Scheduling for Field Inspection	The Municipal Assessor advises the one who makes the request of the date for field inspection of the new building or machinery.		5 minutes	Rosalinda L. Aureada Municipal Assessor / Jeyen B. Escolano / Admin. Aide III

Field Inspection	Actual Inspection of the Real Property for assessment purpose		1 hour	Rosalinda L. Aureada Municipal Assessor / Jeyen B. Escolano / Admin. Aide III Joana Marie D. Panol Assessment Clerk
Pay Appropriated Taxes and Fees	Tax on Real Property of Land (if not yet paid) Tax Clearance and Issuance Fee	Issuance Fee ₱35.00		Municipal Treasurer's Office
Preparation of Tax Declaration	The Assessment Clerk prepares the ff: 1. Field Appraisal/ Assessment Sheet 2. Tax Declaration 3. Notice of Assessment 4. Property Record Form		1 hour	Joana Marie D. Panol Assessment Clerk
Processing of Tax Declaration	The Municipal Assessor evaluates, approves and sign tax declaration		5 minutes	Rosalinda L. Aureada Municipal Assessor
Issuance of Tax Declaration	The new tax declaration (Owner's Copy) is issued to the clients together with the Notice of Assessment		5 minutes	Jeyen B. Escolano / Joana Marie D. Panol



TRANSFER OF OWNERSHIP OF TAX DECLARATION DUE TO DIFFERENT TRANSACTIONS OTHER THAN TRANSFER

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR			
Classification:				
Type of Transaction:	TRANSFER OF TAX DECLARATION FOR LAND (TITLED / UNTITLED)			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Notarized Conveyance: Deed of Sale, Deed of Donation, Extra-Judicial Settlement, etc.;		Attorney's Office (Notary Public)		
Certified Electronic Copy of Title		Land Registration Authority		
Certificate Authorizing Registration (CAR) / BIR Clearance		BIR Gumaca Branch RDO 61		
Copy of Tax Declaration of existing Real Property subject for transfer;		Municipal Assessor's Office		
Copy of Official Receipt of updated payment of Real Property Tax (Land)		Municipal Treasurer's Office		
Original Copy of Certificate of Tax Clearance		Municipal Treasurer's Office		
Copy of Official Receipt of the Transfer Tax		Municipal Treasurer's Office		
Duly Approved Plan for Subdivision, Consolidation, Segregation		DENR / CENRO		
Photocopy of Any Valid Identification Card (ID)				
Special Power of Attorney (SPA) if applicant is not the owner		Attorney's Office (Notary Public)		
Certified copy of Court Decisions, finalities, adjudication, etc. if transaction clearly express landownership/registry disputes				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Service	The personnel-in-charge informs the client for the documents required .		5minutes	Jeyen B. Escolano / Joana Marie D. Panol
Submit required documents	The personnel-in-charge receives and verify the documents given by the client		20 minutes	Jeyen B. Escolano / Joana Marie D. Panol

Preparation of Tax Declaration	a. Field Appraisal Assessment Sheet (FAAS) b. Tax Declaration c. Notice of Assessment is being prepared by the Personnel-in-charge		1 hour	Jeyen B. Escolano Admin. Aide III & Joana Marie D. Panol Assessment Clerk
Pay Appropriated Tax and Fees	Transfer Tax/Fee Payment of RPT	Transfer Tax depends on the SALE/MV/AV		Municipal Treasurer's Office
Processing of Tax Declaration	The Municipal Assessor evaluates, approves and sign tax declaration		30 minutes	Rosalinda L. Aureada Municipal Assessor
Issuance of the Tax Declaration	The new tax declaration (Owner's Copy) is issued to the clients together with the Notice of Assessment		5 minutes	Jeyen B. Escolano / Joana Marie D. Panol



CANCELLATION OF LOANS OR MORTGAGE, BAILBOND, ATTACHMENTS, ETC.

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	
Type of Transaction:	CANCELLATION, REVISION OR CORRECTION OF ASSESSMENTS
Who may avail:	Any individual may request for these service
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request letter of Cancellation, Revision and Correction of Assessment (Reassessment);	
Photocopy of latest Real Property Tax Receipt/Tax Clearance	
Barangay Certificate / Clearance (for cancellation/demolition of building);	Office of the Barangay Captain
Demolition Permit (if applicable)	Municipal Engineering Office
Certification from the Bureau of Fire Protection (BFP) if property has been razed by fire.	Bureau of Fire Protection (BFP)
Photocopy of Any Valid Identification Card (ID)	
Special Power of Attorney (SPA) if applicant is not the owner	Attorney's Office (Notary Public)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Service	The personnel-in-charge informs the client for the documents required .		5minutes	Jeyen B. Escolano / Joana Marie D. Panol
Submit required documents	The personnel-in-charge receives and submit the same to the Municipal Assessor concerned for evaluation.		10 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Scheduling for Field Inspection	The Municipal Assessor advices the clients of the date of Field Inspection		10 minutes	Rosalinda L. Aureada Municipal Assessor

Field Inspection	<p>The Municipal Assessor and her personnel along with the client conducts an inspection on the schedule date of inspection of the property to clerk whether there is basis for cancellation, revision of assessment.</p> <p>A Field Appraisal Assessment Sheet (FAAS) is prepared by the personnel who accompanied the Municipal Assessor</p>		2-3 hour	<p>Rosalinda L. Aureada Municipal Assessor Jeyen B. Escolano / Admin. Aide III Joana Marie D. Panol Assessment Clerk</p>
Preparation Notice	<p>The personnel who accompanied the Municipal Assessor in the inspection, prepares an inspection report. He also prepares a notice of cancellation, revision and correction.</p>		1 hour	<p>Jeyen B. Escolano / Admin. Aide III Joana Marie D. Panol Assessment Clerk</p>
Processing Notice	<p>The Municipal Assessor evaluates and sign the Notice of Cancellation, Revision and Correction. After the review of the Notice by the Municipal Assessor, she approves and sign the Notice.</p>		15 minutes	<p>Rosalinda L. Aureada Municipal Assessor</p>
Processing of Tax Declaration	<p>The Municipal Assessor evaluates, approves and sign tax declaration</p>		30 minutes	<p>Rosalinda L. Aureada Municipal Assessor</p>
Issuance of Notice	<p>The Notice of Cancellation, Revision or Correction on is recorded and a copy is issued to the client.</p>		5 minutes	<p>Jeyen B. Escolano / Joana Marie D. Panol</p>



CANCELLATION OF LOANS OR MORTGAGE, BAILBOND, ATTACHMENTS, ETC.

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	
Type of Transaction:	ANNOTATION OR CANCELLATION OF LOANS OR MORTGAGE, BAILBOND, ATTACHMENTS, ETC.
Who may avail:	Any individual may request for these service
CHECKLIST OF REQUIREMENTS	
Copy of the mortgage/release of mortgage, court order for bailbond, attachment,	Bank / Court
Official Receipt of Annotation/Cancellation of Mortgage/Bailbond	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Service	The personnel-in-charge informs the client for the documents required .		5minutes	Jeyen B. Escolano / Joana Marie D. Panol
Submit required documents	The personnel-in-charge receives and verify the documents given by the client		20 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Annotation in the Tax Declaration	The personnel-in-charge prepares the annotation and submit the same to the Municipal Assessor		1 hour	Jeyen B. Escolano / Admin. Aide III Joana Marie D. Panol Assessment Clerk
Evaluation	The Municipal Assessor evaluates and sign the annotated Tax Declaration		10 minutes	Rosalinda L. Aureada Municipal Assessor
Payment of Fees		Annotation - ₱35.00 Documentary Stamp 2pcs. - ₱50.00		Municipal Treasurer's Office Jeyen B. Escolano / Joana Marie D. Panol
Issuance of the Annotated Tax Declaration	The tax declaration with annotation is issued to the clients		5 minutes	Jeyen B. Escolano / Joana Marie D. Panol



ISSUANCE OF CERTIFIED MACHINE COPY OF TAX DECLARATION & OTHER CERTIFICATES

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	
Type of Transaction:	ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION
Who may avail:	Any individual may request for these service
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Photocopy of the Real Property Tax Receipt	
Special Power of Attorney (SPA) or Authorization Letter if applicant is not the owner	
Official Receipt of Assessor's Certified True Copy of Tax Declaration	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Service	The personnel-in-charge informs the client for the document required .		3 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Submit required documents	The personnel-in-charge receives and verify the document given by the client		3 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Preparation	The personnel-in-charge prepares the Certified True Copy of Tax Declaration		15 minutes	Jeyen B. Escolano / Admin. Aide III Joana Marie D. Panol Assessment Clerk
Payment of Fees		Receipt - ₱35.00 Documentary Stamp 2pcs - ₱50.00		Municipal Treasurer's Office Jeyen B. Escolano / Joana Marie D. Panol
Evaluation	The Municipal Assessor evaluates and sign the Certified True Copy of Tax Declaration		2 minutes	Rosalinda L. Aureada Municipal Assessor
Issuance of the Certified True Copy of Tax Declaration	The certified true copy of tax declaration is issued to the clients		5 minutes	Jeyen B. Escolano / Joana Marie D. Panol



Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	
Type of Transaction:	ISSUANCE OF CERTIFICATIONS: NO IMPROVEMENT, AGGREGATE LAND HOLDINGS, NO LAND TITLE
Who may avail:	Any individual may request for these service
CHECKLIST OF REQUIREMENTS	
Photocopy of the Real Property Tax Receipt	
Photocopy of the Tax Declarations of Property	
Special Power of Attorney (SPA) or Authorization Letter if applicant is not the owner	
Official Receipt of Assessor's Certified True Copy of Tax Declaration	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Service	The personnel-in-charge informs the client for the document required .		3 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Submit required documents	The personnel-in-charge receives and verify the document given by the client		3 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Preparation	The personnel-in-charge prepares the Certification		15 minutes	Jeyen B. Escolano / Admin. Aide III Joana Marie D. Panol Assessment Clerk
Payment of Fees		Receipt - ₱35.00 Documentary Stamp 2pcs - ₱50.00		Municipal Treasurer's Office Jeyen B. Escolano / Joana Marie D. Panol
Evaluation	The Municipal Assessor evaluates and sign the Certification		2 minutes	Rosalinda L. Aureada Municipal Assessor
Issuance of the Certification	The personnel-in-charge issue the certification		5 minutes	Jeyen B. Escolano / Joana Marie D. Panol



Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	
Type of Transaction:	ISSUANCE OF CERTIFICATION OF NO REAL PROPERTY
Who may avail:	Any individual may request for these service
CHECKLIST OF REQUIREMENTS	
Certification from the Barangay Captain that you don't have Land Property / Houses	Office of the Barangay Captain
Community Tax Certificate (Sedula)	Municipal Treasurer's Office
Official Receipt of Assessor's Certification on No Real Property	Municipal Treasurer's Office
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Service	The personnel-in-charge informs the client for the document required .		3 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Submit required documents	The personnel-in-charge receives and verify the document given by the client		3 minutes	Jeyen B. Escolano / Joana Marie D. Panol
Preparation	The personnel-in-charge prepares the Certification		15 minutes	Jeyen B. Escolano / Admin. Aide III Joana Marie D. Panol Assessment Clerk
Payment of Fees		Receipt - ₱35.00 Documentary Stamp 2pcs - ₱50.00		Municipal Treasurer's Office Jeyen B. Escolano / Joana Marie D. Panol
Evaluation	The Municipal Assessor evaluates and sign the Certification		2 minutes	Rosalinda L. Aureada Municipal Assessor
Issuance of the Certification	The personnel-in-charge issue the certification		5 minutes	Jeyen B. Escolano / Joana Marie D. Panol



OFFICE OF THE MUNICIPAL BUDGET

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

- (1) NAME OF DEPARTMENT/AGENCY/LGU: MUNICIPAL BUDGET OFFICE / LGU QUEZON, QUEZON
- (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON MARCH 21, 2022: [] Yes [] No
- (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Preparation of Annual and Supplemental Budget	RA 7160 Local Government Code of 1991	Section 475 Section 317 (b)	LOCAL BUDGET CIRCULAR No.112 BUDGET OPERATIONS MANUAL FOR LGU	June 10, 2016	
Certify Existence of Appropriation Preparation of Project Procurement Management Plan	RA 7160 Local Government Code of 1991	Section 344			
Preparation of Disbursement Voucher in the Procurement of Goods and Services	RA9184	Section 7			
Review of Barangay and Supplemental Budgets	RA 7160 Local Government Code of 1991				

Prepared by:

3h/n
FELICIDAD M. OLIVEROS
Municipal Budget Officer

Q
HON. MA. CARIDAD P. CLACIO
Local Chief Executive

Noted by:

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: _____

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Obligation Request Slip Form	RA 7160	Received Obligation Request Slip Form		3 minutes	NONE
		Check the attached documents		5 minutes	NONE
		Verify the availability of allotment		5 minutes	NONE
		Assign the obligation Request Slip Number		5 minutes	NONE
		Classifying the expenditure and posting to the same ledger		5 minutes	NONE
		Confirmation and Signing of the Obligation Request Slip Form		3 minutes	NONE
		Release the Approved Obligation Request Slip Form and proceed to the concern office		5 minutes	NONE
		Release the Approved Obligation Request Slip Form and proceed to the client/concerned office in case of PR		3 minutes	NONE
TOTAL				39 minutes	

FELICIDAD M. OLIVEROS
MUNICIPAL BUDGET OFFICER

Prepared by:

GOVERNMENT SERVICE: _____

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Project Procurement Management Plan (PPMP)	RA 7160	Receive submitted approved AIP		3 minutes	NONE
		Check, review and evaluate all items included in the PPMP as submitted by each offices and give recommendations		2 hours	NONE
		Fit all review, approval and recommendation		2 hours	NONE
		Consolidation of the PPMP into Annual Procurement Plan			NONE
		Release to client copy of Approved PPMP		3 minutes	NONE
TOTAL				4 hours and 6 minutes	

Prepared by:


FELICIDAD M. OLNERO
Municipal Budget Officer

GOVERNMENT SERVICE: _____

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Barangay Annual and Supplemental Budgets	RA 7160	Receiving and recording of Barangay Annual and Supplemental Budget for review from the Sangguniang Bayan	Section 333	25 minutes	NONE
		Conduct and initial preliminary review (assume that Barangay budget attachments are complete)		3 hours	NONE
		Signed and approved barangay budget recommendation for sanggunian approval		15 minutes	NONE
		Transmit / indorsed the received budget with review action to the Office of the Sangguniang Bayan for further review and approval		10 minutes	NONE
		Receive the approved SB Resolution for the Barangay and Supplemental Budget		5 minutes	NONE
TOTAL				3 hours and 55 minutes	

Prepared by:


FELICIDAD M. OLIVEROS
Municipal Budget Officer

GOVERNMENT SERVICE: _____

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Purchase Request	None	Check 5 copies of Purchased Request with supporting documents to verify the charging.	None	10 minutes	NONE
		Verify as to (existence of funds availability) / Certify as to appropriation of funds.			NONE
		Assign the Purchase Request (PR's) number		2 minutes	NONE
		Certify and signing of the Purchase request; detached one copy of the PR		3 minutes	
		Record and release the PR to client / return to concerned department/personnel		5 minutes	NONE
TOTAL				20 minutes	

Prepared by:

3/2/1h
FELICIDAD M. OLIVEROS,
Municipal Budget Officer



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR



Republic of the Philippines
Province of Quezon
Municipality of Quezon, Quezon



OFFICE OF THE LOCAL CIVIL REGISTRAR

Government Service: Petition for Correction of Clerical or Typographical Error Under R. A. 9048

R. A. 9048 is an act authorizing the Municipal Civil registrar or Consul General to Correct a Clerical or Typographical Error in an entry without need of Judicial Order, except corrections involving sex, age nationality and status of a person.

Office or Division		Local Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2G - Government to Client		
Who may avail:		Resident		
Checklist of Requirements		Where to to Secure		
Certified machine copy of the certificate containing the		PSA		
alleged erroneous entry/ies				
Not lees than two (2) public or private documents bearing the details		Baptismal, voter's ID, SSS, or GSIS ID,		
details of the client		School, LTO, Registry of Deaths, NBI,		
		Police		
Notice and certificate of posting		LCR		
Client steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1.Submit completely requirements	1.1 Receive and check the requirements 1.2 Conduct probing interview 1.3 Issue order of payment	None	15 minutes	LCR PERSONNEL
2.Pay necessary fees	2.1 Receive payment and issue official Receipt	P 1,000.00	3 minutes	Cashier Treasurer's Office
3.Present the Offical Receipt to the LCR	3.1 Prepare correction of clerical/typographical error of entry/ies (for migrant petition-mail it to the place of occurrence.	0	10 days	LCR PERSONNEL
4.Secure Certificate of Finality	4.1 Render decision and sign petition for correction of clerical typographical error of entry/ies 4.2 Send to PSA thru	0	30 minutes	LCR PERSONNEL
TOTAL		NONE	10 days 48 minutes	



Republic of the Philippines
Province of Quezon
Municipality of Quezon, Quezon



OFFICE OF THE LOCAL CIVIL REGISTRAR

Government Service: Petition for for Change of First Name Under R. A. 9048

R. A. 9048 is an act authorizing the Municipal Civil Registrar or Consul General to change First name in the Civil Register without the need of a Juducial order.

Office or Division		Local Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2G - Government to Client		
Who may avail:		Resident		
Checklist of Requirements		Where to to Secure		
Certified machine copy of the certificate containing the alleged erroneous entry/ies		PSA		
Not lees than two (2) public or private documents bearing the details details of the client		Baptismal, voter's ID, SSS, or GSIS ID, School, LTO, Registry of Deaths, NBI, Police		
Notice and certificate of posting		LCR		
Client steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1.Submit complete requirements	1.1 Receive and check the requirements 1.2 Conduct probing interview 1.3 Issue order of payment	None	15 minutes	RAMON F OLIVEROS MCR
2.Pay necessary fees	2.1 Receive payment and issue official Receipt	P 3,000.00 fee for change of first name Notice of Publication (newspaper)	3 minutes	Cashier Treasurer's Office
3.Present the Offical Receipt to the LCR	3.1 Prepare correction of clerical/typographical error of entry/ies (for migrant petition-mail it to the place of occurrence. 3.2 Posting for 10 days 3.3 Send to the PSA thru Courier the approved petition for affir mation	0	10 days	RAMON F. OLIVEROS MCR
4.Secure Certificate of Finality	4.1 Prepare finality report	0	20 minutes	RAMON F. OLIVEROS MCR
TOTAL		P 3,000.00	10 days and 41 minutes	



Republic of the Philippines
Province of Quezon
Municipality of Quezon, Quezon



OFFICE OF THE LOCAL CIVIL REGISTRAR

Government Service: Registration of BIRTH, DEATH and MARRIGE CERTIFICATE

Registration of Registrable Documents (Birth, Death and Marriage) should be done within 30 days of the said event.

Office or Division		Local Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2G - Government to Client		
Who may avail:		Resident		
Checklist of Requirements		Where to to Secure		
Filled-Up Registrable Documents		Client		
Client steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1.Submit the completely filled up registrable documents	1.1Receive and check the registrable documents 1.2 Code the Registrable Documents 1.3 Register in the respective registry book and assign registry number 1.4 Review and encode the registrable documents to Philcris	None	25 minutes	RAMON F. OLIVEROS MCR
2.Secure copy	2.1 Examine and sign the registrable documents	None	5 minutes	LCR Personnel
TOTAL		NONE	30 minutes	



Republic of the Philippines
Province of Quezon
Municipality of Quezon, Quezon



OFFICE OF THE LOCAL CIVIL REGISTRAR

Government Service: APPLICATION FOR MARRIAGE LICENSE

Applicants for marriage need parental consent and advice of both parents and guardian for ages 18-24. Legal age to marry is 25. Issuance is after 1 days of posting of application upon receipt and its validity is 120 days from the date of issued or else expired.

Office or Division		Local Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2G - Government to Client		
Who may avail:		Resident		
Checklist of Requirements		Where to Secure		
Certificate of Live Birth or Baptismal		PSA		
CENOMAR		PSA		
Barangay Clearance		Barangay where client resides		
Community Tax Certificate		Municipal treasurer		
Legal Capacity for Foreigner only		Client		
Client steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1. Submit complete requirements	1.1 Receive and check the requirements 1.2 Conduct probing Interview	None	15 minutes	RAMON F. OLIVEROS MCR MCR-Clerk
2. Fill Up 3 copies of application form	2.1 Assist in filling up form 2.2 Check filled-up form 2.3 Issue order of payment		17 minutes	MCR
3. Pay necessary fees	3.1 Receive payment and issue Official Receipt	P 150.00 application for marriage P 105.00 additional license fee P 150.00 Solemnizing fee (Mayor) P 2.00 License Form	3 minutes	RAMON F. OLIVEROS MCR

Client steps	Agency Action	Fees to be paid	Processing time	Responsible Person
4. Coordinate with the MSWDO on the schedule Pre-Marriage Counseling and attend the same	4.1 Give the schedule of Pre-marriage counseling 4.2 Facilitate Pre-Marriage Counseling	0	3 hours	MSWDO
5. Present proof of attendance to the Pre-Marriage Counseling to the LCR	5.1 Accomplish and post notice of application 5.2 Process the marriage application 5.3 Posting of information of the couples who wished to be married in conspicuous place	0	10 days	MCR MCR-Clerk
6. Secure the marriage license	6.1 Examine and sign/approve marriage license 6.2 Issuance of marriage license	0	3 minutes	MCR
TOTAL		P 417.00	10 days,3 hrs & 38 minutes	



OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICER

1. REQUEST FOR DRILLS, SIMULATIONS, ORIENTATIONS, SEMINARS, TRAININGS, WORKSHOPS AND SIMILAR ACTIVITIES

Facilitation of earthquake, fire, armed conflict and other similar drills and simulations, capacity building activities such as medical services, search and rescue (SAR) and other DRRM orientations, trainings, seminars and workshops.

Office or Division:	Admin and Training			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government, G2B – Business, G2C – Citizen			
Who may avail:	Other Departments and Agencies, 24 Barangays of Quezon, Public and Private Schools, Business Establishments, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Governmental Organizations (NGOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Office/Organization		
2. Preparation of foods, accommodation, venue, materials and honorarium of trainers from higher agencies if not included in Annual Investment Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter.	Receive the request letter.	None	2 minutes per request letter	DRRM Staff Officer of the Day
	Review request letter.	None	3 minutes per request letter	DRRM Staff Officer of the Day
	Approval of request.	None	10 minutes	Jhon Errol D. Sisperez, RN LDRRMO II
2. Attend the activity.	Actual conduct of activity.	None	1 day to 5 days depending on the activity	Jhon Errol D. Sisperez, RN, DRRM Staff and Trainers
	TOTAL	None	15 minutes and 1 to 5 days for the conduct of activity	



2. REQUEST FOR PLANNING WORKSHOP/WRITESHOP AND/OR REVIEW OF PLANS

Facilitation of planning workshop/writeshop (crafting, review, revision and/or update).

Office or Division:		Research and Planning		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Other Departments and Agencies, 24 Barangays of Quezon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Office		
2. Preparation of foods, accommodation, venue, materials and honorarium of trainers from higher agencies if not included in Annual Investment Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter.	Receive the request letter.	None	2 minutes per request letter	DRRM Staff Officer of the Day
	Review request letter.	None	3 minutes per request letter	DRRM Staff Officer of the Day
	Approval of request.	None	10 minutes	Jhon Errol D. Sisperez, RN LDRMO II
2. Attend the activity.	Actual conduct of activity.	None	1 day to 5 days depending on the activity	Jhon Errol D. Sisperez, RN, DRRM Staff and Trainers
	TOTAL	None	15 minutes and 1 to 5 days for the conduct of activity	



3. ASSISTANCE TO PLANNED EVENTS

Planning, maintaining public order, prevention of any untoward incident and response to emergencies during mass gatherings such as parades, school athletic meets, fiesta/festival, competitions, holidays and other related activities or events.

Office or Division:	Operations and Warning			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Business, G2C - Citizen			
Who may avail:	Other Departments and Agencies, 24 Barangays of Quezon, Public and Private Schools, Business Establishments, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Governmental Organizations (NGOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Office/Organization		
2. Program of Activity/Event				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter.	Receive the request letter.	None	2 minutes per request letter	DRRM Staff Officer of the Day
	Review request letter.	None	3 minutes per request letter	DRRM Staff Officer of the Day
	Approval of request.	None	10 minutes	Jhon Errol D. Sisperez, RN LDRMO II
	Actual conduct of activity.	None	Number of days depending on the activity or event	Jhon Errol D. Sisperez, RN, DRRM Staff and Volunteers
	TOTAL	None	15 minutes and number of days of activity or event	



4. LOGISTICS/EQUIPMENT SUPPORT

Logistics support such as granting the use of equipment like motor vehicles, generators, tower light, rescue equipment for demonstration and other office equipment.

Office or Division:	Admin and Training			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2B – Business, G2C – Citizen			
Who may avail:	Other Departments and Agencies, 24 Barangays of Quezon, Public and Private Schools, Business Establishments, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Governmental Organizations (NGOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Office/Organization		
2. Transportation of Equipment				
3. Property Acknowledgement Receipt		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter.	Receive the request letter.	None	2 minutes per request letter	DRRM Staff Officer of the Day
	Review request letter.	None	3 minutes per request letter	DRRM Staff Officer of the Day
	Approval of request.	None	10 minutes	Jhon Errol D. Sisperez, RN LDRRMO II
2. Receive the equipment.	Checking, providing reminders and instructions of use, recording and issuing of equipment	None	5 minutes per equipment	DRRM Staff Officer of the Day
3. Return the equipment.	Inspection and recording of equipment.	None (Payment for repair or actual cost if equipment is damaged)	5 minutes per equipment	DRRM Staff Officer of the Day
	TOTAL	None	25 minutes	



5. RESPONSE TO ACCIDENTS, EMERGENCIES, DISASTERS AND OTHER UNTOWARD INCIDENTS

Response to medical emergencies, vehicular accidents, maritime mishaps, fire incidents, flood, landslide, typhoon, earthquake, armed conflict and other incidents.

Office or Division:		Operations and Warning		
Classification:		Simple		
Type of Transaction:		G2C – Citizen		
Who may avail:		All persons within Quezon's Area of Responsibility (AOR)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Details of Incident (type of incident, location, number of persons injured, extent of injury and first aid given, the telephone number from where you calling, person who activated medical assistance must identify him/herself and drop the phone last)				
2. Referral Slip		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Actual report or call through communication hotlines	Receive actual report or call through communication hotlines.	None	1 minute	DRRM Staff Officer of the Day
	Validation of report.	None	1 minute	DRRM Staff Officer of the Day
	Dispatch of responders.	None	5 minutes	DRRM Staff Officer of the Day
	Travel of responders.	None	5 to 15 minutes (depending on the location of incident)	Responders
	Search, rescue and retrieval (SRR) operations, application of first aid and patient packaging.	None	5 to 15 minutes (depending on the extent, severity and number of persons involved in the incident)	Responders



	Transport of Patient:	None	5 to 15 minutes (depending on the location of incident)	Responders
	1. Within municipality			
	2. To Alabat Island District Hospital (AIDH)	None	15 to 25 minutes	Responders
	3. To Gumaca (higher facilities)	None (for indigent residents) ₱500.00 (patients' fuel share for non-indigent)	45 minutes to 1 hours (depending on sea condition)	Rescue Boat Captain, Crews and Responders
	TOTAL	None	22 minutes to 1 hour and 2 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Verbal (thru actual conversation or call via hotline) Written or Electronic (thru text message via hotline or message via Facebook page)
How feedbacks are processed	Reviewed by LDRRM Officer
How to file a complaint	Verbal (thru actual conversation or call via hotline) Written or Electronic (thru text via hotline or message via Facebook page)
How complaints are processed	Reviewed by LDRRM Officer and/or escalated to Grievance Committee
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
MDRRM Office	Municipal Compound, U. Camacho St., Brgy. 4 Poblacion, Quezon, Quezon	0926-003-8228 0948-323-2498 MHz 149.220



OFFICE OF THE MUNICIPAL ENGINEER

Supplemental Requirements	
<ul style="list-style-type: none"> - Photocopy of PRC ID of concerned engineers with 3 specimen of signatures - Photocopy of PTR of concerned engineers - Logbook (1 set) - Expanding Envelope (preferably plastic) and Ordinary Folder to contain application documents (1 set) - Special Power of Attorney and Authorization Letter in case applicant is not personally applying (1 original and 2 photocopies) - Tarpaulin Signage - Others 	<ul style="list-style-type: none"> - Concerned Engineers - Concerned Engineers - Applicant - Applicant - Applicant - Applicant

<p>Building Documents</p> <ul style="list-style-type: none"> - Detailed Building Plans (5 sets) - Detailed Building Cost (4 sets) - Technical Specifications (3 sets) - Structural Design Analysis (2 sets) <i>having two (2) storey</i> - Boring and Load Tests/ Geotechnical Investigation Report (2 sets) <i>having more than two (2) storey</i> - DOLE approved Construction Safety Health Program (2 sets) 	<p>Properly filled-up and duly signed and sealed by engineer concerned</p>
<p>Legal Documents (1 true copy and 3 photocopies each document)</p> <ul style="list-style-type: none"> - Title - Transfer Certificate of Title - Tax Declaration - Current Tax Receipt/ Certificate of Non-tax Delinquency - Barangay Certification (for unpatented lands) - A&D Cenro Certification - Deed of Sale (if not yet transferred) - Affidavit of Consent of Lot Owner (if the applicant is not registered lot owner) - Contract of Lease (in case of Land Lease) - Certificate of Registration & Board Resolution Authorization (in case of corporation/cooperative) - Others 	<ul style="list-style-type: none"> - Registry of Deeds (ROD) - Municipal Assessor - Municipal Treasurer - Barangay where it is located - CENRO - Applicant - Applicant - Applicant - Applicant

Office or Division :		Office of the Municipal Engineer	
Classification :		Complex	
Type of Transaction :		G2C - Government to Citizen	
Who may avail :		All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Permit Forms		Secure prescribed Building Permit Application Form/other related permit forms to the Office of the Municipal Engineer	
- Building Permit Forms (5 copies)		Properly filled-up application forms and duly signed and sealed by engineer concerned	
- Electrical Permit Forms (4 copies)			
- Sanitary/Plumbing Permit Forms (4 copies)			
- Mechanical Permit Forms (4 copies) <i>if needed</i>			
- Excavation Permit Forms (4 copies) <i>if needed</i>			
Clearances (1 original and 2 photocopies)			
- Locational Clearance		- Office of the Municipal Zoning Administration Office/MPDO	
- Fire Safety Clearance		- Quezon Fire Station	
- Written clearances from other agency to be secured whenever necessary		- Concerned Agencies	
*Road Right-of-Way		*DPWH	
*Waterway Clearance		*DPWH	
*Transmission Line Right-of-Way Clearance		*QUEZELCO	
*MGB-DENR Clearance		*DENR	
*LGU/Barangay Clearance		*LGU/Barangay where it is located	

Service Information

The Municipal Engineering Office is primarily responsible in the administration and implementation of infrastructure development and public works project of the Local Government Unit.

The Municipal Engineer is also mandated to act as the Local Building Official. As such, he shall be responsible in the enforcement of the provisions of the National Building Code (PD 1096) and its IRR, such as, but not limited to the administrative control and/ or supervision of all activities relating to the processing & issuance of Building Permits and Certificates of Occupancy covering the construction, addition, repair, renovation and/or demolition of buildings/structures within the locality.

Objective

- To initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in infrastructure development and public works in general of the local government unit;
- Advise the Mayor in infrastructure, public works and other engineering matters;
- Administer, coordinate, supervise and control the construction, maintenance, improvement and repair/rehabilitation of public buildings, roads and bridges and other engineering and public projects of the local government;
- Provide engineering services to the local government unit concerned including technical investigation and survey, engineering design, feasibility studies and project management;
- Strict and impartial enforcement of the provisions of Building Code and its IRR, as well as circulars, memoranda, opinions and decisions/orders issued pursuant thereto;
- Accomplish other duties and task of the Building Official as may be assigned by the DPWH Secretary from time to time;
- To exercise other powers and performance of such other duties and functions as may be prescribed by law or ordinance.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure prescribed Building Permit Application Form/other related permit forms together with the listing of required documents needed for the applicant to comply with.	Provide Building Permit Application Form/other related permit forms together with the listing of required documents needed for the applicant to comply with.		10 minutes	Alberto O. Parale In-Charge Building Permits
1.1. Secure verification and clearances to the concerned offices.	Applicant instructed to secure verification and clearances to the concerned offices.		10 minutes	Alberto O. Parale In-Charge Building Permits Paul Gerald B. Isla Engineering Assistant

1.5. Submit lacking requirements/ corrected plans/ documents	Review lacking documents/corrected plans submitted.		25 minutes	Alberto O. Parale In-Charge Building Permits
	Returned plans and documents, if the applicant submits document with deficiencies. (Proceed to step # 1.5)		15 minutes	Paul Gerald B. Isla Engineering Assistant Alberto O. Parale In-Charge Building Permits
	Issues order of payment, if the applicant complied with all the requirements. (Proceed to step # 2)	Base on the assessment fees (Revised Implementing Rules and Regulations of the National Building Code of the Philippines (P.D. 1096)	10 minutes	Paul Gerald B. Isla Engineering Assistant Alberto O. Parale In-Charge Building Permits
2. Proceed to the Municipal Treasurer Office for payment of fees				MTO

1.3. Follow-up status of the evaluation and assessment of application applied for.	Returned plans and documents, if the applicant submits document with deficiencies. (Proceed to step # 1.5)		15 minutes	Alberto O. Parale In-Charge Building Permits Engineering Assistant
1.4. Receive the plans and documents for correction	Issues order of payment, if the applicant complied with all the requirements. (Proceed to step # 2)	Base on the assessment fees (Revised Implementing Rules and Regulations of the National Building Code of the Philippines (P.D. 1096))	10 minutes	Alberto O. Parale In-Charge Building Permits Paul Gerald B. Isla Engineering Assistant

1.2. Submit the plans and required supporting documents for verification.	Conduct site validation or verifies lot plan, establish and determine setbacks/grades in relation to road lots, property lines, street or highways whether existing or proposed, including road widening and construction of various public utilities and other infrastructure project.	2 hours	Alberto O. Parale In-Charge Building Permits Paul Gerald B. Isla Engineering Assistant Engr. Drexler O.T. Oliveros Municipal Engineer/ Building Official
	Evaluates and assesses Line and Grade, Structural Plans and related documents.	1 hour	
	Evaluates architectural plans and related documents.	1 hour	
	Evaluates and assesses the plumbing/sanitary plans and related documents.	1 hour	
	Mechanical Engineer evaluates and assesses the mechanical plans and related documents.	1 hour	
	Evaluates and assesses the electrical plans and related documents.	1 hour	

3. Applicant claims approved permit	Processes the plans and pertinent documents for final approval of the building official.		30 minutes	Alberto O. Parale In-Charge Building Permits
	Building Official approves the building/ other related permit		10 minutes	Paul Gerald B. Isla Engr. Drexler O. Oliveros Municipal Engineer/ Building Official
	Release the approved permit		5 minutes	Alberto O. Parale In-Charge Building Permits Paul Gerald B. Isla Engineering Assistant



OFFICE OF THE MUNICIPAL HEALTH OFICER



TANGGAPAN NG PAMBAYANG MANGGAGAMOT RURAL HEALTH UNIT – QUEZON, QUEZON

Tanggapan ng Pambayang Manggagamot (MUNICIPAL HEALTH OFFICE)

Rural Health Unit (Main Health Center)

Municipal Compound

U. Camacho St., Barangay 3, Quezon, Quezon

Satellite BHS:

- Barangay 1 to 6

Barangay Health Station Silangan

Along the Sabang – Poblacion Farm to Market Road

Barangay Silangan, Quezon, Quezon

Satellite BHS:

- Barangay Gumubat
- Barangay Villa Mercedes
- Barangay Villa Francia

Barangay Health Station Villa Belen

Along the Sabang – Poblacion Farm to Market Road

Barangay Villa Belen, Quezon, Quezon

Satellite BHS:

- Barangay Argosino
- Barangay Villa Belen
- Barangay Villa Gomez
- Barangay Del Pilar
- Barangay Sabang

Barangay Health Station Cagbalogo

Along the National Highway – connecting Quezon, Quezon to Alabat, Quezon

Barangay Cagbalogo, Quezon, Quezon

Satellite BHS:

- Barangay Caridad
- Barangay Tagkawa
- Barangay Cometa
- Barangay Apad

Barangay Health Station Guinhawa

Along the National Highway – connecting Quezon, Quezon to Alabat, Quezon

Barangay Guinhawa, Quezon, Quezon

Satellite BHS:

- Barangay Guinhawa
- Barangay Montaña
- Barangay Mascariña
- Barangay Magsino

Para sa anumang katanungan o komento ukol sa tanggapan, mga personnel, pang araw-araw na schedule at mga serbisyo ng RHU Quezon, Quezon tawagan o mag-email kay:

Dr. Jeremiah Carlo V. Alejo (Municipal Health Officer)

Gng. Ayra Diana Dael-Cantos, RN (Public Health Nurse) Sa: 09228696881 at sa rhuquezon2@yahoo.com.ph



Frontline Services (Mga Pangunahing Serbisyong Ibinibigay ng Tanggapan)

SERBISYO NG PAGBABAKUNA (IMMUNIZATION SERVICES)

TUNGKOL SA SERBISYO:

- Para kanino at ano ang serbisyo?
 - Sanggol na edad 0 (pagkapanganak) hanggang 11 buwang gulang
 - Nagbibigay ng bakuna laban sa mga *vaccine preventable diseases* na Tuberculosis, Measles/Tigdas, Polio, Diptheria, Pertussis, Tetanus, Mumps/Beke, Hepatitis B, Rotavirus
 - Mga babaeng nagdadalangtao
 - Nagtuturok ng anti tetano sa buntis sa kanilang prenatal check-up upang maprotektahan ang ipapanganak na sanggol laban sa Tetanus Neonatorum
 - Mga nasugatang edad 10 taong gulang pataas
 - Kasama sa regular na konsultasyon; ang sinumang nasugatan ay susuriin kung kailangang mabigyan ng karagdagang bakuna laban sa tetano.
- Walang bayad ang serbisyong ito.
- Schedule ng Serbisyo:
 - RHU Main
 - Sanggol (0-11 buwan): Miyerkules 8:00am -12:00nn; 1:00pm-5:00pm
 - Buntis: Tuwing Martes ng hapon; 1:00pm-5:00pm
 - Mga nasugatan: Lunes-Biyernes; 8:00am-12:00nn; 1:00pm-5:00pm
 - Barangay Health Station
 - Sa buwanang paggdalaw ng Rural Health Midwife

KABUUANG ORAS NA GUGUGULIN PARA SA SERBISYO: 15 Minuto

MGA HAKBANG NA SUSUNDIN	ORAS SA BAWAT HAKBANG	TAONG NAMAMAHALA
Registration: Aalamin at tutukuyin ng Midwife on Duty, Nurse o mga HRH (DOH-Human Resource for Health) ang kabuuang datos ng pasyente at isusulat ito sa talaan/immunization card/chart.	7 minuto	Aida P. Maningas, RM Midwife 2 Diosa O. Fuertes, RM Midwife 2 Rhona P. Canimo, RM Midwife
Pagbabakuna: Matapos ang masinop at mahusay na interview at eksaminasyon sa pasyente, ito ay babakunahan na ng Health Personnel on Duty gamit ang Standard Immunization Practices.	3 minuto	
Pagpapayo: Pagkatapos maibigay ang bakuna, magbibigay ng payo ang Health Personnel on Duty sa pasyente. Kailangang kasama sa pagpapayo ang mga dapat gawin ng pasyente pagkatapos niyang mabakunahan at ang susunod na schedule/follow up ng bakuna kung mayroon man.	5 minuto	



SERBISYO NG PAGPAPAKONSULTA (PATIENT CONSULTATION SERVICES)

TUNGKOL SA SERBISYO:

- Para kanino at ano ang serbisyo?
 - Ang serbisyo ay ibibigay sa lahat ng mamamayan ng Quezon, Quezon; permanente man o transient; na mangangailangan ng atensiyong medikal para sa anumang karamdaman.
 - Ang pangunahing serbisyong ibibigay ay nasa antas ng medisina na kung tawagin ay General Practice at Outpatient Care.
 - Hangga't maaari, hindi mag-aadmit (kasong pang-ospital) ng pasyente sa RHU/BHS dahil halos wala itong kakayahan at personnel para rito
 - Ang anumang kasong "emergency" ay lalapatan lamang ng pangunang lunas (first aid) hanggang matukoy na ligtas nang maililipat ang pasyente sa ospital.
 - Hindi mag-oopera sa RHU liban lamang sa mga minor outpatient surgical procedure gaya ng pagtutuli, pagtatahi ng sugat, pag-alis ng maliliit na bukol at iba pa.
- Walang bayad ang serbisyong ito.
- Schedule ng Serbisyo:
 - RHU Main
 - Lunes hanggang Biyernes; 8:00am hanggang 12:00nn lamang ang regular na konsultasyon.
 - Kasong Emergency: Araw-araw; 8:00am hanggang 5:00pm
 - Sabado/Linggo/Araw na walang pasok/Oras na labas sa nakatakdang oras ng pagpasok (after 5pm): On call at emergency lamang
 - BHS
 - Gaya ng sa RHU main ngunit sa panahon lamang ng buwanang pagbisita ng midwife ang regular na konsultasyon.

KABUUANG ORAS NA GUGUGULIN PARA SA SERBISYO: 10 hanggang 20 minuto depende sa kaso

MGA HAKBANG NA SUSUNDIN	ORAS SA BAWAT HAKBANG	TAONG NAMAMAHALA
Registration: Magpapatala ang pasyente sa pang-araw araw na talaan (Daily D) ng RHU/BHS. Pagkatapos nito'y kukunin ang kanyang record/chart mula sa taguan.	2 minuto	Ayra Diana D. Cantos, RN Public Health Nurse Aida P. Maningas, RM Midwife 2 Diosa O. Fuertes, RM Midwife 2 Rhona P. Canimo, RM Midwife
Triage: Aalamin ng nakaduty na Midwife, Nurse o Health Personnel sa Triage ang dahilan ng pagkonsulta ng pasyente at itatala ito sa chart. Kukuhanan rin ito ng Vital Signs. Kung emergency ang kaso, ipapasok agad ang pasyente sa RHU upang malapatan ng lunas. Kung hindi naman, siya ay bibigyan ng number at papipilahin sa pila ng konsulta.	3 minuto	
Konsultasyon sa Health Personnel: Ayon sa pagkakasunod-sunod ng numerong ibinigay		

sa triage, titingnan muna ng mga health personnel on duty (Nurse, midwife, atbp) ang pasyente. Ang lahat ng datos ng, gamutan at pagpapayo sa pasyente ay itatala sa chart nito. Kung simple lamang ang karamdaman at kaya nang gamutin ng tuminging health personnel (na may regular na pag-aaral at pagsasanay sa ilalim ng Municipal Health Officer), hindi na ito kailangang i-refer sa duktore at pupunta na sa huling hakbang.	5 hanggang 10 minuto	
Konsultasyon sa MHO/Duktor: Kung matutukoy ng Health Personnel on Duty na nangangailangan ng mas masusing eksaminasyon at gamutan ang pasyente, kanya itong i-rerefer sa MHO/Pambayang manggagamot na siyang titingin dito. Kung galling sa linang ang pasyente, ito ay kailangang may referral form na galing sa Health Personnel on Duty.	Di bababa ng 10 minuto upang matiyak na nasuring mabuti ang pasyente	Jeremiah Carlo V. Alejo, MD,MCD Municipal Health Officer
Interview, Eksaminasyon, Paggagamot at Pagpapayo sa Pasyente: Health Personnel: <ul style="list-style-type: none"> • Interview at eksaminasyon ng pasyente • Tamang diagnosis at gamutan ng pasyente ayon sa impormasyon at datos na nakalap • Tamang pagpapayo at pag-schedule ng follow-up ng pasyente • Pagbibigay ng available na gamot sa pasyente • Kung kailangang dalhin ang pasyente sa ospital, gagawa ng kumpletong referral slip na ipapadala sa pasyente 	Hindi bababa ng 5 minuto (ibang health personnel) Hindi bababa ng 10 minuto kung ni-refer (MHO/Duktor)	Jeremiah Carlo V. Alejo, MD,MCD Municipal Health Officer Ayra Diana D. Cantos, RN Public Health Nurse Aida P. Maningas, RM Midwife 2 Diosa O. Fuertes, RM Midwife 2 Rhona P. Canimo, RM Midwife
Ilang Paalala: <ul style="list-style-type: none"> • Laging uunahin ang mga kasong emergency anumang dami ng nakapila pang regular na pasyente • Matagal nang tuntunin sa RHU ang hindi pagtanggap ng regular na konsultasyon sa hapon (1pm-5pm). Alam na ito ng higit na nakararaming mamamayan ng Quezon, Quezon. Mahalagang libre ang hapon ng RHU personnel para sa paglaplano ng mga programang pangkalusugan ng bayan, gawaing administratibo't teknikal, patuloy na pagsasanay ng RHU personnel at pagsasakatuparan ng iba't ibang programang pangkalusugan ng DOH at LGU 		



SERBISYO PARA SA MGA NAGDADALANTAO AT BAGONG PANGANAK NA SANGGOL (MATERNAL AND NEONATAL CARE SERVICES)

TUNGKOL SA SERBISYO:

- Para kanino at ano ang serbisyo?
 - Nagbibigay ang Tanggapan ng Pambayang Manggagamot ng komprehensibo, napapanahon at mahusay na serbisyong medikal sa mga sumusunod:
 - Mga nagdadalantaong kababaihan, anuman ang edad at estado sa buhay
 - Mga bagong panganak at nagpapasusong kababaihan
 - Mga bagong panganak na sanggol
 - Mga ama at iba pang katuwang sa pag-aaruga sa buntis, bagong panganak at sa mga sanggol
- Walang bayad ang serbisyong ito.
- Schedule ng Serbisyo:
 - Prenatal Care
 - RHU Main: Tuwing Martes, 1:00pm – 5:00pm
 - BHS: ayon sa buwanang paggdalaw ng Rural Health Midwife sa kanilang nasasakupang lugar
 - Postnatal Care
 - Sa loob ng 24 oras pagkapanganak (unang bisita) at 1 linggo matapos manganak (ikalawang pagbisita)
 - Intrapartum Care
 - On call status ng RHU Quezon, Quezon Birthing Home

KABUUANG ORAS NA GUGUGULIN PARA SA SERBISYO:

- Prenatal Care (bago manganak): 15 hanggang 20 minuto depende sa kaso
- Intrapartum Care (Mismong Panganganak): 1 oras o higit pa depende sa kaso
- Postnatal Care (pagkatapos manganak): 10 hanggang 15 minuto depende sa kaso

PRENATAL CARE

MGA HAKBANG NA SUSUNDIN	ORAS SA BAWAT HAKBANG	TAONG NAMAMAHALA
Registration: Aalamin at tutukuyin ng Midwife on Duty, Nurse o mga HRH(DOH-Human Resource for Health) ang kabuuang datos ng buntis at isusulat ito sa talaan chart ng pasyente. Mahalagang malaman ang tantiyadong edad ng pagbubuntis at petsa ng panganganak. Kasama na rito ang pagkuha ng vital signs	3 minuto	Aida P. Maningas, RM Midwife 2 Diosa O. Fuertes, RM Midwife 2 Rhona P. Canimo, RM Midwife
Interview at Eksaminasyon: Health Personnel on Duty (kadalasan Midwife): <ul style="list-style-type: none"> • Tingnan ang vital signs ng buntis at tugunan kung may problema • Magsasagawa ng kabuuang eksaminasyon upang tukuyin kung may iba pang karamdaman ang buntis • Magsasagawa ng eksaminasyon ng tiyan, suso at kung kinakailangan 	7 minuto	

maging ari at pwerta ng buntis at tutugunan kung may problema		
Paggagamot at Pagpapayo: Pagkatapos ng eksaminasyon, magbibigay ng payo ang Health Personnel on Duty sa pasyente. Kailangang kasama sa pagpapayo ang mga dapat gawin ng pasyente para sa kanyang pagbubuntis, anumang gamot na iinumina/susundin at ang susunod na schedule/follow up ng prenatal kung mayroon man. Igagawa rin ng referral slip ang buntis kung kinakailangan.	5 minuto	

INTRAPARTUM CARE (QUEZON, QUEZON BIRTHING HOME)

MGA HAKBANG NA SUSUNDIN	ORAS SA BAWAT HAKBANG	TAONG NAMAMAHALA
Registration: Aalamin at tutukuyin ng Midwife on Duty, Nurse o RN HEALS ang kabuuang datos ng buntis at isusulat ito sa talaan chart ng pasyente. Babasahin ang record ng buntis na nasa RHU. Kung ang pasyente ay walang record at maaari pang ilipat sa ospital, siya ay ililipat para na rin sa kanyang kaligtasan. Mahalagang malaman ang tantiyadong edad ng pagbubuntis at petsa ng panganganak. Kasama na rito ang mabilis na pagkuha ng vital signs at pagtukoy ng mga panganib sa panganganak	5 minuto	Aida P. Maningas, RM Midwife 2 Diosa O. Fuertes, RM Midwife 2 Rhona P. Canimo, RM Midwife
Interview at Eksaminasyon: Health Personnel on Duty (kadalasan Midwife): <ul style="list-style-type: none"> Tingnan ang vital signs ng buntis at tugunan kung may problema Magsasagawa ng kabuuang eksaminasyon upang tukuyin kung may iba pang karamdaman ang buntis Magsasagawa ng eksaminasyon ng tiyan, suso at kung kinakailangan maging ari at pwerta ng buntis at tutugunan kung may problema Magsasagawa ng Internal Examination (IE) upang tukuyin kung manganganak na nga ba o hindi ang pasyente I-refer ang pasyente sa duktore o ospital ayon sa pangangailangan at sitwasyon 	10 minuto	
Pagpapaaanak: Kapag natapos na ang interview at eksaminasyon at natukoy na normal na pagdadalangtao ang kaso, papaanakin ang buntis sa Birthing Home ayon sa alituntunin at pamantayan ng DOH sa mga pasilidad na BEmONC. Kung risk pregnancy ang kaso, ito ay hindi papaanakin at ililipat sa ospital hangga't maaari pang ilipat. Kung sa anumang kadahilanan ay mapaanak na ang pasyenteng risk pregnancy, matapos manganak ay dadalhin pa rin ang nanganak at kanyang sanggol sa ospital.	20 hanggang 30 minuto o higit pa ayon sa kaso	
Pagpapayo: <ul style="list-style-type: none"> Tamang pangangalaga ng katawan ng 		

<p>bagong panganak</p> <ul style="list-style-type: none"> • Tuturuan ng tamang paraan ng pagpapasuso ng mga sanggol • Tamang paraan ng pag-aalaga sa bagong panganak na sanggol. • Pagpapaalala ng kahalagahan ng kumpletong pagpapabakuna at schedule nito. 	<p>10 minuto</p>	
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SERBISYONG PARA SA PAGPAPLANO NG PAMILYA (FAMILY PLANNING SERVICES)

TUNGKOL SA SERBISYO

- Para kanino at ano ang serbisyo?
 - Para sa mga mamamayan ng Quezon, Quezon permanente man o pansamantalang residente.
 - Mga kababaihang nasa edad na maaring magdalangtao (reproductive age group); karaniwa'y 15-45 ngunit maaaring mas bata o mas matanda ayon sa sitwasyon.
 - Mag-asawa o nagsasamang lalaki at babae na naghahangad magplano ng kanilang pamilya.
 - Family Planning Program
 - Basic na edukasyon, kaalaman at pagpapayo tungkol sa pagplaplan ng pamilya
 - Pagbibigay at pagreseta ng angkop na pamamaraan ng pagpaplan ng pamilya (family planning commodities)
 - Pagbibigay ng tamang impormasyon sa iba't ibang pamamaraan ng pagplaplan ng pamilya; natural, traditional, artipisyal o modern man ang mga ito.
 - Kaukulang atensiyong medikal kung magkakaroon ng problema sa paggamit ng kahit anumang pamamaraan ng pagplaplan ng pamilya
- May bayad ang ibang mga pamamaraan para sa pagpaplan ng pamilya. Magtanong sa Midwife kung ano ang may bayad at ano ang libre.
- Schedule ng Serbisyo:
 - RHU Main:
 - Araw-araw kasabay ng regular na konsultasyon
 - Kasabay ng Family Planning Counseling na ginagawa bilang Premarital Counseling requirement ng ikakasal tuwing Miyerkules ng hapon.
 - BHS:
 - Kasabay ng buwanang pagdalaw ng Midwife sa kanilang nasasakupang lugar.

KABUUANG ORAS NA GUGUGULIN PARA SA SERBISYO: 20 minuto

MGA HAKBANG NA SUSUNDIN	ORAS SA BAWAT HAKBANG	TAONG NAMAMAHALA
Registration at Screening: Aalamin at tutukuyin ng Midwife on Duty, Nurse o RN HEALS ang kabuuang datos ng pasyente at magsasagawa ng screening gamit ang checklist sa Family Planning Service Record. Matapos mailahad ng midwife ang lahat ng pagpipilian sa pasyente at mapagusapan nila ang kabutihan at kasamaan ng bawat isa, pipili ang pasyente ng pamamaraang angkop sa kanya.	10 minuto	Aida P. Maningas, RM Midwife 2 Diosa O. Fuertes, RM Midwife 2 Rhona P. Canimo, RM
Pagbibigay ng Serbisyo, Pagpapayo: Health Personnel on Duty (kadalasan Midwife): <ul style="list-style-type: none"> • Ibibigay ng nakaduty ang napiling 	10 minuto	

<p>pamamaraan sa pasyente</p> <ul style="list-style-type: none"> • Kokolektahin ang bayad at itatala sa record kung kinakailangan. • Muling magpapayo ang health personnel tungkol sa napiling pamamaraan. • Tutukuyin at sasabihin sa pasyente ang susunod nitong follow-up check-up. 		Midwife
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SERBISYONG PARA SA PAGGAMOT NG TUBERCULOSIS (DOTS PROGRAM FOR TB, TB IN CHILDREN AND MULTI-DRUG RESISTANT TB)

TUNGKOL SA SERBISYO

- Para kanino at ano ang serbisyo?
 - Ang Tanggapan ng Pambayang Manggagamot ang namamahala sa programa ng DOH kontra TB sa antas na local.
 - Layunin ng programa ang tukuyin at gamutin ang mga pasyenteng may sakit na Tuberculosis
 - Libre ang mga gamot at gamutan para sa Tuberculosis
 - Ang maaaring makatanggap ng serbisyong ito ay ang mga mamamayan ng Quezon, Quezon; bata man o matanda; permanente man o pansamantalang residente; na magkakaroon ng mga sumusunod na sintomas at mapapatunayang mayroon ngang sakit na Tuberculosis
 - Ubo nang 2 linggo o higit pa
 - Lagnat
 - Di maipaliwanag na pagbaba ng timbang
 - Hindi maipaliwanag na hindi pagbigat ng sanggol/bata
 - Pananakit ng likod o dibdib
 - Plemang may bahid na dugo o pag-ubo ng dugo
 - Kawalan ng ganang kumain
 - Madaling pagkapagod
- Schedule ng Serbisyo
 - RHU Main
 - Araw-araw sa oras ng regular na konsultasyon para sa unang konsulta
 - Tuwing ikalawang Martes ng buwan – check-up ng naggagamutan na ng DOTS
 - Pagbibigay at direktang pagpapainom ng gamot: 8:00am; Lunes hanggang Biyernes
 - BHS
 - Sa panahon ng buwanang paggdalaw ng mga midwife sa kanilang nasasakupang area
 - Pagbibigay at direktang pagpapainom ng gamot: araw-araw ayon sa usapan ng pasyente at kanyang treatment partner (sa linang)

KABUUANG ORAS NA GUGUGULIN PARA SA SERBISYO: 45 minuto hanggang 1 oras

MGA HAKBANG NA SUSUNDIN	ORAS SA BAWAT HAKBANG	TAONG NAMAMAHALA
Registration: Aalamin at tutukuyin ng Midwife on Duty, Nurse o RN HEALS ang kabuuang datos ng pasyente at isusulat ito sa talaan/record/chart. Dito na rin tutukuyin ang vital signs ng pasyente	5 minuto	Ayra Diana D.Cantos , RN Public Health Nurse NTP-TB DOTS Coordinator
Pagpapayo para sa Pagkulekta ng Plema: Matapos ang masusing eksaminasyon sa pasyente at matutukoy na nangangailangan itong masuri para sa sakit na TB, ito ay tuturuan	5 minuto	

kung papaano ang pagkolekta ng kanyang plema.		
<p>Pagkolekta at Pagsuri ng Plema: Ang Health Personnel on Duty ay kokolekta ng plema mula sa pasyente at siya niyang ipapasa sa Microscopist para suriin.</p> <p>Sasabihin sa pasyente kung kailan lalabas ang resulta ng eksaminasyon.</p> <p>Susuriin ng Microscopist ang plema ng pasyente ayon sa Standard Operating Procedure</p>	5 minuto	<p>Ayra Diana D. Cantos , RN Public Health Nurse NTP-TB DOTS Coordinator</p> <p>Diosa O. Fuertes, RM Midwife 2 Microscopist</p>
<p>Enrollment ng Pasyente sa NTP: NTP Coordinator/Health Personnel on Duty:</p> <ul style="list-style-type: none"> • Ang pasyenteng matutukoy na positibo sa TB base sa resulta ng pagsusuri ng plema, X-ray, pagsusuri ng MHO/MD at rekomendasyon ng TBDC ay ipapasok sa programa • Gagawan ng NTP record/card ang pasyente at bibigyan ito ng sarili niyang kopya • Bago umpisahan ang mismong gamutan, magsasagawa ng TB health education session/TB DOTS orientation para sa pasyente at mga kaanak/kasama nito • Bibigyan ang pasyente ng unang dosage ng kanyang mga gamot para sa TB. Sa harap mismo ng health worker iinumina ng pasyente ang gamot. • Papayuhan ang pasyente tungkol sa kanyang pang araw araw na gamutan, supply ng gamot, schedule ng check-up at schedule ng pagpasa ng follow-up na eksaminasyon ng plema. 	30-45 minuto	<p>Ayra Diana D. Cantos , RN Public Health Nurse NTP-TB DOTS Coordinator</p> <p>Jeremiah Carlo V. Alejo,MD,MCD Municipal Health Officer</p>



SERBISYONG PAGKUHA NG MEDICAL/HEALTH CERTIFICATE (SECURING A MEDICAL/HEALTH CERTIFICATE)

TUNGKOL SA SERBISYO

- Para kanino at ano ang serbisyo?
 - May mga institusyon, ahensiya, atbp na nanghihingi ng medical/health certificate mula sa mga mamamayan ng Quezon sa anumang legal na kadahilanan. Maaari itong makuha mula sa Tanggapan ng Pambayang Manggagamot
 - Nagbibigay din ng Medicolegal Certificate/Examination ang RHU. Ito ay ibibigay lamang kung may karampatang pormal na kahilingan/request mula sa tamang kinauukulan.
 - Ang Duktur lamang ang maaaring pumirma sa health/medical/medicolegal certificate
- May bayad ang serbisyonang ito
 - Simpleng Medical/Health Certificate: 50 pesos
 - Medicolegal – Walang bayad (kasama na sa pondo ng RHU)
- Schedule ng Serbisyo
 - RHU Main
 - Simpleng Medical/Health Certificate: sa panahon ng regular na konsulta
 - Medicolegal: Ayon sa tawag ng pangangailangan/kaso

KABUUANG ORAS NA GUGUGULIN PARA SA SERBISYO: 10 minuto (simpleng health/medical certificate); depende sa kaso kapag medicolegal

MGA HAKBANG NA SUSUNDIN	ORAS SA BAWAT HAKBANG	TAONG NAMAMAHALA
Registration: Aalamin at tutukuyin ng Midwife on Duty, Nurse o mga HRH (DOH-Human Resource for Health) ang kabuuang datos ng pasyente at isusulat ito sa talaan/record/chart	3 minuto	Ayra Diana D. Cantos, RN Public Health Nurse Aida P. Maningas, RM Midwife 2 Diosa O. Fuertes, RM Midwife 2 Rhona P. Canimo, RM Midwife
Pag-refer sa MHO: Matapos ang masinop at mahusay na interview at eksaminasyon sa pasyente, ito ay irerefer na sa MHO/Duktur para sa mas masusing eksaminasyon	2 minuto	
Pag-issue ng Health/Medicolegal Certificate: Magsasagawa ng mas masusing eksaminasyon at interview ang MHO. Magre-release ng pirmadong health certificate kung walang ibang problemang medikal ang pasyente. Kung may matutukoy na karamdaman, gagamutin muna ang pasyente bago ito mabigyan ng health certificate.	5 minuto	Jeremiah Carlo V. Alejo, MD, MCD Municipal Health Officer



SERBISYONG TUNGKOL SA MGA USAPIN AT REKLAMONG PANG-SANIDAD (FILING AND PROCESSING OF SANITATION/ENVIRONMENTAL HEALTH RELATED CONCERNS)

TUNGKOL SA SERBISYO

- Para kanino at ano ang serbisyo?
 - Ang Tanggapan ng Pambayang Manggagamot ang tumatanggap sa mga pormal na reklamo tungkol sa mga usaping sanidad/pangkapaligirang kalusugan. Ito ang namamahala sa paglutas at pagsasagawa ng aksyon tungkol sa mga ito.
- Schedule ng serbisyo:
 - RHU Main
 - Lunes hanggang Biyernes; 8:00am hanggang 5:00pm

KABUWANG ORAS NA GUGUGULIN PARA SA SERBISYO: Magsasagawa na ng imbestigasyon sa loob ng 2 oras.

MGA HAKBANG NA SUSUNDIN	ORAS SA BAWAT HAKBANG	TAONG NAMAMAHALA
Pagtanggap sa Reklamo: Tatanggapin ng Sanidad ang reklamo at magsasagawa ng interview ng tao/institusyong nagrereklamo	7 minuto	Mercedita Alibarbar, RN Rural Sanitary Inspector
Pagiimbestiga: Magsasagawa ng imbestigasyon ang Sanidad sa pamamagitan ng pagpunta sa lugar/institusyong/gusaling inirereklamo, pag-alam ng lahat ng impormasyon ukol sa kaso.	30 minuto	
Paglutas sa Problema: Amicable Settlement – sisikapin muna ng sanidad na maresolba ang issue sa lebel ng mga partidong sangkot sa reklamo. Issuance of Sanitary Order – kung hindi magagawan ng solusyon ang issue sa lebel ng mga nagrereklamo at inirereklamo, iaakyat ng sanidad ang usapin sa tanggapan ng MHO. Base sa magiging rekomendasyon ng Sanidad, maglalabas ng Sanitary Order ang MHO	60 minuto	Mercedita Alibarbar, RN Rural Sanitary Inspector Jeremiah Carlo V. Alejo, MD, MCD Municipal Health Officer
Pag-refer ng Usapin sa Naaayong Ahensiya: kung hindi pa rin susunod ang mga partidong sangkot sa inilabas na Sanitary Order, gagawa irerefer ng RHU ang kaso sa naangkop na local na ahensiya kasama ng rekomendasyon nito.	5 minuto	



**SERBISYONG PAGBIBIGAY NG SANITARY PERMIT PARA SA MGA ESTABLISHMENTONG KOMERSYAL
(SECURING SANITARY PERMIT FOR BUSINESS ESTABLISHMENTS)**

TUNGKOL SA SERBISYO

- Para kanino at ano ang serbisyo?
 - Ang lahat ng establishmentong komersiyal sa Quezon, Quezon ay kinakailangang magkaroon ng Sanitary Permit para makumpleto ang mga requirement bago mabigyan ng Business Permit. Ginagawa ito upang matiyak na ang establishmento/negosyo ay tumatakbo ng naayon sa Sanitation Code(PD 856) ng Pilipinas at iba pang mga local na ordinansang pangkalusugan.
- May bayad ang serbisyon ito ayon sa Municipal Tax Code. Babayaran ito sa Tanggapan ng Pambayang Ingat-Yaman
- Requirements:
 - Application Form for Business License/Mayor's Permit
 - Locational Clearance
 - Laboratory Results para sa:
 - Food Handlers/Establishmentong nagbebenta ng pagkain at inumin (lahat ng tauhan na direktang humahawak/naghahanda ng pagkain)
 - Chest X-ray
 - Stool Exam
 - Videoke Girls (mga kababaihang nagtratabaho sa mga bahay aliwan/videoke bar)
 - Chest X-ray
 - Vaginal Smear (tuwing 2 linggo)
 - VDRL/RPR
 - HbSAg (Hepatitis B Surface Antigen)
- Schedule ng Serbisyo:
 - RHU Main
 - Tuwing Enero hanggang Marso (1st quarter) ng bawat taon; Lunes hanggang Biyernes; 8:00am-5:00pm

KABUUANG ORAS NA GUGUGULIN PARA SA SERBISYO: 25 minuto (para sa

MGA HAKBANG NA SUSUNDIN	ORAS SA BAWAT HAKBANG	TAONG NAMAMAHALA
Site Inspection (Para sa mga Dati nang Establishment): Kasama ang Municipal Joint Inspection Team, iikutan na ng mga sanidad ang mga dati nang establishmento tuwing Disyembre upang ma-inspeksyon ang mga ito bago ang renewal period para sa business permit sa susunod na taon. Site Inspection (Para sa Bagong Establishment): Kasama ang Municipal Joint Inspection Team, mag-iinspeksyon sa plano pa lamang na itatayong establishmento, lugar na pagtatayuan at habang ito'y itinatayo.	Di bababa sa 20 minuto	Mercedita Alibarbar, RN Rural Sanitary Inspector

<p>Application: Ang may-ari ng etsabishmentong komersiyal ay kukuha ng mga dokumentong kailangan para sa business permit mula sa tanggapan ng Pambayang Ingat-yaman</p> <p>Matapos mapunuan ng kailangang datos ang mga dokumento, ipapasa ito sa Sanidad para masuri kung wasto at kumpleto.</p>	7 minuto	
<p>Review and Assessment of Documents: Irereview ng Sanidad ang mga dokumento. Aalamin ang dami ng mga tauhan na nangangailangan ng mga laboratory request, atbp para malaman kung ilang health certificate ang kakailanganin at magkano ang babayaran.</p>	3 minuto	
<p>Processing: Matapos masuri ang mga dokumento, sisimulan na ng Sanidad ang pagproseso sa mga ito; mag-issue ng mga pormas ng Sanitary Permit at Health Certificate.</p>	5 minuto	
<p>Pagbabayad para sa Sanitary Permit at Health Certificate: Pumunta sa Tanggapan ng Pambayang Ingat-yaman upang magbayad.</p>	3 minuto	<p>Julia Ursua Municipal Treasurer</p>
<p>Approval: Matapos makumpleto ang pagproseso at pagbabayad, ibabalik sa Sanidad ang mga dokumento upang maipasa ito sa MHO para sa pirma.</p>	2 minuto	<p>Jeremiah Carlo V. Alejo,MD,MCD Municipal Health Officer</p>



TANGGAPAN NG PAMBAYANG MANGGAGAMOT
Rural Health Unit
Quezon, Quezon

Preventive and Primary Care Services

Oras ng Opisina:

- **LUNES HANGGANG BIYERNES** 8:00am hanggang 5:00pm

Pangkalahatang Serbisyong Ibinibigay

- **LUNES HANGGANG BIYERNES**
 - Mga kasong hindi emergency 8:00am hanggang 12:00nn
 - Konsulta ng may sakit
 - Wellness consults
 - Family planning services
 - Regular na pagkuha ng Presyon
 - Body Measurements
 - Regular na Pagsusuri ng Suso
 - Breastfeeding Counseling/Program Implementation
 - Counseling for Lifestyle Modification
 - Smoking Cessation
 - Digital Rectal Examination
 - Mga kasong emergency 8:00am hanggang 5:00pm
 - On call sa mga panahong walang pasok; outside office hours
 - Pagpapaaanak 8:00am hanggang 5:00pm
 - On call sa mga panahong walang pasok; outside office hours
- **MARTES**
 - Araw ng Buntis 1:00pm hanggang 5:00pm
- **MIYERKULES**
 - Pagbabakuna 8:00am hanggang 5:00pm
 - Premarital Counseling 1:00pm hanggang 5:00pm
- **HUWEBES**
 - Family Development Sessions 1:00pm hanggang 5:00pm
 - Patient Education Sessions
- **BIYERNES**
 - Family Development Sessions 1:00pm hanggang 5:00pm
 - Patient Education Sessions



OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

Service Information

Office of the Municipal Planning and Development Coordinator, Pursuant to RA 7160 the primary Objectives are:

1. Provide assistance in the development and progress along the areas of development such as agricultural, infrastructure, fiscal management and other socio-economic programs of the municipality.
2. Coordinate and integrate planning implementation and evaluation of economic and social development projects.

Functions/Programs and Projects

1. Provide assistance in the development and formulation of a realistic and comprehensive development plan and other development planning and activities in accordance with the local needs and available resources.
2. Formulate integrated economic, social, physical and other related development plans and policies for consideration of the Local Development Council.
3. Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies.
4. Monitor and evaluate implementation of the different development programs, projects and activities in the local government unit in accordance with the approved development plan.
5. Analyze income and expenditure patterns and formulate and recommend fiscal plans and policies for consideration of the Finance Committee of the local government.
6. Promote peoples participation in development planning with the local government unit.
7. Exercise supervision and control over the secretariat of the Local Development Council.
8. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.
9. Attended biddings of supply of materials, labor and equipment of different projects, purchase of medicines, equipments and other supplies needed in the operation of the Municipality as one of the Member of Bids and Awards Committee.

In additional support services, the Office of the Municipal Planning and Development Coordinator shall be deputized as the Office of the Zoning Administrator and shall render services:

1. Securing Certificate of Site Zoning Classification
2. Securing Zoning Clearance for Business Permit
3. Securing Clearance for Building Permit

Office or Division :	Office of the Municipal Planning and Development Coordinator
Classification :	Complex
Type of Transaction :	G2C - Government to Citizen
Who may avail :	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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ISSUANCE OF ZONING CERTIFICATION	
a. Duly accomplished and notarized Zoning Application Form b. Duly accomplished Pro-Forma Affidavit Form c. Certified True Copy of Transfer Certificate of Title d. Certified True Copy of Tax Declaration e. Current Tax Receipt of Non-Tax Delinquency Certificate f. Barangay/Assessor's Certification if Lot is Not Titled g. CENRO Certification if Lot is Not Titled h. Deed of Sale if applicable	- Applicant/Client/Owner - Applicant/Client/Owner - Municipal Assessor - Municipal Assessor - Municipal Treasurer - Municipal Assessor/Barangay Captain - CENRO DENR - Applicant/Client/Owner

ISSUANCE OF LOCATIONAL ZONING CLEARANCE FOR RESIDENTIAL /APARTMENTS/TOWNHOUSES/DORMITORIES, INSTITUTIONAL, COMMERCIAL, INDUSTRIAL/AGRO-INDUSTRIAL PROJECTS	
a. Duly accomplished and notarized Locational Clearance Application Form b. Duly accomplished Pro-Forma Affidavit Form c. Certified True Copy of Transfer Certificate of Title d. Certified True Copy of Tax Declaration e. Current Tax Receipt of Non-Tax Delinquency Certificate f. Barangay/Assessor's Certification if Lot is Not Titled g. CENRO Certification if Lot is Not Titled h. Deed of Sale if applicable i. Affidavit of Consent if applicable j. Contract of Lease if applicable k. Copy of Building Plan containing Perspective/Site development Plan and vicinity map duly signed and sealed by an Architect or Civil Engineer l. Bill of materials m. Road-Right-of-Way Clearance from DPWH or PEO if applicable n. Waterway Clearance if applicable o. Watershed Clearance if applicable p. Authority to process and follow-up application if applicant is not the owner r. Photocopy of Approved Subdivision Plan	- Applicant/Client/Owner - Applicant/Client/Owner - Municipal Assessor - Municipal Assessor - Municipal Treasurer - Municipal Assessor/Barangay Captain - CENRO DENR - Applicant/Client/Owner - Applicant/Client/Owner - Applicant/Client/Owner - Applicant/Client/Owner - Applicant/Client/Owner - Applicant/Client/Owner - DPWH or PEO - DPWH - DENR - Applicant/Client/Owner - Applicant/Client/Owner & HLURB

PROVISION OF SOCIO ECONOMIC DATA, MUNICIPAL MAP/OTHER DOCUMENTS

Request letter addressed to the Municipal Mayor signifying the intent, needed information and purpose. - Applicant/Client/Owner

ISSUANCE OF ZONING CERTIFICATION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure prescribed Zoning Application Form/other related forms together with the listing of required documents needed for the applicant to comply with.	Provide Zoning Application Form/other related forms together with the listing of required documents needed for the applicant to comply with.		5 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
	Inform client what relevant documents they need to submit		10 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
	Receiving documents and review, evaluate and assess the completeness of documents provided by clients		15 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
	Returned documents, if the applicant submits document with deficiencies. (Proceed to step # 1.2)		10 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
1.1. Submit the required supporting documents for verification.				

1. 1. Submit the required supporting documents for verification.	Receiving documents and review, evaluate and assess the completeness of documents provided by clients	15 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
	Returned documents, if the applicant submits document with deficiencies. (Proceed to step # 1.2)	10 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
	Issues order of payment, if the applicant complied with all the requirements. (Proceed to step # 2)	10 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
1.2. Receive documents for assessment/correction			

1.3. Submit lacking requirements & documents	Review lacking documents submitted.		15 minutes	Rhona L. Limbo Admin Aide III
	Returned documents, if the applicant submits document with deficiencies. (Proceed to step # 1.2)		10 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
	Issues order of payment, if the applicant complied with all the requirements. (Proceed to step # 2)		10 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
2. Proceed to the Municipal Treasurer Office for payment of fees		Amount may vary depending on the approved Schedule of Fees per zone classification and floor area		MT0

3. Applicant claims approved Locational Clearance	Scheduling of Site Evaluation		1 day	Francis I. Olivera Planning Aide Engr. Drexler O. Oliveros MPDC/Zoning Administrator
	Evaluating of Site		4 hours	Francis I. Olivera Planning Aide Engr. Drexler O. Oliveros MPDC/Zoning Administrator
	Processes the documents for final approval.		30 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide
	Zoning Administrator approve the Locational Clearance		10 minutes	Engr. Drexler O. Oliveros MPDC/Zoning Administrator
	Release the approved Locational Clearance		5 minutes	Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide

PROVISION OF SOCIO ECONOMIC DATA, MUNICIPAL MAP/OTHER DOCUMENTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request regarding the type and purpose of the data needed	Client fill-up Customers Request Slip, if no letter request		10 minutes	Rhona L. Limbo Admin Aide III
	Interview client regarding the type and purpose of the data needed		10 minutes	Engr. Drexler O. Oliveros MPDC
	Issues order of payment		10 minutes	Rhona L. Limbo Admin Aide III
2. Proceed to the Municipal Treasurer Office for payment of fees		50 Php (Students/ Researchers/ Government Agencies are free of charge)		Francis I. Olivera Planning Aide
				MTD

3. Applicant claims the data needed	Prepare a copy of the requested data documents		10 minutes	Rhona L. Limbo Admin Aide III
	Release the data and document needed		5 minutes	Francis I. Olivera Planning Aide Rhona L. Limbo Admin Aide III Francis I. Olivera Planning Aide



OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Government Service: Assistance To The Individual In Crisis Situation (Emergency Assistance), Medical Assistance Burial Assistance, Transportation Assistance (Balik-Probinsya)

Provision of limited assistance in cash or in kind to individual / families who are hampered to function normally because of socio-economic difficulties. The nature of difficulty is short term and emergency nature, thus the assistance is one-shot deal basis.

Office or Division		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		residents		
Checklist of Requirements		Where to Secure		
Medical Certificate/ Medical Abstract for Medical Assistance		Any government/private hospital		
Barangay Certificate of Indigency		Barangay where the client resides		
Barangay Clearance		Barangay where the client resides		
Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
2. Submission of Complete and Original documentary requirements	1.Screening and verification of Complete and Original documentary requirements submitted by client	0	5 minutes	MARY GRACE M. ALARZAR MSWDO Tech Staff ELSER I. OLIVEROS Admin Aide III
2. Assessment Interview	2.1Conduct of Intake interview and Assessment to determine eligibility of client to avail services 2.2Case Recording; Preparation of Disbursement Voucher, Obligation 2.3Request and Eligibility Department Head to sign Disbursement Vouchers, Certificate of Eligibility and Obligation Request	0	10 minutes	IRMA R. BARRETTO MSWDO

MUNICIPALITY OF QUEZON
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3	Client to sign logbook	3.1 Recording in Logbook 3.2 To forward the completed documents to designated disbursing officer for processing and release of financial assistance	0	5	ELSER I. OLIVEROS Admin Aide III
TOTAL			0	20 minutes	



Government Service: ISSUANCE OF IDENTIFICATION CARD Office of the Senior Citizen Affairs (OSCA) SOLO PARENT Person with Disability Affairs Office (PDAO)

Issuance of Senior Citizen, PWD and Solo Parent identification card for the provision of Benefits and Privileges of the following:

- R.A. 7432; RA 9257 – Senior Citizens' Act
- RA 8972 – Solo Parent Act
- RA 7277 – Magna Carta for Disabled Person

Office or Division		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Senior citizens, PWD and Solo parents		
Checklist of Requirements		Where to Secure		
Accomplished Application form from		MSWD Office		
Birth Certificate/ Marriage Certificate		Barangay where the client resides		
Medical Certificate for Persons With Disability		Any government/private hospital		
Barangay Certificate of Residency		Barangay where the client resides		
Barangay Certificate of Being a Solo Parent		Barangay where the client resides		
Birth Certificate of Dependents for Solo Parents		Barangay where the client resides		
Barangay Clearance		Barangay where the client resides		
2 pcs. 1 x 1 ID pictures		Client		
Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1.Submission of Complete and Original documentary requirements	1.Screening and verification of Complete and Original documentary requirements submitted by client 2. Review and Assessment documents if client is qualified 3. Preparation of Identification Card 4. Facilitate for signature of ID Card by the Local Chief Executive	0	8 minutes	SOFIA O. PARCIA Day Care Worker ELSER I. OLIVEROS Admin Aide III IRMA R. BARRETTO MSWDO
2. Secure the ID Card Client to sign the logbook	Release of ID to client;	0	2 minutes	SOFIA O. PARCIA Day Care Worker
TOTAL		0	10 minutes	



Government Service: Issuance of Certificate of Indigency

Certificate is issued to individuals/ families as proof of their eligibility to avail of the Social Service Program.

Office or Division		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		<i>Indigent residents</i>		
Checklist of Requirements		Where to Secure		
Certificate of Indigency from the Barangay		Barangay where the client resides		
Request Letter stating Purpose of Certification		Client		
Barangay Clearance		Barangay where the client resides		
Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1.Submission of Complete and Original documentary requirements	1.Screening and verification of Complete and Original documentary requirements submitted by client	0	10 minutes	ELSER I. OLIVEROS Admin Aide III
2. Assessment Interview	2.1Review and Asses the Financial capability of Client and his/her family to determine appropriate assistance 2.2Prepare the certification 2.3 Approval of the Certificate of Indigency	0	12 minutes	IRMA R. BARRETTO MSWDO ELSER I. OLIVEROS Admin Aide III
3.Secure the Certificate of Indigency	3.1 Release of certificate give instruction to client or his/her relative on what to do for transaction to other office	0	3 minutes	IRMA R. BARRETTO MSWDO
TOTAL		0	20-25 minutes	



Government Service: Social Case Study Report (Referrals) **Home Visit Not Required**

Social Case Study Reports (SCSR) are required by charitable institutions, government hospitals and non-government that provide services to clients and patients. Certificate is issued to individuals/ families as proof of their eligibility to avail of the Social Service Program.

Office or Division		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		residents		
Checklist of Requirements		Where to Secure		
Referral / Endorsement Letter or Request Letter from		Requiring Agency		
Certificate of Indigency from the Barangay		Barangay where the client resides		
Medical Certificate / Medical Abstract / Medical Record		Any government/private hospital		
Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1.Submission of Complete and Original documentary requirements	1.Screening and verification of Complete and Original documentary requirements submitted by client	0	10 minutes	ELSER I. OLIVEROS Admin Aide III
2. Filling up of Intake Sheet	2.1 Interview of client to gather information 2.2 Preparation of Social Case Study Report 2.3 MSWD Head to sign the Social Case Study Report	0	120 minutes	MARY GRACE M. ALARZAR MSWDO Tech Staff IRMA R. BARRETTO MSWDO
3.Secure the SCSR and sign in the logbook	3.1 Release of certificate	0	2 minutes	ELSER I. OLIVEROS Admin. Aide III MARY GRACE M. ALARZAR MSWDO Tech. Staff
TOTAL		0	132 minutes	



Government Service: Social Case Study Report (Referrals) **Home Visit Required **

Social Case Study Reports (SCSR) are required by charitable institutions, government hospitals and non-government that provide services to clients and patients. Certificate is issued to individuals/ families as proof of their eligibility to avail of the Social Service Program.

Office or Division		Municipal Social Welfare and Development Office		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who may avail:		<i>residents</i>		
Checklist of Requirements		Where to Secure		
Referral / Endorsement Letter or Request Letter from		Requiring Agency		
Certificate of Indigency from the Barangay		Barangay where the client resides		
Medical Certificate / Medical Abstract / Medical Record		Any government/private hospital		
Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1.Submission of Complete and Original documentary requirements	1.Screening and verification of Complete and Original documentary requirements submitted by client	0	10 minutes	ELSER I. OLIVEROS Admin Aide III MARY GRACE M. ALARZAR MSWDO Tech Staff
2. Filling up of Intake Sheet	2.1 Social Welfare Officer visits the residence to check client's status and to further determine condition; and advise client of the schedule of release of the Social Case Study Report 2.2 Interview of client to gather information 2.3 Preparation of Social Case Study Report 2.3 MSWD Head to sign the Social Case Study Report	0	1 day	MARY GRACE M. ALARZAR MSWDO Tech Staff IRMA R. BARRETTO MSWDO

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3. Secure the SCSR and sign in the logbook	3.1 Release of certificate	0	12 minutes	ELSER I. OLIVEROS Admin Aide III
TOTAL		0	1 day and 22 minutes	



Government Service: Pre-Marriage Orientation And Counselling

Service is being given to marrying couples in preparation to productive marriage and responsible parenthood.

Office or Division		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		residents		
Checklist of Requirements		Where to Secure		
Pre-Marriage Information Sheet (Application Form)		MSWDO		
Copy of Birth Certificate of No Marriage (CENOMAR)		Philippine Statistics Authority		
Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1. Couple clients to fill up Pre Marriage Information Sheet and get schedule of seminar	1.Screening and verification of Complete and Original documentary requirements submitted by client	0	2-5 minutes	ELSER I. OLIVEROS Admin Aide III SOFIA O. PARCIA Day Care Worker
2. Secure the schedule and attend in the seminar proper	2.1 Give the schedule to the couple	0	20-25 minutes	Ayra Diana D. Cantos Nurse II
TOTAL		0	22-30minutes	



Government Service: Provision of Supplemental Feeding

Supplemental Feeding is given to malnourished children ages 2 to 4 years old

Office or Division		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		<i>residents</i>		
Checklist of Requirements		Where to Secure		
Enrollees of the Day Care Center		Day care centers		
Children 2 – 4 years old		Day care centers		
Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1. Attendance/ participation during the scheduled date of feeding program	1. Check the Masterlist of Day Care Enrolees showing names and corresponding weights of children 2. Preparation of food to be cooked	0	2 hours	SOFIA O. PARCIA Day Care Worker Day Care Workers and Day Care Parents
2. Consume meals given by the day care workers	2. Serving the meal to Day Care Children	0	20-25 minutes	Day Care Workers and Day Care Parents
TOTAL		0	2 hours and 25 minutes	



Government Service: EARLY CHILDHOOD CARE AND DEVELOPMENT

Section 2 of the "Early Years Act" states that it is the policy of the state to promote the rights of the children to survival, development and special protection with full recognition of the nature of childhood and as well as the need to provide developmentally appropriate experiences to address their needs; and to support parents in their roles as primary caregivers and as their children's first teacher. It further states that **"the first crucial stage of educational development of which the age zero (0) to four (4) shall be the responsibility of the Early Childhood Care and Development Council"**.

Office or Division		Municipal Social Welfare and Development Office		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who may avail:		residents		
Checklist of Requirements		Where to Secure		
Birth Certificate		Philippine Statistics Office		
Application form		MSWDO		
Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1. Submission of requirements	1. Data gathering / consolidation of Masterlist of Pre-qualified Pre-schoolers	0	8 hours	SOFIA O. PARCIA Day Care Worker Day Care Workers and Day Care Parents
2. Parent's attendance in orientation	2. Conduct of parent's orientation	0	1-2 hours	Day Care Workers and Day Care Parents
3. Attendance of children in Day Care Classes	3. Conduct of Day Care Classes	0		
TOTAL		0	10 hours	



**Government Service: CHILDREN IN CONFLICT WITH THE LAW (CICL)
CHILDREN AT RISK (CAR)**

Pursuant to Article 40 of the United Nations convention on the Rights of the Child, the state recognizes the right of every child alleged as, accused of, adjudged, or recognized as having infringed the penal law to be treated in a manner consistent with the promotion of the child's age and desirability of promoting his/her reintegration. It shall ensure that children are dealt with in a manner appropriate for their well-being by providing for a variety of disposition measures such as care, guidance and supervision orders, counselling, probation, foster care, education, vocational training programs and other alternatives to institutionalize care.

Office or Division		Municipal Social Welfare and Development Office		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who may avail:		CICL and CAR		
Checklist of Requirements		Where to Secure		
1. Police Report.		PNP		
2. Referral Letter / turn-Over of Minor		Any authorized agency		
3. Birth Certificate		PSA		
4. If birth certificate is not available a. Dental ageing certificate b. Medical certificate (bone structure ageing)		Any accredited Dental or Medical Clinic/Hospital		
5. Court Order / Diversion proceedings (for CICL)		Court		
Client Steps	Agency Action	Fees to be paid	Processing time	Responsible Person
1. Submission of requirements	1. Receiving of Police Report, Turn-over from Law Enforcement officer 2. Check the authenticity of birth certificate (or other certification) to properly determine child's age	0	5 minutes	IRMA R. BARRETTO MSWDO
2. Interview with guardian/parents	2.1 Preparation of Case Study Report and Assessment of Discernment 2.2 Preparation of Diversion Contract and	0	4 hours	IRMA R. BARRETTO MSWDO

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	Diversion Program with consultation and agreement of the Diversion Committee			Diversion Committee
3.Attendance and full cooperation in diversion program	3.1 Implementation of the Diversion program 3.2 Monitoring and Evaluation of CICL/CAR for regular Progress Report	0	1 to 3 years	IRMA R. BARRETTO MSWDO
TOTAL		0	1 to 3 years	

Republic of the Philippines
Province of Quezon
Municipality of Quezon

1. Application for Business Permit

OFFICE		MUNICIPAL TREASURER		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C- GOVERNMENT TO CITIZEN		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Clearance				
Brgy. Business Clearance				
DTI				
CTC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For online application: log in to ebpls website (prod.ebpls.com/quezonquezon)	Assessed the Application Form/checked the necessary requirements	Based on approved Municipal Revenue Code	5 minutes	BPLO
			10 minutes	
			5 minutes	BPLO
For walk in : accomplish the application form			5 minutes	
Pay the bill			5 minutes	Revenue Collector
Issuance of Permit			25 minutes	
		TOTAL		



OFFICE OF THE MUNICIPAL TREASURER

2. Issuance of Tax Clearance

OFFICE	MUNICIPAL TREASURER			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Official Receipt	Treasury Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask assistance to the frontline desk	Interview the customer		2 minutes	Revenue Collector
	Verify the previous Research payments (if updated, Ask the client to pay the tax clearance if delinquent-compute		5 minutes	
Wait for the Processing		Based on approved Municipal Revenue Code	5 minutes	
	Prepare Tax Clearance, Review and Forward to the Treasurer for Approval		5 minutes	
	Issue Official Receipt		2minutes	
Payment Prescribed Fees and Charges			1 minute	
Issuance & Released of Tax Clearance	Release the Tax Clearance	TOTAL	15 minutes	

3. Community Tax Certificate

OFFICE	MUNICIPAL TREASURER				
CLASSIFICATION	SIMPLE				
TYPE OF TRANSACTION	G2C- GOVERNMENT TO CITIZEN				
WHO MAY AVAIL:	ALL				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fill -up& accomplish Form	Receive /Review Accomplished form	Based on Annual income of tax payers	2 minutes	Revenue Collector	
	Pay the bill		5 minutes		
Issuance & Release of the Community Tax Certificate	Issue Community Tax Certificate		TOTAL		

4. Payment of Real Property Tax

OFFICE	MUNICIPAL TREASURER			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask assistance to the frontline desk	Interview the Costumer	Based on approved Municipal Revenue Code	2 minutes	Revenue Collector
Processing of documents & Payment of prescribed Fees & Charges	Verify the previous Payment of RPT (ask the latest OR/Search for RPT Card		5 minutes	
	Compute the Real Property tax (RPT) Fees and inform the Costumer		2 minutes	
			2 minutes	
Issuance & Released of documents	Issue Official Receipt	TOTAL	2 minutes	
			11 minutes	

5. Issuance of Fees and Charges

OFFICE		MUNICIPAL TREASURER			
CLASSIFICATION		SIMPLE			
TYPE OF TRANSACTION		G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:		ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Present and submit charge slip		Different department			
Released of document as requested		Different department			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present and submit charge slip	Interview the Costumer & Review the Charge Slip	Based on approved Municipal Revenue Code	3 minutes	Revenue Collector	
	Payment of the Prescribed Fees & Charges		5 minutes		
Issuance & Released of documents as requested	Issue Official Receipt		2 minutes		
TOTAL			10 minutes		



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How do send a feedback?	<p>Answer the client feedback form and drop in the designated box in the Information Desk Clerk</p> <p>Contact No.:</p> <p>Email Address: lququezon2@yahoo.com</p>
How feedbacks are processed?	<p>Every Friday, the Information Desk Clerk opens the drop box and compiles and records all feedback submitted</p> <p>Feedback requiring answer are forwarded to the Office of the Mayor Public Information Officer who will discuss with the offices, departments and functionaries involved.</p> <p>The answer of the specific office, department or personnel is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the Office of the Municipal Mayor or the specific department concerned.</p>
How to file complaint?	<p>Answer the Client Complain Form and Drop it at the designated drop box in front of the Information Desk Table. Complaints can also be filed by Email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complained -Incident -Evidence
How are complaints processed?	<p>Every end of the day, the Officer of the Day on duty opens the drop box and compiles and records all complaints submitted.</p> <p>Complaints requiring answer are forwarded to the Public Information Officer who will discuss with the offices, departments and functionaries involved.</p> <p>The answer of the specific office, department or personnel is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the Office the Mayor or the specific office/department concerned.</p>
Contact Information of CCB, PCC and ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Municipal Mayor	Ground Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0926-003-8222 Email Address: lguquezon2@yahoo.com
Office of the Secretary to the Sangguniang Bayan	Legislative Building , Municipal Compound , Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0922-405-1411 Email Address: sb.quezon.quezon@gmail.com
Office of the Municipal Accountant	2nd Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0917-571-1804 Email Address: lguquezon2acctg@gmail.com
Office of the Municipal Agriculturist	Ground Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0906-506-1742 Email Address: lguquezon2mao@yahoo.com
Office of the Municipal Assessor	Ground Floor, Annex Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0945-711-6503 Email Address: assessorquezon.4332@gmail.com
Office of the Municipal Budget Officer	Ground Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 09476077335 Email Address: lguquezon2mbo@yahoo.com
Office of the Municipal Civil Registrar	Ground Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0928-958-9233 Email Address: oliverosramon3@gmail.com
Office of the Municipal Disaster Risk Reduction and Management Officer	Ground Floor, Municipal Training Center, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0995-333-0689 Email Address: quezonMDRRMO@gmail.com
Office of the Municipal Engineer	2nd Floor, Annex Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0945-574-5557 Email Address: lguquezon2meo@gmail.com



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Municipal Health Officer / RHU	Rural Health Unit Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0909-268-2787 Email Address: rhunquezon2@yahoo.com.ph
Office of the Municipal Planning and Development Officer	2nd Floor, Annex Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0975-893-6518 Email Address: lguquezon2mpdc@gmail.com
Office of the Municipal Social Welfare and Development Officer	Old Senior Citizen (MSWDO Building) , Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0966-153-5389 Email Address: mswdoquezon2@yahoo.com
Office of the Municipal Treasurer	Ground Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0909-581-4294 Email Address: mtoquezon@yahoo.com

OFFICE WITH DESIGNATED PERSONNEL

Office of the Municipal Environmental & Natural Resources	Ground Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0995-386-0710 Email Address: lguquezon2.menro@gmail.com
Office of the General Services	Ground Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0995-781-6279 Email Address: lguquezon2qso@gmail.com
Office of Public Information Service	Ground Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0926-003-8222 Email Address: lguquezon2@yahoo.com
Office of the Municipal Tourism	Tourism Office , Municipal Public Market Barangay 1- Poblacion Quezon, Quezon	Phone Number : 0906-506-1742 Email Address: mtoquezon@yahoo.com
Office of the Human Resource Management Officer	2nd Floor, Municipal Main Building, Municipal Compound Barangay 4- Poblacion Quezon, Quezon	Phone Number : 0909-581-4294 Email Address: lguquezon2tourismoffice@gmail.com