



**LOCAL GOVERNMENT UNIT
QUEZON, QUEZON**

CITIZEN'S CHARTER
2023 (3rd EDITION)



II. AGENCY PROFILE

1. MANDATE

To ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of the inhabitants of Quezon, Quezon.

2. VISION

“Ang QUEZON, QUEZON sa taong 2025, ay isang progresibong 4th class na bayan na kilala sa agri-eko-turismo, may matatag at ligtas na pamayanan, sa pamamahala ng mabuti at mahusay na lingkod bayan at nagkakaisang mamamayan na may pagpapahalaga sa pananampalataya, likas na yaman, sining at kultura.”

3. MISSION

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

4. SERVICE PLEDGE

We, the officials and employees of the Municipal Government of Quezon, Quezon, pledge and commit to delivering quality public service as stated in this Citizen's Charter and to attending to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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OFFICE OF THE MUNICIPAL MAYOR

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 to the status or level of achievement and to affirm the validity of the 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 Logbook in the Office lobby	1.1. Give the Logbook to the client	None	3 minutes	Office Clerk Mayor's Office
2. Submit the required documents to table 2 or 3 for verification	2.1. Receive documents and check for completeness. 2.2. Issue Order of payment if all required documents were given. 2.3. Start processing the request	None	7 minutes	Office Clerk Mayor's Office
3. Pay the required fees at the treasurer's office	3.1. Accept payment base on the order Payment. 3.2. Issue the official receipt.	₱ 75.00 Mayor's Clearance ₱ 75.00 Certification fee	5 minutes	RCC 1 MTO
4. Return to the Mayor's Office for the processing and release of clearance or certification	4.1. Check the official receipt. 4.2. Issue the Certificate or Clearance to the Client.	None	1 minute	Office Clerk Mayor's Office
TOTAL			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 Logbook in the Office lobby	1.1. Give the Logbook to the client	None	3 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Receive documents and check for completeness	None	10 minutes	Office Clerk Mayor's Office
	2.2. Issue Order of Payment of all required documents were given			
	2.3. Start processing the request.			
3. Pay the required fees at the treasurer's office	3.1. Accept payment base on the Order of Payment 3.2. Issue the Official Receipt	₱ 75.00 Certification fee / Clearance	7 minutes	RCC 1 MTO
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4.1. Check the Official Receipt 4.2. Issue the Permit to the Client	₱ 150.00 Mayor's Permit Fee	5 minutes	Office Clerk Mayor's Office
	TOTAL		25 minutes	



3. Issuance of Endorsement (for Scholarship)

Endorsement is support, authorization, approval of something to show advocating to a person and 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 the municipality			
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 Logbook in the Office lobby	1.1. Give the Logbook to the client	None	3 minutes	Office Clerk Mayor's Office
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	Office Clerk Mayor's Office
	2.2. Prepares endorsement letter and forward it to the Mayor for signature		5 minutes	
	2.3. Signs the Endorsement Letter			
3. Receive Endorsement Letter	3.1. Releases of Endorsement Letter	None	2 minutes	Office Clerk Mayor's Office
	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, PSA, SSS GSIS, Pag-ibig, School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Office lobby	1.1. Give the Logbook to the client	None	2 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Evaluates and assesses submitted requirements.	None	2 minutes	Office Clerk Mayor's Office
	2.2. Forward submitted documents to the Secretary to the Mayor	None		
	2.3. Reviews submitted documents	None	5 minutes	
	2.4. Forward documents to the Municipal Mayor	None	30 seconds	
	2.5. For interview of the client and approval of required document	None	5 minutes	
	2.6. Encodes endorsement/referral and forward to the municipal Mayor	None	5 minutes	Office Clerk Mayor's Office
	2.7. Sign endorsement/referral		30 seconds	
	TOTAL		20 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 Logbook in the Office lobby	1.1. Give the logbook to the client	None	2 minutes	Office Clerk Mayor's Office
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	Office Clerk Mayor's Office
	2.2. Prepares endorsement letter and forward it to the mayor signature	None	5 minutes	
3. Receive recommendation letter	3.1. Releases of recommendation letter	None	2 minutes	Office Clerk Mayor's Office
TOTAL			19 minutes	



6. Issuance of Certificate of Unemployment

A certifying for unemployment 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 Logbook in the Office lobby	1.1. Give the logbook to the client	None	2 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Evaluates and assesses the submitted requirements	None	3 minutes	Office Clerk Mayor's Office
	2.2. Encodes and prints the required document		5 minutes	
	2.3. Forwards encoded document for Mayor signature.		3 minutes	
3. Receive Certificate of Unemployment	3.1. Releases of Certificate of Unemployment	None	3 minutes	Office Clerk Mayor's Office
	TOTAL		15 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					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the Client Logbook in the information desk	1.1. Give the logbook to the client	None	2 minutes	Office Clerk Mayor’s Office	
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Evaluates and assesses the submitted requirements	None	5 minutes	Office Clerk Mayor’s Office	
	2.2. Encodes clients details and prints the certification	None	3 minutes		
	2.3. Forwards encoded document for Mayor’s signature				
	2.4. Signs the encoded Certificate of Appearance				
3. Receive certificate of Appearance	3.1. Releases of Certification of Appearance	None	3 minutes	Office Clerk Mayor’s Office	
	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 (ID, books, passbook and ATM)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Latest Community Tax Certificate -CTC (1 photocopy)			Barangay Hall		
2. Barangay Certificate			Barangay Hall		
3. Official Receipt			Municipal Treasurer' s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the Client Logbook in the information desk	1.1. Give the logbook to the client	None	2 minutes	Office Clerk Mayor's Office	
4. Submit the required documents to the responsible frontline service personnel for verification	4.1. Evaluates and assesses the submitted requirements	None	2 minutes	Office Clerk Mayor's Office	
	4.2. Encodes clients details and prints the certification		3 minutes		
	4.3. Forwards encoded document for Mayor's signature				
5. Pay the required fees at the treasurer's office	5.1. Accept payment base on the Order of Payment	₱ 75.00 Affidavit fee	10 minutes	RCC 1 MTO	
	5.2. Issue the official receipt.				
6. Return to the Mayor's Office for the processing and release of Clearance or Certification	6.1. Check the Official Receipt	None	5 minutes	Office Clerk Mayor's Office	
	6.2. Issue the Certificate or Clearance to the Client				
TOTAL			22 minutes		



9. Setting the 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 who wants to solemnize marriage		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Latest Community Tax Certificate -CTC (1 photocopy)			Barangay Hall	
2. Barangay Certificate			Barangay Hall	
3. Official Receipt			Municipal Treasurer' s Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the information desk	1.1. Give the logbook to the client	None	2 minutes	Office Clerk Mayor's Office
2. Submit the required documents to the responsible frontline service personnel for verification	2.1. Receive the documents	None	5 minutes	Office Clerk Mayor's Office
	2.2. Logs the details of the couple and the schedules of the civil wedding		25 minutes	
	2.3. On the schedule date, the secretary provides assistance in conducting the civil wedding			
3. The couples with the principal sponsors signed the Marriage License in front of solemnizing officer	3.1. The local Chief Executive also signed the license and return it to the Office of the Municipal Civil Registrar for record purposes	None	15 minutes	Office Clerk Mayor's Office
TOTAL			47 minutes	



OFFICE OF THE MUNICIPAL MAYOR

INTERNAL SERVICES



1. Processing of Documents for signature of Municipal Mayor

The Mayor affixes his signature, upon request, on public documents which he is authorized by law to sign in his capability 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	
1. Documents to be signed			Local Police Station	
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	None	5 minutes	Office Clerk Mayor's Office
	1.2. Endorse the documents to the mayor for her perusal and signing			Municipal Mayor
	1.3. Check and sign the documents			
2. Receive the signed documents	2.1. Record in a logbook and deliver the signed documents to the concern department and request the receiving personnel to sign	None	10 minutes	Office Clerk Mayor's Office
TOTAL			15 minutes	



2. 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 Barangay, 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. Submit complete requirements to the Office of the Municipal Mayor	1.1. Evaluates and assesses submitted documents	None	5 minutes	Office Clerk Mayor's Office
	1.2. Forwards submitted documents to the secretary to the mayor for review		5 minutes	
	1.3. Review the documents			
2. Go to the office of the Municipal Mayor for taking of oath of office	2.1. Forward document for signature of Mayor	None	10 minutes	Office Clerk Mayor's Office
	2.2. Oath taking			
3. Receive the signed oath of office	3.1. Release the oath of office	None	5 minutes	Office Clerk Mayor's Office
	TOTAL		25 minutes	



3. 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 assts, liabilities and net worth.

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)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of the Municipal Mayor	1.1. Evaluates and assesses submitted requirements	None	5 minutes	Office Clerk Mayor's Office
	1.2. Forwards submitted documents to the secretary to the mayor		4 minutes	
	1.3. Reviews submitted documents		1 minutes	
	1.4. Forwards documents for signature of mayor			
	1.5. Sign SALN			
2. Receives signed SALN	2.1. Releases signed SALN	None	5 minutes	Office Clerk Mayor's Office
	TOTAL		15 minutes	



4. Incoming Communication & Correspondence

Incoming communication and correspondence mean 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	None	5 minutes	Office Clerk Mayor's Office
	1.2. Communication letter will be forwarded to the secretary to the mayor for review and appropriate actions		1-3 days	
	1.3. Contact clients and issues responses			
	TOTAL		3 days & 5 minutes	



5. Acceptance of Resignation Letter

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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resignation letter	1.1. Receives resignation letter 1.2. Forward resignation letter to the mayor	None	2 minutes	Office Clerk Mayor's Office
2. Personal appearance to the Municipal Mayor	2.1. Interviews Client (official/employee) 2.2. Encodes acceptance letter of resignation of the employee. 2.3. Signs acceptance letter for the resignation	None	5 minutes 3 Minutes 30 seconds	Office Clerk Mayor's Office
3. Receives acceptance letter for resignation	3.1. Releases acceptance letter for resignation to the employee/ official	None	1 minute	Office Clerk Mayor's Office
	TOTAL		11 minutes. & 30 seconds	



OFFICE OF THE MUNICIPAL MAYOR ENVIRONMENT AND NATURAL RESOURCES

EXTERNAL SERVICES



1. Collection of Segregated Biodegradables and Residuals

Scheduled Collection of Garbage

Office or Division:		MENRO		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business		
Who may avail:		Residents and Business		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 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	SWMT Garbage Collectors MENRO
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:		G2C – Government to Citizen G2B – Government to Business		
Who may avail:		Residents and Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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	SWMT Sorter MENRO
TOTAL		None	8 hours	



**OFFICE OF THE MUNICIPAL MAYOR
GENERAL SERVICES
INTERNAL SERVICES**



1. PREPARATION OF ATTACHMENTS OF DISBURSEMENT VOUCHER PROCUREMENT OF GOODS, INFRASTRUCTURE, PROJECTS, AND CONSULTANCY SERVICES

The attachments of vouchers including Purchase Order, Acceptance and Inspection Report, Requisition and Issue Slip / Inventory Custodian Slip / Property Acknowledgement Receipt, Waste Materials Report, and Pictures are being prepared as part of the requirements in the payment for services rendered or goods delivered, including claims on Infra, Supplies and Materials Maintenance, Security, and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, et.al.

Office or Division:		ADMINISTRATIVE DIVISION		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Quezon Municipal Government Offices / Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BAC Forms		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BAC Forms are forwarded to the Administrative Division.	1.1. Receives and records documents / Conducts evaluation of completeness of documents	None	5 minutes per transaction	Administrative Staff
	1.2. Prepares attachments of the disbursement voucher upon delivery.		1 day	
2. Receive the documents.	2.1. Forwards the documents to the end user	None	5 minutes per transaction	Administrative Staff
	TOTAL	None	1 day and 10 minutes	



2. ISSUANCE OF GENERAL CLEARANCE

General Clearance is issued to government employees/officials who transferred to another government agency, retired, resigned, dismissed, or separated from the service. A clearance from his / her office certifying that he/she is cleared from the property accountability is the documentary requirement needed to support the issuance. (Sec. 161 of COA Circular 92-386)

Office or Division:	ADMINISTRATIVE DIVISION			
Classification:	Simple / Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Quezon Municipal Government Offices / Departments – Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Clearance Form (1 original copy)		Human Resource Management Office		
2. Office Clearance - No Property Accountability (1 original copy, 1 duplicate copy)		Concerned Department/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for processing of General Clearance, with complete requirements	1.1. Receives, records, evaluates, initials, and approves the request a. Rank-and-File & Contractual b. Department Heads/ Accountable Officers/Elected Officials	None	1 hour 5 working days	Administrative Staff GSO
2. Receives approved General Clearance	2.1. Releases approved Clearance	None	10 minutes	Administrative Staff
	TOTAL	None	Rank-&File & Contractual: 1 hour & 10 minutes Department Heads/ Accountable Officers/ Elected Officials: 5 Working days & 10 minutes	



3. INSPECTION OF DELIVERIES OF GOODS AND SERVICES

Inspection of deliveries by an authorized Technical Inspector is conducted to determine if the items conformed to the specifications set forth on the Purchase Order / Supplies Delivery Agreement and/or Contracts or Agreements.

Office or Division:		SUPPLY AND PROCUREMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon Municipal Government Offices / Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery Receipts		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits delivery receipts	1.1. Receives delivery receipt	None	5 minutes	Procurement Services Staff
	1.2. Inspects deliveries		1 day	Procurement Services Staff
	1.3. Submits inspection report for review, initials, and approval of the report		30 minutes	Procurement Services Staff
	1.4. Approves / Signs inspection column (AIR)		30 minutes	GSO
	TOTAL	None	1 day, 1 hour, and 5 minutes	



4. JOB ORDER (Repairs and Cleaning)

The Job Order Form is being issued to the requesting offices that need the maintenance service of the department. It is also to monitor that the request for repair and/or cleaning of office furniture, equipment, and facilities had been acted on effectively and efficiently.

Office or Division:		ASSET AND PROPERTY DIVISION			
Classification:		Simple			
Type of Transaction:		G2G - Government to Government			
Who may avail:		Quezon Municipal Government Offices / Departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Letter Request/verbal/phone request/email			Client		
2. Job Order Form			GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits a request for repair/ maintenance/ cleaning	1.1. Receives, records & approves Request	None	5 minutes	Administrative Staff	
2. Wait for action taken	2.1. Delegates the Job Order to the concerned personnel (electrician, utility, janitorial)	None	5 minutes	GSO	
	2.2. Secures needed materials		10 minutes	Supply Management Staff	
	2.3. Acts on the request		1 day	Asset and Property Division Staff	
3. Signs the Job Order (Acknowledged portion)	3.1. Submits accomplished job order report	None	15 minutes	Administrative Staff	
	TOTAL	None	1 day and 35 minutes		



5. REQUEST FOR LOGISTICS / MANPOWER ASSISTANCE (SOUND SYSTEM/ TABLES/ CHAIRS/ ROSTRUM)

The office provides logistics such as tables, chairs, sound system, etc, as well as manpower assistance to government-sponsored and approved activities within the municipality.

Office or Division:	ASSET AND PROPERTY DIVISION				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government, G2C – Government to Citizen				
Who may avail:	Any individual, group, company				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter Request/verbal/phone request/email		Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits a request for repair/ maintenance/ cleaning	1.1. Receives, records & approves Request	None	5 minutes	Administrative Staff	
2. Wait for action taken	2.1. Checks availability of the requested logistics	None	5 minutes	Supply Management Staff	
	2.2. Acts on the request		1 hour	Asset and Property Division Staff	
3. Signs the logbook for the requested logistics	3.1. Logs the requested logistics	None	15 minutes	Administrative Staff	
	TOTAL	None	1 hour and 25 minutes		



6. PROCUREMENT OF COMMON-USE SUPPLIES AND EQUIPMENT

The procurement of CSEs will be based on the result of the evaluation of whether all items are to be procured through agency-to-agency, public bidding, and/or other modes of procurement, or in some instances, items that are available on stocks can be withdrawn through RIS.

Office or Division:		SUPPLY AND PROCUREMENT DIVISION		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon Municipal Government Offices / Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. APP-CSE		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits APP-CSE	1.1. Receives APP-CSE	None	5 minutes	Administrative Staff
	1.2. Consolidates APP-CSE		14 days	Supplies Management Staff
	1.3. Prepares procurement documents		5 days	Procurement Services Staff
	1.4. Approves documents		1 day	
	TOTAL	None	20 days	GSO



7. ISSUANCE OF COMMON-USE SUPPLIES AND EQUIPMENT, POL (PETROLEUM, OIL, LUBRICANTS), AND MOBILE AND INTERNET LOAD

Issuances of these CSEs, POL, and load to requesting offices and departments need to be supported with RIS to replenish the number of items issued to allocate to another procurement of supplies and or equipment.

Office or Division:		SUPPLY AND PROCUREMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon Municipal Government Offices / Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RIS		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits RIS	1.1. Receives RIS	None	5 minutes	Administrative Staff
	1.2. Check the availability of CSE, POL, and load		5 minutes	Supplies Management Staff
	1.3. Approves RIS		15 minutes	GSO
	1.4. Issues CSE, POL, and/or load		15 minutes	Procurement Services Staff
TOTAL		None	40 minutes	



OFFICE OF THE MUNICIPAL MAYOR
PUBLIC INFORMATION
INTERNAL SERVICES



1. PRODUCTION OF INFORMATION MATERIALS AND POSTING VIA LGU QUEZON, QUEZON PUBLIC INFORMATION OFFICE FACEBOOK PAGE, AND LGU OFFICIAL WEBSITE

The Public Information Office produces information materials to raise the awareness of the general public on the local government unit's programs, projects, and activities. To reach a wider audience, especially with the increasing role of social media in promoting participatory governance for government instrumentalities to engage the general public, the Local Government Unit of Quezon maximizes the use of Facebook and its website for information dissemination and gathering feedback from its citizens. PIO handles the main Facebook Page of the LGU and its website.

Office or Division:		Public Information Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All LGU Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for production (content, design/layout) and posting through the PIO Facebook Page and website. Must contain the following data: <ul style="list-style-type: none"> Name of focal/representative from the requesting unit Contact number/email address Full details about the material request (what activity it will be used for, when it will be used, and the pertinent information that should be included in the material) 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request for production	1.1. Receive and review the request	None	15 minutes	PIO Staff
	1.2. Design and layout the material and information		3 hours	PIO Staff
	1.3. Approval of the design/layout		15 minutes	PIO
2. Monitor the posting	2.1. Publish the information material via FB Page and LGU Website	None	5 minutes	PIO Staff
	TOTAL	None	3 hours and 35 minutes	



2. COVERAGE OF MUNICIPAL EVENTS AND ACTIVITIES

The Public Information Office houses the official photographer/videographer of the Local Government, who can cover LGU events and activities. Photos/videos taken from activities/events may be used as materials for social media posts and as part of office reports

Office or Division:	Public Information Office				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government				
Who may avail:	All LGU Offices				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Request for activity/event coverage Must contain the following data: <ul style="list-style-type: none"> Name of focal/representative from the requesting unit Contact number/email address Full details about the activity/event (what the event is about, schedule and venue of the event, requirements of the office) 			Client		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request for coverage	1.1.	Receive and review the request	None	15 minutes	PIO Staff
	1.2.	Approval of the request		15 minutes	PIO
2. Guide the photographer/videographer in the event/activity	2.1.	Cover the event/activity	None	1 day	PIO Staff
	2.2.	Select/Edit photos and video clips			PIO Staff
	2.3.	Provide a copy of photos and video clips to the requesting office			PIO Staff
	2.4.	Publish the event/activity via FB Page and LGU Website			PIO Staff
	TOTAL		None	1 day and 30 minutes	



**OFFICE OF THE MUNICIPAL MAYOR
HUMAN RESOURCE MANAGEMENT
INTERNAL SERVICES**



1. ISSUANCE OF LOCATOR SLIP

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

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 locator slip		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 locator slip.	1.1. Receive the locator slip and review the information provided.	None	10 minutes	HRMO Staff
2. Receive the copy of the locator slip.	2.1. Record the locator slip in the logbook, retain one (1) copy and release the remaining copies to the requesting employee.	None	5 minutes	HRMO Staff
TOTAL		None	15 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	1.1. Receive the request form and review the information provided	None	5 minutes	Administrative Assistant II (HR Assistant)	
	1.2. Update leave card of the requesting employee		10 minutes	Administrative Assistant II (HR Assistant)	
	1.3. Certify leave balance		5 minutes	HRMO	
	1.4. Forward the application to the Office of the Municipal Mayor/ Office of the Municipal Vice Mayor for approval.		15 minutes	Administrative Assistant II (HR Assistant)	
2. Receive the approved leave application.	2.1. Record in the logbook and release the same to the requesting employee.	None	5 minutes	Administrative Assistant II (HR Assistant)	
TOTAL		None	40 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.	1.1. 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	Administrative Assistant II (HR Assistant)
2. Pay the corresponding fee at MTO	2.1. Receive payment and issue Official Receipt (OR)	₱ 75.00	10 minutes	Revenue Collection Clerk
3. Go back to HRM Office and present the OR.	3.1. Check the OR. Prepare the document and forward the same to HRMO-Designate for signature	None	10 minutes	Administrative Assistant II (HR Assistant)
	3.2. Certify the document	None	5 minutes	HRMO
4. Receive the certification.	4.1. Record the certification in the logbook and release the same to the requesting client.	None	5 minutes	Administrative Assistant II (HR Assistant)
TOTAL		75.00	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.	1.1. Receive the request form and review the information provided	None	5 minutes	Administrative Assistant II (HR Assistant)	
	1.2. Prepare the document and forward the same to HRMO-Designate for signature	None	5 minutes	Administrative Assistant II (HR Assistant)	
	1.3. Certify the document.	None	5 minutes	HRMO	
2. Receive the certification.	2.1. Record the certification in the logbook and release the same to the requesting employee.	None	5 minutes	Administrative Assistant II (HR Assistant)	
TOTAL		None	20 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.	1.1. Receive the request form and review the information provided	None	5 minutes	Administrative Assistant II (HR Assistant)
	1.2. Prepare the document and forward the same to HRMO-Designate for signature	None	10 minutes	Administrative Assistant II (HR Assistant)
	1.3. Certify the leave balance	None	5 minutes	HRMO
2. Receive the certification.	2.1. Record the certification in the logbook and release the same to the requesting employee.	None	5 minutes	Administrative Assistant II (HR Assistant)
TOTAL		None	25 minutes	



OFFICE OF THE MUNICIPAL MAYOR
PUBLIC EMPLOYMENT SERVICE
EXTERNAL SERVICES



1. EMPLOYMENT FACILITATION

Provision of employment opportunities to residents of Quezon, Quezon through job matching and referrals.

Office or Division:		Public Employment Service Office			
Classification:		Simple			
Type of Transaction:		G2G – Government to Citizens			
Who may avail:		Quezon, Quezon residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Resume/Bio Data			Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Online Job Registration – Applicants will register by sending their applications to LGU Quezon PESO's email address: pesoquezon.quezon@gmail.com	1.1. Processing/ Evaluation of applicant's data	None	10 minutes	PESO Staff	
	1.2. Job matching		10 minutes	PESO Manager	
	1.3. Refer to company/ employer list of applicants matched from job vacancy/ies		10 minutes		
	TOTAL	None	30 minutes		
1. Walk-in Job Registration – Applications will register at LGU Quezon PES Office	1.1. Processing/ Evaluation of applicant's data	None	10 minutes	PESO Staff	
	1.2. Job matching		10 minutes	PESO Manager	
	1.3. Refer to company/ employer list of applicants matched from job vacancy/ies		10 minutes		
	TOTAL	None	30 minutes		



2. SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

A DOLE-initiated program, SPES provides assistance to poor but deserving students in pursuing their education by encouraging employment during school breaks.

Office or Division:	Public Employment Service Office				
Classification:	Simple				
Type of Transaction:	G2G – Government to Citizens				
Who may avail:	Quezon, Quezon residents				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter of Intent		Not applicable			
2. Resume/Bio Data		Not applicable			
3. SPES Application Form		Quezon, Quezon PES Office			
4. Birth Certificate		Philippine Statistics Authority			
5. Form 138 for High School and Senior HS		School last attended			
6. Recent grades		School last attended			
7. School registration/Certificate of Enrolment		School last attended			
8. Certificate of Indigency		Barangay			
9. MSWDO Certification (Out-of-school youth)		Municipal Social Welfare and Development Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Online Job Registration – Applicants will register by sending their applications to LGU Quezon PESO's email address: pesoquezon.quezon@gmail.com	1.1. Processing/ Evaluation of applicant's data	None	10 minutes	PESO Staff	
	1.2. Job matching		10 minutes	PESO Manager	
	1.3. Refer to office/ department where skills of the applicant		10 minutes		
	TOTAL	None	30 minutes		
2. Walk-in Job Registration – Applications will register at LGU Quezon PES Office	2.1. Processing/ Evaluation of applicant's data	None	10 minutes	PESO Staff	
	2.2. Job matching		10 minutes	PESO Manager	
	2.3. Refer to office/ department where skills of the applicant		10 minutes		
	TOTAL	None	30 minutes		



3. EXTENSION OF OWWA SERVICES AND ASSISTANCE

Provision of assistance to overseas workers and their families through coordination with the Overseas Workers Welfare Administration.

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Overseas workers and/or their families residing in Quezon, Quezon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will go the OFW help desk at the LGU PES Office and log his basic information in the registration sheet	1.1. Interview the client on his/her concerns or assistance needed 1.2. Coordinate with the OWWA Provincial or Regional Office for the concern/request of the client 1.3. Inform the client of the result of coordination with the OWWA	None	30 minutes	PESO Staff/Manager
	TOTAL	None	30 minutes	



OFFICE OF THE SANGGUNIANG BAYAN

EXTERNAL SERVICES



1. Issuance of Motorized Tricycle Franchise / MTOP

Issuance of actual Motorized Tricycle Operational Permit/ MTOP to Driver/ Operator.

Office or Division:		Sangguniang Bayan – Quezon, Quezon			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Tricycle Driver/Operator			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Motor Cycle's O.R.C.R			Motorcycle's Operator		
2. Driver's License			Motorcycle's Operator		
3. Cedula			Motorcycle's Operator		
4. Toda Certification			Toda Association		
5. Official Receipt			Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements listed on the checklist.	1.1. Receive and review the required documents listed from the checklist.	None	5 minutes	Local Legislative Employee Sangguniang Bayan	
2. Pay the corresponding fee to the Municipal Treasurer's Office.	2.1. Receive payment and issue Official Receipt (O.R.).	Newly Apply: 2,500.00 Re-new: 1,500.00	10 minutes	Rev. Collection Clerk Treasurer's Office	
3. Go back at the S.B. Office and present the Official Receipt from MTO	3.1. Check the O.R. and prepare the documents 3.2. Certify and secured an approved franchise/MTOP	None	10 minutes	Local Legislative Employee Mun. Vice Mayor Sangguniang Bayan	
4. Receive the Motorized Tricycle Operational Permit (MTOP)	4.1. Record the approved franchised/MTOP and release to the requesting client.	None	4 minutes	Local Legislative Employee Sangguniang Bayan	
	TOTAL	2,500.00 New 1,500.00 Re-new	33 minutes		



2. Issuance of Certificate for CSO Accreditation

Certificate of actual CSO Accredited by the Sangguniang Bayan.

Issuance of actual Motorized Tricycle Operational Permit/ MTOP to Driver/ Operator.

Office or Division:	Sangguniang Bayan – Quezon, Quezon			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All eligible organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application		Office / Department		
2. Duly accomplish Application form for Accreditation		Office / Department		
3. Board Resolution				
4. Certificate of Registration				
5. List of Officers and members		From the organization		
6. Sworn Statement				
7. Accomplishment Report				
8. Financial Statement, signed by the executive officers of the organization, also the immediately preceding year, and indicating therein other information such as revenue, expenses, and source of funds.				
9. Minutes of Annual Meeting				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements listed on the checklist.	1.1. Receive the required documents listed from the checklist	None	6 days	S. B Staff Sangguniang Bayan
	1.2. Review by the Committee on Cooperative	None		Committee on Cooperative Sangguniang Bayan
	1.3. Calendar for the following regular session (deliberation for approval)	None		All S.B Member Sangguniang Bayan
	1.4. Certificate of Approval	None		Mun. Vice Mayor Sangguniang Bayan



(cont.) Issuance of Certificate for CSO Accreditation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Received the certification.	2.1. Record the Certification in the logbook and release to the requesting organization		3 minutes	S.B Staff Sangguniang Bayan
	TOTAL	None	6 days & 3 minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT

INTERNAL SERVICES



1. RECEIVING AND RECORDING OF BARANGAY FINANCIAL TRANSACTION DOCUMENTS

Barangay Financial Transaction Documents (BFTDs) are submitted to the 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.	1.1.	Receive the reports and documents.	None	10 minutes per transmittal	Administrative Aide IV (Accounting Clerk I)
	1.2.	Review the submitted reports and documents.	None	4 hours per transmittal	
	1.3.	Prepare and encode the Journal Entry Voucher (JEV).			
	1.4.	Review of JEV.	None	30 minutes per transmittal	Administrative Aide VI (Accounting Clerk II)
	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 routing slip		Office/Department		
2. Duly approved Obligation Request (for transactions under GF and SEF)		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	1.1. Receive the documents	None	2 minutes	Administrative Aide I
	1.2. Review and pre-audit the supporting documents. Forward the documents to the Municipal Accountant for final review and approval		30 minutes – simple transaction 2 hours – complex transaction	Administrative Aide IV (Accounting Clerk I)
	1.3. Review the documents and prepare the Disbursement Voucher (DV) and Journal Entry Voucher (JEV)		30 minutes – simple transaction 2 hours – complex transaction	Municipal Accountant
	1.4. Record in the logbook and forward the DV to MTO for preparation of check		3 minutes	Administrative Aide I
	TOTAL (Simple Transaction)	None	1 hr & 5 mins	
	(Complex Transaction)	None	4 hrs & 5 mins	



OFFICE OF THE MUNICIPAL AGRICULTURIST

EXTERNAL SERVICES



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 or Division:	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		
1. Filled-out registration form		Office of the Municipal Agriculturist		
2. Proof of land ownership (tax declaration/ title if owner; Certification from Barangay Captain if tenant)		Owner/ Barangay Captain		
3. 2x2 latest picture (1 pc)				
4. Valid Identification Card (photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	Assist client in accomplishing information	None	1 min.	<i>Info Desk Agriculture Office</i>
2. Fill-up enrollment form and submit the requirements.	Assist in filling-up the form.	None	10 min.	<i>Encoder Municipal Agriculturist</i>
3. 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.	None	Depends on the applicant	<i>Admin Aide- Clerk Municipal Agriculturist</i>
4. 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	None	1 min.	<i>Municipal Agriculturist</i>
TOTAL		None	12mins. or more	



2. Vegetable Seeds, Palay Seeds, Fertilizers

The Local Government Unit of Quezon provides free vegetable seeds to the famers 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		
1. Must be registered to RSBSA			Office of the Municipal Agriculturist		
2. Valid Identification Card					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Register in the visitor's logbook	1.1 Assist client in accomplishing information	None	1 min.	Info Desk Agriculture Office	
	1.2 Check if the farmer is registered in RSBSA. 1.3 Interview the farmer on what seeds they need. If available, assess the amount based on the land area for planting.	None	5mins.	Encoder Municipal Agriculturist Info Desk Agriculture Office	
2 Receive the seeds/ fertilizers and sign on the distribution list.	1. Prepare the seeds.	NONE		Encoder Municipal Agriculturist Info Desk Agriculture Office	
TOTAL		None	6 mins.		



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		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1.1 Assist client in accomplishing information	None	1 min.	<i>Info Desk Agriculture Office</i>
	1.2 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	<i>Animal/ Livestock Technician</i>
2. Receive the medicine/ vitamins and sign on the distribution list.	1. Prepare the medicine/ vitamins	None	Depends on the applicant	
TOTAL			6mins. or more	



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, conduct Estrus synchronization (ES) 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 for health but also its potential for greater income for the farmers.

*Agricultural term, means the animal shows signs of fertility/ovulation and needs to be

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		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1. Assist client in accomplishing information	None	1 min.	<i>Info Desk Agriculture Office</i>
2. Bring the animals to the given place.	1. 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.	<i>Animal/ Livestock Technician PCC Staff</i>
3. Bring the animals to the given place.	1. 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.	<i>Animal/ Livestock Technician</i>
4. Sign and fill-up the form.	1. Assist the farmer	None	1 mins.	<i>Municipal Agriculturist</i>
TOTAL			31 mins or more	

inseminated within 24 hours from the first sign of heat.

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



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		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
3. Certificate of Ownership		Barangay Captain		
4. 2 pcs. Picture of Boat (4R Size)				
5. 1 pc. Picture of Owner (1x1 size)				
6. Certification (that the boat is not involved in any criminal case)		PNP Maritime or Local PNP		
7. Boat admeasurement		Assistance form MA Office		
8. Official Receipt		Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1. Assist client in accomplishing information	None	1 min.	<i>Info Desk Agriculture Office</i>
2. Place the boat in shoreline	1. Measure the boat. Determine the horsepower and get the stencil of serial number of the engine. Identify the fishing gear used in fishing.	None	30 mins. Per boat. Depends on the location of the boat.	<i>Technicians Bantay-Dagat</i>
3. Bring the necessary documents to the office.	1. Check the documents, compute the measurements. Interview the owner and Register to the data base.	None	10 mins.	<i>Office Staff</i>



4. Pay to the treasurer's office.	1. Compute the gross tonnage and make the boat registration signed by the Dept. Head.	Base on engine horsepower (hP): *1-7hp --- 200.00 *8-16hp--- 300.00 *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	10 mins.	<i>Municipal Treasurer's Office</i> <i>Mun. Agriculturist</i>
5. Bring the certification from OMA and the OR to the Office of the Mayor for the Boat Registration.			10 mins. Depends on the availability of the signatory.	
6. Bring back the certification and the registration to the OMA and receive the client's copy. Sign on the logbook as proof of receipt.	1. Assist the client.	None	5 mins.	<i>Admin Aide- Clerk</i>
7. Register in the visitor's logbook	1. Assist client in accomplishing information	None	1 min.	<i>Info Desk Agriculture Office</i>
TOTAL		None	*1 hour and 6mins. 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 farmers and fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1. Assist client in accomplishing information	None	1 min.	<i>Info Desk Agriculture Office</i>
2. Bring the necessary documents in the Office of the Municipal Agriculturist	1. Review the documents.	None	10 mins.	<i>Admin Aide-Clerk Mun. Agriculturist</i>
3. Assist the staff	1. Visit the location of the proposed/ existing fish pen for validation.	None	1 day	<i>Bantay-dagat</i>
	1. Make the certification/ registration	None		<i>Admin Aide- Clerk</i>
4. 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		<i>Municipal Treasurer's Office</i>



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

5. Bring the registration from OMA and the OR to the Office of the Mayor for the Mayor's Permit			5 mins. (Depends on the availability of signatory)	
TOTAL			1 day, 16mins. *	



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		
1. Must be registered to RSBSA		Office of the Municipal Agriculturist		
2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	Assist client in accomplishing information	None	1 min.	<i>Info Desk Agriculture Office</i>
2. Bring the necessary documents in the Office of the Municipal Agriculturist	Review the documents. Interview the client/s.	None	5 mins.	<i>Admin Aide-Clerk Mun. Agriculturist</i>
3. Sign the application		None	2mins.	
TOTAL		None	8 mins.	



OFFICE OF THE MUNICIPAL ASSESSOR

EXTERNAL SERVICES



1. Verification of Records

The client/s can verify their property/ies.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Power of Attorney (SPA) or Authorization Letter if applicant is not the owner		Property Owner provide for his/her representative		
2. Valid Identification Card (ID)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service	1. The personnel-in-charge informs the client for the document required.	None	1 minute	<i>Administrative Aide I, Administrative Aide III & Assessment Clerk (Assessor's Office)</i>
2. Submit required documents	1. The personnel-in-charge receives and verify the document given by the client.	None	1 minute	<i>Administrative Aide I, Administrative Aide III & Assessment Clerk (Assessor's Office)</i>
3. Payment of Fees	1.1 The personnel-in-charge will give the client a payment slips on what to pay for.	Verification of records = ₱20.00	1 minute	<i>Administrative Aide I, Administrative Aide III & Assessment Clerk (Assessor's Office)</i>
	1.2 The client will pay at the treasurer's office.		5 minutes	<i>Treasurer's Office Staff (Municipal Treasurer's Office)</i>
4. Preparation	1. The personnel-in-charge will verify the records and prepares the verification slip.	None	3 minutes	<i>Administrative Aide I, Administrative Aide III & Assessment Clerk (Assessor's Office)</i>



5. Issuance of record	1. The personnel-in-charge will issue the data (based on the record of the office) to the client.	None	30 seconds	Administrative Aide I, Administrative Aide III & Assessment Clerk (Assessor's Office)
TOTAL		None	11 minutes and 30 seconds	

2. Issuance of New Tax Declaration for Building/ Machinery/ Other Improvement

The clients may request for a new tax declaration of their residential/commercial house, building, machinery and other improvements.

Office or Division:	Office of the Municipal Assessor		
Classification:	Simple		
Type of Transaction:	G2C – Government to Client		
Who may avail:	Property Owners who have Undeclared properties (Building, Machinery, and others)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
FOR HOUSE / BUILDINGS:			
1. Copy of Approved Building Floor Plan			
2. Photocopy of Building Permit, Certificate of Occupancy & Certificate of Completion		Office of the Municipal Engineer	
3. Notarized Sworn Statement of the True and Fair Market Value of the Property		Attorney's Office (Notary Public)	
4. Copy of Official Receipt of updated payment of Real Property Tax (Land)		Municipal Treasurer's Office	
5. Original Copy of Certificate of Tax Clearance		Municipal Treasurer's Office	
6. Copy of Official Receipt of the Issuance Fee		Provincial Treasurer's Office	
7. Photocopy of any Valid Identification Card (ID)			
8. Special Power of Attorney (SPA) if applicant is not the owner		Attorney's Office (Notary Public)	
FOR NEWLY ACQUIRED MACHINERIES:			
1. Detailed listing of Machineries; Description of Machineries, Original Acquisition Cost, Original Date of Acquisition/ Operation			
2. Notarized Sworn Statement of the True and Fair Market Value of the		Municipal Assessor's Office / Attorney's Office (Notary Public)	



Machineries (duly signed by Accountable Officer)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. The personnel-in-charge receives and validate the requirements.	None	5 minutes	<i>Administrative Aide I & Administrative Aide III (Assessor's Office)</i>
2. Scheduling for Field Inspection	1. The Municipal Assessor will give the schedule for the Field Inspection & the Mun. Assessor Staff will notify the property owner of the date for field inspection of the new building or machinery.	None	5 minutes	<i>Municipal Assessor & Administrative Aide III (Assessor's Office)</i>
3. Field Inspection	1. Actual Inspection of the Real Property for assessment purpose	None	30 minutes	<i>Municipal Assessor & Administrative Aide III (Assessor's Office)</i>
4. Pay Appropriated Taxes and Fees	1.1 Tax on Real Property of Land (if not yet paid) 1.2 Tax Clearance	None	30 minutes	Municipal Treasurer's Office
5. Preparation and Processing of Tax Declaration	The Municipal Assessor's Office Staff will prepare the ff: 1.1 Field Appraisal/ Assessment Sheet 1.2. Tax Declaration 1.3. Notice of Assessment 1.4. Property Record Form	None	1 hour and 10 minutes	<i>Municipal Assessor & Administrative Aide III (Assessor's Office)</i>



	1.5The Municipal Assessor evaluates and recommend approval of Tax Declaration to the Provincial Assessor. 1.6Provincial Assessor evaluates, approves/sign tax declaration	None		<i>Municipal Assessor & Administrative Aide III</i> (Assessor's Office)
6. Issuance of Tax Declaration	1. The new tax declaration (Owner's Copy) is issued to the clients together with the Notice of Assessment	Issuance Fee ₱ 75.00	1 minute	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
TOTAL		₱ 75.00	2 hours, 11 minutes	



3. Issuance of New Tax Declaration for Land (Titled / Untitled but Undeclared)

This is for clients who has properties that does not have tax declaration, titled or untitled.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified Copy of Notarized Affidavit of Land Ownership & Possession (if untitled); Notarized Deed of Conveyance		Attorney's Office (Notary Public)		
2. Certified Electronic Copy of Title (if titled)		Land Registration Authority (LRA) /Registry of Deeds		
3. Certificate Authorizing Registration (CAR) / BIR Clearance		BIR Gumaca Branch RDO 61		
4. Certification from DENR (List of Claimants/as per Cadastro);		DENR / CENRO		
5. Copy of Notarized Affidavit of Adjoining Lot Owners; Certification of Alienable & Disposable Land		Attorney's Office (Notary Public)		
6. Official Receipt of the Issuance Fee		Municipal Treasurer's Office		
7. Barangay Certificate of Land Ownership		Office of the Barangay Captain		
8. Cadastral Plan or Approved / Sketch Plan duly signed by Geodetic Engineer		Geodetic Engineer		
9. Photocopy of Any Valid Identification Card (ID)				
10. Special Power of Attorney (SPA) if applicant is not the owner		Attorney's Office (Notary Public)		
11. Certified copy of Court Decisions, finalities, adjudication, etc. if transaction clearly express landownership/registry disputes		Regional Trial Court (Alabat, Quezon)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. The personnel-in-charge receives and validate the requirements. It is then submit to the Municipal Assessor.	None	10 Minutes	Administrative Aide I & Administrative Aide III (Assessor's Office)
2. Pay Appropriated Fees	1. Issuance Fee	₱ 75.00	5 Minutes	Municipal Treasurer's Office



2. Preparation and Processing of Tax Declaration	The Municipal Assessor's Office Staff will prepare the ff: 1.1 Field Appraisal/ Assessment Sheet 1.2 Tax Declaration 1.3 Notice of Assessment 1.4. Property Record Form	None	1 hour	Municipal Assessor, Administrative Aide I & Administrative Aide III (Assessor's Office)
	1. The Municipal Assessor evaluates and recommend approval of Tax Declaration to the Provincial Assessor. Provincial Assessor evaluates, approves/sign tax declaration			Municipal Assessor (Assessor's Office)
3. Pay appropriated tax	1. Updated Real Property Tax	Computed by the Treasurer's Office	30 minutes	(Municipal Treasurer's Office)
4. Issuance of Tax Declaration	1. The new tax declaration (Owner's Copy) is issued to the clients together with the Notice of Assessment	None	1 minute	Administrative Aide I & Administrative Aide III (Assessor's Office)
TOTAL		₱75.00	1 hour, 46 minutes	



4. Transfer of Tax Declaration for Land (Titled/Untitled)

For clients that purchased, donation or inheritance of a land property. That they want to transfer to their names.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Notarized Conveyance: Deed of Sale, Deed of Donation, Extra-Judicial Settlement, etc.;		Attorney's Office (Notary Public)		
2. Certified Electronic Copy of Title (if titled)		Land Registration Authority (LRA) / Registry of Deeds		
3. Certificate Authorizing Registration (CAR) / BIR Clearance		BIR Gumaca Branch RDO 61		
4. Certified True Copy of Tax Declaration of existing Real Property subject for transfer;		Municipal Assessor's Office		
5. Certification of No Improvement		Municipal Assessor's Office		
6. Copy of Official Receipt of updated payment of Real Property Tax (Land)		Municipal Treasurer's Office		
7. Original Copy of Certificate of Tax Clearance		Municipal Treasurer's Office		
8. Official Receipt of the Transfer Tax, Transfer Fee		Municipal Treasurer's Office (MTO)		
9. Duly Approved Plan for Subdivision, Consolidation, Segregation		DENR / CENRO or Private Surveying Team		
10. Photocopy of Any Valid Identification Card (ID)				
11. Special Power of Attorney (SPA) if applicant is not the owner		Attorney's Office (Notary Public)		
12. Certified copy of Court Decisions, finalities, adjudication, etc. if transaction clearly express landownership/registry disputes		Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. The personnel-in-charge receives and validate the requirements. It is then submitted to the	None	5 minutes	Administrative Aide I & Administrative Aide III (Assessor's Office)



	Provincial Assessor's Office.			
2. Pay Appropriated Tax and Fees	1.1 Payment of RPT, Transfer Tax, Transfer Fee 1.2 Issuance Fee	Comput ed by Treasur er's Office ₱75.00 issuanc e Fee	30 minutes	(Municipal Treasurer's Office)
3. Preparation and Processing of Tax Declaration	The Provincial Assessor's Office Staff will prepare the ff: 1.1. Field Appraisal/ Assessment Sheet 1.2. Tax Declaration 1.3. Notice of Assessment 1.4. Property Record Form	None	1 hour	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
	1.5 The Municipal Assessor evaluates and recommend approval of Tax Declaration to the Provincial Assessor. Provincial Assessor evaluates, approves/sign tax declaration	None		<i>Municipal Assessor</i> (Assessor's Office)
4. Issuance of Tax Declaration	1. The new tax declaration (Owner's Copy) is issued to the clients together with the Notice of Assessment	None	1 minute	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
TOTAL		₱75.00	1 hour, 36 minutes	



5. Cancellation, Revision or Correction of Assessments

Properties that are already transferred or corrected. or haven't been revised.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original & Photocopy of latest Real Property Tax Receipt/Tax Clearance				
2. Copy of Tax Declaration active property and Tax Declaration to be cancelled				
3. Barangay Certificate / Clearance (for cancellation/demolition of building);		Office of the Barangay Captain		
4. Demolition Permit (if applicable)		Municipal Engineering Office		
5. Certification from the Bureau of Fire Protection (BFP) if property has been razed by fire.		Bureau of Fire Protection (BFP)		
6. Photocopy of Any Valid Identification Card (ID)				
7. 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
1. Submit requirements	1. The personnel-in-charge receives and validate the requirements. It is then submitted to the Provincial Assessor's Office.	None	5 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
2. Scheduling for Field Inspection	1. The Municipal Assessor will give the schedule for the Field Inspection & the Mun. Assessor Staff will notify the property owner of the date for field inspection of the new building or machinery.	None	5 minutes	<i>Municipal Assessor, Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
3. Field Inspection (For Building)	1. The Municipal Assessor & personnel-in-charge	None	30 minutes	<i>Municipal Assessor, Administrative Aide I</i>



	along with the client conducts an inspection on the schedule date of inspection of the property to check whether there is basis for cancellation, revision of assessment.			& Administrative Aide III (Assessor's Office)
4. Preparation Notice	1. The Municipal Assessor's Staff will prepare an inspection report. He also prepares a notice of cancellation, revision, and correction.	None	1 hour	Administrative Aide I & Administrative Aide III (Assessor's Office)
5. Processing Notice	1. The Municipal Assessor evaluates and recommend approval of Notice to the Provincial Assessor. Provincial Assessor evaluates, approves/sign Notice	None	1 hour	Administrative Aide I & Administrative Aide III (Assessor's Office)
6. Processing of Tax Declaration	1. The Municipal Assessor evaluates and recommend approval of Tax Declaration to the Provincial Assessor. Provincial Assessor evaluates, approves/sign tax declaration	None	1 hour	Municipal Assessor (Assessor's Office)
7. Issuance of Notice	1. The Notice of Cancellation, Revision or Correction on is recorded and a copy is issued to the client.	None	3 minutes	Administrative Aide I & Administrative Aide III (Assessor's Office)
TOTAL		None	3 hours, 43minutes	



6. Annotation or Cancellation of Loans or Mortgage, Bail bond, attachments, etc.

This is for Banks, Court, etc. for the annotations or cancellation of Loans or mortgage, bail bonds, attachments, etc.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Client			
Who may avail:	Bank Representative, Property Owner, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the mortgage/release of mortgage, court order for bail bond, attachment,		Bank / Court		
2. Official Receipt of Annotation/Cancellation of Mortgage/Bail bond		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. The personnel-in-charge receives and validate/verify the documents given by the client. It is then will be submitted to the Municipal Assessor		5 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
2. Annotation in the Tax Declaration	1. The Municipal Assessor's Office Staff will be the one who will prepare the annotation		5 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
3. Evaluation	1. The Municipal Assessor evaluates and sign the annotated Tax Declaration		3 minutes	<i>Municipal Assessor</i> (Assessor's Office)
4. Payment of Fees		₱ 75.00	5 minutes	(Municipal Treasurer's Office)
5. Issuance of the Annotated Tax Declaration	1. The tax declaration with annotation is issued to the clients		1 minute	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)



	TOTAL	Php 75.00	19 minutes	
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7. Issuance of Certified True Copy of Tax Declaration

For the request of Certified True Copy of Tax Declaration

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of the Real Property Tax Receipt				
2. Special Power of Attorney (SPA) or Authorization Letter if applicant is not the owner				
3. Documentary Stamp				
4. 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
1. Request for Service	1. The personnel-in-charge informs the client for the document required.	None	1 minute	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
2. Submit required documents	1. The personnel-in-charge receives and verify the document given by the client	None	2 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
3. Payment of Fees	1.1 The personnel-in-charge will give the client a payment slips on what to pay for	Cert. True Copy of Tax Dec. = ₱ 75.00	1 minute	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
	1.2 The client will pay at the treasurer's office		5 minutes	(Municipal Treasurer's Office)
4. Preparation	1. The personnel-in-charge prepares the Certified True	None	5 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)



	Copy of Tax Declaration			
5. Evaluation	1. The Municipal Assessor evaluates and sign the Certified True Copy of Tax Declaration	None	2 minutes	Municipal Assessor (Assessor's Office)
6. Issuance of the Certified True Copy of Tax Declaration	1. The certified true copy of tax declaration is issued to the clients	None	2 minutes	Administrative Aide I & Administrative Aide III (Assessor's Office)
	TOTAL	₱ 75.00	18 minutes	

8. ISSUANCE OF CERTIFICATIONS: NO IMPROVEMENT, AGGREGATE LANDHOLDINGS, NO LAND TITLE

Issuance of Certifications: No Improvement, Aggregate Landholdings, No Land Title

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of the Real Property Tax Receipt				
2. Photocopy of the Tax Declarations of Property				
3. Special Power of Attorney (SPA) or Authorization Letter if applicant is not the owner				
4. Official Receipt of Assessor's Certified True Copy of Tax Declaration		Municipal Treasurer's Office		
5. Certification from the Barangay Captain that the property has no improvement		Office of the Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service	1. The personnel-in-charge informs the		1 minute	Administrative Aide I & Administrative Aide III (Assessor's Office)



	client for the document required.			
2. Submit required documents	1. The personnel-in-charge receives and verify the document given by the client		2 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
3. Payment of Fees	1.1 The personnel-in-charge will give the client a payment slips on what to pay for	Assessor's Certification = ₱ 50.00		<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
	1.2 The client will pay at the treasurer's office			(Municipal Treasurer's Office)
4. Preparation	1. The personnel-in-charge prepares the Certification requested by the client.		10 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
5. Evaluation	1. The OIC-Municipal Assessor evaluates and sign the Certified True Copy of Tax Declaration		5 minutes	<i>Municipal Assessor</i> (Assessor's Office)
6. Issuance of the Certification	1. The certification is issued to the client.		2 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
	TOTAL	₱ 50.00	20 minutes	



9. Issuance of Certification of No Real Property

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any individual may request for these service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from the Barangay Captain that you don't have Land Property / Houses		Office of the Barangay Captain		
Community Tax Certificate (Cedula)		Municipal Treasurer's Office		
Official Receipt of Assessor's Certification on No Real Property		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service	1. The personnel-in-charge informs the client for the document required.		1 minute	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
2. Submit required documents	1. The personnel-in-charge receives and verify the document given by the client		2 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
3. Payment of Fees	1.1 The personnel-in-charge will give the client a payment slips on what to pay for	Cert. of No Real Property = ₱50.00	2 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
	1.2 The client will pay at the treasurer's office		5 minutes	(Municipal Treasurer's Office)
4. Preparation	1. The personnel-in-charge prepares the Certification		5 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
5. Evaluation	1. The Municipal Assessor evaluates and sign the Certification		2 minutes	<i>Municipal Assessor</i> (Assessor's Office)
6. Issuance of the Certification	1. The Certification of No Real Property is issued to the clients		2 minutes	<i>Administrative Aide I & Administrative Aide III</i> (Assessor's Office)
	TOTAL	₱50.00	19 minutes	



OFFICE OF THE MUNICIPAL BUDGET



1. Review of Barangay Annual and Supplemental Budget

Assist the Barangay Officials in the review of budget and give recommendation in the review action to ensure compliance with mandatory obligation and budgetary requirements to the final review and approval by the Sangguniang Bayan.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Client			
Who may avail:	Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Budget		Barangay Office – Barangay Officials		
2. Supplemental Budget		Barangay Office – Barangay Officials		
3. Attachment of Barangay Budget		Barangay Office – Barangay Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to SB of barangay Annual and Supplemental budget and other necessary documents attached e.i. Appropriation Ordinance, etc.	1. Receive barangay approval budget indorsed to budget office from the SB and the required documents and check for completeness.	None	35 minutes	MBO Personnel
	1.1 Assess and conduct review. 1.2 Prepare review action of budget office for barangay annual / supplemental endorsement to SB office for further review and approval.	None	3 hours	
2. Client waits while SB resolution for barangay annual and supplemental Budget	1. Received copy of approved barangay annual / supplemental budget and resolution / appropriation ordinance form SB	None	5 minutes	MBO Personnel



3. Get approved budgets and SB resolution	1. Record and release to Sangguniang barangay the approved barangay budget and SB resolution / appropriation ordinance	None	5 minutes	MBO Personnel
	TOTAL	NONE	4 hours and 55 minutes	



1. Certification of Availability of Appropriation

Certify Obligation Request as to the existence of Appropriation of: Purchase Request, Payrolls and other Expenditure under General Fund, Special Education Fund and Trust Fund.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Client			
Who may avail:	External client, Government institutions, Business establishments, Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Municipal Budget Office		
1. Purchase Request		Concerned Department / Office		
2. Disbursement Voucher for Payment		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling of obligation request slip form and submission the necessary documents.	1. Receive obligation request slip form and the required documents and check for completeness.	None	8 minutes	<i>MBO Personnel</i>
2. Clients waits while obligation request is processed	1.1 Verify availability of allotment. 1.2 Process the obligation request and endorse for signing	None	23 minutes	<i>MBO Personnel</i>
3. Get Approved obligation request / purchase request	1. Record and release approved obligation request / purchase request	None	8 minutes	<i>MBO Personnel</i>
	TOTAL	None	39 minutes	



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR



1. Registration of BIRTH, DEATH and MARRIAGE 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 Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled – Registrable Documents		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the completely filled up registrable documents	1.1. Receive and check registrable documents 1.2 Code the registrable documents 1.3 register the respective registry book and assign registry number 1.4 Review and encode the registrable documents to PhilSys	None	30 minutes	<i>LCR Personnel</i>
2. Secure copy	1. Examine and sign the registrable documents	None	10 minutes	<i>LCR Personnel</i>
	TOTAL		40 minutes	



2. Application for Marriage License

Application for marriage need parental consent and advice of both parents and guardian and for ages 18-24, legal age to marry is 25. Issuance is after ten (10) days of posting of application upon receipt validity is 120 days from the date of issued or else expired.

Office or Division:	Local Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C– Government to Client G2G – Government to Government			
Who may avail:	Resident			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified machine copy of the certificate containing the alleged erroneous entry/ies		PSA		
2. Not less than two (2) and not more than seven (7) public and private documents bearing the details of the client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely requirements	1.1. Receive and check the requirements. 1.2 Conduct probing interview	None	15 minutes	<i>LCR Personnel</i>
2. Fill up three copies of application form	1.1 Assist in filling up form 1.2 Check filled up form 1.3 Issue order of payment and endorse for signing	None	25 minutes	<i>LCR Personnel</i>
3. Pay necessary fees	1. Receive payment and issue Official Receipt Request	400.00 application for marriage ₱105.00 additional license fee ₱250.00 solemnizing fee (Mayor) ₱2.00 License form	10 minutes	<i>MTO Personnel</i>
	TOTAL		50 minutes	



3. Petition for Correction of Clerical Error (CCE) and Correction of First Name

RA 9048 is an act authorizing the Municipal Civil Registrar or Consul General to Correct a Clerical Error and Correction of First Name in an entry without need of Judicial Order, except correction involving age, nationality and status of persons

Office or Division:	Local Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C– Government to Client			
Who may avail:	Resident			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified machine copy of the certificate containing the alleged erroneous entry/ies		PSA		
2. Not less than two (2) and not more than seven (7) public and private documents bearing the details of the client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. Receive and check the requirements. 1.2 Conduct probing interview	None	15 minutes	<i>LCR Personnel</i>
2. Pay necessary fees	1. Receive payment and issue official receipt	None	3 minutes	<i>LCR Personnel</i>
3. Present the Official Receipt to the MCR	1.1 Prepare correction of clerical error/first name of entry / ies for local client and migrant petitioner and send to the place of occurrence	400.00 application for marriage ₱105.00 additional license fee ₱250.00 solemnizing fee (Mayor) ₱2.00 License form	15 days	<i>LCR Personnel</i>
	1.2 Render decision and sign petition for correction		7 days	<i>LCR Personnel</i>
	1.3 Send to PSA		2 days	<i>LCR Personnel</i>
	TOTAL		24 days	



OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT (MDRRMO)

EXTERNAL SERVICES



1. Request for Discussion-Based Exercise

Facilitation of DRRM-Related Orientation, Training, Seminars, Workshops, and Tabletop Exercise that provides an interactive verbal exchange of ideas that allows participants to learn and develop DRRM-related plans, policies, agreements, and procedures.

Office or Division:	Admin and Training			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Business, G2C – Citizen			
Who may avail:	All Government Agencies, BLGUs, other Government Instrumentalities, Public and Private Schools, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Office / Organization		
2. List of Participants		Requesting Office / Organization		
3. Exercise Schedule Slip		MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter and the list of participants.	1. Receive and review the request letter.	None	5 minutes per request letter	<i>Admin & Training Section Head and Deputy</i>
2. Fill out the exercise schedule slip.	1.1 Receive and review the exercise schedule slip.	None	5 minutes per exercise schedule slip	<i>Admin & Training Section Head and Deputy</i> <i>LDRRMO II</i>
	1.2 Forward the exercise schedule slip to LDRRMO II. 1.3 Approval of request.	None	5 minutes per exercise schedule slip	
3. Attend the exercise.	1. Facilitation of the exercise.	None	1 day to 5 days depending on the activity	<i>MDRRMO Training Team</i>
	TOTAL	None	15 minutes and 1 to 5 days for the conduct of the activity	



2. Request for Operations-Based Exercise

Facilitation of DRRM-Related Drills, Functional Exercise, and Full-Scale Exercise which is a more action-oriented exercise as it allows players to perform, simulate, and practice. It validates the DRRM-related plans, policies, agreements, and procedures and clarifies roles and responsibilities through actions and demonstrations.

Office or Division:	Admin and Training			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Business, G2C – Citizen			
Who may avail:	All Government Agencies, BLGUs, other Government Instrumentalities, Public and Private Schools, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Office / Organization		
2. List of Participants		Requesting Office / Organization		
3. Exercise Schedule Slip		MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter and the list of participants.	1. Receive and review the request letter.	None	5 minutes per request letter	<i>Admin & Training Section Head and Deputy</i>
2. Fill out the exercise schedule slip.	1.1 Receive and review the exercise schedule slip. a. Forward the exercise schedule slip to LDRRMO II.	None	5 minutes per exercise schedule slip	<i>Admin & Training Section Head and Deputy</i>
	1.3 Approval of request.	None	5 minutes per exercise schedule slip	<i>LDRRMO II</i>
3. Attend the exercise.	Facilitation of the exercise.	None	1 day to 5 days depending on the activity	<i>MDRRMO Training Team</i>
	TOTAL	None	15 minutes and 1 to 5 days for the conduct of the activity	



3. Barangay Disaster Risk Reduction and Management Plan Review

Review of three (3) year BDRRMP.

Office or Division:		Research and Planning		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government, G2B		
Who may avail:		BLGUs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BDRRMP Draft		Requesting Office / Organization		
2. Plan Review Slip		MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the BDRRMP draft.	1. Receive the BDRRMP draft.	None	5 minutes	<i>Research & Planning Section Head and Deputy</i>
2. Fill out the plan review slip.	1.1 Receive and review the plan review slip. 1.2 Forward the plan review slip to LDRRMO II.	None	5 minutes	<i>Research & Planning Section Head and Deputy</i>
3. Receive the BDRRMP review summary.	BDRRMP Review.	None	3 days	<i>LDRRMO II</i>
TOTAL		None	3 days	



4. Barangay Disaster Risk Reduction and Management Fund Investment Plan Review

Review of the annual BDRRMFIP.

Office or Division:		Research and Planning		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government, G2B		
Who may avail:		BLGUs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BDRRMFIP Draft		Requesting Office / Organization		
2. Plan Review Slip		MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the BDRRMFIP draft.	1. Receive the BDRRMFIP draft.	None	5 minutes	<i>Research & Planning Section Head and Deputy</i>
2. Fill out the plan review slip.	1.1 Receive and review the plan review slip. 1.2 Forward the plan review slip to LDRRMO II.	None	5 minutes	<i>Research & Planning Section Head and Deputy</i>
3. Receive the BDRRMFIP review summary.	1. BDRRMFIP Review.	None	15 minutes	<i>LDRRMO II</i>
	TOTAL	None	25 minutes	



5. Accreditation of Community Disaster Volunteers

Accreditation, mobilization, and protection of individuals and organized volunteers.

Office or Division:	Admin and Training
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government, G2B - Business, G2C – Citizen
Who may avail:	Government Agencies, BLGUs, other Government Instrumentalities, National Service Reserve Corps (NSRC), Community-Based NSRC Units (CBNU), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>For CSOs and Private Sector</p> <ol style="list-style-type: none"> 1. Completed Application Form for Accreditation, which includes a list of current officers, members, and/or volunteers of the VMOs. It should also indicate the DRRM thematic area/s they are applying for. 2. Certification from any of the following: the Securities and Exchange Commission (SEC), Cooperative Development Authority (CDA), Department of Labor and Employment (DOLE), Department of Social Welfare and Development (DSWD), or any national or local government agency that is empowered by law or policy to accredit people's organizations, associations, non-government organizations or private sector groups. 3. Financial statement of the preceding year of their application, signed by its executive officers and indicating, among others, the sources and status of funds of the organizations. 4. List of community disaster volunteers, indicating their area/s of specialization or expertise, qualifications, permanent residence addresses, and contact information. The list must be accompanied by individual volunteer information sheets. 	<ol style="list-style-type: none"> 1. Requesting Office / Organization 2. SEC, CDA, DOLE, DSWD, or any national or local government agency that is empowered by law or policy to accredit people's organizations, associations, non-government organizations, or private sector groups 3. Requesting Office / Organization 4. Requesting Office / Organization
<p>For Government Agencies, Local Government Units including Barangays, or CBNUs</p> <ol style="list-style-type: none"> 1. Completed Application Form for Accreditation, which includes a list of current officers, staff members, and/or volunteers. It should also indicate the DRRM thematic area/s they are applying for. 2. List of community disaster volunteers, indicating their area/s of specialization or expertise, qualifications, permanent residence addresses, and contact information. The list 	<ol style="list-style-type: none"> 1. Requesting Office / Organization 2. Requesting Office / Organization



must be accompanied by individual volunteer information sheets.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the requirements for accreditation.	1.1 Receive and check the completion of documents.	None	5 minutes	<i>Admin & Training Section Head and Deputy</i>
	1.2 Forward the documents to LDRRMO II.	None	5 minutes	<i>LDRRMO II</i>
	1.3 Review the requirements for accreditation.	None	3 days	<i>MDRRMC</i>
	1.4 Request for an MDRRMC meeting for accreditation.	None	14 days	<i>LDRRMO II</i>
	1.5 Enlistment in ACDV National Roster Database.	None	1 day	
2. Receive a Certificate of Accreditation (valid for 5 years) and National IDs	1. Issuance of Certificate of Accreditation and National ID.	None	1 day	<i>LDRRMO II</i>
3. Submit an annual accomplishment report, an updated list of its community disaster volunteers, an updated Asset Register (if applicable), and the organization's updated Mayor's Permit (if applicable)	1. Receive and check documents.	None	5 minutes	<i>Admin & Training Section Head and Deputy</i>
	TOTAL	None	20 days	



6. Review of CCTV Footage

Review and request of copy of the CCTV footage.

Office or Division:	Admin and Training			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C – Citizen			
Who may avail:	Law Enforcement Authorities and the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Blotter and/or Police Report		BLGUs, PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the Barangay Blotter and/or Police Report.	Receive and review the Barangay Blotter and/or Police Report.	None	5 minutes	<i>Admin & Training Section Head and Deputy</i>
2. Review of the CCTV Footage.	Access the CCTV recording and provide a copy.	None	1 day	<i>Admin & Training Section Head and Deputy</i>
	TOTAL	None	1 day	



7. Request for Aerial Inspection

Aerial inspection of the sites of government projects using the drone of the MDRRM Office and checking of locations for exposure to hazards.

Office or Division:	Admin and Training			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C – Citizen			
Who may avail:	All Government Agencies, BLGUs, other Government Instrumentalities, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Blotter and/or Police Report		BLGUs, PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the request letter.	1.1 Receive and review the request letter.	None	5 minutes	<i>Admin & Training Section Head and Deputy</i>
2. Fill out the inspection schedule slip.	2.1 Receive and review the inspection schedule slip.	None	5 minutes	<i>Admin & Training Section Head and Deputy</i>
	2.2 Forward the inspection schedule slip to LDRRMO II.	None	5 minutes	<i>LDRRMO II</i>
	2.3 Approval of request.			
3. Guide the drone operator in the aerial inspection.	Operate the drone and provide a copy of the pictures and video clips.	None	1 day	<i>Admin & Training Section Head</i>
	TOTAL	None	1 day	



8. ASSISTANCE WITH PLANNED EVENTS

Planning, maintaining public order, preventing any untoward incidents, and responding to emergencies during mass gatherings such as parades, fluvial processions, school athletic meets, fiesta/festivals, 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:	All Government Agencies, BLGUs, other Government Instrumentalities, Public and Private Schools, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector			
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	Operations and Warning Section Head and Deputy
	Review request letter.	None	3 minutes per request letter	Operations and Warning Section Head and Deputy
	Approval of request.	None	10 minutes	LDRRMO II
	The actual conduct of the activity.	None	Number of days depending on the activity or event	LDRRMO II
	TOTAL	None	15 minutes and the number of days of activity or event	



9. LOGISTICS/EQUIPMENT SUPPORT

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

Office or Division:	Operations and Warning			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2B – Business, G2C – Citizen			
Who may avail:	All Government Agencies, BLGUs, other Government Instrumentalities, Public and Private Schools, Accredited Community Disaster Volunteers (ACDVs), Civil Society Organizations (CSOs), Non-Government Organizations (NGOs), Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter / RVSS		Requesting Office/Organization		
2. Transportation of Equipment				
3. Property Acknowledgement Receipt		MDRRM 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	Operations and Warning Section Head and Deputy
	Review request letter.	None	3 minutes per request letter	Operations and Warning Section Head and Deputy
	Approval of request.	None	10 minutes	LDRRMO II
2. Receive the equipment.	Checking, providing reminders and instructions of use, recording, and issuing of equipment	None	5 minutes per equipment	Operations and Warning Section Head and Deputy
3. Return the equipment.	Inspection and recording of equipment.	None (Payment for repair or actual cost if the equipment is damaged)	5 minutes per equipment	Operations and Warning Section Head and Deputy
	TOTAL	None	25 minutes	



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

Response to medical emergencies, vehicular accidents, maritime mishaps, fire incidents, floods, landslides, typhoons, earthquakes, armed conflicts, 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		
1. Details of the Incident (type of incident, location, number of persons injured, the extent of the injury and first aid given, the telephone number from where you calling, the 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	<i>Operations and Warning Section Head and Deputy</i>
	Validation of report.	None	1 minute	<i>Operations and Warning Section Head and Deputy</i>
	Dispatch of responders.	None	5 minutes	<i>Operations and Warning Section Head and Deputy</i>
	Travel of responders.	None	5 to 15 minutes (depending on the location of the incident)	<i>Emergency Response Team</i>
	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)	<i>Emergency Response Team</i>



OFFICE OF THE MUNICIPAL ENGINEER

EXTERNAL SERVICES



1. BUILDING MAINTENANCE

To provide technical and working expertise to different request made by different Departments, Agencies and Municipality of Quezon as a whole.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Residents of Quezon, Quezon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request (job description and pictures) 2. Thru Phone Request (emergency or urgent request) 3. Walk-in				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter-Request from various barangay constituents 2. Report the concern thru phone 3. Walk-in	Inspection by Building Maintenance Personnel 1.1. Evaluation of reported area/site involved. 1.2. Preparation of Program of Works.	None	3 days	<i>Municipal Engineer & MEO Personnel</i>
	Inform the client of the project's status. 1. Approval of project is subjected to availability of materials.	None	With available materials – 15 days If materials are unavailable – variable	<i>MEO Personnel</i> <i>Municipal Engineer</i>
TOTAL		None	18 days (with available materials) Variable (if materials are unavailable)	



2. ROAD AND OTHER HORIZONTAL PROJECTS REPAIR

To provide technical and working expertise to different request made by different Departments, Agencies and Municipality of Quezon as a whole.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client)			
Who may avail:	Residents of Quezon, Quezon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request (job description and pictures) 2. Thru Phone Request (emergency o urgent request) 3. Walk-in				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter-Request from various barangay constituents 2. Report the concern thru phone. 3. Walk-in	Inspection by Municipal Engineering Office Personnel 1.1. Evaluation of reported area/site involved. 1.2. Preparation of Program of Works.	None	3 days	<i>Municipal Engineer & MEO Personnel</i>
	Inform the client of the inspection's status. 1. Approval of project is subjected to availability of materials.	None	With available materials – 15 days If materials are unavailable – variable	<i>MEO Personnel</i> <i>Municipal Engineer</i>
TOTAL		None	18 days (with available materials) Variable (if materials are unavailable)	



3.EXCAVATION CLEARANCE PROCESSING

Excavation clearance processing.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Residents of Quezon, Quezon Contractors and House/Building Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled-up Application Form for Excavation, Sewer Connection and Pole/Attachment clearance. Form is available at the Office of Building Official/ Office of the Municipal Engineer		Application Form is available at the Office of Building Official/ Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Excavation Form and submit Application at the Office of Building Official/ Office of the Municipal Engineer	1. Check / Evaluate all documents submitted by the applicant to the Office of Building Official/ Office of the Municipal Engineer	None	1 day	<i>Municipal Engineer & MEO Personnel</i>
2. To be notified by the inspector thru phone.	1. Subject to Inspection and Recommendation for Approval / Issuance of Clearance by the Municipal Engineer	None	2 days	<i>Municipal Engineer & MEO Personnel</i>
3. Claim the Excavation Permit at the Office of Building Official/ Office of the Municipal Engineer	1. Releases Clearance and endorse to the Office of Building Official/ Office of the Municipal Engineer for Excavation Permit	None		
TOTAL		None	3 days	



4. PREPARATION OF DETAILED ENGINEERING

Survey of proposed site, site investigation, preparation of design plans, technical specification, quantity and cost estimates, program of work and construction schedule.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client)			
Who may avail:	Residents of Quezon, Quezon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Thru Phone Request 3. Walk-in				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Survey of possible site for program of estimates in coordination with barangay officials, school officials and residents of Quezon, Quezon.	None	1 day for 1-3 projects 2 days for 4-6 projects 3 days for 7 or more projects	<i>Municipal Engineer & MEO Personnel</i>
1. Letter- Request from various officials, barangay, school and residents of Quezon, Quezon. 2. Report the concern thru phone. 3. Walk-in	1. Evaluation and inspection of reported are/site involved.	None	2 days	<i>Municipal Engineer & MEO Personnel</i>
	1. Submit to the Municipal Engineer the list of proposed infra- projects.	None	1 day	<i>MEO Personnel</i>
	1. Preparation of Detailed Engineering	None	7 days	<i>MEO Personnel</i>
	1. Transmit the result to the requesting party (for letter request from requesting party)	None	1 day	<i>Municipal Engineer</i>



	1. After the preparation of detailed engineering, all documents will be forwarded to the Infra-committee for screening in the public bidding.	None	1 day	Municipal Engineer
TOTAL		None	13 days for 1-3 projects 14 days for 4-6 projects 15 days for 7 or more projects	



5. PARTIAL BILLING FOR HORIZONTAL & VERTICAL PROJECTS

Periodical accomplishment billing until 90% maximum of once a month.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor		1. Provided by the contractor (signed by duly authorized representative)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Preparation of detailed accomplishment	None	2 days	MEO Personnel
	2. Project status verification	None	5 days	MEO Personnel
	3. Preparation of Statement of Account (SWA)	None	4 days	MEO Personnel
	4. Request approval or disapproval	None	2 days	Municipal Engineer
	5. Transmit request to Finance Offices (Budget & Accounting)	None	2 days	MEO Personnel
TOTAL		None	15 days	



6. FINAL BILLING FOR HORIZONTAL & VERTICAL PROJECTS

Issuance of remaining unbilled contract amount after the project has been satisfactorily completed.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor 2. As built Drawings 3. Material Testing Result (if applicable) 4. Pert CPM 5. Notice of Award 6. Notice to Proceed 7. Contract 8. Program of Works 9. Detailed Estimate 10. Pictures (colored)		Provided by the contractor (signed by duly authorized representative)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Punch listing inspection	None	7 days	<i>MEO Personnel</i>
2. Rectification of inspector's findings	1.1 Punch listing inspection	None	5 days	<i>MEO Personnel</i>
	1.2 Preparation of report recommending final inspection	None	4 days	<i>MEO Personnel</i>
	1.3 Final punch list inspection	None	7 days	<i>MEO Personnel</i>
	1.4 Preparation of Statement of Account (SWA)	None	2 days	<i>MEO Personnel</i>
	1.5 Completion and acceptance inspection	None	3 days	<i>Municipal Engineer</i>
	1.6 Transmit request to Finance Offices (Budget & Accounting)	None	2 days	<i>MEO Personnel</i>
TOTAL		None	30 days	



7. TIME EXTENSION FOR HORIZONTAL & VERTICAL PROJECTS

Increasing contract time duration due to force majeure, rainy/unworkable days and/or other events stated in R.A. 9184 Annex E, Section 10.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor 2. Pert CPM and Bar Chart 3. Supporting documents (if needed) 4. If extension is due to weather, submit PAG ASA report. 5. Others		Provided by the contractor (signed by duly authorized representative) PAG ASA End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Preparation of report recommending approval or disapproval	None	4 days	<i>MEO Personnel</i>
	1.2 Verify documents submitted	None	4 days	<i>MEO Personnel</i>
	1.3 Approval/disapproval of request	None	3 days	<i>Municipal Engineer</i>
	1.4 Release documents	None	2 days	<i>MEO Personnel</i>
TOTAL		None	13 days	



8. PROJECT SUSPENSION FOR HORIZONTAL & VERTICAL PROJECTS

Increasing contract time duration due to force majeure, rainy/unworkable days and/or other events stated in R.A. 9184 Annex E, Section 10.

Office or Division:	Office of the Municipal Engineer			
Classification:	Highly Technical			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor 2. Pert CPM and Bar Chart 3. Supporting documents (if needed) 4. Pictures of affected area 5. Others		Provided by the contractor (signed by duly authorized representative) End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Site Inspection	None	5 days	MEO Personnel
	1.2 Preparation of justification report recommending approval or disapproval	None	4 days	MEO Personnel
	1.3 Verify documents submitted	None	4 days	MEO Personnel
	1.4 Approval/disapproval of request	None	3 days	Municipal Engineer
	1.5 Release documents	None	2 days	MEO Personnel
TOTAL		None	18 days	



9. VARIATION ORDER FOR HORIZONTAL & VERTICAL PROJECTS

Modification of contract amount either increase or decrease to satisfy the actual site condition requirements (maximum of 10%).

Office or Division:		Office of the Municipal Engineer		
Classification:		Highly Technical		
Type of Transaction:		G2B (Government to Business)		
Who may avail:		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the Municipal Engineer & Municipal Mayor 2. Bid documents 3. Pictures (colored) 4. Notice to Proceed 5. Contract		Provided by the contractor (signed by duly authorized representative) End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Preparation of cost estimates and take off	None	14 days	MEO Personnel
	1.2 Verification of submitted documents	None	14 days	MEO Personnel
	1.3 Recommending approval/disapproval	None	7 days	Municipal Engineer
	1.4 Approval/disapproval of variation order	None	7 days	Variation Committee
	1.5 Preparation of report address to the Mayor	None	5 days	Variation Committee
	1.6 Approval/disapproval of variation order	None	7 days	Municipal Mayor
	1.7 Issuance of report to contractor	None	2 days	Municipal Mayor
TOTAL		None	56 days	



10. RECEIVING/RELEASING OF VARIOUS COMMUNICATIONS, COMPLAINTS, REQUESTS, BILLINGS, ETC.

Receiving and releasing of incoming and outgoing communications from the General Public.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) G2B (Government to Business)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concerned with attachment from the general public 2. Letter response to the end-user		Government agency concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request Obtain receiving copy	Receive and stamp the documents. 1.1 Provide the client a receiving copy for reference. 1.2 Encode communications for attachment of Routine Slip 1.3 Check and review the communications before proceeding to the Municipal Engineer	None	1 day	<i>MEO Personnel</i>
	1.4 Forward communications to the Office of the Municipal Engineer for instructions indicated in the Routine Slip	None	1 day	<i>Municipal Engineer</i>
	1.5 Receive and check the instructions of the Municipal Engineer and encode in Logbook Records Communication e-file	None	1 day	<i>MEO Personnel</i>



	1.6 Release documents to different divisions, utility, contractor, barangay and other concerned agencies as instructed by the Municipal Engineer.			
TOTAL		None	3 days	



11. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients of certified photocopies of documents.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) G2B (Government to Business)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concerned with attachment from the general public		Government agency concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communications from the end-user, complaints request	Receive request and check the Storage/Archive Room 1.1. Stamp with Certified Photocopy 1.2. Issue Order of payment	None	30 minutes	<i>MEO Personnel</i>
2. Certified true copy of previous documents needed.	1.5 Order of Payment to be paid at the Municipal Treasurer's Office 1.2 Filing of the photocopy of the receipt from the Municipal Treasurer's Office	50.00 Php	10 minutes	<i>Municipal Treasurer</i> <i>MEO Personnel</i>
TOTAL		50.00 Php	40 minutes	



12. ISSUANCE OF BUILDING PERMITS

Office or Division:		Office of the Municipal Engineer		
Classification:		Highly Technical		
Type of Transaction:		G2C (Government to Client)		
Who may avail:		General Public, Residents of Quezon, Quezon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concerned with attachment from the general public		Application Forms are available at the Office of Building Official/ Office of the Municipal Engineer		
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.	1. Provide Building Permit Application Form/other related permit forms together with the listing of required documents needed for the applicant to comply with.	None	10 minutes	<i>MEO Personnel</i>
2. Secure verification and clearances to the concerned offices.	1. Applicant instructed to secure verification and clearances to the concerned offices.	None	10 minutes	<i>MEO Personnel</i>
3. Submit the plans and required supporting documents for verification.	1.1 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.	None	2 hours	<i>MEO Personnel</i>



4. Follow- up status of the evaluation and assessment of application applied for.	1.2 Evaluates and assesses Line and Grade, Structural Plans, and related documents.	None	30 minutes	MEO Personnel
	1.3 Evaluates architectural plans and related documents.			
	1.4 Evaluates and assesses the plumbing/sanitary plans and related documents.	None	30 minutes	MEO Personnel
	1.5 Evaluates and assesses the plumbing/sanitary plans and related documents.	None	30 minutes	MEO Personnel
	1.6 Evaluates and assesses the electrical plans and related documents.	None	30 minutes	MEO Personnel
	1.7 Evaluates and assesses the mechanical plans and related documents.	None	30 minutes	MEO Personnel
	1.6 Returned plans and documents, if the applicant submits document with deficiencies. (Proceed to step # 1.4)	None	30 minutes (If applicable)	MEO Personnel
		None	15 minutes (If applicable)	MEO Personnel



<p>5. Receive the plans and documents for correction.</p> <p>6. Submit lacking requirements/ corrected plans/ documents</p>	<p>1.2 Issues order of payment, if the applicant complied with all the requirements. (Proceed to step # 2)</p>	<p>Base on the National Building Code/ P.D. 1096</p>	<p>10 minutes</p>	<p><i>MEO Personnel</i></p>
	<p>1. Review lacking documents/corrected plans submitted.</p>	<p>None</p>	<p>25 minutes (If applicable)</p>	
	<p>1.1 Returned plans and documents, if the applicant submits document with deficiencies. (Proceed to step # 1.4)</p>	<p>None</p>	<p>15 minutes (If applicable)</p>	
	<p>1.2 Issues order of payment, if the applicant complied with all the requirements. (Proceed to step # 2)</p>	<p>None</p>	<p>10 minutes (If applicable)</p>	
<p>7. Proceed to the Municipal Treasurer Office for payment of fees</p>	<p>1.1 Order of Payment to be paid at the Municipal Treasurer's Office</p> <p>1.2 Filing of the photocopy of the receipt from the Municipal Treasurer's Office</p>	<p>Fees based on the National Building Code/ P.D. 1096</p>	<p>10 minutes</p>	<p><i>Municipal Treasurer</i></p> <p><i>MEO Personnel</i></p>
<p>8. Applicant claims approved permit</p>	<p>1.1 Processes the plans and pertinent documents for final approval of the building official.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>MEO Personnel</i></p>
	<p>1.2 Building Official approves the building/ other related permit.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Municipal Engineer</i></p>
	<p>1.3 Release the approved permit.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>MEO Personnel</i></p>



TOTAL	Fees based on the National Building Code/ P.D. 1096	6 hours	
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OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

EXTERNAL SERVICES



1. ISSUANCE OF ZONING / LOCATIONAL CLEARANCE FOR BUILDING PERMIT

All enterprise and private persons constructing a new building or applying for expansion/renovation/alteration is required to secure a Zoning / Locational Clearance at the Municipal Planning & Development Coordinator's Office (Zoning Administration) prior to the application for Building Permit. This should be done before the start of construction to ensure that the building/business is allowed in the chosen location in conformity with the Comprehensive Land Use Plan and Zoning Ordinance of the municipality.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon, Quezon resident, whether natural or juridical, or any other individual with lot/property within the municipality and have the intention to apply for Building Permit (Zoning / Locational Clearance is a requirement for securing Building Permit.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of location plan duly signed and sealed by a registered Geodetic Engineer		Geodetic Engineer		
2. One (1) copy of Bill of Materials duly signed and sealed by a registered Civil Engineer or Architect		Owner / Civil Engineer or Architect		
3. One (1) certified photocopy of Title		Owner		
4. One (1) photocopy of Real Property Tax Receipt		Owner / Municipal Treasurer's Office		
5. One (1) certified photocopy of Tax Declaration		Owner/ Municipal Assessor's Office		
6. Barangay Zoning Clearance		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SECURE an Application Form.	1. ISSUE Application Form.	None	1 minute	<i>Zoning Inspector/ Administrative Aide (Office of the Municipal Planning and Coordinator)</i>
2. SUBMIT accomplished Application Form (Notarized) with the Requirements.	2. RECEIVE the accomplished application form, REVIEW and EVALUATE the property as to	None	15 minutes	<i>Zoning Inspector/ Administrative Aide & Zoning Administrator (Office of the Municipal Planning and Coordinator)</i>



	the Land Use Plan and RECORD the application.			
3. ASSIST the Inspector/s for inspection.	3. CONDUCT actual inspection.	None	20 minutes (Excluding Travel Time to the Site Location)	<i>Zoning Inspector/ Administrative Aide & Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
4. WAIT for the outcome of the inspection and evaluation.	4.1 REPORT the outcome of the inspection and EVALUATE as to the CLUP with proper recommendation. 4.2 ENDORSE to the SB or LZB for appropriate action (if needed). ADVISE the client on the development of the transaction verbally or in writing.	None	20 minutes	<i>Zoning Inspector/ Zoning Administrator</i> (Office of the Municipal Planning and Coordinator) <i>Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
5. RECEIVE the Recommendation.	5.1. With Violation: Issuance of Notice 5.2. Complied: PAY Administrative Fees 5.3. Not Complied: RECOMMEND Work Stoppage	None	1 minute	<i>MPDC/ Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
6. REQUEST for the Order of Payment.	6. PREPARE and ISSUE the Order of Payment.	None	2 minutes	<i>Zoning Inspector/ Administrative Aide/ Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)



7. PAY at the Treasury Office and SECURE Official Receipt.	7. ACCEPT payment and ISSUE Official Receipt.	Please refer to the Municipal Ordinance No. 2020-24, Otherwise Known as "The 2019 Revised Revenue Code of Quezon, Quezon", Article S. Permit for Zoning/ Locational Clearance	5 minutes	Revenue Collection Clerk I (Municipal Treasurer's Office)
8. PRESENT OR and WAIT while preparing the Zoning / Locational Clearance.	8.1 RECORD and PREPARE Zoning / Locational Clearance. 8.2 APPROVE Zoning / Locational Clearance.	None	10 minutes	Zoning Inspector/ Administrative Aide (Office of the Municipal Planning and Coordinator) Zoning Administrator (Office of the Municipal Planning and Coordinator)
9. CLAIM the Zoning / Locational Clearance	9. RELEASE Zoning/ Locational Clearance	None	3 minutes	Zoning Administrator (Office of the Municipal Planning and Coordinator)
Total			1 hour and 17 mins.	
END OF TRANSACTION				



2. ISSUANCE OF ZONING CERTIFICATION FOR LAND

Site zoning is requested by a taxpayer and/or any individual to enable the property owner to know the use of his/her parcel of land in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance. The Zoning Certification can be secured at the Office of the Municipal Planning and Development Coordinator (Zoning Administrator).

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon, Quezon resident, whether natural or juridical, or any other individual with lot/property within the municipality and have the intention to apply for Building Permit. Zoning / Locational Clearance is a requirement for securing Building Permit.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for a Zoning Certification		Geodetic Engineer		
2. One (1) Copy of location plan duly signed and sealed by a registered Geodetic Engineer		Owner / Civil Engineer or Architect		
3. One (1) certified photocopy of Title		Owner		
4. One (1) photocopy of Real Property Tax Receipt		Owner / Municipal Treasurer's Office		
5. One (1) certified photocopy of Tax Declaration		Owner/ Municipal Assessor's Office		
6. Barangay Zoning Clearance		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT Letter/Request for a Zoning Certification on Land/Property with the requirements.	1. RECEIVE the Letter/ Request and REVIEW the requirements submitted by the client.	None	1 minute	<i>Zoning Inspector/ Administrative Aide</i> (Office of the Municipal Planning and Coordinator)
2. ASSIST the Inspectors for inspection.	2. CONDUCT actual inspection.	None	20 minutes (Excluding Travel Time to the Site Location)	<i>Zoning Inspector/ Administrative Aide & Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
3. WAIT for the outcome of the inspection and evaluation.	3. REPORT the outcome of the inspection with proper	None	15 minutes	<i>Zoning Inspector/ Zoning Administrator</i>



	recommendation and EVALUATE as to the CLUP.			(Office of the Municipal Planning and Coordinator)
4. REQUEST for the Order of Payment.	4. PREPARE and ISSUE the Order of Payment.	None	2 minutes	<i>Zoning Inspector/ Administrative Aide/ Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
5. PAY at the Treasury Office and SECURE Official Receipt.	5. ACCEPT payment and ISSUE Official Receipt.	Please refer to the Municipal Ordinance No. 2020-24, Otherwise Known as "The 2019 Revised Revenue Code of Quezon, Quezon", Article S. Permit for Zoning/ Locationa l Clearanc e	5 minutes	<i>Revenue Collection Clerk I</i> (Municipal Treasurer's Office)
6. PRESENT OR and WAIT while preparing the Zoning Certification.	6.1 RECORD and PREPARE Zoning Certification. 6.2 APPROVE Zoning Certification.	None	10 minutes	<i>Zoning Inspector/ Administrative Aide</i> (Office of the Municipal Planning and Coordinator) <i>Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
7. CLAIM the Zoning Certification.	7. RELEASE Zoning Certification.	None	3 minutes	<i>Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
Total			56 mins.	
END OF TRANSACTION				



3. ISSUANCE OF ZONING CERTIFICATION FOR BUSINESS PERMIT

A business establishment is required to secure a Zoning Certification upon application of Business Permit to ensure that the establishment is allowed in the chosen location as per the Comprehensive Land Use Plan and Zoning Ordinance and other relevant zoning and land use ordinances. The Office of the Municipal Planning and Development Coordinator (Zoning Administrator) issues the Zoning Certification for Business Permit. The Business granted with Zoning Certification is periodically inspected in order to ensure compliance.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon, Quezon resident or any other individual with the intention of doing business within the municipality (Zoning Certification is a requirement in securing Business Permit.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Business Clearance		Barangay Hall		
2. Homeowner's Clearance for Business, if the business is located in a subdivision/village		Office of the Homeowner's Association President		
3. Sketch of the location		Owner		
For a business that does not comply with the Land Use Pattern and Zoning Ordinance, additional requirements/documents as applicable are needed:				
1. Barangay Resolution interposing no objection		Barangay Hall		
2. Homeowners Resolution, if applicable		Homeowner's Association		
3. Sangguniang Bayan Resolution		Office of the Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT Application Form with the requirements.	1. RECEIVE and REVIEW the requirements submitted.	None	7 minutes	<i>Zoning Inspector/ Administrative Aide/ Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
2. WAIT for evaluation.	2. EVALUATE the business as to its conformity with the Land Use Pattern (Zoning Ordinance).	None	15 minutes	<i>Zoning Inspector/ Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)



3. REQUEST for the Order of Payment.	3. PREPARE and ISSUE the Order of Payment.	None	2 minutes	<i>Business Permit and Licensing Officer</i> (Office of the Municipal Mayor)
4. PAY at the Treasury Office and SECURE Official Receipt.	4. ACCEPT payment and ISSUE Official Receipt.	Please refer to the Municipal Ordinance No. 2020-24, Otherwise Known as "The 2019 Revised Revenue Code of Quezon, Quezon", Article S. Permit for Zoning/ Locational Clearance	5 minutes	<i>Revenue Collection Clerk I</i> (Municipal Treasurer's Office)
5. WAIT for the e-BPLS endorsement.	5. ENDORSE the Zoning Certification thru e-BPLS.	None	5 minutes	<i>Zoning Inspector/ Administrative Aide/ Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
END OF TRANSACTION				
<i>If the client need a hard copy of the Zoning Certification, proceed with the following steps:</i>				
6. PRESENT OR and WAIT while preparing the Zoning Certification.	6.1 RECORD and PREPARE Zoning Certification. 6.2 APPROVE Zoning Clearance.	None	10 minutes	<i>Zoning Inspector/ Administrative Aide</i> (Office of the Municipal Planning and Coordinator) <i>Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
7. CLAIM the Zoning Certification.	7. RELEASE Zoning Certification.	None	3 minutes	<i>Zoning Administrator</i> (Office of the Municipal Planning and Coordinator)
Total			47 mins.	
END OF TRANSACTION				



EXCERPT FROM RESOLUTION NO. 2020-208: A RESOLUTION APPROVING THE MUNICIPAL ORDINANCE NO. 2020-24, OTHERWISE KNOWN AS “THE 2019 REVISED REVENUE CODE OF QUEZON, QUEZON”

Article S. Permit for Zoning/Locational Clearance

Section 155. Imposing of Fees. Three shall be collected a Mayor's Permit Fee for Zoning / Locational Clearance for all structures constructed in this municipality in accordance with existing ordinance and laws.

I.ZONING/LOCATIONAL CLEARANCE FEES

- | | |
|--|--------------------------------------|
| A) Single residential structure attached or detached | |
| 1. Floor Area of 30 sq. m. and below | |
| 2. Over 30 sq.m. floor area | P200.00
200.00+P10.00/sq,m. |
| B) Apartments/Townhouses: | |
| 1. Floor Area of 30 sq. m. and below | P1,000.00 |
| 2. Over 30 sq.m. floor area | 1,000.00+P10.00/sq,m. |
| C) Dormitories | |
| 1. Floor Area of 30 sq. m. and below | P1,000.00 |
| 2. Over 30 sq.m. floor area | 1,000.00+P10.00/sq,m. |
| D) Institutional | |
| 1. Floor Area of 100 sq.m and below | P2,000.00 |
| 2. Over 100 sq.m. floor area | 2,000.00+P10.00/sq,m. |
| E) Commercial, Industrial, and Agro-Industrial Project | |
| 1. Floor Area of 50 sq. m. and below | P1,000.00 |
| 2. Over 50 sq.m. floor area | 1,000.00+P10.00/sq,m. |
| F) Special Uses/Special Project (gasoline station, slaughterhouse, piggeries, poultries, etc.) | |
| 1. Floor Area of 200 sq. m. and below | |
| 2. Over 200 sq.m. floor area | P2,500.00
2,500.00+P10.00/sq,m. |
| G) Cell Sites and Transmitting Stations | |
| 1. Floor Area of 30 sq. m. and below | P2,500.00 |
| 2. Over 30 sq.m. floor area | 2,500.00=1/10 of 1% in excess of P2M |
| H) Alteration/Expansion (Affected area only) | Same as original application |



II. SUBDIVISION & CONDOMINIUM PROJECTS/ACTIVITIES (PD 957)

A. Approval of Subdivision Plan (including townhouses)

- | | |
|---|---|
| 1. Preliminary Approval and Locational Clearance (PALC) | P250/ha. or a fraction thereof |
| a. Subdivision Development Plan (PSDP) | |
| b. Inspection Fee | P1,000/ha. regardless of density |
| 2. Final Approval and Development Permit | |
| a. Additional fee on floor area of houses and buildings sold with lot | P2,000/ha. regardless of density |
| b. Inspection Fee | P2.00/sq.m.
P1,000/ha. regardless of density |

(Projects already inspected for PALC application may not be charged an inspection fee)

- | | |
|--|---|
| 3. Alternation of Plans (affected areas only) | Same as final approval and development permit fee. |
| 4. Certificate of Registration Processing Fee | |
| 5. License to Sell (per saleable lot) | P2,000 |
| a. Additional Fee on Floor Area of houses | P150.00 |
| b. Inspection Fee | P10.00/sq.m.
P1,000.00/ha. regardless of density |
| 6. Certification of Completion | |
| a. Certificate Fee | P150.00 |
| b. Processing Fee | P1,000.00/ha. regardless of density |
| 7. Extension of Time to Develop | P350.00 |
| a. Inspection Fee (affected/unfinished areas only) | P1,000.00/ha. regardless of density |

B. Approval of Condominium Project Final Approval and Development Permit

- | | |
|-------------------|-------------|
| 1. Processing Fee | |
| a. Land Area | P 5.00/sq.m |



b. No. of Floors	P 200.00/floor
c. Building Areas	P 4.00/sq.m.
* Inspection Fee	P 12/sq.m. of GFA

- | | |
|--|--|
| 2. Alteration of Plan (affected areas only) | Same as final approval and development permit fee |
| 3. Conversion (affected areas only) | Same as final approval and development permit fee. |
| 4. Certificate of Registration | |
| a. Processing Fee | P2,000 |
| 5. License to Sell | |
| a. Residential (saleable areas) | P12.00/sq.m. |
| b. Commercial/Office (saleable areas) | P25.00/sq.m. |
| 6. Extension of Time to Develop | |
| a. Processing Fee | P350.00 |
| b. Inspection Fee (affected/unfinished areas only) | P12.00/sq.m. of GFA |
| 7. Certificates of Completion | |
| a. Certification Fee | P150.00 |
| b. Processing Fee | P12.00/sq.m. of GFA |

III. PROJECTS UNDER BP 220

A. Subdivision

- | | |
|---|--------------|
| 1. Preliminary Approval & Locational Clearance (PALC) | |
| | P75.00/ha. |
| a. Socialized Housing | 150.00/ha. |
| b. Economic Housing | |
| Inspection Fee | P200.00/ha. |
| a. Socialized Housing | 500.00/ha. |
| b. Economic Housing | |
| 2. Final Approval and Development Permit | |
| a. Socialized Housing | P500.00/ha. |
| b. Economic Housing | 1,000.00/ha. |
| Inspection Fee | |
| a. Socialized Housing | P200.00/ha. |



b. Economic Housing 500.00/ha

Projects already inspected for PALC application may not be charged an inspection fee

- | | | |
|----|---|---|
| 3. | Alteration of Plan (affected areas only) | Same as final approval and development permit fee |
| 4. | Building permit (floor area of housing unit) | P5.00/sq.m. |
| 5. | Certificate of Registration Application Fee | |
| | a. Socialized Housing | P350.00 |
| | b. Economic Housing | P500.00 |
| 6. | Licenses to Sell (per saleable lot) | |
| | a. Socialized Housing | P20/lot |
| | b. Economic Housing | P50/lot |
| | (Additional fee on floor area of houses/building sold with lot) | P2.00/sq.m. |
| | Inspection Fee | |
| | a. Socialized Housing | P200.00/ha |
| | b. Economic Housing | P500.00/ha. |
| 7. | Extension of Time to Develop Filing Fee | |
| | a. Socialized Housing | P350.00 |
| | b. Economic Housing | 350.00 |
| | Inspection Fee (affected/unfinished areas only) | P200.00/ha. |
| | a. Socialized Housing | 500.00/ha, |
| | b. Economic Housing | |
| 8. | Certificate of Completion Certificate Fee | |
| | a. Socialized Housing | P150.00 |
| | b. Economic Housing | 150.00 |
| | Processing Fee | |
| | a. Socialized Housing | P200.00/ha. |
| | b. Economic Housing | 500.00/ha. |
| 9. | Occupancy Permit | P2.00/sq.m. |



Inspection Fee (saleable floor area of the housing unit)

- | | |
|-----------------------|-------------|
| a. Socialized Housing | P5.00/sq.m. |
| b. Economic Housing | 5.00/sq.m. |

B. Condominium

- | | |
|---|--|
| 1. Prelim. Approval and Locational Clearance | P500.00 |
| 2. Final Approval and Development Permit | |
| a. Total Land Area | P5.00/sq.m. |
| b. Number of Floor | P100.00/floor |
| c. Building Area | P2.00/sq.m. of GFA |
| * Inspection Fee | P2.00/sq,m. of GFA |
| 3. Alteration of Plan (affected areas only) | Same as final approval and development permit fee. |
| 4. Certificate of Registration | P500.00 |
| 5. License to Sell | P5.00/sq.m. |
| 6. Extension of Time to Develop | P350.00 |
| a. Inspection Fee (FA x P2 x % of remaining development cost) | P2.00/sq.m. of saleable area |
| 7. Certificates of Completion | |
| Certification Fee | P150.00 |
| Processing Fee | P3.00/sq.m. of GFA |

IV. APPROVAL OF INDUSTRIAL/COMMERCIAL SUBDIVISION

- | | |
|--|--------------------------------------|
| 1. Prelim. Approval and Locational Clearance | P300.00/ha. |
| Inspection Fee | P1,000/ha. regardless of location |
| 2. Final Approval and Development Permit | P5,000.00/ha. regardless of location |
| Inspection Fee | P1,000.00/ha. regardless of location |

Projects already inspected for PALC application may not be charged an inspection fee



- | | | |
|----|--|--|
| 3. | Alteration of Plan (affected areas only) | Same as final approval and development permit fee. |
| 4. | Certificate of Registration | P2,000.00 |
| 5. | License to Sell
Inspection Fee | P2.00/sq.m. regardless of location |
| 6. | Extension of Time to Develop | P350.00 |
| | a. Inspection Fee (affected/unfinished areas only) | P1,000.00 |
| 7. | Certificates of Completion | P350.00/ha. regardless of location |
| | a. Industrial | |
| | b. Commercial | P500.00/ha. regardless of location |

V. APPROVAL OF FARMLOT

- | | | |
|----|---|------------------------------|
| 1. | Prelim. Approval and Locational Clearance
Inspection Fee | P200.00/ha.
P500/ha. |
| 2. | Final Approval and Development Permit
Inspection Fee | P1,000.00/ha.
P500.00/ha. |

Projects already inspected for PALC application may not be charged an inspection fee

- | | | |
|----|--|--|
| 3. | Alteration of Plan (affected areas only) | Same as final approval and development permit fee. |
| 4. | Certificate of Registration | P2,000.00 |
| 5. | License to Sell
Inspection Fee | P500.00/lot
P1,000.00/lot |
| 6. | Extension of Time to Develop | P350.00 |
| | a. Inspection Fee (affected/unfinished areas only) | P1,000.00/ha. |
| 7. | Certificates of Completion | |
| | a. Industrial | P150.00 |
| | b. Commercial | P1,000.00/ha |

VI. APPROVAL OF MEMORIAL PARK/CEMETERY PROJECT/COLUMBARIUM

- | | |
|----|--|
| 1. | Preliminary Approval and Location Clearance (PALC) |
|----|--|



1. Memorial Projects	P500.00/ha
2. Cemeteries	P200.00/ha
3. Columbarium	P2,500.00/ha.

Inspection Fee	
1. Memorial Projects	P1,000.00/ha.
2. Cemeteries	500.00/ha.
3. Columbarium	P12/sq.m. of GFA

2. Final Approval and Development Permit	
1. Memorial Projects	P2.00/sq.m.
2. Cemeteries	1.00/sq.m.
3. Columbarium	P200.00/floor
	P4.00/sq.m. of GFA
	P5.00/sq.m. Land Area

Inspection Fee

Projects already inspected for PALC application may not be charged an inspection fee

1. Memorial Projects	P1,000.00/ha
2. Cemeteries	P500.00/ha.
3. Columbarium	P12/sq.m. of GFA

3. Alteration of Plan (affected areas only)	Same as final approval and development permit fee.
---	--

4. Certificate of Registration	P2,000.00
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5. License to Sell	
a. Memorial Projects	P50.00/2.5 sq.m.
a.1 Apartment type	P20/per unit
b. Cemeteries	P20.00/tomb
c. Columbarium	P50.00/vault

Inspection Fee	
a. Memorial Projects	P1,000.00/ha.
b. Cemeteries	P500.00/ha.
c. Columbarium	-

6. Extension of Time to Develop	P350.00
---------------------------------	---------

Inspection Fee (affected/unfinished areas only)	
a. Memorial Projects	
b. Cemeteries	P1,000.00
c. Columbarium	P500.00/ha.



P12.00/sq.m. of the remaining GFA

7. Certificates of Completion
Certificate Fee

P150.00

Processing Fee

- a. Memorial Projects
- b. Cemeteries
- c. Columbarium

P1,000.00/ha
P500.00/ha
P4.00/sq.m. of GFA

VII. OTHER TRANSACTIONS/CERTIFICATIONS

Application/Request for:

- | | |
|---|---|
| 1. Advertisement approval | P500.00 |
| 2. Cancellation/Reduction of Performance Bond | P2,000.00 |
| 3. Lifting of Suspend of license to Sell | P2,000.00 |
| 4. Exemption from Cease and Desist Order | P150.00 |
| 5. Clearance to Mortgage | P1,000.00 |
| 6. Lifting of Cease and Desist order | P2,000.00 |
| 7. Change of Name/Ownership | P1,000.00 |
| 8. Voluntary Cancellation of CR/LS | P1,000.00 |
| 9. Revalidation/Renewal of Permit | 50% of assessed (Condominium)
current processing fees including inspection fee |

Other Certifications:

- | | |
|--|---|
| 1. Zoning certification | P500.00/ha |
| 2. Certification of Municipal Plan/Zoning Ord. Approval | P150.00 |
| 3. Certification of New Rights/Sales | P150.00 |
| 4. Certificate of Registration (form) | P150.00 |
| 5. License to Sell (form) | P150.00 |
| 6. Certificate of creditable withholding tax (maximum of 5 lots per certificate) | P150.00 |
| 7. Others, to include: | |
| a. Availability of records/ public requests | P200.00 |
| b. Certificate of no records on file | P200.00 |
| c. Certification of with or without CR/LS | P200.00 |
| d. Certified copy of documents (report size) | |
| d.1. Documents of five (5) pages or less | P30.00 |
| d.2. Every additional page | P3.00 |
| e. Photocopy of documents | P2.00 |
| f. Availability of records/files through CD | P150.00 per CD |
| g. Land Survey utilizing global positioning system | P500.00 for the first two (2) GPS points acquired during actual field works and P150.00 |



h. Printouts of location/zoning map and its boundaries using global positioning system with the aid of Geographical Information Technology

succeeding GPS
points
P200.00 for 8 1/2 x
11 in. paper size

*if the client is requesting for the size double (twice) than the original size of A4 size the fee shall be doubled

- | | |
|--|--|
| i. Verification fee for a lot inspection | P20.00 |
| j. Printed/scanned documents (lot titles, tax declaration, perspective and floor plans, zoning location clearance, contract of lease historical and cultural manuscripts, press and photo release and files) | P200.00 for the first 5 copies and P30.00 per succeeding pages |

Registration of Dealers/Brokers/Salesmen

- | | |
|------------------------|---------|
| a. Dealers/Broker | P500.00 |
| b. Salesmen/agent | P200.00 |
| Homeowner Associations | |

1. Registration of HOA
 - Examination/Registration
 - Articles of Incorporation
 - By-laws
 - Books

P650.00
P650.00
P200.00

2. Amendments
 - Articles of Incorporation
 - By laws

P500.00
P500.00

3. Dissolution of Homeowners Association
4. Certification of the new set of officers
5. Other Certifications
- Inspection Fee (CMP Projects)

P500.00
P350.00
P150.00
P500.00/ha

Legal Fees

A. Filing Fee

P1,000.00

(B. Additional Fee for claims (for refund, damages, Attorney's fees, etc.)

- | | |
|--|-----------|
| 1. Not more than P20,000.00 | P120.00 |
| 2. More than P20,000 but less than P80,000.00 | P400.00 |
| 3. P80,000.00 or more but less than P100,000.00 | P600.00 |
| 4. P100,000.00 or more but less than P100,000.00 | P1,000.00 |
| 5. For each P1,000.00 in excess of P150,000.00 | P2,000.00 |



C. Petition for Review

D. Pauper-litigants are exempted from payment of legal fees

1. Those whose gross income is not more than P6,000.00 per month and residing within Metro Manila.
2. Those whose gross income is not more than P4,000.00 per month and residing within Metro Manila.
3. Those who do not own real property.

E. Government agencies and its instrumentalities are exempted from paying legal fees.

F. Local government and government-owned or controlled corporation with or without independent charters are not exempted legal fees.

UPLC Legal Research Fee

Computation of Legal Research Fee for the University of the Philippines Law Center (UPLC) remains at One Percent (1%) of every fee charged but still in no case be lower than P10.00.

Research/Service Fee (50%discount for students)

- | | |
|--|--|
| A.1. Photocopy (Maps: Subdivision /Condo. Plans; presentation size) | P100.00 |
| 2. Hard Copy from Diskettes (Licensed to Sell data) | P30.00 for the first 5 pages; P5.00 in excess of 5 pages |
| 3. Electronic File (Land Use Maps available) | P500.00/diskette; Additional P50.00 for rush job |
| 4. Electronic File (Land Use Maps available) | P10,000.00 |
| 5. Certified True Copy of any document | P50.00/page |
| 6. For every 100 words or fraction thereof (typewritten) | P20.00 |
| 7. When a copy to be furnished is in printed form, in whole or in part of each page | P20.00/page |
| 8. Xerox or any other copy produced by copying a machine | P10.00/per page |
| 9. Fee for issuance of certified copies of map – vicinity/location map, tax map; short/long bond paper | P200.00 |
| 10. Data transfer (transfer and copy of electronic data files from main computer to compact discs, video disc, USB and fee is per title) | |



- | | |
|---------------------------------------|-------------|
| a. Video files | P20.00/file |
| b. Musical files | P5.00/file |
| c. Data files (documents and picture) | P5.00/file |

B. Sale of Forms, Publications, etc.

- | | |
|--|---------|
| 1. Pro-forma –Articles of Incorporation and By-laws | P150 |
| 2. Books and other HLURB publications | |
| a. CLUP Guidelines: | |
| Volume I Demography | P120.00 |
| Volume II Social Sector | P380.00 |
| Volume III Economic Sector | P380.00 |
| Volume IV Infrastructures & Utilities Sector | P250.00 |
| Volume V Land Use | P300.00 |
| Volume VI Load Administration | P100.00 |
| Volume VII Mapping | P250.00 |
| Volume VIII Report Writing | P50.00 |
| Volume IX Plan Review, Adoption and Approval Process | P230.00 |
| Volume X Model Zoning Ordinance | P150.00 |
| b. PD957 | P200.00 |
| c. BP220 | P200.00 |
| d. Planning Strategically Guidelines | P200.00 |



OFFICE OF THE MUNICIPAL HEALTH OFFICER

EXTERNAL SERVICES



1. Immunization Services

Immunization is the inoculation of vaccines to infants in order to protect them from contracting vaccine – preventable diseases like PTB, Measles/Tigdas, Polio, Diptheria, Pertussis, Tetanus, Mumps/Beke, Hepatitis B, & Rotavirus.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Infants 0 to 12 months old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Immunization Record		Health Care Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Birthing Home/Barangay Health Station and present Immunization Record of Infant.	1. Check Infant's record in the Target Client List	None	5 minutes	Rural Health Midwives RHU
2. Wait for turn in the administration of vaccine	1. Administer vaccine to the infant and record pertinent data		10 minutes	
2. Listen to instructions	1. Instruct caregiver on after care and next immunization schedule		5 minutes	
TOTAL		None	20 minutes	



2. Patient Consultation Services

The Out-patient consultation is a face-to-face interaction between the patient and the healthcare provider who could be a doctor, a nurse, midwife or allied health professional. This is designed to manage people with health problems for diagnosis or treatment.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clients/Patient number		Municipal Health Office		
2. Individual Treatment Record		Municipal Health Office		
3. Laboratory Request		Municipal Health Office		
4. Prescription		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Triage Area, sign in the Logbook and get the number	1.Retrieve family record	None	20 minutes	<i>Municipal Health Officer Nurse Midwives</i>
2. Submit self for answering questions of health personnel. Cooperation in taking vital signs.	1. Interview patient, take patient's vital signs and record pertinent data			
3. Wait for further instruction/turn of examination	1. Assess the patient if manageable at his/her level. Refer patients to the MHO/doctor for unusual cases.		10 minutes	<i>Public Health Nurse Rural Health Midwives</i>
4. Cooperate in the conduct of physical examination	1. Examine and evaluate patient based on history and physical examination.		20 minutes	<i>Municipal Health Officer Nurse</i>



	Prescribe appropriate treatment. Request laboratory examination(s) and/or refer patients as needed.			Midwives
--	---	--	--	----------

5. Listen to instruction on drug prescription. Waits for turn if medicines/drugs is to be dispensed at the facility.	1. Dispense medicines and give instruction on drug intake. Advise/instruct patient on non-pharmacologic management and follow-up visit.	None	5 minutes	Nurse Midwives Pharmacy Assistant
6. If with laboratory examination, proceed to the laboratory and present request for examination	1. Give Laboratory request for examination to Service Delivery Support agency or private laboratory.		4 hours (will travel to neighboring town for laboratory)	Laboratory
7. Brings Laboratory Result to RHU Staff	1. Assess result(s) of laboratory examination. Prescribe appropriate treatment		10 minutes	Municipal Health Officer
8. Same as step 5				
9. If to be referred, listen to instructions. Prepare for transport.	1. Institute pre-referral management. Fill-up referral form. Arrange for transport.		20 minutes	Municipal Health Officer Nurse Midwives
	TOTAL	None	1 hour & 10 minutes – no laboratory	



**5 hours & 10
minutes – with
laboratory**

3. Pre-Natal Services

Prenatal services is the provision of curative, preventive and promotive services to pregnant women in order to achieve good pregnancy outcomes for both the mother and the baby. It includes counseling, birth planning, laboratory examination and screening, assessment of pregnancy status, treatment of minor OB complications and referral for highrisk pregnancy.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Pregnant Women		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother and Child Book		Health Care Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Birthing Home/BHS and cooperate in the making of maternity record if first visit. Present record to midwife if follow-up visit.	1. Establish client's record if first visit. Retrieve the client's record if follow-up visit.	None	10 minutes	Midwife RHU
2.Cooperate in the taking of vital signs (BP and weight) and assessment of fetal and maternal well-being. Listen to advices/instructions. Cooperate in tetanus toxoid immunization.	1.Take patient's vital signs, perform Leopold's Maneuver if in the 3 rd trimester and assesses for danger signs/medical problem. Refer to physician if with danger signs/medical problem. Give tetanus toxoid immunization per DOH schedule. Give tetanus toxoid immunization. Give iron supplements. Counsel the patient.		30 minutes	



	Requests for routine laboratory examinations.			
3.Brings laboratory result to the requesting health personnel.	1. Assess result(s) of laboratory examination. Prescribe appropriate treatment.		15 minutes	<i>MHO</i>
	TOTAL	None	55 minutes	



4. Family Planning Services

Family Planning services is offered to couples or men/women of reproductive ages to achieve their desired family size and other reproductive health rights. It includes counseling, provision of FP commodities and referral for services that cannot be provided at the RHU.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Men/Women in Reproductive Age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Form 1		Health Care Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Birthing Home/BHS and inquire about available family planning services.	1.Inform the client of available family planning services. Give FP counseling. Establishes patient's record.	None	20 minutes	Nurse/ Rural Health Midwife
2.Cooperation in the conduct of health assessment.	1.1 Assess/evaluate physical fitness of client vs. chosen FP method. Refer to physician or nurse if needed. 1.2 Obtain pertinent history. Perform physical examination. Check compliance with clinical Practice Guidelines.			
3.Listen to instruction(s).	1.Dispense FP method of choice to the client. Instructs client for things to watch/danger signs and schedule of next visit.			
TOTAL		None	20 minutes	



5. Birthing Services (Delivery)

Birthing services is the provision of time-bound intrapartum and newborn care/services to parturient women and their babies following the “Unang Yakap” protocol of the DOH and WHO.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Pregnant Women and their newborns		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother and Child Book 2. Patients' Charts (Mother and Baby)		Patients/Clients Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the RHU Municipal Birthing Home and present maternity record (HBMR/Mother & Child Book)	1.Recieve record and assess patient. Performs internal examination, fetal monitoring and monitoring of labor	Php2,000.00 Birthing Home Fee	6 hours	Midwife
2.Follow instruction of Midwife	1.1.Assist client in spontaneous delivery of the baby. Administer necessary interventions. Performs routine newborn care. 1.2. Refer to the doctor/nurse for abnormal findings.		3 hours	
3.Follow instructions of midwife. Report any abnormal findings	1.Monitor postpartum client and newborn	None	24 hours Postpartum	Midwife
4.If with abnormal findings upon admission/during course of labor, prepare for transport to hospital.	1.Institute pre-referral management. Fills-out referral form. Facilitates transport and accompanies patient to the hospital.		1 hour	MHO/Nurse/Midwife
5.Present newborn for screening	1.If postpartum monitoring is normal,			



	obtain blood specimen for newborn screening from the baby.	PhP1,750.00 Newborn Screening Fee	1 hour	Nurse
	TOTAL		1 day and 11 hours	

6. Issuance of Medical Certificate/Medico Legal Certificates

These services entails the provision of medical certificates to students and job applicants after passing the required physical and laboratory examinations and other required documents like COVID-19 vaccination cards.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificates: a. Vaccination Card b. Laboratory Result c. Official Receipt for payment		Clients Clients Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the RHU and ask if service(s) is available	1. Verify presence of Municipal Health Officer	none	5 minutes	Midwife/Nurse
2.Proceed to the Treasurer's Office and pay corresponding fees. Proceed to PNP Station to ask for request if medicolegal case	1.Issue official receipt/ PNP request for medicolegal case.	PhP 100.00	20 minutes	MTO Personnel PNP- Police Station
3.Present OR and/or PNP request to the RHU staff	.Examines the client and issue medical/medicolegal certificates	None	20 minutes	Physician/MHO
	TOTAL		45 minutes	



7. Issuance of Sanitary Permit

The issuance of Sanitary Permit is a provision of Presidential Decree No. 856 or the Sanitary Code of the Philippines

Office or Division:	Municipal Health Office/Environmental Health and Sanitation Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens G2B – Government to Business			
Who may avail:	Private / Public Individuals, Business Entrepreneur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Non-Food Establishments: 1. Duly Accomplished Application Form 2. Barangay Business Permit 3. For renewal, previous Sanitary Permit Additional Requirement for Food Establishments: 4. Laboratory Result (chest x-ray, fecalysis) For Water Refilling: 5. Water Potability Certificate		Licensing Office Barangay Hall Client Any Licensed Laboratory Sanitation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished form and requirements	1. Receive application form and complete requirements for evaluation	None	5 minutes	<i>Sanitary Inspector</i>
2.Wait for evaluation / processing	1. Processing of Sanitary Permit		5 minutes	
3. Claim the Sanitary Permit	1. Release the Sanitary Permit		5 minutes	
	TOTAL	None	15 minutes	



8. Preparation of Death Certificate

A death certificate is a legal document which contains the identity and the mortality cause of a person which can be used for any legal purposes.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Any person with health concern			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate Form 2. Official Medical Records / Medical Certificate of the last confinement 3. Official Receipt		Municipal Civil Registrar's Office Hospital/Clinic Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the RHU information area	1.Collect and verify all requirements needed	None	5 minutes	Sanitary Inspector Midwife/Nurse
2. Submit requirements to Sanitation inspector on Duty	1.Evaluate / Verify requirements			
3. Cooperation in the conduct of history/health assessment of the deceased person.	1.Performs history taking and interview to the immediate family member		15 minutes	MHO
4. Wait for evaluation / processing	1.Processing (encoding & signing) of Death Certificate		10 minutes	Sanitary Inspector
5. Claim Death Certificate	1. Release Death Certificate and Record		5 minutes	Sanitary Inspector
	Total	None	35 minutes	



9. Free Ambulance Service and other medical assistance

For ambulance service, client must proceed to the office for scheduling

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral to the Hospital		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the RHU information for ambulance service	1. Check the availability of the ambulance unit and set the requested schedule	none	5 mins	<i>Nurse/MHO</i>
TOTAL		None	5 minutes	



10. National Tuberculosis Control Program

The National Tuberculosis Control Program (NTP) remains to be among the priority programs of the DOH to ensure that the NTP policies and the Directly observed Treatment Short Course Chemotherapy (DOTS) strategies are implemented.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	-Any person, who is presenting signs and symptoms of TB who needs to avail of standardized Short Course (SCC)with Directly Observed Treatment Short Course (DOTS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest x-ray Film 2. Referral Slip		Any Licensed Laboratory Referring Health Care Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Triage area	1. Register client	None	1 minute	Nurse/Midwife
2. TB symptomatic client seek medical advise	1 .MHO assesses the medical condition of patients and refer to the assigned health personnel for TB DOTS		10 minutes	MHO
3. Receive instruction for proper sputum collection	1 .TB DOTS assigned personnel instruct patient on proper collection of sputum		15 minutes	Nurse/Doctor
4. Collection and submission of sputum specimen	1. Collection/received		10 minutes	Nurse/Midwife
5. Client receives information as to date of release of result	1. TB DOTS assigned personnel release the result of client's sputum		2 minutes	
6. Enrollment of patient to TB DOTS Program: Patient will carefully listen to the counselling and will undergo PICT	1. TB DOTS assigned personnel will facilitate counselling and testing to patient who will enroll in TB DOTS Program		1 hour	MHO Nurse/Midwife
	TOTAL		1 hour & 38 minutes	



11. Nutrition Services

The Municipal Health Office also caters to the nutrition services for children ages 0-59 months old. These includes Operation Timbang Plus, Vitamin A Supplementation and Deworming (including children 5-12 years old).

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizens G2B – Government to Business			
Who may avail:	Any party need of the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Child Book		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Operation Timbang Plus: Every child ages 0-59 months is weighed twice a year	1.Conducts the OPT plus every January-March under the supervision of MNAO	None	3 months	Nurses/Midwife/ BHW/BNS
2.Vitamin A supplementation: Children ages 6-59 months received Vitamin A supplementation	1.Conducts Vitamin A supplementation every 6 months		1 month	
3.Deworming: Children ages 1-18 years old are given deworming tablet	1. Give deworming tablet to target children every six months		1 month	
TOTAL				



12. Dental Services

Dental services such as tooth extraction and oral examination sealant are offered in the RHU to all age group. Sealant application is reduced to Day Care students through Field Visit.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Any party need of the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the RHU information area sign in the Client Logbook	1. Registering name on dental logbook		5 minutes	<i>Nurse/Midwife</i>
2.Submit self for medical history and vital signs	1.Taking vital signs		5 minutes	
3.Proceed to the Dental Room	1. Performs Dental Services: (Oral Examination, Oral Prophylaxis, Tooth Extraction)		15 minutes	<i>Dentist</i>
4.Proceed to the Pharmacy as needed	1. Dispense Medicines, IEC on dosages, route and schedule of intake of medicines		5 minutes	<i>Nurses/Midwife Pharmacy Assistant</i>
	TOTAL		30 minutes	



**OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT (MSWDO)**

EXTERNAL SERVICES



1. Government Service: Assistance to Individual in Crisis Situation (AICS)/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-short deal basis.

Office or Division:		Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate/Abstract or Death Certificate (3 copies)		Any government/private hospital		
2. Prescription (3 copies)		Any government/private hospital		
3. Cedula (3 copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1 Screening and verification of complete and original documentary requirements submitted by client	None	5 minutes	Admin Aide III (Clerk I)
2. Assessment Interview	1.1 Conduct of Intake Interview and Assessment to determine eligibility of client to avail services 1.2 Case Recording; Preparation of Disbursement Voucher, Obligation Request and Eligibility 1.3 Department Head to sign	None	10 minutes	Admin Aide III (Clerk I) MSWDO



	Disbursement Vouchers, Certificate of Eligibility and Obligation Request			
3. Submission of signed Certification by respective Brgy. Captain	1. Received the signed Certification submitted	None	5 minutes	Admin Aide III (Clerk I)
4. Client to sign logbook	1.1 Recording in logbook 1.2 To forward the completed documents to designated disbursing officer for release of financial assistance	None	5 minutes	Admin Aide III (Clerk I)
	TOTAL	None	25 minutes	



2. Government Service: Issuance of Identification Card from Office of the Senior Citizen Affairs (OSCA), Medicine and Purchase Booklet

Issuance of Senior Citizen for the provision of benefits and privileges of Republic Act 7432 and Republic Act 9257

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 copy)		MSWD Office		
2. Birth Certificate/ Marriage Certificate/Any valid ID (1 copy)		Client		
3. Barangay Certificate of Residency (1 copy)		Barangay where the client resides		
4. 2pcs. 1x1 picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1 Screening and verification of complete and original documentary requirement submitted by client 1.2 Review and assessed documents if the client is qualified 1.3 Preparation of identification card, medicine and purchase booklet	None	10 minutes	Admin Aide I
2. Secure the ID card; Client to sign the logbook	1. Release of ID, medicine and purchase booklet to client	None	5 minutes	Admin Aide I
	TOTAL	None	15 minutes	



3. Government Service: Issuance of Identification Card of Solo Parent and Medicine Booklet

Issuance of PWD ID card and medicine booklet card for the provision of benefits and privileges of Republic Act 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:	PWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 copy)		MSWD Office		
2. Medical Certificate for PWD (1 copy)		Any government/private hospital		
3. Birth Certificate/Any valid ID		Client		
4. 2pcs. 1x1 picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1 Screening and verification of complete and original documentary requirement submitted by client 1.2 Review and assessed documents if the client is qualified 1.3 Preparation of identification card and medicine booklet	None	10 minutes	PDAO Focal Person
2. Secure the ID card; Client to sign the logbook	1. Release of ID to client	None	2 minutes	PDAO Focal Person
	TOTAL	None	12 minutes	



4. Government Service: Issuance of Identification Card of Solo Parent

Issuance of Solo Parent ID for the provision of benefits and privileges of Republic Act 8972

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Solo Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 copy)		MSWD Office		
2. Marriage Certificate/Death Certificate/Certificate of No Marriage (1 copy)		Client		
3. Barangay Certificate of Being a Solo Parent (1 copy)		Barangay where the client resides		
4. Birth Certificate of Dependents (1 copy)		Client		
5. Sworn affidavit (1 copy)		Client		
6. 2pcs. 1x1 picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1Submission of complete and original documentary requirements	1.1 Screening and verification of complete and original documentary requirement submitted by client 1.2 Review and assessed documents if the client is qualified 1.3 Preparation of identification card 1.4 Facilitate for signature of	None	8 minutes	



	ID by the Local Chief Executive			
2. Secure the ID card; Client to sign the logbook	1. Release of ID to client	None	2 minutes	
	TOTAL	None	10 minutes	

5. 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:	Indigent residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency from the Barangay (1 copy)		Barangay where the client resides		
2. Request Letter stating Purpose of Certification (1 copy)		Client		
3. Barangay Certificate (1 copy)		Barangay where the client resides		
4. Assessor Certificate (1 copy)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1. Screening and verification of complete and original documentary requirements submitted by client	None	10 minutes	PDAO Focal Person
2. Assessment Interview	1.1 Review and assessed the financial capability of client and his/her family to determine appropriate assistance 1.2 Prepare the certification	None	12 minutes	PDAO Focal Person MSWDO



	1.3 Approval of the Certificate of Indigency			
3. Secure the Certificate of Indigency	1. Release of certificate and giving instruction or his/her relative on what to do for transaction to other office	None	3 minutes	PDAO Focal Person
	TOTAL	None	25 minutes	

6. Government Service: Social Case Study Report (Referrals) *Home Visit Not Require*

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 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		
1. Referral/Endorsement Letter or Request Letter (1 copy)		Requiring Agency		
2. Medical Certificate/Medical Abstract/Medical Records (1 copy)		Any government/private hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1.1 Screening and verification of complete and original documentary requirements submitted by client	None	10 minutes	PDAO Focal Person
2. Filling up of Intake Sheet	2.1 Interview of client to gather information	None	2 hours	PDAO Focal Person MSWDO



	2.2 Preparation of social case study report 2.3 MSWD Head to review and sign the SCSR			
3. Secure the SCSR and sign in the logbook	1. Release of SCSR	None	2 minutes	PDAO Focal Person
	TOTAL	None	2 hours and 12 minutes	

7. 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 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 (1 copy)		Requiring Agency		
Certificate of Indigency from the Barangay (1 copy)		Barangay where the client resides		
Medical Certificate/Medical Abstract/Medical Records (1 copy)		Any government/private hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and original documentary requirements	1. Screening and verification of complete and original documentary requirements submitted by client	None	10 minutes	PDAO Focal Person
2. Filing up of Intake Sheet	1.1 Social Welfare Officer visits the residence to	None	1 day	PDAO Focal Person MSWDO



	check client's status to further determine the condition; and advise client of the schedule of release of the Social Case Study Report 1.2 Interview of client to gather information 1.3 Preparation of SCSR 1.4 MSWD Head to review and sign the SCSR			
3. Secure the SCSR and sign in the logbook	1. Release of SCSR	None	12 minutes	PDAO Focal Person
	TOTAL	None	1 day and 22 minutes	



8. Government Service: Pre-Marriage Orientation and Counseling

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		
1. Pre-Marriage Information Sheet (Application Form) (1 copy)		MSWDO		
2. Copy of Birth Certificate of No Marriage (CENOMAR) (1 copy)		Client		
3. Cedula (1 copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Couple clients to fill-up the Pre-Marriage Information Sheet and get the schedule of seminar	1. Screening and verification of complete and original documentary requirements submitted by client	None	2-5minutes	MSWDO
2. Secure the schedule and attend in the seminar proper	1. Give the schedule to the couple	None	20-25 minutes	MSWDO
	TOTAL	None	22-30 minutes	



9. 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:	residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrollees of the Day Care Center		Day care centers		
2. Children 2 to 4 years old		Day care centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance/participation during the scheduled date of feeding program	1.1 Check the Masterlist of Day Care Enrollees showing names and corresponding weights of children 1.2 Preparation of food to be cooked	None	2 hours	<i>Day Care Worker Day Care Parents</i>
2. Consume meals given by the day care workers	1. Serving the meal to Day Care Children	None	20-25 minutes	<i>Day Care Worker Day Care Parents</i>
	TOTAL	None	2 hours and 25 minutes	



10. 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, developmental and special protection to 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:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		residents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form			Client	
2. Birth Certificate			MSWDO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1. Data gathering/consolidation of masterlist of pre-qualified preschoolers	None	8 hours	<i>Day Care Worker Day Care Parents</i>
2. Parent’s attendance in orientation	1. Conduct of parent’s orientation	None	1-2 hours	<i>Day Care Worker Day Care Parents</i>
3. Attendance of children in Day Care Classes	1. Conduct of Day Care Classes	None		<i>Day Care Worker</i>
	TOTAL	None	10 hours	



11. Government Service: Early Childhood Care and Development

Pursuant to Article 40 of the United Nations convention on the Rights of the Children, 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:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CICL and CAR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Report (1 copy)		PNP		
2. Referral Letter/Turn-Over Report (1 copy)		Any authorized agency		
3. Birth Certificate (1 copy)		Client		
4. If birth certificate is not available a. Dental Aging Certificate b. Medical Certificate (Bone Structure Aging) (1 copy)		Any accredited Dental or Medical Clinic/Hospital		
5. Court Order/Diversion Proceedings (1 copy)		Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Receive Police Report, Turn-Over Report from Law Enforcement Officer 1.2 Check the authenticity of birth certificate (or other certification) to properly determine child's age	None	5 minutes	PDAO Focal Person
2. Interview with guardian/parents	1.1 Preparation of Social Case Study Report and	None	3 hours	PDAO Focal Person Admin Aide I MSWDO



	Assessment of Discernment 1.2 Preparation of Diversion Contract and Diversion Program with consultation and agreement of the Diversion Committee			
3. Attendance and full cooperation in diversion program	1.1 Implementation of the Diversion Program 1.2 Monitoring and Evaluation of CICL/CAR for regular Progress Report	None	1 to 3 years	PDAO Focal Person Admin Aide I MSWDO
	TOTAL	None	1 to 3 years	



OFFICE OF THE MUNICIPAL TREASURER

EXTERNAL SERVICES



1. Real Property Tax Payment

Real Property Tax Receipts Issued to taxpayer.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business entity G2G – Government to Client		
Who may avail:		Resident, Business Establishment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Previous Official Receipt		Taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show previous official receipt	1. Validate previous official receipt and verify based on records	None	5 minutes	<i>Rev. Collection Clerk II</i> Treasurer's Office
2. Client waits while fees are assessed and compound	1. Assessment and computation of fees	Based on the assessed of the property w/10% discount if paid before Jan.20 & 2 % penalty per month for late payment	10 minutes	<i>Rev. Collection Clerk II</i> Treasurer's Office
3. Client pays RPT fees	1. Receipt of payment and issuance of official receipt	None	5 minutes	<i>Rev. Collection Clerk II</i> Treasurer's Office
4. Get official receipt	1. Record and release official receipt	None	4 minutes	<i>Rev. Collection Clerk II</i> Treasurer's Office
TOTAL		None	35 minutes	



2. Community Tax Certificate

Community tax certificate is issued to all residents of Municipality of Quezon – 18 years old and above and other requesting individual.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business entity G2G – Government to Client		
Who may avail:		Resident, Business Establishment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.CTC Application Form		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up CTC application form and present valid ID's and necessary requirements.	1. Validate application form and presented ID's and requirements	None	5 minutes	<i>Admin Aide I Rev. Collection Clerk II Rev. Collection Clerk I Treasurer's Office</i>
2. Client waits while fees are assessed and compound	1. Assessment and computation of fees	Basic community tax of P5.00 plus P1.00 for every P1,000.00 of gross earnings plus interest of 2% per month if paid after Feb.28	5 minutes	<i>Rev. Collection Clerk I Treasurer's Office</i>
3. Client pays CTC fees	1. Receipt of payment and issuance of official receipt	None	5 minutes	<i>Admin Aide I Rev. Collection Clerk II Admin Aide III Treasurer's Office</i>
4. Get CTC official receipt	1. Record and release official receipt	None	5 minutes	<i>Admin Aide I Rev. Collection Clerk II Admin Aide III Treasurer's Office</i>
TOTAL			19 inutes	



3. Business Permit

Assessment of Business Taxes and fees for Business Permits in the Municipality of Quezon. Payments are made after approval of application of Business Permits.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business entity G2G – Government to Client		
Who may avail:		Resident, Business Establishment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CTC Application Form		Office of the Municipal Treasurer		
2. Barangay Business Clearance		Barangay Office		
3. Accomplished Business Application Form		Mun. Treasurer's Office, BPLO		
4. Updated RPT Receipt		Mun. Treasurer's Office		
5. Previous Mayor's Permit (for renewal)		Business Owner		
6. Proof of Registration (DTI, SEC, CDA)		Office of DTI, Sec, and CDA		
7. Contract of Lease (if applicable)		Owner		
8. Proof of Ownership (Tax Declaration / Title)		Owner, Mun. Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of business application form and other necessary documents to the employee – in charge for evaluation	1.1 Receive application form and the required documents and check for completeness. 1.2 Screening and verification of complete documentary requirements submitted by client.	None	5 minutes	<i>Treasury Personnel</i> Treasurer's Office
2. Assessment of Business Permits	1. Conduct of Assessment to determine fees to be paid	Fees depends on declared capital or gross sales	10 minutes	<i>Treasury Personnel</i> Treasurer's Office
3. Client pays assessed fees	1. Receipt of payment and issuance of official receipt	None	5 minutes	<i>Treasury Personnel</i> Treasurer's Office



4. Get official receipt	1. Issue signed business application form and official receipt	None	5 minutes	Treasury Personnel Treasurer's Office
	TOTAL	Fees depends on declared capital or gross sales	25 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop in the designated box in the Information Desk Clerk</p> <p>Contact No.: Email Address: lgu_quezon2x@yahoo.com</p>
How feedbacks are processed	<p>Every Friday, the Information Desk open the drop box and complies and record all feedback submitted.</p> <p>Feedback requiring answer are forwarded to the Office of the Municipal Mayor – Public Information Officer who will discuss with the offices, department and functionaries involved.</p> <p>The answer of the specific office, department or personnel is the 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 a complaint	<p>Answer the Client Complain Form and Drop it at the designated drop box in front of 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 complaints are processed	<p>Every end of the day, the Officer of the Day on duty opens the drop box and complies and records all compliant 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 of the Municipal Mayor, or the specific office /department concerned.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC:8888 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 IV Quezon, Quezon	Phone Number : Email Address: lgu_quezon2x@yahoo.com
Office of the Sangguniang Bayan	Legislative Building, Municipal Compound, Barangay IV 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 IV Quezon, Quezon	Phone Number : 0917-571-1804 Email Address: lququezon2acctg@gmail.com
Office of the Municipal Agriculturist	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number : 0906-506-1742 Email Address: lququezon2mao@yahoo.com
Office of the Municipal Assessor	Ground Floor, Annex Building, Municipal Compound Barangay IV 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 IV Quezon, Quezon	Phone Number : 09476077335 Email Address: lququezon2mbo@yahoo.com
Office of the Municipal Civil Registrar	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number : 0928-958-9233 Email Address: oliverosramon3@gmail.com



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Municipal Disaster Risk Reduction and Management Officer	Ground Floor, Municipal Training Center, Municipal Compound Barangay IV Quezon, Quezon	Phone Number : 0906-540-3922/ 0921-955-2549 Email Address: quezonmdrrmo@gmail.com
Office of the Municipal Engineer	2nd Floor, Annex Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number : 0945-574-5557/0927-656-5676 Email Address: lguquezon2meo@gmail.com
Office of the Municipal Health Officer / RHU	Rural Health Unit Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number : 0909-268-2787 Email Address: rhuquezon2@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 IV 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 IV Quezon, Quezon	Phone Number : 0909-581-4294 Email Address: mtoquezon@yahoo.com



LIST OF OFFICES WITH DESIGNATED PERSONNEL

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Municipal Environmental & Natural Resources	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number : 0926-6705-443 Email Address: lgunquezon2.menro@gmail.com
Office of the General Services	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number : _____ Email Address: lgugsoquezon2@gmail.com
Office of Public Information Service	Ground Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number : 0926-003-8222 Email Address: pesoquezon.quezon@gmail.com
Office of the Municipal Tourism	Tourism Office, Municipal Public Market Barangay I Quezon, Quezon	Phone Number : 0906-5061-742 Email Address: lgunquezontourismoffice@gmail.com
Office of the Human Resource Management Officer	2nd Floor, Municipal Main Building, Municipal Compound Barangay IV Quezon, Quezon	Phone Number : 0919-5078-999 Email Address: lgunquezon2hrmo@gmail.com