

CITIZEN'S CHARTER



**RECORD
HOLDER**

**8.016 KILOMETERS
THE LONGEST BARBECUE**
BAYAMBANG, PANGASINAN, PHILIPPINES
APRIL 04, 2014



**RECORD
HOLDER**

**50.23 METERS
THE TALLEST BAMBOO SCULPTURE
(SUPPORTED)**

BRGY. BANI, BAYAMBANG
PANGASINAN, PHILIPPINES
APRIL 05, 2019



MUNICIPALITY OF BAYAMBANG

CITIZEN'S CHARTER **2020 (1st Edition)**



Republic of the Philippines
MUNICIPALITY OF BAYAMBANG
Office of the Mayor

BALON
BAYAMBANG

MESSAGE

THE ADVENT OF NEW POLITICS IN OUR TOWN HAS RENEWED OUR PEOPLE'S HOPE IN LOCAL GOVERNMENT. THE FRESH MANDATE GAINED MUST NOT BE SQUANDERED; INSTEAD, PUBLIC ENTHUSIASM MUST BE SUSTAINED BY ALL MEANS POSSIBLE. ONE WAY TOWARD ACHIEVING THIS IS THROUGH THE STRICT IMPLEMENTATION OF THE NEW, IMPROVED CITIZENS' CHARTER, AS IT IS ENVISIONED BY THE ANTI-RED TAPE ACT OF 2007.

THE WORK OF BRINGING THE OFTEN CIRCUITOUS BUREAUCRATIC PROCESS TO A MINIMUM OF STEPS SENDS TO OUR PEOPLE ALL THE RIGHT SIGNALS: THAT LOCAL GOVERNMENT IS FOR THEM, ALWAYS READY AT THEIR SERVICE, AND IT WALKS THE TALK BY STRIPPING AWAY THE EXTRANEOUS FROM THE ESSENTIAL IN THE COURSE OF PERFORMING ITS DAY-TO-DAY TASKS. THE STREAMLINING PROCESS MANDATED BY THE CHARTER SHOULD LEAD TO THE ELIMINATION OF AN ENVIRONMENT THAT INVITES GRAFT AND CORRUPTION AND ULTIMATELY PRODUCE A SATISFIED, BECAUSE WELL-SERVED, CITIZENRY.

I, THEREFORE, ENJOIN ALL LGU EMPLOYEES, FROM THE TOP DOWN TO THE RANK AND FILE TO ABIDE BY THIS CHARTER AND MAKE IT AS THE GUIDING LIGHT OF THEIR LIFE AS PUBLIC SERVANTS. I ALSO CALL ON ALL CITIZENS OF BAYAMBANG TO ARMOR THEMSELVES WITH KNOWLEDGE OF THE CITIZENS' CHARTER SO THEY CAN PROPERLY CLAIM THEIR RIGHT TO TRANSPARENT AND ACCOUNTABLE LOCAL GOVERNANCE.

TOGETHER, LET US STAMP OUT RED TAPE IN LOCAL GOVERNMENT AND PAVE THE WAY TO A MODERN, PEACEFUL, AND PROSPEROUS TOWN OF BAYAMBANG.

HON. DR. CEZAR T. QUIAMBAO
MUNICIPAL MAYOR



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ABOUT THE LGU – BAYAMBANG CITIZENS CHARTER

The Citizen's Charter of the Municipality of Bayambang was crafted as per Memorandum Circular No. 2019-002 Series of 2019. In response, to the President's urgent order in his last 2019 State of the Nation Address where he reiterated his directive to the government and instrumentalities, including Local Government Units and the government corporations. The Anti-Red Tape Authority (ARTA) is fast-tracking projects and programs to streamline and improve government service delivery. Therefore, updating of Citizen's Charter is set out in full speed to accomplish the President's dream of creating a comfortable life for every Filipino through the elimination of red tape and corruption in the government and to expedite government transactions with simple processes pegged to be done in three (3) days or less. To support this goal Executive Order No. 54, Series of 2019 creating the Anti-Red Tape Unit (ARTU) for the Municipality of Bayambang was in effect on November 28, 2019. Under Section 4 of the said Executive Order is the creation of the Citizen's Charter Team who will take the lead in the preparation, formulation, writing and packaging of the Citizen's Charter. Atty. Raymundo B. Bautista Jr. CCT Head called the attention of Ms. Ma-Lene S. Torio and Ms. Nora R. Zafra, CCT Deputy Head to instruct all frontline service departments to update their respective Citizen's Charter Procedural Chart in compliance to MC No. 2019-002 and Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018." Amending Republic Act 9485 or the "Anti-Red Tape Act of 2007."

Dr. Cezar T. Quiambao in his message also enjoin all LGU employees from top management down to rank and file employees to abide by this Citizen's Charter and make it as a guiding light of their life as public servants.

It is pointed out that a strong leadership is needed for this undertaking. Leadership and political will on the part of the local functionaries must be present in the implementation of the law.

This Citizen's Charter was consolidated and packaged through the team effort of all Frontline Services Department and the Citizen's Charter Team. Likewise, the dedication and untiring effort of the Human Resources Management Office for the constant reminder on the submission of procedural chart before the set deadline. The ICT Department in the consolidation of the procedural chart and the Municipal Planning and Development Office for the packaging and finalization of the Municipality's Citizen's Charter.



VISION OF THE LGU BAYAMBANG

A **globally-competitive smart town** with a transparent, accountable leadership and responsive community that is proactive in environmental protection and disaster resilience, fueled by Modern Agriculture, Economic Zones and Tourism, empowered by “poverty-freed citizenry”



MISSION OF THE LGU BAYAMBANG

- To maintain a peaceful and orderly town with modern technology and infrastructure development;
- To promote and preserve its rich historical and cultural heritage;
- To institute transparency, accountability and integrity in governance;
- To empower its citizens in the areas of health, education, economics, tourism, environmental protection and disaster response.



CITIZENS' CHARTER (As mandated by RA 9485)

We, the Officials and Employees of the Local Government Unit of Bayambang, hereby solemnly pledge to:

Serve the public with utmost courtesy, efficiency and dedication.

Treat all clients fairly without expectation of any personal favor in return of services rendered.

Re-engineer systems and office procedures to facilitate official transactions with all concerned clients.

Instill among ourselves the values of personal discipline, professional integrity, modesty and simplicity to gain the respect and confidence of the public.



Value the concerns, comments, suggestions and feedbacks in order to improve the delivery of services which clients are entitled to avail of and which the Local Government is mandated to provide.

Enhance our collective and individual professional capacities and work ethics to respond to the rising expectations of the public and to the challenges of both local and goal competitiveness.



To our Kababayan and Clients:

If you have any suggestions, feedbacks, comments, complaints and other concerns regarding our personnel and our delivery of frontline services, please let us know by doing the following:

- a. Fill out the suggestion, feedback and complaint sheet and drop this at the Drop Box.
- b. Dial our hotline at 633 2977 or #4357

Confer with our Client Service Officer (CSO) at the Client Service Desk.



DIRECTORY OF LGU BAYAMBANG OFFICES AND DEPARTMENTS

Office of the Mayor Dr. Cezar T. Quiambao Municipal Mayor Email: ctq@bayambang.gov.ph Tel. No. (075) 633 – 1000 Loc.100	Information and Communication Technology Office Carmela Atienza OIC – ICT Officer Email: atenzac@bayambang.gov.ph Tel. No. (075) 633-1011 loc. 111
Office of the Municipal Administrator Atty. Raymundo B. Bautista Jr. Municipal Administrator Email: bautistar@bayambang.gov.ph Tel. No. (075) 633 1016/1040 loc. 116 / 140	Engineering Department Engr. Eddie A. Melicorio Municipal Engineer Email: melicorioe@bayambang.gov.ph Tel. No. (075) 633 1033/1032 loc. 133/132
Mayor's Action Center Jocelyn Espejo – OIC Email: mayorsactioncenter@gmail.com jocelynsespejo@gmail.com Tel. No. (075) 633 1002 loc. 102	Local Civil Registry Office Ismael D. Malicdem, Jr. Local Civil Registrar Officer Email: malicdemi@bayambang.gov.ph; joa692003@yahoo.com Tel. No. (075) 633 1009 loc. 109
Vice Mayor's Office Hon. Raul R. Sabangan Municipal Vice-Mayor Email: sabanganr@bayambang.gov.pjh Tel. No. (075) 633-1027/1028 Loc. 127/128	Municipal Planning and Development Office Ma-Lene S. Torio OIC – MPDC Email: toriom@bayambang.gov.ph Tel. No. (075)632 3380; 633 1014 loc. 114
Office of the Sangguniang Bayan Joel V. Camacho SB Secretary Email: camachoj@bayambang.gov.ph Tel. No. (075) 633 1008 loc. 108	Rural Health Unit I Dr. Paz F. Vallo Municipal Health Officer Email: vallop@bayambang.gov.ph Tel. No. (075) 633 1003/1034 loc. 136 (MHO)/134 (Registration), 165 (Pharmacy) 633 0169 (PLDT Direct)
Accounting Office Elsie C. Dulay OIC – Municipal Accountant Email: dulaye@bayambang.gov.ph Tel. No. (075) 632 3116 / 633 1003 loc. 103	Rural Health Unit II Dr. Adrienne A. Estrada Rural Health Physician Email: estradaa@bayambang.gov.ph Tel. No. 0917 117 5203
Agricultural and Fishery Services Artemio C. Buezon OIC – Municipal Agricultural Officer Email: buezona@bayambang.gov.ph Tel. No. (075) 633 1018 loc. 118	Treasury Office Luisita B. Danan Municipal Treasurer Email: dananl@bayambang.gov.ph Tel. No. (075) 633 1006 loc 106
Municipal Assessor's Office Annie E. de Leon Municipal Assessor Email: deleona@bayambang.gov.ph Tel. No. (075) 632 3099; 633 1005 loc. 105	Municipal Library and Museum Leonarda Allado Municipal Librarian Email: alladol@bayambang.gov.ph Tel. No. (075) 633 1012 loc. 112
Municipal Budget Office Peter B. Caragan Municipal Budget Officer Email: caraganp@bayambang.gov.ph Tel. No. (075) 632 0483 / 633 1003 loc. 103	General Services Chinita S. De Vera OIC – General Services Officer Tel. No. (075) 633 1045 loc. 145



Association of Barangay Captains President
P/B Rodelito F. Bautista
Tel. No. (075) 633 1024 loc. 124

Municipal Social Welfare and Development Office
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Municipal Social Welfare and Development Officer
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Human Resources Management Office
Nora R. Zafran
Human Resources Management Officer
Email: zafran@bayambang.gov.ph
Tel. No. (075) 633 2270 / 633-1007 loc. 100 / 101

Tourism Office
Rafael L. Saygo
Supervising Tourism Operations Officer
Email: saygor@bayambang.gov.ph
Tel. No. (075) 633 1050 loc. 150

RESCUE - EMERGENCY HOTLINE
Contact Nos.: #4357 / (075)633 2977
0946 018 3059

Public Order and Safety Office
Vicencio B. Ramos
OIC – Public Order and Safety Officer
Email: ramosv@bayambang.gov.ph / Ma'am Cath
Tel. No. (075) 633 1023/1047 loc. 123/147

Municipal Disaster Risk Reduction
Management Office
Genevieve V. Benebe
MDRRM Officer
Email: benebeg@bayambang.gov.ph
Tel. No. (075) 632 7845 /
(075) 633 1043/1042 loc.143/142

Solid Waste Management Office
Eduardo Angeles Jr.
Solid Waste Management Officer
Email: cayabyabl@bayambang.gov.ph
Tel. No. 09465319502

DIRECTORY OF LOCALLY BASED NATIONAL AGENCIES

Commission On Audit	632-5758 632-2361 loc. 123
PNP Bayambang Station	632-3306 633-1039/1037 loc. 139/137
Bureau of Fire Protection	09176398734
Department of Agrarian Reform	632-2361 loc. 121
Commission on Elections	633 1020 loc. 120
Bureau of Internal Revenue Collection Office	633 1010 loc. 110



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DEPARTMENT SERVICES



AGRICULTURE OFFICE



1. ENROLMENT IN REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA)

OFFICE or DIVISION:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers and Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. (1) 2X2 ID Picture 2. (1) Original copy of land certificate of title/rent or lease agreement 3. (1) original government identification card Any of the following: <ul style="list-style-type: none"> - National ID - Social Security System ID (SSS ID) - Government Service Insurance System ID (GSIS ID) - Unified Multipurpose Identification Card (UMID Card) - Postal ID - TIN Card - Passport - Professional Regulatory Commission ID (PRC ID) - Overseas Workers Welfare Administration ID (OWWA ID) - Integrated Department of Labor and Employment -Card (iDOLE Card) - Voter's ID - Senior Citizen's ID - School ID (for students) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up RSBSA enrollment form and submit documentary requirements	<ol style="list-style-type: none"> 1.1 Validate RSBSA filled-up enrollment form and documentary requirements 1.2 Advise the client to proceed to Punong Barangay and MAFC Chairman 	None	10 Mins.	<i>Municipal Agricultural Office (MAO) Staff</i>
2. Proceed to Punong Barangay and Municipal Agriculture and Fisheries Council Chairman for their signature				



3. Submit required documents	Review and sign the filled-up RSBSA enrollment form		5 Mins.	MAO Department Head
4. Receive RSBSA enrollment stub	Release RSBSA enrollment stub		5 Mins.	
	TOTAL	NONE	20 MINS.	



2. ISSUANCE OF VARIOUS CERTIFICATION

OFFICE or DIVISION:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers and Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certification for Loan Purpose <ul style="list-style-type: none"> a. Farmer must be enrolled in Registry System for Basic Sector and Agriculture (RSBSA) • Certification for Land Reclassification/Conversion <ul style="list-style-type: none"> a. Photocopy of Land Title/Transfer Certificate of Title b. Proof of certificate of tenancy c. Affidavit • Local Veterinarian Certification (for travel and business) <ul style="list-style-type: none"> a. Letter of request b. Barangay clearance/certification • Certification for mechanization facility assistance <ul style="list-style-type: none"> a. List of members (with signature and land area) b. Board resolution c. Security and Exchange Commission Certification/DA-RFO1 Certification/Cooperative Development Authority Certification d. Organizational chart 		<p>MAO</p> <p>Dept. of Agrarian Reform (DAR)</p> <p>Barangay LGU</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1.1 Check if farmer is registered in RSBSA 1.2 Conduct ocular inspection (if applicable for requirement of 2 and 3)	₱ 130.00 for loan certification only	5 Mins.	<i>MAO Staff</i>
			4 Hrs.	
2. Payment to treasury	2.1 Issue order of payment		5 Mins.	<i>Municipal Treasury Office (MTO) (One-Stop Shop)</i>



3. Present the official receipt and receive the approved MAO certification	3.1 Prepare MAO certification 3.2 Sign and release the certification 3.3 Log of client for record purposes		5 Mins.	MAO Staff MAO Department Head MAO Staff
	TOTAL	P 130.00	4 Hrs. and 15 Mins.	



3. ANIMAL HEALTH CARE (ANIMAL TREATMENT)

OFFICE or DIVISION:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Animal/Livestock Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report animal requiring treatment and fill-up request form	1.1 Interview animal/livestock owner 1.2 Conduct field inspection 1.3 Provide appropriate treatment 1.4 Give recommendation to livestock owner	None	10Mins. 4 hours	<i>Municipal veterinarian</i>
	TOTAL		4 HOURS AND 10 MINS.	



ASSESSOR'S OFFICE



1. STANDARD STEPS FOR TRANSFER OF OWNERSHIP

OFFICE or DIVISION:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Clients/ Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Transfer Before BIR: <ul style="list-style-type: none"> • Certified True Copy of Tax Declaration • Certified True Copy of Other Documents • Certification with/without Improvements • Certification of No Property • Certification of Landholdings • Tax Mapping • Vicinity Map • Verification Fee • Inspection Fee • Transfer Fee • Necessary Fees/ Secretary Fees For Transfer After BIR: <ul style="list-style-type: none"> • Previous land tax official receipt (O.R.) or a copy of previous tax declaration if any • Two photocopies of Transfer Certificate of title (FOR TITLED PROPERTY) • Two (2) copies of Deed of Absolute Sale or any deed of conveyance on how the property was acquired • Two (2) photocopies of Certification of Authorizing Registration (CAR) from BIR • Tax Declaration stating the previous owner/ property to be cancelled • Certification with/without improvements • Transfer Tax Receipt • Approved Subdivision Plan • Two (2) photocopies of Valid I.D. 		Municipal Assessor's Office Municipal Treasury Office Client Client Client BIR/Client Client Municipal Assessor's Office Municipal Treasury Office Private Surveying Office Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Evaluate and Verify requirements submitted	None	10 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
	1.2 Conduct reassessment, consolidation, correction of area, boundaries, appraisal of buildings and any other appropriate procedures.		45 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>



-	1.3 Preparation of Tax Declaration, FAAS, ORF, PRF indicating the newly declared owner and assigning of Property index number (Pin) base on tax map and section maps (If ocular inspection is not needed)		45 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
2. Pay Transfer Fee	2.1 Treasury Office receives Transfer fee	P150.00	5 Mins.	<i>Municipal Treasurer/ Authorized Representative</i>
3. Acceptance of Approved Tax Declaration	3.1 Approve and Issue Tax Declaration, Prepare FAAS and keep file copy, per ARP (exclusive of Approval time to and from the provincial office)	None	5 Mins.	<i>Municipal Assessor & Provincial Assessor</i>
	TOTAL	P150.00	1 HR. AND 55 MINS.	



2. STANDARD STEPS FOR CORRECTION/UPDATE OF DATA (Property Owner, Area, Title, Location & Boundaries)

OFFICE or DIVISION:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Clients/ Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Two photocopies of Transfer Certificate of title (FOR TITLED PROPERTY) Two (2) copies of Deed of Absolute Sale or any deed of conveyance on how the property was acquired Copy of Sketch/Approved Subdivision Plan Two (2) photocopies of Valid I.D. Previous Tax Declaration Payment of Land tax (official receipt) Certified True Copy of Tax Declaration 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Evaluate and Verify requirements submitted	None	10 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
	1.2 Conduct reassessment, consolidation, correction of area, boundaries, appraisal of buildings and any other appropriate procedures.		45 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
	1.3 Preparation of Tax Declaration, FAAS, ORF, PRF indicating the newly declared owner and assigning of Property index number (Pin) base on tax map and section maps (If ocular inspection is not needed)		45 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
2. Pay Certified True Copy of Tax Declaration Fee	2.1 Treasury Office receives payment for the request Certified True Copy of Tax Declaration	P150.00 + P30.00 (DST)	5 Mins.	<i>Municipal Treasurer/ Authorized Representative</i>



3. Acceptance of Approved Tax Declaration	3.1 Approve and Issue Tax Declaration, Prepare FAAS and keep file copy, per ARP (exclusive of Approval time to and from the provincial office)		30 Mins.	<i>Municipal Assessor & Provincial Assessor</i>
	TOTAL	P150.00	2 Hrs. and 15 Mins.	



3. STANDARD STEPS FOR THE ISSUANCE OF CERTIFICATIONS (Landholdings/With and without Improvements/No Properties & Others)

OFFICE or DIVISION:	Municipal Assessor's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Clients/ Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Latest land tax receipt • Affidavit with/without Improvements • Conduct of ocular inspection • Certification from the Barangay Captain (hospitalization/medical/scholarship purposes/no property) • Any documents needed by the requesting person • Affidavit/ Certification of No Real Property • For Certificate of Landholdings: Death Certificate of the Property Owner (If applicable) 		Client Lawyer Municipal Assessor's Office Barangay Captain Client Lawyer Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Verify and evaluate requirements and latest Tax Declaration	None	5 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
2. Pay Certification Fee	2.1 Treasury Office receives certification payments and issues Official Receipt	150.00 + 30.00(DST)	5 Mins.	<i>Municipal Treasurer/ authorized representative</i>
3. Pay Inspection Fee	3.1 Treasury Office receives payment for Inspection Fee and issues Official Receipt	200.00	5 Mins.	<i>Municipal Treasurer/ authorized representative</i>
	3.2 Conduct ocular inspection (to find out if the concerned lot has an improvements or no improvements), depending on the location or barangay	None	2 Hrs.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
4. Present Official Receipt of payment	4.1 Print/Type/Encode Certifications	None	5 Mins.	<i>Municipal Assessor's Staffs</i>



5. Acceptance of Issued Certifications	5.1 Review/Approve and Issue certification and keep a file copy	None	5 Mins.	<i>Municipal Assessor</i>
	TOTAL	P380.00	2 Hrs. and 25 Mins.	



4. STANDARD STEPS FOR THE ISSUANCE OF CERTIFIED TRUE COPIES/DOCUMENTS

OFFICE or DIVISION:		Municipal Assessor's Office		
Classification:		Simple Transaction		
Type of Transaction:		G2C		
Who may avail:		Clients/ Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly annotated deed of conveyance (sale, inheritance, donation, etc.) Certificate of Non-Delinquency/Real Tax Receipt (current year) Transfer of Tax Receipt / Updated Land Tax Receipt Certified Photocopy of title from Register of Deeds/LRA (if any) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all requirements	1.1 Receive the requirements and forward same to the Municipal Assessor for review and approval	None	10 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staff</i>
2. Pay Certified True Copies of Tax Declaration at the Municipal Treasury Office	2.1 Upon approval, return to the receiving clerk and advise the client to pay fees.	₱150.00 + ₱30.00(DST)	5 Mins.	<i>Treasury Office/authorized representative</i>
3. Present/submit Official Receipt to the Assessor's Office & Receive the tax declaration/CTC of Tax Declaration	3.1 Receives official receipt. Verify, review and prepare the computer-generated tax declaration.	None	5 Mins.	<i>Municipal Assessor's Staff</i>
	3.2 Approve/Sign the certified true copy of tax declaration and Release outgoing document.	None	10 Mins.	<i>Municipal Assessor</i>
	TOTAL	₱180.00	30 Mins.	



5. STANDARD STEPS FOR THE ISSUANCE OF REAL PROPERTY TAX ORDER OF PAYMENT (RPTOP)

OFFICE or DIVISION:					Municipal Assessor's Office
Classification:					Simple Transaction
Type of Transaction:					G2C
Who may avail:					Clients/ Taxpayers
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<ul style="list-style-type: none"> • Previous land tax receipt (O.R.) or a copy of previous tax declaration, if you have any • Any Deed of conveyance on how the property was acquired 					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous land tax receipt (O.R.) or a copy of previous tax declaration.		1.1 Verify Tax Declaration in the integrated tax management system (ITAX) and Company of Luis S. Encarnation, Inc. (CLSE) or Lingayen transactions (77 barangays) whether in the 1980 series up to the present depending on the land tax receipt presented.	None	30 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staff</i>
2. Submit RPTOP copy to Treasury Office containing an assessed value for computing Basic and SEF as basis for the payment of taxes.		2.1 Payment of taxes (Treasury Office)	Computation is based from the assessed value of the property + Penalty (if late payment)	5 Mins.	<i>(Municipal Treasurer) or authorized representative</i>
		TOTAL		35 Mins.	



6. STANDARD STEPS FOR TAX MAPPING

OFFICE or DIVISION:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Clients/ Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Old Cadastral Survey Plan • Tax Declarations • Transfer Certificate of Title • Cadastral Card • Any Conveyance (registered) on how the property has been acquired • Latest Land Tax Receipt (case to case basis) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all requirements (Deed of Conveyance, Tax declaration, Original maps, etc.)	1.1 Verify and evaluate requirements presented.	None	5 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
2. Pay Verification Fee	2.1 Treasury Office receives payment for Verification Fee and issues Official Receipt	₱150.00	5 Mins.	<i>Municipal Treasurer/ authorized representative</i>
3. Present/submit Official Receipt of Verification Fee to the Assessor's staff in charge	3.1 Conduct verification of Cadastral Lot Number, area and boundary (or depending upon the verification of PIN of every barangays through Tax maps and if ocular Inspection is needed)	None	20 Mins.	<i>Municipal Assessor's Staffs</i>
4. Pay Inspection Fee	4.1 Treasury Office receives payment for Inspection Fee and issues Official Receipt	₱200.00	5 Mins.	<i>Municipal Treasurer/ authorized representative</i>



5. Wait for the result of ocular Inspection (if needed)	5.1 Conduct ocular Inspection in coordination with barangay officials concerned where property is located (if needed)	None	1 to 2 hours*	<i>Barangay Officials Municipal Assessor/ Municipal Assessor's Staffs</i>
6. Pay for Vicinity Map and Certified Tax Map	6.1 Issuance of Vicinity Map and Tax Mapping Map	₱200.00 + ₱30.00 (DST) each	10 Mins.	<i>Municipal Assessor's Staffs</i>
7. Acceptance of Issued Cadastral Lot Number and approved Certified Tax Map and Vicinity Map	7.1 Approve and Issue Cadastral Lot Number, Certified Tax Map and Vicinity Map and keep a file copy.	None	10 Mins.*	<i>Municipal Assessor</i>
	TOTAL		15 Mins.	

*Note. (It depends on the status of the lot)



7. STANDARD STEPS FOR APPRAISAL AND ASSESSMENT OF NEW/UNDECLARED BUILDING/IMPROVEMENT

OFFICE or DIVISION:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Clients/ Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Copy of building permit, Certificate of Completion or Certificate of Occupancy issued by the local officials concerned. Notice of date inspection, if the owner/administrator is not around during the discovery Report of the inspection of the building/structure If building permit and certificates are not available, accomplish affidavit of ownership or sworn statement of the market value of the property Two (2) photocopies of Valid I.D. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all necessary documents for the Appraisal and Assessment	1.1 Conduct field inspection and gathering of documents	None	within the day	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
	1.2 Preparation of Tax declaration for buildings & machinery		20 Mins.	<i>Municipal Treasurer/ authorized representative</i>
	1.3 Preparation of field sheet (FAAS, SWORN STATEMENT) and fill out all necessary date and computation of values	None	5 Mins.	<i>Municipal Assessor's Staffs</i>
	1.4 Preparation, assigning of PIN and numbering of Tax Declaration	None	5 Mins.	<i>Municipal Treasurer/ authorized representative</i>
	1.5 Check and review Tax Declaration and other supporting documents	None	5 Mins.	<i>Barangay Officials Municipal Assessor/ Municipal Assessor's Staffs</i>



	1.6 Recommend approval of Tax Declaration			<i>Municipal Assessor's Staffs</i>
	1.7 Approval of Tax declaration	None		<i>Municipal Assessor</i>
2. Payment of Real Property Tax	2.1 Receive payment and issue official receipt		5 Mins.	<i>Municipal Treasury office</i>
	2.2 Recording of RPU's in the ITAX and CLSE System	None	5 Mins.	<i>Municipal Assessor's Staffs</i>
	2.3 Release of owner's copy of Tax Declaration	None	5 Mins.	<i>Municipal Assessor's Staffs</i>
	2.4 Segregation / Review of Tax Declaration of buildings approved from PAO	None	5 Mins.	<i>Municipal Assessor</i>
	TOTAL			



8. STANDARD STEPS FOR APPRAISAL OF LAND DECLARED FOR THE FIRST TIME UNTITLED & TITLED PROPERTY

OFFICE or DIVISION:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Clients/ Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Untitled Property <ul style="list-style-type: none"> • A survey plan prepared by a duly licensed Geodetic Engineer, duly approved by the land Management Bureau (LBM) of the Department of Environment and Natural Resources (DENR). • A certification from the Community Environment and Natural resources Office (CENRO) stating among other, that the land is within the alienable and disposable area. • An affidavit of ownership and/ or sworn statement declaring the market value of real property filed by the owner/administrator; affidavit if the applicant is in long continuous and notorious possession of the property • A certification/affidavit from the barangay captain that the declarant is present possessor and occupant of the land and the certification/affidavit of the adjoining owners duly sworn to by the barangay captain and/or municipal mayor. • An ocular inspection/investigation report by the assessor or his authorized representative. • Any Deed of conveyance on how the property is acquired • V-37 (Transmittal) • Special Power of Attorney (SPA) (If the property owner is represented by other person) • Affidavit of Non-payment of Real Property Tax • Copy of Sketch/Approved Subdivision Plan (Certified by CENRO Officer) • Ten (10) years back taxes. • Cedula / Valid IDs • Affidavit stating that the lot is not declared to any person. • Picture of lot/Improvements 	<p>Client</p> <p>CENRO</p> <p>Lawyer</p> <p>Barangay Officials concerned</p> <p>Municipal Assessor's Office</p> <p>Client</p> <p>CENRO</p> <p>Lawyer</p> <p>Lawyer</p> <p>Private Surveying Office</p> <p>Client</p> <p>Lawyer</p> <p>Client</p>



For Titled Property				
<ul style="list-style-type: none"> A certified true copy of free patent, homestead or miscellaneous sales application must be submitted / Judicial title A certified true copy of the titled issued by the Registry of Deeds, certifying among other, that the original copy of which is intact and existing in the said registry Approved survey plan Any Deed of conveyance on how the property was acquired/registered Special Power of Attorney (SPA) (If the property owner is represented by other person) Two (2) photocopies of Valid I.D. 		Client		
		Client/ Registry of Deeds (If no copy)		
		Private Surveying Office		
		Client		
		Lawyer		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all requirements.	1.1 Advise/inform applicant/Taxpayer for the following necessary requirements	None	10 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staff</i>
	1.2 Verify previous Tax declaration	None	5 Mins.	<i>Municipal Assessor's Staffs</i>
2. If the requirements are all complied, request for ocular inspection	2.1 Conduct ocular inspection and prepare inspection report as to the actual use of the property for the assigning of PIN (if in case the property is not found in the Tax Mapping)	Pay inspection Fee to the Municipal Treasury Office	within the day	<i>Municipal Assessor's Staff</i>
3. Present all Documents	3.1 Preparation of Tax declaration and other supporting documents for the re-assessment (Commercial, Residential and Agricultural Land)	None	10 Mins.	<i>Municipal Assessor's Staff</i>
4. Payment for Transfer Tax & Fees	4.1 Secure Transfer Tax receipt & fees	₱150.00	5 Mins.	<i>Municipal Treasury Office</i>



	4.2 Recommend Approval of Tax Declaration	None	5 Mins.	<i>Municipal Assessor</i>
	4.3 Approval of Tax declaration to Provincial office	None		<i>Provincial Assessor</i>
5. Payment of Real Property Tax	5.1 Receives Payment	Computation is based from the assessed value of the property + Penalty (if late payment)	5 Mins.	<i>Municipal Treasury Office</i>
	TOTAL			



9. STANDARD STEPS FOR ISSUANCE OF CERTIFICATION FOR FREE PATENT TITLING

OFFICE or DIVISION:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Clients/ Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certified Tax Declaration • Updated Land Tax Receipt • DENR Certificate Status • Assessor Certificate/Classification • Picture of lot – Panoramic view • 2 Valid I.D. • Documents on how the property was acquired (e.g. Deed of Absolute Sale, Deed of Donation, etc.) • Regional Trial Court (RTC) Clearance/Classification 		Client/Municipal Assessor's Office Client DENR Municipal Assessor's Office Client Client Client RTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Evaluate and Verify requirements submitted	None	10 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
2. Fill out the Application Form	2.1 Provide a copy of Application Form to Clients	None	3 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
3. Submit pertinent documents to DENR	3.1 Advise the Client to Submit the Application Form together with the requirements.	None	3 Mins.	<i>Municipal Assessor/ Municipal Assessor's Staffs</i>
	TOTAL	NONE	16 Mins.	



BUDGET OFFICE



1. ISSUANCE OF BUDGET ENDORSEMENT AND RECOMMENDATIONS

OFFICE or DIVISION:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Government and Sangguniang Kabataan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished prescribed form Budget of Expenditures And Sources of Financing Programmed Appropriation and obligation by PPA Expense Class, Object of Expenditures and Expected results List of Projects Chargeable Against Development Fund Plantilla of Personnel Statement of Indebtedness		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Proposed Annual Budget	1.1 Receive and review the correctness and completeness of the needed information	None	5 minutes	<i>Budget Staff</i>
	1.2 Ensure that mandatory obligations pursuant to the Local Govt. Code was provided		5 minutes	<i>Budget Staff</i>
2. Receive endorsement and recommendation letter	2.1 Issue Endorsement and recommendation to SB	None	5 minutes	<i>Department Head</i>
	TOTAL	NONE	15 MINS.	



CIVIL REGISTRY OFFICE



1. REQUESTING LOCAL COPY OF CERTIFICATE OF LIVE BIRTH (CIVIL REGISTRY FORM NO. 1A, FORM NO. 1B AND FORM NO. 1C); CERTIFICATE OF DEATH (CIVIL REGISTRY FORM NO. 2A, FORM 2B AND CIVIL REGISTRY FORM 2C; CERTIFICATE OF MARRIAGE (CIVIL REGISTRY FORM NO. 3A, FORM 3B AND FORM 3C)

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G and G2B			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Photocopy of valid ID of the document owner • Authorization letter / Special Power of Attorney (for authorized representative) • Valid ID of authorized representative 		Document Owner Document Owner Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client request for copy of Certificate of Live Birth.	1.1 Verify the requested documents from the following: Registry Book Civil Registry Information System Scanned file of Certificate of Live Birth Presented copy of civil registry document (SECPA/PSA copy)	130.00	10 Mins.	<i>LCRO Staff</i>
2. If the requested document was available, client pays the necessary civil registry fee at the treasury office	2.1 Prepare and encode the requested civil registry document. 2.2 Final review, sign and release the civil registry document.		10 Mins. 5 Mins.	<i>LCRO Staff</i> <i>LCRO Staff</i> <i>MCR</i>
	TOTAL	P130.00	25 MINS.	



2. TIMELY REGISTRATION OF CERTIFICATE OF LIVE BIRTH

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Authorization letter / Special Power of Attorney (if authorized representative) • Photocopy of valid ID of the document owner and authorized representative • Community Tax Certificate • Notarized Affidavit of Acknowledgement / Admission of Paternity signed by the father (if child is illegitimate) • Notarized Affidavit using the surname of the father (AUSF) to be signed by the mother (if child is illegitimate) 		<p>Document Owner</p> <p>Document Owner / Authorized Representative Treasury Office Notary Public</p> <p>Notary Public</p>		
Municipal Form 102 (if born in hospital / lying in)		Hospital / lying-in		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the requirements	1.1 Assessment of Municipal Form 102 and supporting documents (if illegitimate)	None	5 Mins.	<i>LCRO Staff</i>
	1.2 Interviews the client, prepare and encode the supplied information in the Municipal Form 102		10 Mins.	<i>LCRO Staff</i>
	1.3 Final review, signing and registration of Municipal Form 102		5 Mins.	<i>LCRO Staff MCR</i>
	1.4 Scanning, Transcribing and Releasing of registered Municipal Form 102.		5 Mins.	<i>LCRO Staff</i>
	TOTAL	NONE	25 MINS.	



3. LATE REGISTRATION OF CERTIFICATE OF LIVE BIRTH

OFFICE or DIVISION:	Local Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Local Civil Registry Client
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>For document owner:</p> <ul style="list-style-type: none"> Negative Certification of Birth Original copy of Baptismal Certificate Marriage Certificate (if married) Community Tax Certificate Joint Affidavit of Two Disinterested Persons <p>For representative:</p> <ul style="list-style-type: none"> Authorization letter / Special Power of Attorney Photocopy of valid ID of the document owner and authorized representative Community Tax Certificate 	<p>Philippine Statistics Office (PSA) Church Philippine Statistics Office (PSA) / LCRO Treasury Office Notary Public</p> <p>Notary Public</p> <p>Document owner /Authorized representative</p> <p>Treasury Office</p>
Certificate of No Records	Local Civil Registry Office (LCRO)
<ul style="list-style-type: none"> Municipal Form 102 (if born in hospital / lying in) Affidavit of Acknowledgement / Admission of Paternity signed by the father (if child is illegitimate) Affidavit using the surname of the father (AUSF) to be signed by the mother (if child is illegitimate) Certificate of Indigency (for indigents) <p>Additional requirements, any two (2) of the following.</p> <ul style="list-style-type: none"> Voter's certification Police clearance High school form 137 Elementary form 137 Insurance policy Medical records 	<p>Hospital /Lying in</p> <p>Notary Public</p> <p>Notary Public</p> <p>Barangay and MSWDO</p> <p>COMELEC PNP School School Insurance company Hospital / clinic</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Client presents requirements</p> <p>2. Client pays civil registry fee at treasury office (if indigent) and notarized the Affidavit for Delayed Registration of Birth in the Municipal Form 102</p>	<p>1. Assessment of Municipal Form 102 (child born in hospital/lying in) and other requirements, notice of posting</p> <p>2. Interviews client and encoding of supplied information in Municipal Form 102 (child born in barangay/house), notice of posting</p> <p>2.1 Posting (10 working days)</p> <p>2.2 Final review, signing and registration of Municipal Form 102</p> <p>2.3 Scanning, transcribing and release of registered Municipal Form 102.</p>	<p>For 1 month to 12 months – P200.00</p> <p>For 1 year above - P300.00</p>	<p>5 Mins.</p> <p>10 Mins.</p> <p>5 Mins.</p> <p>5 Mins.</p>	<p><i>LCRO Staff</i></p> <p><i>LCRO Staff Treasury Office</i></p> <p><i>LCRO Staff</i></p> <p><i>LCRO Staff MCR</i></p> <p><i>LCRO Staff</i></p>
	TOTAL	-P-	25 MINS.	



4. TIMELY REGISTRATION OF CERTIFICATE OF DEATH

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For representative <ul style="list-style-type: none"> • Authorization letter / Special Power of Attorney • Photocopy of valid ID of the document owner's family member who gave authorization and authorized representative 		Immediate family of deceased / Notary Public Immediate family of deceased / authorized representative		
<ul style="list-style-type: none"> • Punong Barangay Certification (if event happened at barangay) • Embalmer's certification • Burial/Cremation Permit • Transfer of cadaver permit 		Barangay Embalmer RHU RHU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits copies of Municipal Form 103 (event happened at hospital)	1.1 Assessment of Municipal Form 103		10 Mins.	<i>LCRO Staff</i>
2. Client present supporting documents (event happened at barangay)	2.1 Interviews the client, prepare and encode the supplied information in the Municipal Form 103	Burial permit - P150.00 Transfer of cadaver permit- P200	5 Mins.	<i>LCRO Staff</i>
3. Client pays civil registry fee at the treasury office	3.1 Receive payment and issue official receipt		15 Mins.	<i>Treasury office (One-Stop-Shop)</i>
4. Proceed to Municipal Health Officer or Rural Health Physician and Embalmer for signature of Municipal Form 103	4.1 Assess client needs; Interview to determine the cause of death 3.2 Issue Burial Permit Number / Transfer Cadaver Number			<ul style="list-style-type: none"> - <i>Municipal Health Officer / Rural Health Physician</i> - <i>Embalmer</i>
5. Proceed to Civil Registry Office for final registration	5.1 Scanning, transcribing and release of registered Municipal Form 103			<i>LCRO Staff</i>
	TOTAL	-P-	30 Mins.	



5. LATE REGISTRATION OF CERTIFICATE OF DEATH

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For representative <ul style="list-style-type: none"> • Authorization letter / Special Power of Attorney • Photocopy of valid ID of the document owner's family member who gave authorization and authorized representative 		Immediate family of deceased / Notary Public Immediate family of deceased / authorized representative		
<ul style="list-style-type: none"> • Punong Barangay Certification (if event happened at barangay) • Embalmer's certification 		Barangay Embalmer		
<ul style="list-style-type: none"> • Negative Certification of death • Affidavit of Two Disinterested Persons • Church Certification of Death • Certificate of Indigency 		PSA Notary Public Church MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the requirements	1.1 Assessment of certification and requirements and interview of client.	For 1 month to 12 months— P200.00 For 1 year above - P300.00	10 Mins.	<i>LCRO Staff</i>
2. Client pays the delayed registration fee at the treasury office (if client is not indigent)	2.1 Encoding and printing of Municipal Form 103		10 Mins.	<i>Treasury LCRO Staff</i>
3. Signing of Municipal Form 103 by the embalmer and Municipal Health Officer and notarized affidavit for delayed registration of certificate of death.	3.1 Posting period (10 working days)		5 Mins.	<i>Embalmer Municipal Health Officer Notary Public LCRO Staff</i>
	3.2 Final Review, signing, registration, scanning, transcribing and release of the civil registry document.			<i>LCRO Staff MCR</i>
TOTAL		-P-	25 Mins.	



6. TIMELY REGISTRATION OF CERTIFICATE OF MARRIAGE

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For representative <ul style="list-style-type: none"> • Authorization letter / Special Power of Attorney • Photocopy of valid ID of the document owner • Valid ID of authorized representative 		Document Owner		
Municipal Form 97 (Certificate of Marriage)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present Municipal Form 97 (either civil or church wedding) for registration and other requirements (if authorized representative)	1. Review, signing and registration of Municipal Form 97 duly solemnized	None	10 Mins.	<i>LCRO Staff MCR</i>
	1.1 Scanning, transcribing and release of the civil registry document.		5 Mins.	<i>LCRO Staff</i>
	TOTAL	NONE	15 MINS.	



7. LATE REGISTRATION OF CERTIFICATE OF MARRIAGE

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For representative <ul style="list-style-type: none"> • Authorization letter / Special Power of Attorney • Photocopy of valid ID of the document owner and authorized representative 		Document Owner/Notary Public Document Owner/ Authorized Representative		
<ul style="list-style-type: none"> • Negative Certification of Marriage • Church certification (if church marriage) • Affidavit of Two Disinterested Persons • Affidavit of witnesses • Certificate of Indigency 		PSA Church Notary Public Notary Public MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the requirements	1.1 Assessment of requirements		5 Mins.	<i>LCRO Staff</i>
2. Client pays the civil registration fee (if not indigent)	2.1 Interview and encoding of Municipal Form 97	For 1 month to 12 months – P200	10 Mins.	<i>LCRO Staff Treasury</i>
3. Client notarized the Municipal Form 97 for delayed registration of Certificate of Marriage	3.1 Posting period (10 working days)	For 1 year above – P300	5 Mins.	<i>LCRO Staff Notary Public</i>
	3.2 Final Review, signing, registration, scanning, transcribing and release of Certificate of Live Birth (Municipal Form 97)			<i>LCRO Staff MCR</i>
	TOTAL	-P-	20 MINS.	



8. FILING OF PETITION FOR CORRECTION OF CLERICAL ERROR (R.A. 9048)

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Copy of the Certificate (birth, death, marriage) containing the erroneous entry or entries Baptismal Certificate Any documents showing the correct entry/entries upon which the correction shall be based. Example: Voter's I.D., School Records, GSIS record, SSS record, Medical record, Business record, Police and NBI Clearance, Certificate of Live Birth, Certificate of Marriage and Other relevant documents as the Registrar may require Special Power of Attorney and valid ID (for authorized representative) Community Tax Certificate Certificate of Indigency (for indigent) 		<p>Philippine Statistics Authority (PSA) Local Civil Registrar</p> <p>Church Concerned Agency</p> <p>Document Owner / Notary Public</p> <p>Treasury Barangay and MSWDO</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the requirements for correction of clerical error	1.1 Checking and verification of submitted requirements	Filing fee – P1,000 Processing fee – P200	10 Mins.	<i>LCRO Staff MCR</i>
2. Client pays civil registration fee at the treasury office	2.1 Preparation of R.A. 9048 Form for correction of clerical error		30 Mins.	<i>LCRO Staff MCR Treasury Office</i>
3. Client signs the filed petition for correction of clerical error	3.1 Posting period (10 days)		10 Mins.	<i>LCRO Staff</i>
	3.2 Approval and signing of filed petition for correction of clerical error and endorsement letter to PSA Legal Dept., and other attachment papers			<i>LCRO Staff MCR</i>
4. Client send their endorsement letter, filed				<i>Courier / Post Office</i>



petition for correction of clerical error and other attachment papers to PSA Legal Dept., Quezon City				
	TOTAL	P1,200	50 MINS.	



9. PETITION FOR CHANGE OF FIRST NAME (R.A. 9048)

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Birth Certificate containing the name to be changed. • Baptismal Certificate • Marriage Certificate (if married) • Any documents showing the first name continuously and habitually being used and other relevant documents as the Registrar may require • Police Clearance • NBI Clearance • Certificate of Employment and Employer's Clearance (no pending Administrative Case) (if employed) • Affidavit of Non-Employment (if not employed) • Affidavit of two disinterested persons • Special Power of Attorney and valid ID (for authorized representative) • Community Tax Certificate • Certificate of Indigency (for indigent) • Affidavit of parents that the child is minor (if the document owner is minor) 		Philippine Statistics Authority (PSA) LCRO Church Philippine Statistics Authority (PSA) / LCRO Concern Agency PNP NBI Concerned Agency Notary Public Notary Public Treasury Barangay and MSWDO Notary public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the requirements for change of first name	1.1 Checking and verification of submitted requirements		10 Mins.	<i>LCRO Staff MCR</i>
2. Client pays civil registration fee at the treasury office	2.1 Preparation of R.A. 9048 Form for Change of First Name	Filing fee – P3,000 Processing fee – P200	30 Mins.	<i>LCRO Staff Treasury</i>
3. Client signs their filed petition for change of first name	3.1 Posting of filed petition (10 days)			<i>LCRO Staff</i>
	3.2 Publication of filed petition (2 consecutive weeks)		10 Mins.	<i>Newspaper Publisher</i>
	3.3 Approval and signing of filed petition and endorsement			<i>LCRO Staff MCR</i>



4. Client send their endorsement letter, filed petition for correction of clerical error and other attachment papers to PSA Legal Dept., Quezon City	letter to PSA Legal Dept., and other attachment papers			<i>Courier / Post Office</i>
	TOTAL	P3,200	50 MINS.	



10. CORRECTION OF ENTRY IN THE DATE OF BIRTH AND SEX IN THE CERTIFICATE OF LIVE BIRTH (R.A. 10172)

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Birth Certificate - Baptismal Certificate - Earliest School Records and Form 137 - Medical Records - Police Clearance - NBI Clearance - Certificate of employment and Employer's Clearance (no pending case) if employed - Affidavit of Non-Employment (if unemployed) - Valid ID (with date of birth) - Special Power of Attorney and valid ID (for authorized representative) - Proof of Publication - Community Tax Certificate - Certificate of Indigency (for indigent) - Affidavit of parents that the child is minor (if the document owner is minor) <p>Additional requirements (for correction of sex)</p> <ul style="list-style-type: none"> - Marriage Certificate (if married) - Birth certificate of son / daughter - Medical Certification issued by an accredited government physician 		Philippine Statistics Authority and LCRO Church Concerned School Concerned Physician/Hospital/Medical Clinic PNP NBI Concerned Agency Notary Public Concerned Agency Document Owner / Notary Public Newspaper Publisher Treasury Office Barangay and MSWDO Notary public PSA / LCRO PSA / LCRO RHU/ Bayambang District Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the requirements for correction of entry in the date of birth	1.1 Checking and verification of submitted requirements	Filing fee – P3,000 Processing fee – P200	10 Mins.	LCRO Staff MCR
2. Client pays civil registration fee at the treasury office	2.1 Preparation of R.A. 10172 Form for correction of entry in the date of birth		30 Mins.	LCRO Staff Treasury Office
3. Client signs the filed petition	3.1 Posting (10 days period) 3.2 Publication period (2 consecutive weeks)		LCRO Staff Newspaper Publisher	



<p>4 Client sends the endorsement letter, filed petition other attachment papers to PSA Legal Dept., Quezon City</p>	<p>3.3 Approval and signing of filed petition and endorsement letter to PSA Legal Dept.and other attachment papers</p>		<p>10 Mins.</p>	<p>LCRO Staff MCR</p> <p>Courier / Post Office</p>
	<p>TOTAL</p>	<p>P3,200</p>	<p>50 MINS.</p>	



11. OUT-OF-TOWN DELAYED REGISTRATION OF BIRTH

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C and G2B			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For document owner</p> <ul style="list-style-type: none"> - Negative Certification of Birth - Baptismal Certificate - Marriage Certificate (if married) - Community Tax Certificate - Joint Affidavit of Two Disinterested Persons - Affidavit of Out-of-Town Registration - Certificate of Indigency (if indigent) <p>Additional requirements, any two (2) of the following:</p> <ul style="list-style-type: none"> - Voter's certification - Police clearance - Elementary / High school Form 137 - Insurance Policy - Medical records <p>Affidavit to be executed (for illegitimate child)</p> <ul style="list-style-type: none"> - Affidavit of Acknowledgement / Admission of Paternity (for illegitimate children) - Affidavit Using the Surname of the Father (for illegitimate children) - Affidavit for Delayed Registration of Birth <p>Additional requirements for representative</p> <ul style="list-style-type: none"> - Authorization letter / Special Power of Attorney - Photocopy of valid ID of the document owner and authorized representative - Community Tax Certificate 		<p>Philippine Statistics Authority (PSA) Church PSA / LCRO Treasury Notary Public</p> <p>Notary Public Barangay / MSWDO</p> <p>COMELEC PNP Concerned School Concerned Insurance Agency Physician</p> <p>Notary Public Notary Public Notary Public</p> <p>Document Owner / Notary Public Document Owner / Authorized Representative Treasury Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the requirements for out-of-town registration	1.1 Assessment of requirements for out-of-town registration	Processing fee – P300	5 Mins.	LCRO Staff
2. Client pays civil registry fee at treasury office	2.1 Preparation / encoding of entries in Municipal Form 102		15 Mins.	LCRO Staff Treasury Office
3. Client notarized their Municipal Form 102	3.1 Posting period (10 working days)			LCRO Staff Notary Public



12. LEGITIMATION BY SUBSEQUENT MARRIAGE OF PARENTS

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certificate of Live Birth • Baptismal Certificate • Marriage Certificate parents • Advisory of Marriages of parents • Valid ID's of parents • Affidavit of Legitimation by subsequent marriage of parents 		PSA and LCRO Church PSA / LCRO PSA Concern Agency Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the requirements for Legitimation by subsequent marriage of parents	1.1 Assessment of requirements for Legitimation by subsequent marriage of parents		5 Mins.	<i>LCRO Staff</i>
2. Client pays civil registry fee at treasury office	2.1 Encoding of entries in Municipal Form 102 and preparation of attachment papers for Legitimation by subsequent marriage of parents	P200	1 hr.	<i>LCRO Staff Treasury</i>
3. Clients sign and notarize the Affidavit for Legitimation by subsequent marriage of parents	3.1 Final Review, signing and releasing of endorsement letter, Municipal Form 102 and other attachment papers for Legitimation by subsequent marriage of parents		10 Mins.	<i>LCRO Staff MCR</i>
4. Client sends the Municipal Form 102 and other attachment papers for Legitimation by subsequent marriage of parents to PSA				<i>Courier / Post Office</i>
	TOTAL	P200	1 HR. & 15 MINS.	



13. APPLICATION FOR MARRIAGE LICENSE

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Certificate of Live Birth - Baptismal Certificate - CENOMAR (Certificate of No Marriage) - Community Tax Certificate - Pre-Marriage counselling certificate - Consent to marriage for a person (for 18-20 years) - Parents Advise upon intended marriage (for 21-24 years) - Decree of annulment (if annulled) - Court decision (if annulled) - Recognition of foreign judgement rendered by local court (if one of the contracting party is foreigner) - Passport (if one of the contracting party is foreigner) - Legal capacity to contract marriage (if one of the contracting party is foreigner) - Death certificate (if widow or widower) 		PSA or Local Civil Registry Office Church PSA Treasury Office MSWDO Local Civil Registry Office Local Civil Registry Office Local court Local court Embassy to Philippines of the contracting party PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients present the requirements for application of marriage license	1.1 Assessment of requirements for application of marriage license	Church wedding - P300	5 Mins.	LCRO Staff
2. Client pays civil registry fee	2.1 Interview of the client, picture capturing, notice of posting and signing of applicants to their application for marriage license	Civil wedding - Application for marriage license – P200 - Sponsors fee – P200 / per pair - Parent's advice of consent fee – P100	20 Mins.	LCRO Staff Treasury Office
	2.2 Posting (10 days period)	- Marriage license – P2.00	5 Mins.	LCRO Staff
	2.3 Final review, signing and release of application for marriage license and marriage license			LCRO Staff MCR
	TOTAL	-P-	30 MINS.	



14. ENDORSEMENT FOR CRG ADVANCE COPY OF CIVIL REGISTRY

OFFICE OR DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Civil registry document to be endorsed (birth, death, marriage, legitimation) - Authorization letter / Special Power of Attorney - Photocopy of valid ID of the document owner and authorized representative 		PSA / LCRO Document Owner / Notary Public Document Owner and authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the civil registry document to be endorse	1.1 Assessment of civil registry document	Processing fee – P200	5 Mins.	<i>LCRO Staff</i>
2. Client pays civil registry fee at treasury office	2.1 Preparation of endorsement letter for the request of advance copy of civil registry document		20 Mins.	<i>LCRO Staff Treasury</i>
	2.2 Final review, signing and release of endorsement letter		5 Mins.	<i>LCRO Staff MCR</i>
	TOTAL	P200	30 MINS.	



15. REGISTRATION OF COURT DECREE (ADOPTION OF MINOR)

OFFICE or DIVISION:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Civil Registry Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For representative <ul style="list-style-type: none"> • Authorization letter / Special Power of Attorney • Photocopy of valid ID of the document owner and authorized representative 		Document Owner / Notary Public Document Owner / Authorized Representative		
<ul style="list-style-type: none"> • Court order / decision • Certificate of Finality • Decree of Final Judgement • Certificate of Registration • Certificate of Authenticity • Certificate of Live Birth of adopted child) • Certificate of Marriage (for adopting couples) 		Regional / Municipal Trial Court Regional / Municipal Trial Court Regional / Municipal Trial Court LCRO where the RTC/MTC is located LCRO where the RTC/MTC is located PSA PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the requirements	1.1 Assessment of requirements		10 Mins.	<i>LCRO Staff MCR</i>
2. Client pays civil registry fee at treasury office	2.1 Preparation and encoding of Municipal Form 102 (Amended Birth Certificate) and endorsement to PSA	Processing fee – P500	1 hr. and 40 Mins.	<i>LCRO Staff Treasury</i>
	2.2 Final review, signing and release the civil registry document.		10 Mins.	<i>LCRO Staff MCR</i>
3. Client send their amended Municipal Form 102 and other attachment papers for adoption of minor to PSA				<i>Courier / Post Office</i>
	TOTAL	P500	2 HRS.	



**16. REGISTRATION OF COURT DECREE
(ANNULMENT / NULLITY OF MARRIAGE, LEGAL SEPARATION, CANCELLATION OF BIRTH CERTIFICATE AND AFFIDAVIT OF LEGITIMATION, CORRECTION OF ENTRIES, RESCISSION OF ADOPTION, DECLARATION OF PRESUMPTIVE DEATH, CANCELLATION OF SIMULATED BIRTH, ETC.)**

OFFICE or DIVISION:		Local Civil Registry Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Local Civil Registry Client		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For representative - Authorization letter / Special Power of Attorney - Photocopy of valid ID of the document owner and authorized representative			Document Owner / Notary Public Document Owner / Authorized Representative	
- Court order / decision - Certificate of Finality - Decree of Final Judgement - Certificate of Registration - Certificate of Authenticity - Certificate of Live Birth of adopted child) - Certificate of Marriage (for annulment/nullity/legal separation) - Affidavit of Legitimation by subsequent marriage of parents - Simulated Birth Certificate - Other documents that maybe required by the MCR			Regional / Municipal Trial Court Regional / Municipal Trial Court Regional / Municipal Trial Court LCRO where the RTC/MTC is located LCRO where the RTC/MTC is located PSA PSA Agency concern PSA Agency concern	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the requirements	1.1 Assessment of requirements		10 Mins.	LCRO Staff MCR
2. Client pays civil registry fee at treasury office	2.1 Preparation of endorsement letter and annotated registry documents based on court final judgement. 2.2 Final review, signing and release of the annotated civil registry document and attachments.	Processing fee – P 500	1 hr.	LCRO Staff Treasury Office
			10 Mins.	LCRO Staff MCR



3. Client sends the annotated registry documents and other attachment papers for to PSA.				Courier / Post Office
	TOTAL	P 500	1 HR. & 20 MINS.	



ENGINEERING OFFICE



1. STANDARD STEPS FOR THE ISSUANCE OF BUILDING PERMIT

OFFICE or DIVISION:	Municipal Engineering Office (MEO)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Clients/Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Residence Certificate / Cedula 2. Barangay Clearance 3. Tax Declaration (2copies) 4. 5 sets drawing plan, signed & sealed by: <ol style="list-style-type: none"> a. Duly licensed Architect or Civil Engineer (Architectural & Structural design) b. Duly licensed Sanitary Engineer or Master Plumber(Plumbing Plan) c. Duly licensed Professional Electrical Engineer (Electrical Plan) d. Duly licensed Professional Mechanical Engineer (Mechanical Plan) 5. Technical Specifications (5copies) 6. Bill of Materials & Cost Estimate (5copies) 7. Structural Analysis or Structural computation (5copies) 8. Logbook duly signed by Architect/Civil Engineer in-charge of construction 9. Photocopy of the latest PRC Identification card & PTR of Technical signatories 10. Project Sign board 3ft x 2ft. 11. Zoning Clearance (under MPDC Office) 12. Fire Clearance Certificate (under Fire Department) <p>Note: If the applicant is NOT the OWNER of lot:</p> <ul style="list-style-type: none"> • Duly notarized copy of the <u>Contract of Lease</u> or • Duly notarized copy of the <u>Deed of Absolute Sale</u> or • Duly notarized copy of the <u>Contract of Sale</u> or • Duly notarized Affidavit of <u>Consent from the LOT OWNER</u> 	<p>Municipal Treasury Office (MTO)</p> <p>Client/Assessor's Office</p> <p>Client</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	1.1 Check the requirements and if found complete, issue: - Building Permit Form - Electrical Permit Form - Sanitary Permit Form	Based on the National Building Code (Schedule of Fees) Based on the National Building Code (Schedule of Fees)	10 Mins.	<i>MEO Staff</i>
2. Fill out Building Permit Form, Electrical Permit Form & Sanitary Permit Form signed & sealed by duly licensed: Civil Engineer, Architect, Electrical Engineer, Sanitary Engineer	2.1 Review and evaluate the drawing plans and specifications.		20 Mins.	- <i>Municipal Engineer</i> - <i>MEO Staff</i>
3. Accompany the inspecting team for ocular site inspection	3.1 Conduct site inspection		1 Day	<i>MEO Staff</i>
4. Secure Zoning / Locational Clearance from MPDO	4.1 Issue Locational / Zoning Clearance	None		<i>MPDC</i>
5. Go back to Engineering Office with the Locational / Zoning Clearance	5.1 Receive copy of approved locational clearance and endorse to Bureau of Municipal Fire Marshal	None	10 Mins.	<i>MEO Staff</i>
6. Secure Fire Safety Clearance Certificate from Municipal Fire Marshal Department	6.1 Process Fire Safety Clearance	None		<i>Bureau of Fire Protection (BFP)</i>
7. Go back to Engineering Office with the Fire Safety Clearance	7.1 Assess and evaluate payment of dues & obligations.	None	30 Mins.	<i>MEO Staff</i>



	7.2 Review and approval of dues & obligations	None		<i>Municipal Engineer</i>
8. Pay the required fees and secure form Official Receipt	8.1 Accept payments and issue Official Receipt	Refer to Revenue Code	15 Mins.	<i>MTO</i>
9. Go back to Engineering Office with the Official Receipt for issuance of permit	9.1 Records in logbook the control number, fees, etc. & Fill out Building Permit Form, Electrical Permit Form, Sanitary/Plumbing Permit Form. 9.2 Review and sign, approved and issue Building Permit	None	20 Mins.	<i>MEO Staff</i>
			20 Mins.	<i>Municipal Engineer</i>
10. Received the duly signed approved Building Permit & Drawing Plans	10.1 File copy of Building Permit & approved drawing plans.	None	5 Mins.	<i>MEO Staff</i>
	TOTAL	With fees		
		Simple: Complex: Highly Technical:	3 Days 5 Days 15 Days	



2. STANDARD STEPS FOR THE ISSUANCE OF DEMOLITION PERMIT

OFFICE or DIVISION:	Municipal Engineering Office (MEO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Clients / Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Residence Certificate / Cedula 5R pictures of the subject structure Letter Request for condemnation/demolition of the said building Proof of ownership of lot / building Fill-out demolition permit form 		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	1.1 Check the requirements and if found complete, issue Demolition Permit Form	Based on the National Building Code (Schedule of Fees)	5 Mins.	MEO Staff
2. Accompany the inspection team (if necessary)	2.1 Conduct site inspection and inform client to go back to Engineering Office		None	1 Day
	2.2 Assess & evaluate dues and obligations 2.3 Review and approve dues and obligations	MEO Staff Municipal Engineer		
3. Pay the assessed dues & obligations	3.1 Accept payments and issue Official Receipt	Refer to Revenue Code	15 Mins.	Municipal Treasury Office (MTO)



	3.2 Record the control number, fees, etc. and fill out Demolition Permit		10 Mins.	<i>MEO Staff</i>
	3.3 Review and sign Demolition Permit		10 Mins.	<i>Municipal Engineer</i>
4. Receive the signed Demolition Permit	4.1 Keep a file copy of Demolition Permit.	None	5 Mins.	<i>MEO Staff</i>
	TOTAL		3 Days	



3. STANDARD STEPS FOR THE ISSUANCE OF ELECTRICAL PERMIT

OFFICE or DIVISION:	Municipal Engineering Office (MEO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Clients/Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residence Certificate / Cedula		Treasury Office		
Picture of the Client (2x2)		Client		
Picture of the house		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	1.1 Check the requirements and if found complete, issue Electrical Permit Form	None	5 Mins.	<i>MEO Staff</i>
2. Fill out Electrical Permit Form & secure Electrical Plan from a Licensed Electrical Engineer/ Professional Electrical Engineer		None	1 Day	<i>Licensed Electrical Engineer/ Professional Electrical Engineer</i>
3. Go back to Engineering Department with the Electrical Permit Form (signed & sealed by PEE/REE) and Electrical Sketch Plan	3.1 Conduct site inspection	None	1 Day	<i>MEO Staff</i>
4. Pay the required fees and secure form Official Receipt	4.1 Accept payments and issue Official Receipt	Refer to Revenue Code	20 Mins.	<i>Municipal Treasury Office (MTO)</i>
5. Go back to Engineering Office with the Official Receipt and wait for the approval.	5.1 Records in logbook the control number, fees, etc. & Fill out Electrical Permit Form.	None	10 Mins.	<i>MEO Staff</i>
	5.2 Review and signing, approved and issuance of Electrical Permit Form		10 Mins.	<i>Municipal Engineer</i>



6. Received the duly signed approved Electrical Permit	6.1 File copy of Approved Electrical Permit.		5 Mins.	<i>MEO Staff</i>
	TOTAL	NONE	3 DAYS	



4. STANDARD STEPS FOR THE ISSUANCE OF OCCUPANCY PERMIT

OFFICE or DIVISION:	Municipal Engineering Office (MEO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Clients/Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Residence Certificate / Cedula		Municipal Treasury Office (MTO)		
2. Photocopy of approved Building Permit		Client		
3. Approved Drawing Plans / As Built Plan (signed and sealed by Engineer-in-Charge in case of revision / alteration of plan)		Client		
4. Specifications		Client		
5. Xerox Copy PTR & PRC ID of Technical Signatories		Client		
6. Construction Log book		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	1.1 Check the requirements and if found complete, issue Certificate of Final Electrical Inspection(Electrical Works), Certificate of Completion (Civil Works), Certificate of Completion (Mechanical Works)	Based on the National Building Code (Schedule of Fees)	5 Mins.	MEO Staff
2. Fill out the Certificate of Final Electrical Inspection(Electrical Works), Certificate of Completion (Civil Works), Certificate of Completion (Mechanical Works) (signed & sealed by the Owner's duly licensed Architect/Civil Engineer, Mechanical Engineer, Electrical Engineer who undertook the full time inspection and supervision of the construction works).			1 Day	



3. Accompany the inspection team (if necessary)	3.1 Conduct site inspection		1 Day	<i>MEO Staff</i>
4. After the site inspection, go back to the Engineering Office	4.1 Assess & evaluate payment of dues and obligations	None	15 Mins.	<i>Municipal Engineer</i>
5. Pay the assessed dues & obligations	5.1 Accept payments and issue Official Receipt	Refer to Revenue Code	20 Mins.	<i>MTO</i>
6. Go back to Engineering Office with the Official Receipt and wait for the approval.	6.1 Records/Register in logbook/computer the control number, fees, etc. and print accomplished Occupancy Permit 6.2 Review and signing, approved and issuance of Approved Occupancy Permit	None	10 Mins.	<i>MEO Staff</i> <i>Municipal Engineer</i>
7. Received the duly signed approved Occupancy Permit	7.1 File copy of Approved Occupancy Permit.			<i>MEO Staff</i>
	TOTAL		3 DAYS	



5. STANDARD STEPS FOR THE ISSUANCE OF FENCING PERMIT

OFFICE or DIVISION:	Municipal Engineering Office (MEO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Clients/Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Residence Certificate / Cedula 2. Barangay Clearance 3. Approved Survey Lot/Site Plan 4. Set of plans, Vicinity maps 5. Detailed Cost Estimate 6. Latest Land Tax Receipt (Xerox) 		Municipal Treasury Office (MTO) Barangay LGU Client Client Client Client / Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	1.1 Check the requirements and if found complete, issue Fencing Permit Form	Based on the National Building Code (Schedule of Fees)	5 Mins.	<i>MEO Staff</i>
2. Fill out the Fencing Permit Form signed & sealed by the Owner's duly Licensed Civil Engineer / Architect			1 Day	
3. Accompany the inspection team (if necessary)	3.1 Conduct site inspection		1 Day	<i>MEO Staff</i>
4. After the site inspection, go back to the Engineering Office	4.1 Assess & evaluate payment of dues and obligations	None	15 Mins.	<i>Municipal Engineer</i>
5. Pay the assessed dues & obligations	5.1 Accept payments and issue Official Receipt	Refer to Revenue Code	15 Mins.	<i>MTO</i>
6. Go back to Engineering Office with the Official Receipt and wait for the approval.	6.1 Records in logbook the control number and fill out Fencing Permit Form	None	10 Mins.	<i>Engineering Staff</i>
	6.2 Review and signing, approved and issuance of Approved Fencing Permit		10 Mins.	<i>Municipal Engineer</i>
7. Received the duly signed approved Fencing Permit	7.1 Keep a File copy of Approved Fencing Permit.	None	5 Mins.	<i>Engineering Staff</i>
	TOTAL		3 DAYS	



**INFORMATION AND COMMUNICATIONS
TECHNOLOGY OFFICE**



1. ISSUANCE OF MUNICIPAL ID AND ID TAG

OFFICE or DIVISION:	ICT OFFICE			
Classification:	Simple			
Type of Transaction:	G2E			
Who may avail:	LGU Bayambang employees and Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out and signed ID form PDS (for LGU employees)		ICT HR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed ID form and PDS (if LGU employee)	1.1 Receive and review the signed ID form and PDS and verify with the client if there is any unclear detail	None	10	<i>Employee</i>
2. Biometric data capturing	2.1 Encode and prepare the details of the employee for capturing	None	5	<i>ICT staff</i>
	2.2 Print the ID	None	5	<i>ICT staff</i>
3. Received the ID	3.1 Sign the receiving	None		<i>ICT staff</i>
	TOTAL	NONE	20 MINS.	



LIBRARY



1. RETURNING OF BOOK(S)/LIBRARY MATERIALS

OFFICE or DIVISION:		Municipal Library		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Clients		
REQUIREMENTS FOR FINANCIAL ASSISTANCE		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the books(s) to be borrowed and show the pages which pages to be photocopied	1.1 Check the book(s) borrowed	None	3-5Mins.	- <i>Municipal Librarian</i> - <i>Library Staff</i>
2. Get the Library Card	2.1 Release the Library Card of the client. Then return the book(s) into the shelves		3-5Mins.	- <i>Municipal Librarian</i> - <i>Library Staff</i>
TOTAL			6-10 Mins.	

2. RESEARCH/BORROWING THROUGH LIBRARY MATERIALS

OFFICE or DIVISION:		Municipal Library		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Clients		
REQUIREMENTS FOR FINANCIAL ASSISTANCE		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Library Card and Log into the Logbook before using the library materials	1.1 Check the ID and assist the client into the Logbook for the registration	None	3Mins.	<i>Library Staff</i>
2. Use the card catalog in locating the books	2.1 Assist the client using the card catalog		3-5Mins.	- <i>Municipal Librarian</i> - <i>Library Staff</i>
3. If preferred, request more information from the librarian	3.1 Grant request		3Mins.	<i>Municipal Librarian</i>
TOTAL			9-11 Mins.	



3. ACCESSING INTERNET

OFFICE or DIVISION:		Municipal Library		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Clients		
REQUIREMENTS FOR FINANCIAL ASSISTANCE			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Library Card and Log into the Logbook for record purposes	1.1 Check the ID and assist the client into the Logbook for the registration	None	3Mins.	<i>Library Staff</i>
2. Proceed to computer area to use the computer	2.1 Assist the client if they have a concern		5Mins.	<i>Library Staff</i>
	TOTAL		8 Mins.	



MAYOR'S OFFICE



1. FLOW CHART FOR FINANCIAL ASSISTANCE

OFFICE or DIVISION:	MAYOR'S ACTION CENTER (MAC)			
Classification:				
Type of Transaction:	G2C			
Who may avail:	CLIENTS			
REQUIREMENT'S FOR FINANCIAL ASSISTANCE		WHERE TO SECURE		
<ul style="list-style-type: none"> MEDICAL ASSISTANCE Medical Certificate Barangay Indigency (1) Valid Id/Community Service Card BURIAL ASSISTANCE Death Certificate Barangay Indigency Medical Abstract / Medical Certificate (1) Valid Id/Community Service Card DIALYSIS / CHEMOTHERAPY Medical Abstract / Medical Certificate Protocol 		DSWD TO MAYOR'S ACTION CENTER Barangay Concerned Government Agency Local Civil Registrar Barangay Concerned Government Agency Hospital/Dialysis Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Interview and Submission of Requirements	1.1 Processing Paper double check all documents submitted	None	5 Mins.	<i>DSWD STAFF MAC STAFF</i>
	1.2 Prepare Petty Cash Voucher		3 Mins.	
	1.3 For approval & signatory of Mayor Cezar T. Quiambao thru Atty. Raymundo Bautista Jr.		1 Min.	<i>Municipal Administrator</i>
	1.4 Obligation Request		2 Mins.	<i>MBO</i>
2. Inform the client for the claim financial assistance			5 Mins.	<i>MAC STAFF</i>
	TOTAL	NONE	16 Mins.*	

*Disclaimer (The identified processing times are for one client being served at one time. The processing time may be extended when there are two or more clients.)



2. ISSUANCE OF MAYOR'S CLEARANCE

OFFICE or DIVISION	Mayor's Office / PESO			
Classification	Mayors work permit and mayors clearance			
Type of Transaction	G2C			
Who may avail:	Job seekers soon to be hired and others in need of mayors clearance			
REQUIREMENTS FOR ISSUANCE OF WORK PERMIT AND MAYORS CLEARANCE		WHERE TO SECURE		
Requirements for Work Permit: (as required by employer)		Barangay/ PNP-Bayambang Rural Health Units		
<ul style="list-style-type: none"> Barangay and Police Clearance Health Certificate 				
Requirements for Mayor's Clearance:		Municipal Treasury Office Barangay/ PNP-Bayambang Municipal Trial Court Municipal Treasury Office		
<ul style="list-style-type: none"> CTC (Cedula) Barangay & Police Clearance Judge Clearance Official Receipt for the Clearance 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for evaluation	1.1 Evaluate requirements	Mayors Clearance PhP 50.00 Documentary Stamp PhP 30.00	5 Mins.	MESO Staff
	1.2 Record in the logbook	Work Permit PhP – 100.00 Documentary Stamp PhP 30.00		MESO Staff
	1.3 Prepare the Work Permit/Clearance for the signature of the Mayor or by the Municipal Administrator	None	2 Mins.	MESO Staff
2. Receive Work Permit/ Clearance	2.1 Apply dry seal and enter the document in the Record Book/Files	None	1 Min.	MESO Staff
TOTAL		NONE	8 MINS.*	

*Disclaimer (The identified processing times are for one client being served at one time. The processing time may be extended when there are two or more clients.)



PLANNING AND DEVELOPMENT OFFICE



1. ISSUANCE OF LOCATIONAL/ZONING CLEARANCE (FOR CONSTRUCTION)

OFFICE or DIVISION:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE (MPDO)
Classification:	1. Simple 2. Complex 3. Highly Technical
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Filipino Citizen (Private, Government, Company/Corporation)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>I. BASIC REQUIREMENTS TO BE SUBMITTED BY CLIENT:</p> <ol style="list-style-type: none"> 1. Duly accomplished and notarized application form 2. Requirement relative to RIGHT OVER LAND <ol style="list-style-type: none"> a. Certified true copy of Certificate of Title, incase registered in the name of the applicant b. Original/Certified true copy of Tax Declaration Certificate issued not earlier than 3 months upon filing of application c. In the absence of Certificate of Title in the name of applicant, submit pro-forma affidavit <p>Note: If the applicant is not the owner of the lot, submit any of the following:</p> <ul style="list-style-type: none"> - Deed of Absolute Sale - Affidavit of consent - Lease of contract - Joint Venture Agreement <ol style="list-style-type: none"> 3. Vicinity Map – showing the existing land uses within the prescribed radius from the lot boundary of the subject site; <ol style="list-style-type: none"> a. For regular projects, minimum of 100 meter radius (the map need not be drawn to scale provided that relative distances of existing land uses to the project site lot boundaries are indicated); b. For special projects - minimum of one 1 kilometer –radius (the map should be drawn to scale) 4. Detailed Cost of materials and specifications signed and sealed by a duly licensed Civil Engineer / Architect with conformity of the owner 	<p>Municipal Planning and Development Office</p> <p>Municipal Assessor's Office / Registry of Deeds / Land Registration Authority / DENR – CENRO Municipal Assessor's Office</p>



Note: SPECIAL PROJECTS are covered by special laws and specific Locational Guidelines.

5. Site Development Plan (scale 1:100m) - showing the project site lot area boundaries and dimensions of proposed structures / improvements within the project site
6. Floor Plans, Elevations
7. Latest Tax Receipt

II. OTHER REQUIREMENTS

1. Conversion Clearance or Certificate of Exemption for Conversion, Sangguniang Bayan Resolution & Sanguniang Panlalawigan Resolution (if the project is to be situated in agricultural lands based on actual use and CLUP/ ZO)
2. Environmental Compliance Certificate /Certificate of Non Conformance (ECC/CNC) (for all applicable projects.)
3. Affidavit of Non-objection (for incompatible/ non-conforming projects.)
4. Affidavit of Non-objection from Mortgage (if lot is mortgaged)
5. Certification that lot is not tenanted / within the coverage of CARP (for small scale regular projects located in existing / zoned agricultural areas.)
6. For application filed by Authorized Representative, **SWORN SPECIAL POWER OF ATTORNEY** for the representative to file / follow-up application and claim decision for the application.
7. **PROJECT DESCRIPTION (ex.. – Warehouse- INDUSTRIAL PROJECT) (For Manufacturing)**
 - i. Products manufactured or stored
 - ii. Types and volume of raw materials used
 - iii. Average production outputs / capacity per day / week/ month
 - iv. Industrial wastes and plans for pollution control
 - v. Description and flow of manufacturing process

Department of Agrarian Reform (DAR)
 Department of Agriculture (DA)
 National Irrigation Authority (NIA)
 Sangguniang Bayan
 Sangguniang Panlalawigan

DENR-EMB

Adjacent lot owners

Mortgagor

Department of Agrarian Reform (DAR)

Notary Public



<p>8. OTHER ADDITIONAL REQUIREMENTS as may be necessary or required under HLURB guidelines to properly evaluate the application.</p> <p>9. Application that requires Land Reclassification the following Agency guidelines should be followed:</p> <ol style="list-style-type: none"> 1. DOF-Local Finance Circular No. 1 dated December 15, 1998 2. Section 20 of R. A. No. 7160, otherwise known as the Local Government Code of 1991 3. Malacañang Memorandum Circular No. 54 4. Republic Act 6657 “Agrarian Reform Law” 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit all the basic requirement with duly accomplished and notarized application form</p>	<p>1.1 Receive and register in the logbook the duly accomplished and notarized application form</p> <p>1.2 Pre - evaluate the documents submitted</p> <p>1.3 Conduct ocular or site inspection (proposed project location)</p> <p>1.4 Issue Notice of Deficiency (for application with lacking documents)</p> <p>1.5 Issue Notice of Denial or Disapproval (for application not in accordance with the approved Zoning Ordinance)</p>	<p>Fees depends upon project cost and violations committed (Fees and charges are base in Tax Revenue Code & HLURB Schedule of Fees)</p>	<p>3 working days for Simple Transaction (Maybe extended only once for the same number of days)</p> <p>7 working days for Complex Transaction (Maybe extended only once for the same number of days)</p> <p>20 working days for Highly Technical Transaction (Maybe extended only once for the same number of days)</p>	<p><i>MPDC Staff</i></p>



<p>2. • Secure the lacking documents (for application issued with Notice of Deficiency)</p> <p>• Appeal for consideration (for disapproved application)</p>	<p>2.1 Post-evaluate documents to verify completeness</p> <p>2.2 Endorse letter of reconsideration to Local Zoning Board of Appeals (LZBA)</p> <p>2.3 Prepare Locational/Zoning Clearance</p> <p>2.4 Issue order of payment</p>		<p>45 working days for application or request for license, clearance permit or authorization which require the approval of Sangguniang Bayan/ Sangguniang Panglalawigan (This maybe extended depending on the immediate approval of the Sanggunian)</p>	<p>MPDC Staff</p> <p>Municipal Planning and Development Coordinator (MPDC)</p> <p>MPDC Staff</p>
<p>3. Pay the required fees and secure official receipt</p>	<p>3.1 Receive payment and issue official receipt</p> <p>3.2 Sign and approve certificate of locational clearance or zoning clearance</p>			<p>Municipal Treasury Office (One-Stop-Shop)</p> <p>Municipal Planning and Development Coordinator (MPDC) / LZBA Chairman</p>
<p>4. Receive the duly signed Locational Clearance/ Zoning Clearance</p>	<p>4.1 Release, secure copy & file</p>	<p>None</p>		<p>MPDC Staff</p>
<p>Note: The client/applicant is able to avail of the service as to the service time allotted provided he /she comply with all the requirement and no issues or concerns arises upon review and evaluation</p>				



2. RELEASE OF VARIOUS PLANNING DOCUMENTS (Socio-Economic Profile, Development Plans, Data etc.)

OFFICE or DIVISION:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE			
Classification:	1. Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Private Entity, Government Offices, Company/Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly accomplished request form • Duly approved letter of request • Photocopy of Identification Card (I.D.) • Photocopy of Official Receipt 		Municipal Planning & Development Office Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request containing and specifying the purpose of the document being requested, photocopy of identification card. (Note: Letter of request stamped received and approved by the Office of the Mayor)	1.1 Receive the letter of request and photocopied ID. 1.2 Issue request form. 1.3 Forward letter of request and filled-out request form to MPDC for approval. 1.4 Retrieve and/or reproduce requested copy. 1.5 Issue order of payment	For Private P100.00 per page For Students/ Academe/ Government (free of charge)	45 mins.	<i>MPDC Staff</i>
2. Fill out request form			5 mins.	
3. Pay the required fees	3.1 Receive payment and issue official receipt			<i>Municipal Treasury Office (One-Stop-Shop)</i>
4. Receive the document requested.	4.1 Sign the document certifying that such is a true copy of the original, affixing the MPDC official seal. 4.2 File office copy			<i>Municipal Planning and Development Coordinator (MPDC)</i> <i>MPDC Staff</i>
TOTAL			50 ins.	



3. ISSUANCE OF ZONING CLEARANCE/CERTIFICATION (FOR BUSINESS)

OFFICE or DIVISION:		MUNICIPAL PLANNING AND DEVELOPMENT OFFICE (MPDO)		
Classification:		1. Simple 2. Complex		
Type of Transaction:		G2B		
Who may avail:		Business Owners / Operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Duly notarized application form 2. Proof of land ownership Original/Transfer Certificate of Title 3. Tax Declaration V-37 & DENR-CENRO Certification 4. Certified true copy of SEC/CDA/DTI Registration 5. Barangay Clearance Certificate 6. Certified true copy of Sanitary permit (if applicable) 7. Lease of contract (if applicable) 8. Lessors photocopy of Mayor's permit (if applicable) 9. SPA for authorized representative 		Municipal Planning & Development Office DENR-CENRO Punong Barangay/Barangay Secretary Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the basic requirements with duly accomplished and notarized application form	1.1 Receive and register the duly accomplished and notarized application form 1.2 Evaluate the documents submitted 1.3 Conduct ocular inspection of proposed project (business) <i>Issue Notice of Deficiency (for application with lacking documents)</i> <i>Issue Notice of Denial or Disapproval (for application not in</i>	None None None	1- 3 working days for Simple Transaction 7 working days for Complex Transaction (Maybe extended only once for the same number of days)	<i>MPDC Staff</i>



<p>2. Receive the duly sign approved Zoning Clearance/Certification</p>	<p>accordance with the approved Zoning Ordinance)</p> <p>2.1 Input information of applicant at data base system</p>	<p>None</p>		
<p>3. Pay the required fees and secure official receipt</p>	<p>3.1 Review and approve certificate of zoning clearance Secure copy & file</p> <p>3.2 Receive payment and issue official receipt</p>	<p>500.00</p>		<p>- <i>Municipal Planning and Development Coordinator (MPDC)</i></p> <p>- <i>MPDC Staff</i></p> <p><i>Municipal Treasury Office (One-Stop-Shop)</i></p>

Note: The client/applicant is able to avail of the service as to the service time allotted provided he/she comply with all the requirement(s) and no issues or concerns arises upon review and evaluation.



RURAL HEALTH UNIT (I – IV)



1. MEDICAL CONSULTATION

OFFICE or DIVISION:	Rural Health Unit (I – IV)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished prescribed form Early Child Care Card (0 – 59 months old) Booklet ni Nanay (Pregnant women)		Rural Health Unit Main Health Center/Barangay Health Stations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number from Front Desk. 2. Wait for the number to be called. 3. Proceed to and register at the Registration Tables.	1.1 Advise to take a seat and wait for number to be called 3.1 Take Personal information & vital signs and encode/record	None	10 Mins.	<i>Security Guard</i> <i>RHU Staff</i>
4. Triage 5. Consultation Room 6. Proceed to Laboratory (2 nd Floor)	4.1 Assess patient's condition and vital signs – prioritize 5.1 Conduct consultation about patient's history, physical examination. If with laboratory request. If with Lab Request: 6.1 Prescribe corresponding medicine	Pay at One Stop Shop	30 Mins. 90 Mins. to 24 hours	<i>Rhu Staff</i> <i>Municipal Health Ofcr / Physician</i> <i>Rhu Staff</i> <i>Rhu I Staff</i> <i>Municipal Health Ofcr/Physician</i>
7. Proceed to Pharmacy 2 nd Floor 8. Sign Daily Dispensing Record	7.1 Issue Prescribed medicines 8.1 Record dispensed medicine	None	10 Mins.	<i>RHU Staff</i>
9. Proceed to Treatment Room (1 st Floor) and present issued medicines	9.1 Give discharge instructions and health teachings.	None	10 Mins.	<i>RHU Staff</i>
	TOTAL	WITH FEES	60 Minutes w/o Lab. procedure	



2. HEALTH CARD/MEDICAL CERTIFICATE

OFFICE or DIVISION:	Rural Health Unit (I – IV)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Patients/Customer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished prescribed form 1. Health Card – UA, FA & chest x-ray result (if done, if not to be done in RHU) 2. Medical Certificate – due to check-up/signing		Rural Health Unit Main Health Center, Chest x-ray (BDH) Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to and register at the Registration Table if without lab result/request yet.	1.1 Take personal information, and vital signs. Know purpose of medical certificate. 1.2 Issue Laboratory Request 1.3 Encode patients profile thru iClinicSys	None	20 Mins.	<i>RHU Staff</i>
2. Present laboratory request & proof of payment	2.1 Conduct Laboratory Test	Payment	5 Mins. 1 day	<i>RHU Staff</i>
	TOTAL	WITH FEES	1 DAY AND 25 MINS.	

Note 1 Medical Certificate

1. CBC
2. U/A
3. F/A
4. DRUG TEST
5. FORM-DEPED)
6. NEUROPSYHIATRIC TEST RESULT
7. Chest X-Ray



Employment Permanent Status



3. DENTAL SERVICES

OFFICE or DIVISION:	Rural Health Unit (I – IV)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished prescribed form Booklet ni Nanay (Pregnant women) Early Child Care card (12 – 59 months)		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to and register at the Registration Table	1.1 Take personal information, vital signs and encode/record.	None	10 Mins.	<i>RHU Staff</i>
2. Wait for the number to be called.	2.1 Conduct Oral Assessment of client. 2.2 Conduct dental treatment or tooth extraction as requested/needed	None	60 Mins.	<i>RHU Staff</i>
3. If non-NHTS-present receipt	3.1 Payment – one stop shop	Refer to Revenue Code	5 Mins.	<i>Revenue Collector Clerk</i>
4. If NHTS – 4Ps member, present prescription to pharmacy	4.1 Issue prescribed medicines if available. Record dispensed medicines	None	10 Mins.	<i>RHU Staff</i>
5. Present Medicines for instructions (Treatment Room 1st floor) and health teachings	5.1 Provide Instructions on medicines and health teaching	None	5 Mins.	<i>RHU Staff</i>
	TOTAL	WITH FEES	85 MINS.	



4. SANITARY PERMIT

OFFICE or DIVISION:	Rural Health Unit (I – IV)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished prescribed form		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement/s.	1.1 Receive and review forms.	None	10 Mins.	<i>Sanitary Inspector</i>
2. Proceed to Environmental Room at 2 nd Floor	2.1 Accomplish the Sanitary Permit (for food establishment).	None		
	2.2 Sign Sanitary Permit.	None		
	2.3 Evaluate application for signing of accomplished Sanitary and Business Permit.	None		
	2.4 Affix dry seal and Security Sticker	None		
3. Proceed to consultation room and present lab Result and Sanitary Permit.	3.1 Instruct client to submit names and specimen of food handlers.	None	5 Mins.	<i>Sanitary Inspector</i>
	3.2 Require client to pay urine, stool and sputum examinations	Refer to Revenue Code		<i>Revenue Collector Clerk</i>
	3.3 Sign and issue Sanitary Permit.	None		- <i>Municipal Health Ofcer / Physician</i> - <i>Sanitary Inspector</i>
	TOTAL	WITH FEES	15 MINS.	



5. MATERNAL DELIVERY

OFFICE or DIVISION:	Rural Health Unit (I – IV)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished prescribed form Transaction Slip		Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and present Growth Monitoring Chart or Pink Card	List baby/pregnant mother & postpartum mother in target Clients' Ledger	None	10 Mins.	All Rural Health Midwives
2. Wait for the name of baby/mother to be called proceed to Table 2 once called.	2.1 Takes weight and height of baby and pregnant and post partum mother.	None	20 Mins.	All Rural Health Midwives
	2.2 Take vital signs (BP, weight, auscultation assessment for presentations, fetal heart rate) Plot in Height and weight on ECCD Card	None		BHW
3. Present Immunization Card (ECCD) Booklet ni Nanay	3.1 Check antigen to be given.	None	10 Mins.	All Rural Health Midwives/ BHW
	3.2 Administer vaccination of antigen to baby/pregnant mother. Record Antigen given	None	10 Mins.	All Rural Health Midwives
	3.3 Provide Health teaching to care giver/parents.	None	10 Mins.	All Rural Health Midwives
	TOTAL	WITH FEES	60 MINS.	



6. DEATH CERTIFICATE

OFFICE or DIVISION:	Rural Health Unit (I – IV)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished prescribed form <ul style="list-style-type: none"> Hospital/Barangay Death Certificate 		<ul style="list-style-type: none"> Hospital and Barangay 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Registration Table	1.1 Register on the death log book. 1.2 Interview to determine the cause of death	None	3 Minutes 5 Minutes	<i>RHU Staff</i> <i>Rural Health Ofcr / Physician</i>
Hospital Death? 2. YES Hospital death certificate and proof of payment Go to the LCR for the final signing and for the death registration		None	5 Minutes	<i>LCR Staff</i>
3. NO a. Go to the embalmer for the signing b. Go to LCR for encoding c. Go back to Rural Health Unit for signing d. Pay Burial/ Transfer Permit e. Get Burial Permit/Transfer of cadaver Permit f. Go back to the LCR for the final signing and for the death registration	3.1 Signing of Death Certificate	None None Refer to Revenue Code	2 Minutes 5 Minutes 3 Minutes 5 Minutes	<i>Embalmer</i> <i>LCR Staff</i> <i>Rural Health Ofcr / Physician</i> <i>One Stop Shop Staff</i> <i>RSI</i> <i>LCR Staff</i>
	TOTAL	With Fees	30 Mins.	



SOCIAL WELFARE AND DEVELOPMENT OFFICE



1. PROVISION OF ASSISTIVE DEVICES

OFFICE or DIVISION:		Municipal Social Welfare and Development Office (MSWDO)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Indigent Bayambang Constituents with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Requirements in Availing Assistive Devices</i>		Barangay LGU		
<ul style="list-style-type: none"> • Medical Certificate • Whole body picture • Certificate of Indigency 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out application form with attached supporting documents	1.1 Receive and register the application form 1.2 Check the documentary requirement submitted	None	2 Mins.	<i>MSWDO Staff</i>
-	Review and approve the application form		5 Mins.	<i>MSWDO</i>
2. Receive the assistive device and sign the acceptance form Note: Available Assistive Devices Adult and Kiddie Wheelchair Adult and Kiddie Walker Crutches Quadcane Cane	2.1 Release or deliver the assistive device		5 Mins.	<i>MSWDO Staff</i>
	TOTAL	NONE	12 Mins.	



2. ISSUANCE OF CERTIFICATE OF INDIGENCY

OFFICE or DIVISION:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bayambang Constituents in Economic Crisis Situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Barangay Certificate of Indigency 3. Certificate of Non-Property 4. Proof of family income 5. Any Valid Identification Card 6. Certificate of Tax Exemption		Barangay LGU Municipal Assessor's Office Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and register the application form 1.2 Check the documentary requirement submitted	None	2 Mins.	<i>MSWDO Staff</i>
-	1.3 Conduct comprehensive interview		10 - 30 Mins.	<i>MSWDO Staff</i>
-	1.4 Conduct home visit		4 hours*	<i>MSWDO Staff</i>
-	1.5 Prepare certificate of indigency		10 - 30 Mins.	<i>MSWDO Staff</i>
-	1.6 Review and approve certificate of indigency		10 Mins.	<i>MSWDO</i>
2. Receive certificate of indigency	2.1 Issue certificate of indigency		None	2 Mins.
	TOTAL	NONE	5 Hrs. and 14 Mins.	

*Disclaimer: Subject to concurrence of applicant



-	1.3 Prepare identification card		5 Mins.	MSWDO
-	1.4 Review and approve identification card		5 Mins.	MSWDO Staff
2. Receive and sign identification card Note: The solo parent identification card is valid for one (1) year and may be renew if necessary.	2.1 Release of identification card		2 Mins.	MSWDO Staff
	TOTAL	NONE	17 MINS.	



4. PRE-MARRIAGE ORIENTATION AND COUNSELING

OFFICE or DIVISION:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All applying for marriage license			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Expectation Inventory Form (MEIF)		Municipal Social Welfare and Development Office		
The schedule of Pre-Marriage Orientation (PMO) is every Friday at 8:00 AM – 12:00 PM ; Pre-Marriage Counselling (PMC) 1:00 PM onwards at Municipal Social Welfare and Development Office (<i>day and venue is subject to change</i>)				
All applicant contracting parties, except those marriages exempted from license requirement as provided in the Family Code of the Philippines must personally attend the PM Orientation to be conducted by the PMOC team on the designated schedule, session of which shall not be less than four (4) hours				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register for Pre-Marriage Orientation (PMO) and / Pre-Marriage Counseling (PMC) Session	1.1 Register for PMC Session if one or both of the contracting parties are 18-25 years old 1.2 Register for PMO Session only if the contracting parties are both 25 years old above	None	2 Mins.	PMOC Secretariat
2. Answer Marriage Expectation Inventory Form (MEIF)	2.1 Ensure all information and questions in the Marriage Expectation Inventory Form (MEIF) are answered 2.2 Schedule for PMO and / PMC Session*		30 Mins.	PMOC Secretariat



3. Attend on the Scheduled PMO and / PMC Session	3.1 Conduct of PMO and / PMC Session		4 Hours (PMO Session) 8 Hours (PMOC Session)	<i>PMOC Team</i>
4. Submit the Certificate of Compliance at LCRO for application of marriage license	4.1 Release the Certificate of Compliance		2 Mins.	<i>PMOC Secretariat</i>
	TOTAL	NONE	1 DAY AND 34 MINS.	

***Disclaimer: Subject to concurrence of applicant**



5. PROVISION OF PERSON WITH DISABILITY IDENTIFICATION CARD (PWD ID)

OFFICE or DIVISION:	Municipal Social Welfare and Development Office (MSWDO)					
Classification:	Simple					
Type of Transaction:	G2C					
Who may avail:	Bayambang resident applying for PWD ID					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
<ol style="list-style-type: none"> Certificate of Residency Document to confirm the medical or disability condition 2 pieces 1x1 ID pictures of the disabled person Application form (Philippine Registry Form for Persons with Disability) 		Barangay LGU Medical Doctor MSWDO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the filled-out application form with attached supporting documents	1.1 Receive and register the application form	None	5 Mins.	<i>MSWDO Staff</i>		
	1.2 Check the documentary requirement submitted		5 Mins.	<i>MSWDO</i>		
	1.3 Review and approve application					
	1.4 Encode through Online Philippine Registry for Persons with Disabilities (PRPWD)				10 Mins.	<i>MSWDO Staff</i>
	1.5 Prepare PWD ID and Purchase Booklet				5 Mins.	<i>MSWDO Staff</i>
2. Receive and sign of PWD ID Note: The PWD ID is valid for three (3) years.	2.1 Release of PWD ID and Purchase Booklet		2 Mins.	<i>MSWDO Staff</i>		
	TOTAL	NONE	27 MINS.			



6. ISSUANCE OF SOCIAL CASE STUDY REPORT (SCSR)

OFFICE or DIVISION:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	1. Simple 2. Complex			
Type of Transaction:	G2C			
Who may avail:	Bayambang Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Medical Certificate Clinical Abstract 2. Latest Hospital Bill or prescription with amount indicated 3. Latest quotation (for chronic illness) 4. Barangay Certificate of Indigency 5. Any valid identification card (ID) 6. Any other documents that will be required by the social worker		Medical Doctor -do- -do- Barangay LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check the documentary requirement submitted	None	2 Mins.	<i>MSWDO Staff</i>
	1.2 Comprehensive Interview		10 - 30 Mins.	<i>Social Worker / MSWDO Staff</i>
	1.3 Conduct Home Visit		4 Hours*	<i>Social Worker / MSWDO Staff</i>
	1.4 Prepare SCSR (Simple) (Simple-Complex)	None	4 Hours *	<i>MSWDO Staff Social Worker</i>
	1.5 Review and approve SCSR	None	10 Mins.	<i>MSWDO</i>
2. Receive SCSR	2.1 Issue or submit SCSR		2 Mins.	<i>Social Worker / MSWDO Staff</i>
	TOTAL	NONE	SIMPLE: 3-5 DAYS COMPLEX:30 DAYS	

* Note: Depending on the situation, among others.



2. PROVISION OF SENIOR CITIZEN'S Identification Card (ID)

OFFICE or DIVISION:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><i>Qualifications in availing Senior Citizen ID</i></p> <p>a. You must be 60 years old and above</p> <p>b. You must be a Filipino citizen.</p> <p>c. You must be a resident of the municipality for at least 6 months.</p> <p>d. Voter's Certificate</p>		Office of the Senior Citizen's Affairs (OSCA)		
<p><i>Requirements in availing Senior Citizen ID New ID</i></p> <p>1. Application Form</p> <p>2. Barangay Residence Certificate</p> <p>3. Proof of Age: Birth certificate, baptismal certificate, Passport or any valid ID indicating one's birth date</p> <p>4. 1 1x1 ID pictures</p> <p>5. Proof of citizenship (for naturalized Filipino Citizenship and holder of Dual Citizenship). To be released by the Department of Foreign Affairs</p> <p><i>ID Replacement / Lost</i></p> <p>1. 1 x1 picture</p> <p>2. Old ID (for replacement)</p> <p>3. Affidavit of loss (for lost ID)</p> <p>4. Barangay certification (for resident transferee to another barangay)</p>		OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out application form with attached supporting documents	1.1 Receive and register the application form	None	5 Mins.	OSCA Staff
-	1.2 Check the documentary requirement submitted			
-	1.3 Prepare senior citizen's ID and Purchase Booklet		5 Mins.	OSCA Staff
2. Receive and Sign of ID	2.1 Release of senior citizen's ID and Purchase Booklet		2 Mins.	OSCA Staff
	TOTAL	NONE	12 MINS.	



3. CASE MANAGEMENT OF VIOLENCE AGAINST WOMEN AND THEIR CHILDREN

OFFICE or DIVISION:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Bayambang Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk	1.1 Refer to appropriate worker	None	2 Mins.	<i>MSWDO Staff</i>
	1.2 Assessment: a) Refer the client to Rural Health Unit / Hospital / WCPU if there is a need for further medical attention. b) Refer the client for temporary shelter if the client is psychologically disturbed.	None	5 Mins.	<i>Social Worker</i>
	1.3 Continue interviewing / counselling	None	10-30 Mins.	<i>Social Worker</i>
	1.4 Orientation on the rights of Victim-Survivor and available services		5 Mins.	<i>Social Worker</i>
	1.5 Prepare initial Recovery and Reintegration Plan		20-30 Mins.	<i>Client Social Worker</i>
2. The client wants to file a case against the perpetrator	2.1 Assist to PNP-WCPD to file a case		5 Mins.	<i>Social Worker</i>



3. The client wants to return home	<p>3.1 Assess if it is safe to return home:</p> <p>a) If the client can return home, assist in applying for Barangay Protection Order (BPO)</p> <p>b) If it is not safe to return home, identify relatives where the client can stay</p> <p>c) If there are no relatives where the client can stay, refer for temporary shelter</p>		30 Mins.	<i>Social Worker Barangay VAW Desk Officer</i>
	3.2 Monitoring and Evaluation		-	<i>Social Worker Barangay VAW Desk Officer</i>
	3.3 Termination		-	<i>Social Worker</i>
	TOTAL	NONE	1 HR and 47 MINS.	



4. PROVISION OF ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (WALK-IN/REFERRED)

OFFICE or DIVISION:	Municipal Social Welfare and Development Office (MSWDO)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Bayambang Constituents
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Basic Requirements:</p> <ul style="list-style-type: none"> • Intake Sheet for Assistance to Individuals in Crisis Situation (AICS) • Certificate of Indigency • Any valid Identification Card (ID) of the client or his/her representative (e.g. driver's license, postal, school, voters and senior citizen ID) <p>A. For Hospitalization/Medical Assistance Latest Original Clinical Abstract (<i>up to 6 mos. for once a year ; monthly / up to 3 mos. For monthly assistance</i>) <i>and/or</i></p> <ol style="list-style-type: none"> 1. Latest original Medical Certificate with license/PTR No. of the attending physician and valid seal. <i>(up to 6 mos. for once a year ; monthly / up to 3 mos. for monthly assistance)</i> 2. Prescription (for outpatient) 3. Laboratory Request/Medical Procedures (recommended by the attending Physician) 4. Billing Statement (for hospital bill) <p>B. For Burial Assistance Registered Death Certificate</p> <ol style="list-style-type: none"> 1. Funeral Contract 2. Permit to Transfer if the person died outside of Bayambang (transport of cadaver) <p>C. For Transportation Assistance Basic Requirement</p> <p>D. For Victims of Man-made and Natural Disaster <i>(Loss of shelter)</i></p> <p>Fire victim</p> <ol style="list-style-type: none"> a. Certificate of residency b. Certificate of fire incident c. Spot incident report 	<p>MSWDO</p> <p>Barangay LGU</p> <p>Medical Doctor</p> <p>Local Civil Registry Office (LCRO)</p> <p>Bureau of Fire Protection (BFP)</p>



d. Affidavit of loss e. Photo documentation Earthquake / Typhoon victim a. Barangay report and certification b. Photo documentation		Barangay LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and check the documentary requirement submitted	None	2 Mins.	<i>MSWDO Staff</i>
	1.2 Assess and interview client		15 Mins.	<i>MSWDO Staff</i>
	1.3 Review and recommend for approval		10 Mins.	<i>Social worker / MSWDO</i>
	1.4 Forward documents to Mayor's Action Center (MAC)		2 Mins.	<i>MSWDO Staff</i>
	1.5 Prepare petty cash voucher 1.6 Endorse documents to the office of the Municipal Administrator		5 Mins.	<i>MAC Staff</i>
	1.7 Review and approve petty cash voucher 1.8 Return all documents to MAC		5 Mins.	<i>Municipal Administrator</i>
	1.9 Notify client upon the availability of financial assistance		2 Mins.	<i>MAC Staff</i>
	1.10 Assist the client at Municipal Treasury Office		2 Mins.	<i>MAC Staff</i>
2. Receive and sign financial assistance	2.1 Provide financial assistance		2 Mins.	<i>Municipal Treasury Office (MTO) Staff</i>
	TOTAL		NONE	45 MINS.



TREASURY OFFICE



1. STANDARD STEPS FOR THE REGISTRATION OF BUSINESS

Office or Section:	Municipal Treasury Office / Business Permit and Licensing Section
Classification:	Simple Transaction
Type of Transaction:	G2B
Who may avail:	Business Owners/Operators
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>For New Applicants:</p> <ol style="list-style-type: none"> 1. Barangay Business Clearance 2. DTI Certificate or SEC for Corporation 3. SSS Clearance 4. Sworn Declaration of Capitalization 5. Occupancy Permit (if required by Building Code) 6. Sanitary/Health Certificate (for all food handlers & those required under Chapter V, Art. F of the Revenue Code) 7. Contract of Lease (if Lessee) <ul style="list-style-type: none"> • Additional Requirements required by the officer in charge of the zoning if necessary (e.g. Gasoline Station, Piggery, Poultry, Funeral Parlor, etc.) <ol style="list-style-type: none"> a) ECC (Environmental Compliance Certificate) b) Sangguninag Bayan (SB) Resolution <p>For Renewal:</p> <ol style="list-style-type: none"> 1. Barangay Business Clearance 2. SSS Clearance 3. Sworn Statement of Gross Sales for preceding year 4. Sanitary/Health Certificate (for all food handlers & those required under Chapter V, Art. F of the Revenue Code) 5. Certificate of Registration (Form 0605) / Annual Income Tax Return (AITR/ Form 1701) 	<p>Barangay concerned DTI or SEC office SSS office Law Office Building Official/Engineering Office</p> <p>Rural Health Unit Office</p> <p>Building Owner where the Business Owner is leasing</p> <p>Department of Environment and Natural Resources (DENR) Office of the Sangguniang Bayan (SB)</p> <p>Barangay concerned SSS Office Law Office</p> <p>Rural Health Unit Office</p> <p>BIR Field Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	Processing Time		PERSON RESPONSIBLE
			New	Renew	
1. Go to BPLO at Business-One-Stop-Shop (Receiving Area) and fill up application form and accomplish all requirements	1.1 Review completeness of answers in the application form and documentary requirements	*Refer to National Bldg. Code *Refer to RA 9514 *Refer to the Tax Ordinance No. 02, S. of 2017 of the Mun. of Bayambang, Pangasinan	1 day	15-30 mins.	Revenue Collection Clerk
	1.2 Issue Zoning Certificate (for New)*				MPDC Staff
	1.3 Issue Occupancy Permit (for New)* / Annual Inspection Certificate (for Renew)				Engineering Staff
	1.4 Issue Sanitary Permit*				Rural Health Unit Staff
	1.5 Issue Fire Safety Inspection Cert.*				BFP Personnel
2. Go to Assessment Officer for one-Time assessment of taxes, fees and charges and get Order of Payment	2.1 One-Time assessment of taxes, fees and charges (review the veracity of financial statement, AITR, sworn statement of gross sales)		10-20 mins.	10-20 mins.	Licensing Officer III / BPLO-Designate
3. Go to collectors for one-time payment of taxes, fees and charges and wait for the business permit to be printed and released then claim	3.1 One-time assessment of taxes, fees and charges. (Issue Official Receipt and claim stub) 3.2 Recommend Approval by the Municipal Treasurer 3.3 Print Business Permit to be signed by the Municipal Mayor (electronic signature is authorized) record in the logbook and release.		10-20 mins.	10-20 mins.	Revenue Collection Clerk
			10 mins.	10 mins.	Municipal Treasurer/ BPLO, Designate
			10 mins.	10 mins.	Revenue Collection Clerk
	MAXIMUM TIME		2 days	1 day	

*Provided that all requirements are complied.



NOTES:

Type of Fees	Amount to be paid
Business Tax	Refer to Chapter II, Article A to D, Section 2A.02 of Tax Ordinance No. 02, Series of 2017 of the Revenue Code of the Municipality of Bayambang, Pangasinan below
Mayor's Permit Fee	Refer to Chapter IV, Article A, Section 4A.01 to 4A.02 below
Sanitary Inspection Fees	Refer to Chapter V, Article E, Section 5E.01 below
Garbage Fee	Refer to Chapter VI, Article C, Section 6C.01 below
Occupancy Permit (for New Applicant) Annual Inspection Fee (for Renewal)	Refer to National Building Code as amended/updated
Application Fee	
Zoning Certification (for New Applicant)	P500.00
Occupation/Calling Permit Fee	P100.00
Fire Code Fees	Refer to RA 9514 (Fire Code of the Philippines) of BFP below

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CHAPTER II. TAXES ON BUSINESS
Article A. Graduated Tax on Business

Section 2A.02. Imposition of Tax.

- (a) On manufacturers, assemblers, re-packers, processors, brewers, distillers, rectifiers, and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature in accordance with the following schedule.

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Amount of Tax
Less than 10,000.00	P198.00



10,000.00 or more but less than 15,000.00	P264.00
15,000.00 or more but less than 20,000.00	P362.40
20,000.00 or more but less than 30,000.00	P528.00
30,000.00 or more but less than 40,000.00	P792.00
40,000.00 or more but less than 50,000.00	P990.00
50,000.00 or more but less than 75,000.00	P1,584.00
75,000.00 or more but less than 100,000.00	P1,980.00
100,000.00 or more but less than 150,000.00	P2,640.00
150,000.00 or more but less than 200,000.00	P3,300.00
200,000.00 or more but less than 300,000.00	P4,620.00
300,000.00 or more but less than 500,000.00	P6,600.00
500,000.00 or more but less than 750,000.00	P9,600.00
750,000.00 or more but less than 1,000,000.00	P12,000.00
1000,000.00 or more but less than 2,000,000.00	P16,500.00
2,000,000.00 or more but less than 3,000,000.00	P19,800.00
3,000,000.00 or more but less than 4,000,000.00	P23,760.00
4,000,000.00 or more but less than 5,000,000.00	P27,720.00
5,000,000.00 or more but less than 6,500,000.00	P29,250.00
6,500,000.00 or more	At a rate not exceeding 41.25% of 1%

The preceding rates shall apply only to the amount of domestic sales of manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated under paragraph (c) of this Section.

- (b) On wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Amount of Tax
Less than 1,000.00	P21.60
1,000.00 or more but less than 2,000.00	P39.60
2,000.00 or more but less than 3,000.00	P60.00
3,000.00 or more but less than 4,000.00	P86.40
4,000.00 or more but less than 5,000.00	P120.00
5,000.00 or more but less than 6,000.00	P145.20
6,000.00 or more but less than 7,000.00	P171.60
7,000.00 or more but less than 8,000.00	P198.00
8,000.00 or more but less than 10,000.00	P224.40
10,000.00 or more but less than 15,000.00	P264.00
15,000.00 or more but less than 20,000.00	P330.00
20,000.00 or more but less than 30,000.00	P396.00
30,000.00 or more but less than 40,000.00	P528.00
40,000.00 or more but less than 50,000.00	P792.00
50,000.00 or more but less than 75,000.00	P1,188.00
75,000.00 or more but less than 100,000.00	P1,584.00
100,000.00 or more but less than 150,000.00	P2,244.00



150,000.00 or more but less than 200,000.00	P2,904.00
200,000.00 or more but less than 300,000.00	P3,960.00
300,000.00 or more but less than 500,000.00	P5,280.00
500,000.00 or more but less than 750,000.00	P7,920.00
750,000.00 or more but less than 1,000,000.00	P10,560.00
1,000,000.00 or more but less than 2,000,000.00	P12,000.00
2,000,000.00 or more	At a rate not exceeding 55% of 1%

*The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers herein provided for.

(c) On exporters, and on manufacturers, millers, producers, wholesalers, distributors, dealers or retailers of essential commodities enumerated hereunder at a rate not exceeding one-half (1/2) of the rates prescribed under subsections (a), (b), and (d) of this Article;

1. Rice and Corn;
2. Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and agricultural marine, and fresh water products, whether in their original state or not;
3. Cooking oil and cooking gas;
4. Laundry soap, detergents, and medicine;
5. Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;
6. Poultry feeds and other animal feeds;
7. School supplies; and
8. Cement

For purposes of this provision, the term exporters shall refer to those who are principally engaged in the business of exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. The amount of export sales shall be excluded from the total sales and shall be subject to the rates **not exceeding one half (1/2) of the rates prescribed under paragraphs (a), (b), and (d) of this Article;**

(d) On retailers

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Amount of Tax
400,000.00 or less	2.2%
In excess of 400,000.00	1.1%

(e) On contractors and other independent contractors in accordance with the following schedule.

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Amount of Tax
Less than 5,000.00	P33.00
5,000.00 or more but less than 10,000.00	P73.92
10,000.00 or more but less than 15,000.00	P125.40
15,000.00 or more but less than 20,000.00	P198.00



20,000.00 or more but less than 30,000.00	P330.00
30,000.00 or more but less than 40,000.00	P462.00
40,000.00 or more but less than 50,000.00	P660.00
50,000.00 or more but less than 75,000.00	P1,056.00
75,000.00 or more but less than 100,000.00	P1,584.00
100,000.00 or more but less than 150,000.00	P2,376.00
150,000.00 or more but less than 200,000.00	P3,168.00
200,000.00 or more but less than 250,000.00	P4,356.00
250,000.00 or more but less than 300,000.00	P5,544.00
300,000.00 or more but less than 400,000.00	P7,392.00
400,000.00 or more but less than 500,000.00	P9,900.00
500,000.00 or more but less than 750,000.00	P11,100.00
750,000.00 or more but less than 1,000,000.00	P12,300.00
1,000,000.00 or more but less than 2,000,000.00	P13,800.00
2,000,000.00 or more	At a rate not exceeding 55% of 1%

*Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P13,800.00

- (f) On Contractors under Republic Act No. 6957 as amended by Republic Act No. 7718, otherwise known as the BOT Law or Public Private Partnership (new classification of business) at the rate of **one & one fourth percent (1.25%)**.
- (g) On banks, hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories and other financial institutions, at the rate of **fifty percent of one percent (50% of 1%)** of the gross receipts of the preceding calendar year derived from interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property, and profit from exchange or sale of property, insurance premium. All other income and receipts not herein enumerated shall be excluded in the computation of tax.
- (h) On the business hereunder enumerated:
1. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bars, carinderias or food caterers;
 2. Amusement places, including places wherein customers thereof actively participate without making bets or wagers, including but not limited to night clubs, or day clubs, cocktail lounges, cabarets or dance halls, karaoke bars, skating rinks, bath houses, swimming pools, exclusive clubs such as country and sports clubs, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, Ferris wheels, swings, shooting galleries, and other similar contrivances, theaters and cinema houses, boxing stadia, race tracks, cockpits and other similar establishments. *(only for business taxes and regulatory fees not amusement taxes)*
 3. Commission Agents



4. Lessors, dealers, brokers of real estate;
5. On travel agencies and travel agents;
6. On boarding houses, pension houses, motels, apartments, apartelles, and condominiums;
7. Subdivision owners / Private Cemeteries and Memorial Parks
8. Privately-owned markets;
9. Operators of Cable Network System;
10. Operators of computer services establishment;
11. General consultancy services;
12. All other similar activities consisting essentially of the sales of services for a fee.

******the rate of the taxes shall be two percent (2%) of gross sales or receipts of the preceding year (RA 7160, 143, par. h)***

- (i) On peddlers engaged in the sale of any merchandise or article of commerce, at the rate of **(not exceeding P50.00)** per peddler annually.

Article B. Other Taxes on Business Tax on Mobile Traders

Section 2B.02. Imposition of Tax. There is hereby imposed an annual tax at the rate of **one and one-tenth percent (1.1%)** on the gross receipts of Mobile Traders.

Tax on Mining Operations

Section 2B.06. Imposition of Tax. There is hereby imposed an annual tax at the rate of **two percent (2%) based on the gross receipts for the preceding year of minor operations.**

Tax on Newly-Started Business

Section 2B.11. Tax on Newly-Started Business. In the case of a newly started business under this Section, the tax shall be **one-twentieth of one percent (1/20 of 1%) of the capital investment.** In the succeeding calendar year, regardless of when the business started to operate, the tax shall be based on the gross receipts for the preceding calendar year or any fraction thereof or **one-twentieth of one percent (1/20 of 1%) of the capital investment,** whichever is higher, as provided in the pertinent schedules in this Article.

Article C. Exemptions

Section 2C.01. Exemption. Business engaged in the production, manufacture, refining, distribution of oil, gasoline and other petroleum products shall not be subject to any local tax imposed under Article A and Article B.



Article D. Situs of Tax

Section 2D.01 Situs of the Tax.

(a) For purposes of collection of the business tax under the “situs” of the tax law, the following definition of terms and guidelines shall be strictly observed:

1. Principal Office – the head or main office of the businesses appearing in the pertinent documents submitted to the Securities and Exchange Commission, or the Department of Trade and Industry, or other appropriate agencies at the case may be.

The city or municipality specifically mentioned in the articles of the incorporation or official registration papers as being the official address or said principal office shall be considered as the situs thereof.

In case there is a transfer or relocation of the principal office to another city or municipality, it shall be the duty of the owner, operator or manager of the business to give due notice of such transfer or relocation to the local chief executives of the cities or municipalities concerned within fifteen (15) days after such transfer or relocation is effected.

2. Branch or Sales Office – a fixed place in a locality which conducts operations of the businesses as an extension of the principal office. However, offices used only as display areas of the products where no stocks or items are stored for sale, although orders for the products may be received thereat, are not branch or sales offices as herein contemplated. A warehouse which accepts orders and/or issues sales invoices independent of a branch with sales office shall be considered as sales office.
3. Warehouse – a building utilized for the storage of products for sale and from which goods or merchandise are withdrawn for delivery to customers or dealers, or by persons acting on behalf of the business. A warehouse that does not accept orders and/or issue sales invoices as aforementioned shall not be considered a branch or sales office.
4. Plantation – a tract of agricultural land planted to trees or seedlings whether fruit bearing or not, uniformly spaced or seeded by broadcast methods or normally arranged to allow highest production. For purpose of this Article, inland fishing ground shall be considered as plantation.
5. Experimental Farms – agricultural lands utilized by business or corporation to conduct studies, tests, researches or experiments involving agricultural, agri-business, marine or aquatic livestock, poultry, dairy and other similar products for the purpose of improving the quality and quantity of goods and products.

However, on-site sales of commercial quantity made in experimental farms shall be similarly imposed the corresponding tax under paragraph (b), Section 2A.02 of this Ordinance.

(b) Sales Allocation



1. All sales made in a locality where there is branch or sales office or warehouse shall be recorded in said branch or sales office or warehouse and the tax shall be payable to the city or municipality where the same is located.
2. In cases where there is no such branch, sales office, plant or plantation in the locality where the sale is made, the sale shall be recorded in the principal office along with the sale made by said principal office and the tax shall be accrue to the city or municipality where said principal office is located.
3. In cases where there is a factory, project office, plant or plantation in pursuit of business, **thirty percent (30%)** of all sales recorded in the principal office shall be taxable by the city or municipality where the principal office is located and **seventy percent (70%)** of all sales recorded in the principal office shall be taxable by the city or municipality where the factory, project office, plant or plantation is located.

The sales allocation in (a) and (b) above shall not apply to experimental farms. LGUs where only experimental farms are located shall not be entitled to the sales allocation herein provide for.

4. In case of plantation located in a locality other than that where the factory is located, said seventy percent (70%) sales allocation shall be divided as follows:

Sixty percent (60%) to the city or municipality where the factory is located; and

Forty percent (40%) to the city or municipality where the plantation is located.
5. In cases where there are two (2) or more factories, project offices, plants or plantations located in different localities, the seventy percent (70%) sales allocation shall be pro-rated among the localities where such factories, project offices, plants and plantations are located in proportion to their respective volumes of production during the period for which the tax is due.

In the case of project offices of services and other independent contractors, the term production shall refer to the costs of projects actually undertaken during the tax period.

6. The foregoing sales allocation under par. (3) hereof shall be applied irrespective of whether or not sales are made in the locality where the factory, project office, plant or plantation is located. In case of sales made by the factory, project office, plant or plantation, the sale shall be covered by paragraph (1) or (2) above.
7. In case of manufacturers or producers which engage the services of an independent contractor to produce or manufacture some of their products, the rules on situs of taxation provided in this article as clarified in the paragraphs above shall apply except that the factory or plant and warehouse of the contractor utilized for the production or storage of the manufacturer's products shall be considered as the factory or plant and warehouse of the manufacturer.



8. All sales made by the factory, project office, plant or plantation located in this municipality shall be recorded in the branch or sales office which is similarly located herein, and shall be taxable by this municipality. In case there is no branch or sales office or warehouse in this municipality, but the principal office is located therein, the sales made in the said factory shall be taxable by this municipality along with the sales made in the principal office.

(c) Route Sales – sales made by route trucks, vans or vehicles in this municipality where a manufacturer, producer, wholesaler, maintains a branch or sales office or warehouse shall be recorded in the branch or sales office or warehouse and shall be taxed herein.

This municipality shall tax the sales of the products withdrawn by route trucks from the branch, sales office or warehouse located herein but sold in another locality.

CHAPTER IV. PERMIT AND REGULATORY FEES

Article A. Mayor's Permit Fee on Business

Section 4A.01. Mayor's Permit. All persons are required to obtain a Mayor's Permit for the privilege of conducting business within the municipality.

Section 4A.02. Imposition of Fee. There shall be collected annual fee for the issuance of a Mayor's Permit to operate a business, pursue an occupation or calling, or undertake an activity within the municipality.

The permit fee is payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business of trade for which the permit fee has been obtained and the corresponding fee paid for.

For purpose of the Mayor's Permit Fee, the following Philippine categories of business size is hereby adopted:

Enterprise Scale	Asset Limit	Work Force
Micro-Enterprises	Php 150,000 and below	No Specific
Cottage Enterprises	150,001 to 1,500,000	Less than 19
Small-Scale Enterprises	1,500,001 to 15,000,000	10-99
Medium-Scale Enterprises	15,000,001 to 60,000,000	100-199
Large-Scale Enterprises	60,000,001 and above	200 and above

The permit fee shall either be based on asset size or number of workers, whichever will yield the higher fee.

ON BUSINESS SUBJECT TO GRADUATED FIXED TAXES

a) On Manufacturers/Importers/Producers	Amount of Fee
1. Micro-Industry	P200.00
2. Cottage Industries	P350.00
3. Small Scale Industries	P850.00



4. Medium Scale Industries	P3,500.00
5. Large Scale Industries	P5,500.00
b) On Banks	
1. Rural, Thrift, and Savings Banks	P850.00
2. Commercial, Industrial, and Development Banks	P3,400.00
3. Universal Banks	P6,800.00
c) On Other Financial Institutions	
1. Small Scale Institutions	P850.00
2. Medium Scale Institutions	P3,400.00
3. Large Scale Institutions	P6,800.00
d) On Contractors/Service Establishments	
1. Micro-Enterprise	P200.00
2. Cottage Enterprise	P350.00
3. Small Scale Enterprise	P850.00
4. Medium Scale Enterprise	P3,500.00
5. Large Scale Enterprise	P5,500.00
e) On Wholesalers/Retailers/Dealers or Distributors	
1. Micro-Enterprise	P200.00
2. Cottage Enterprise	P350.00
3. Small Scale Enterprise	P850.00
4. Medium Scale Enterprise	P1,400.00
5. Large Scale Enterprise	P1,700.00
f) On Transloading Operations	
1. Medium	P3,400.00
2. Large	P6,800.00
g) Other Businesses	
1. Micro-Enterprise	P200.00
2. Cottage Enterprise	P350.00
3. Small Scale Enterprise	P850.00
4. Medium Scale Enterprise	P1,400.00
5. Large Scale Enterprise	P1,700.00
*h) Special Permits on "Sin Products"	
1. Micro-Enterprise	P200.00
2. Cottage Enterprise	P350.00
3. Small Scale Enterprise	P850.00
4. Medium Scale Enterprise	P1,400.00
5. Large Scale Enterprise	P1,700.00

**Sin products include:*

- Retailers / dealers in foreign liquors
- Retailers / dealers in domestic liquors
- Retailers of distilled spirits



- Retailers of fermented liquors
- Tobacco dealers
- Retailers / dealers of manufactured tobacco

CHAPTER V. SERVICE FEES
Article E. Sanitary Inspection Fees

Section 5E.01 Imposition of Fee. There shall be collected fees from each business establishment in this municipality or house for rent, for the purpose of supervision and enforcement of existing rules and regulations and safety of the public in accordance with the following schedule:

	Amount of Fee
<i>1.1 For house for rent (annually)</i>	P120.00
<i>1.2 For each business, Industrial, or Agricultural establishment (annually)</i>	
1.2.1 With an area of 25 sq.m. or more but less than 50 sq.m.	P120.00
1.2.2 With an area of 50 sq.m. or more but less than 100 sq.m.	P240.00
1.2.3 With an area of 100 sq.m. or more but less than 200 sq.m.	P360.00
1.2.4 With an area of 200 sq.m. or more but less than 500 sq.m.	P480.00
1.2.5 With an area of 500 sq.m. or more but less than 1000 sq.m.	P600.00
1.2.6 With an area of 1000 sq.m. or more	P1,200.00
<i>1.3 Environmental and Sanitation Fees</i>	
1.3.1 Sanitary Permit (annually)	P150.00
1.3.2 Exhumation Permit	P150.00
1.3.3 Transfer of Cadaver Permit	P200.00
1.3.4 Water sampling collection fee (monthly)	P150.00

CHAPTER VI. MUNICIPAL CHARGES
Article C. Service Charge for Garbage Collection

Section 6C.01 Imposition of Fee. There shall be collected monthly garbage fee from every owner or operator of a business establishment in accordance with the following schedule:

	Amount of Fee
Manufacturers, Millers, Assemblers, Processors, and Similar Business	
<i>Not more than 100 sq.m.</i>	P100.00
<i>More than 100 sq.m.</i>	P200.00
Hotels, Apartments, Motels, and Lodging Houses	
<i>Not more than 100 sq.m.</i>	P100.00
<i>More than 100 sq.m.</i>	P200.00
Restaurants, Day and Night Clubs, Cafes, and Eateries	
<i>Not more than 50 sq.m.</i>	P100.00
<i>More than 50 sq.m.</i>	P200.00
Hospitals, Clinics, Laboratories, and similar businesses	
<i>Not more than 10 sq.m.</i>	P150.00
<i>More than 10 sq.m.</i>	P300.00
Movie Houses and Retailers	



<i>Not more than 10 sq.m.</i>	P100.00
<i>More than 10 sq.m.</i>	P150.00
Other Business not mentioned above	
<i>Not more than 10 sq.m.</i>	P50.00
<i>More than 10 sq.m.</i>	P100.00



NEW SCHEDULE OF FEES
effective October 22, 2019

Pursuant to the Revised Implementing Rules and Regulations
of RA 9514 (Fire Code of the Philippines)

SCHEDULE OF FEES AND FINES

A. FEES – The following are the schedule of fees:

2. FSIC shall be issued upon payment of a fee as prescribed hereunder:
 - a. FSIC for Certificate of Occupancy – **Fifteen percent (15%)** of all fees charged by the Office of the Building Official of the Local Government Unit (LGU) or Philippine Economic Zone Authority (PEZA), **but in no case shall be lower than Five Hundred Pesos (Php500.00).**
 - b. FSIC for Business Permit – **Fifteen Percent (15%)** of all fees charged by the Local Government Unit, **but no case shall be lower than Five Hundred Pesos (Php500.00)**
 - c. FSIC for annual inspection certificate – **Fifteen percent (15%)** of all fees charges by the PEZ, **but in no case shall be lower than Five Hundred Pesos (Php500.00)**

3. **Storage Clearance Fee** – storage clearance shall be issued upon payment of a fee based on the storage capacity as indicated:

A. Flammable/Combustible Solids

1) Calcium carbide

STORAGE CAPACITY (in kilograms)	ANNUAL FEES (in PhP)
From 40 to 80	49.00
Over 80 to 200	63.00
Over 200 to 2,000	126.00
Over 2,000 to 4,000	189.00
Over 4,000 to 20,000	252.00
Over 20,000 to 40,000	315.00
Over 40,000 to 200,000	472.00
Over 200,000	630.00

2) Pyroxylin

STORAGE CAPACITY (in kilograms)	ANNUAL FEES (in PhP)
From 40 to 200	42.00
Over 200 to 800	84.00
Over 800 to 2,000	168.00
Over 2,000 to 4,000	315.00
Over 4,000 to 12,000	630.00
Over 12,000 to 40,000	1049.00
Over 20,000	2097.00

3) Matches

STORAGE CAPACITY	ANNUAL FEES



(in kilograms)	(in PhP)
From 100 to 400	42.00
Over 400 to 2,000	210.00
Over 2,000 to 4,000	420.00
Over 4,000 to 20,000	839.00
Over 20,000	1,678.00

- 4) Nitrate, phosphorous, bromide, Sodium, picric acid, and other hazardous chemicals of similar flammable, explosive, oxidizing or lachrymatory properties:

STORAGE CAPACITY (in kilograms)	ANNUAL FEES (in PhP)
From 20 to 100	42.00
Over 100 to 400	63.00
Over 400 to 2,000	158.00
Over 2,000 to 4,000	315.00
Over 4,000 to 20,000	460.00
Over 20,000	630.00

- 5) Shredded combustible materials, such as wood shaving/excelsior (kusot), sawdust, kapok, straw and hay: combustible loose fibers: cotton waste (estopa), sisal, oakum; and other similar combustible shavings and fine materials.

STORAGE CAPACITY (in kilograms)	ANNUAL FEES (in PhP)
From 0.25 to 3	42.00
Over 3 to 14	112.00
Over 14 to 28	189.00
Over 28 to 70	31.00
Over 70	486.00

- 6) Tar, resin, waxes, copra, rubber, cork, bituminous coal and similar combustible materials:

STORAGE CAPACITY (in Kilograms)	ANNUAL FEES (in PhP)
From 200 to 400	49.00
Over 400 to 4,000	98.00
Over 4,000 to 20,000	189.00
Over 20,000	315.00

B. Flammable/Combustible Liquids

1. For flammable liquids having flashpoint of -6.67 degree C or below, such as gasoline, ether carbon bisulphide, naphtha, benzol (benzene), collodion, aflodin and acetone.

STORAGE CAPACITY (in liters)	ANNUAL FEES (in PhP)
From 20 to 100	35.00
Over 100 to 200	42.00
Over 200 to 400	84.00
Over 400 to 2,000	168.00
Over 2,000 to 4,000	252.00



Over 4,000 to 6,000	350.00
Over 6,000 to 8,000	420.00
Over 8,000 to 10,000	504.00
Over 10,000 to 12,000	672.00
Over 12,000 to 14,000	839.00
Over 14,000 to 16,000	1,007.00
Over 16,000 to 32,000	1,259.00
Over 32,000 to 40,000	1,678.00
Over 40,000 to 200,000	2,517.00
Over 200,000 to 800,000	3,775.00
Over 800,000 to 2,000,000	5,033.00
Over 2,000,000 to 6,000,000	6,711.00
Over 6,000,000 to 8,000,000	8,388.00
In excess of 8,000,000	4.00/400 liters

2. For flammable liquids having flashpoints of above -6.67 degree Celsius and above 22.8 degree Celsius such as alcohol, amyl, toluol, ethyl, acetate and like.

STORAGE CAPACITY (in Liters)	ANNUAL FEES (in PhP)
From 20 to 100	32.00
Over 100 to 200	42.00
Over 200 to 400	63.00
Over 400 to 2,000	105.00
Over 2,000 to 4,000	168.00
Over 4,000 to 20,000	350.00
Over 20,000 to 100,000	839.00
Over 100,000 to 200,000	1,678.00
Over 200,000	2,097.00

3. For liquids having flashpoint of 22.8 ° C to 93.3 ° C, such as kerosene, turpentine, thinner, prepared paints, varnish, diesel oil, fuel oil, kerosene, cleaning solvent, polishing liquids and similar.

STORAGE CAPACITY (in liters)	ANNUAL FEES (in PhP)
From 20 to 100	18.00
Over 100 to 200	28.00
Over 200 to 400	42.00
Over 400 to 4,000	105.00
Over 4,000 to 20,000	315.00
Over 20,000 to 40,000	420.00
Over 40,000 to 200,000	630.00
Over 200,000 to 400,000	1,049.00
Over 400,000 to 2,000,000	1,678.00
Over 2,000,000 to 3,600,000	1,748.00
Over 3,600,000	2,098.00

4. For combustible liquids having flash point greater than 93.3 ° C that is subject to spontaneous Ignition or iws artificially heated to a temperature equal to or higher than its flashpoint, such a crude oil, petroleum oil and others.



STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
From 20 to 100	18.00
Over 100 to 200	28.00
Over 200 to 400	42.00
Over 400 to 2,000	84.00
Over 2,000 to 4,000	105.00
Over 4,000 to 80,000	315.00
Over 80,000	630.00

C. Flammable gases

1. Liquefied Petroleum Gas (LPG) in liter water capacity

a. For bulk storage

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
200 and below	70.00
Over 200 to 2,000	140.00
Over 2,000 to 8,000	280.00
Over 8,000 to 20,000	699.00
Over 20,000 to 200,000	1398.00
Over 200,000 to 400,000	5,592.00
For every additional 4,000 liters or fraction thereof, in excess of 40,000	35.00

b. For other than bulk storage

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
60 and below	6.00
Over 60 to 100	7.00
Over 100 to 200	11.00
Over 200 to 400	14.00
Over 400 to 800	28.00
Over 800 to 1,200	42.00
Over 1,200 to 2,000	56.00
For ever additional 400 liters water capacity in excess of 2,000	4.00

2. Other flammable gases in liter water capacity

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
From 20 to 100	21.00
Over 100 to 400	42.00
Over 400 to 2,000	126.00
Over 2,000 to 8,000	252.00
Over 8,000 to 40,000	630.00
Over 40,000 to 200,000	1,259.00
Over 200,000 to 400,000	1,888.00
Over 400,000	3,146.00



C. **Conveyance Clearance Fee-** Conveyance Clearance Fee shall be issued to vehicles transporting any explosives, flammable liquids and combustible materials over streets, water, or through pipelines, to load and unload such explosives, flammable liquids or combustible materials in or from any vessel, boat, craft, or railway upon payment of fee based on their capacity by the owner of vehicles transporting flammable or combustible materials during his/her application for FSIC for business operation at his/her principal place of business, on the rate prescribed below:

D.

a. For each cargo truck, motor vehicle, tank truck, tank trailer, and tank semi-trailer carrying flammable or combustible liquids:	
1. For first 2,000 liters	1,748.00
2. For every additional 400 liters or fraction thereof	70.00
b. For each cargo truck, motor vehicle, tank truck, tank trailer, and tank semi-trailer carrying explosives and/or combustible materials, including hazardous materials and gases:	
1. For first 500 kilograms	1,049.00
2. For every additional 100 kilograms or fraction thereof	70.00

c. For loading and unloading to or from a boat, vessel, craft, or railway tank cars and the transfer of packages of containers of explosives, flammable liquids or combustible materials, including hazardous chemicals and gases at terminals or piers:	
1. For first 2,000 liters or kilograms	700.00
2. For every additional 400 liters or fraction thereof not exceeding 40,000 liters or 10,000 kilograms	350.00
3. For every additional 4,000 liters or 1,000 kilograms or fraction thereof in excess of 40,000 liters or 10,000 kilograms	35.00

d. For transfer of flammable or combustible liquids to shore tanks at terminal, including the discharge of flammable or combustible cargo to bulk lighters undertaken at bay, and its subsequent transportation by water to petroleum wharves, or transfer by bulk lighters from said terminals to vessel at bay:	
1. For first 2,000 liters	700.00
2. For every additional 400 liters or fraction thereof not exceeding 400,000 liters	175.00
3. For every additional 4,000 liters or fraction thereof in excess of 400,000 liters	70.00

e. For transfer or conveyance of flammable or combustible liquids or gas in bulk done by lighters or through pipelines:	
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1. For first 2,000 liters	700.00
2. For every additional 400 liters or fraction thereof in excess of 2,000 liters	70.00

4. Installation Clearance Fee – For installation of gas and flammable and combustible liquid systems other than at bulk premises, installation of equipment, utilities, facilities mentioned in Section 10.2.7.1 to Section 10.2.7.5 of this RIRR and installation of fire protection and warning system, an Installation Clearance shall be issued upon payment of the amount prescribed below:

a. Gases (LPG, CNG and other compressed gases exceeding 454 liters water capacity	280.00
For every additional 100 liters water capacity or fraction thereof in excess of 454 liters	70.00
b. Flammable and combustible liquids in above ground and underground tanks.	1049.00
c. Equipment, utilities and facilities mentioned in Section 10.2.7.1 to Section 10.2.7.5 of this RIRR, and fire protection and warning system – One-tenth of one per centum (0.10%) of the verified estimated value of the equipment, utilities, facilities to be installed.	

5. Other Fees- for the issuance of clearances relative to the conduct of the following activities and/ or authentication of documents:

a. Appeal Fee mentioned under Rule 14 of this RIRR	1,000.00
b. Certified true copy of the Fire Safety Inspection Certificate, Building Fire Safety Clearance and Fire Clearance	350.00
c. Electrical Installation	
1) 5KVA or less	100.00
2) Over 5KVA to 50KVA	100.00+ 10.00/KVA
3) Over 50KVA to 300 KVA	550.00+5.00/KVA
4) Over 300KVA to 1,500KVA	1,800.00+5.00/KVA
5) Over 1,500 to 6,000KVA	4800.00+2.5/KVA
6) Over 6,000KVA	8,425.00+1.25/KVA
d. Filing Fee for Fire Safety Evaluation Clearance (FSEC)	200.00
e. Fire Drill	1,000.00
f. Fire Incident Clearance	350.00
g. Fire Prevention and Safety Seminar	2,000.00
h. Fireworks Display	1,049.00
i. Fumigation/ Fogging	350.00



j. Open Flame	525.00
k. Protest Fee mentioned under Rule 14 of this RIRR	500.00
l. Soundstage and Approved Production Facilities and Locations (mentioned in para "B" of Section 10.4.13.2 and para "B" of Section 10.4.13.3 of this RIRR)	2,000.00
I. Welding, Cutting and Other Hotworks	
1) 1-5 welding/ acetylene	500.00
2) 6-10 welding/ cutting machine	1,000.00
3) more than 10 welding/cutting machine	1,500.00

f. ADMINISTRATIVE FINES

Failure to secure and submit documentary requirements such as, but not limited to:	
a. A copy of fire insurance policy submitted within the prescribed time limit	PhP 12,500.00 to PhP 27,500.00
b. FSIC for the year of default	
1. Failure to renew FSIC for less than a year	50% of the total amount to be paid by the applicant
2. Failure to renew FSIC for a year or more	100% of the total amount to be paid by the applicant for each year of default
c. FSEC not secured prior to the construction of the building	PhP 37,500.00 to PhP 50,000.00
d. Storage, Conveyance, Installation and other clearances (e.g., fireworks display, fumigation/fogging, fire drill, welding, cutting and other hotworks)	PhP 37,500.00 to PhP 50,000.00



2. STANDARD STEPS FOR PAYMENT OF REAL PROPERTY TAX

Office or Section: Municipal Treasury Office				
Classification: Simple Transaction				
Type of Transaction: G2C, G2B				
Who may avail: Clients/ Taxpayers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Real property tax order of payment/ Official receipt of last payment 			Municipal Assessor's/ Treasury office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary documents before paying real property tax.	1.1 Verify last payment of RPT; 1.2 Compute tax due.	* Tax due is based on assessed value as determined by Mun. Assessor as per Provincial Ordinance on Real Property Tax	10 mins.	Local Revenue Collection Officer III Revenue Collection Clerk
2. Pay the corresponding fee	2.1 Receive payment and issue official receipt.		10 mins.	Local Revenue Collection Officer III Revenue Collection Clerk
MAXIMUM TIME			20 mins.	

NOTES:

Type of Fee	Amount to be paid
Assessed Value of Real Property X 2% = Tax Due 2% includes: 1% - Basic Tax 1% - Special Education Fund (SEF) (refer to the RPT chart for computation of Discount or Penalty)	<ul style="list-style-type: none"> Refer to the Local Government Code of 1991 Refer to Provincial Ordinance on Real Property Tax

REAL PROPERTY TAX PENALTY CHART

YEAR	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
3 Years Back & below	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%



2 Years Back	50%	52%	54%	56%	58%	60%	62%	64%	66%	68%	70%	72%
Previo us Year	26%	28%	30%	32%	34%	36%	38%	40%	42%	44%	46%	48%
Curre nt Year	- 20%	-20%	- 20%	8%	10%	12%	14%	16%	18%	20%	22%	24%



3. STANDARD STEPS FOR THE ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP)

Office or Section:	Municipal Treasury Office/ Motorized Tricycle Operator's Permit (MTOPT) Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Tricycle Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Barangay Clearance 2. Insurance 3. Professional Driver's License 4. Police Clearance 5. Court Clearance 6. O.R. / C. R. of the Unit 7. Latest Mayor's Permit (for renewal only) 		Barangay concerned Insurance Company LTO PNP Bayambang Station Municipal Trial Court LTO Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to MTOPT Section and fill out Application Form	1.1 Examine the veracity of the requirements and issue application form	* Refer to the Tax Ordinance No. 02, S. of 2017 of the Mun. of Bayambang Pangasinan	10 mins.	Revenue Collection Clerk
2. Proceed to PNP Station	2.1 Inspect the unit and sign the application if complete			Chief of Police
3. Proceed back to MTOPT Section	3.1 Conduct assessment and payment, for approval and recording.		10 mins.	Municipal Treasurer or authorized representative
4. Notarize the accomplished application and proceed to the concerned agency/ department for the approval of application	4.1 Sign the application if complete			TODA President
	4.2 Sign the application if complete		10 mins.	MPDC or authorized representative
	4.3 Sign the application if complete	10 mins.	SB Secretary	
	4.4 Sign the application if complete	10 mins.	Vice Mayor or authorized representative	
	4.5 Sign the application if complete	10 mins.	Municipal Mayor or authorized representative	
5. Submit photocopy of approved MTOPT and claim tricycle plate	5.1 Accepts the photocopy of franchise application and		5 mins.	Revenue Collection Clerk



	release tricycle plate		
		MAXIMUM TIME	1 hr and 5 mins.

***NOTES:**

Type of Fee	Amount to be paid
a) Filing Fee For the first five (5) units	P 200.00
For each additional unit	P 50.00
b) Federation	P 350.00
c) Filing fee for amendment of MTOP	P 200.00
d) Annual Parking Fee	P 200.00



4. STANDARD STEPS FOR THE ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC)

Office or Section:		Municipal Treasury Office		
Classification:		Simple Transaction		
Type of Transaction:		G2C		
Who may avail:		Clients/ Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid ID or Filled-out CTC Information Slip 		Client Municipal Treasury Office (MTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write his/her name, address, birthdate and place of birth in the Information Slip.	1.1 Encode the data provided by the Client	* Refer to the Tax Ordinance No. 02, S. of 2017 of the Mun. of Bayambang Pangasinan	10 mins.	Revenue Collection Clerk
2. Pay the corresponding fee	2.1 Receive payment and issue the CTC.		5 mins.	Revenue Collection Clerk
MAXIMUM TIME			15 mins.	

NOTES:

Type of Fee	Amount to be paid
<p>For Individuals: Basic Annual Salary X 0.001 + P 5.00 Basic Tax</p> <p>For Corporation: Basic Tax $\left(\frac{\text{Gross Sales}}{5,000} \times 2 \right) + P500.00$</p>	Refer to Chapter III of the Tax Ordinance No. 02, Series of 2017 below



Chapter III. Community Tax

Section 3.01. Imposition of Tax. There shall be imposed a community tax on persons, natural or juridical, residing in the municipality.

Section 3.02. Individuals Liable to Community Tax. Every inhabitant of the Philippines who is a resident of this municipality, eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least **thirty (30)** consecutive working days during any calendar year, or who is engaged in business or corporation, or who owns real property with an aggregate assessed value of **One Thousand (P1,000.00)** Pesos or more, or who is required by law to file an income tax return shall pay an annual community tax of **Five (P5.00)** Pesos and an annual additional tax of **One Peso (P1.00) for every One Thousand Pesos (P1,000.00)** of income regardless of whether from business, exercise of profession or from property which in no case shall exceed **Five Thousand Pesos (P5,000.00)**.

In the case of husband and wife, the additional tax herein imposed shall be based upon the total property owned by them and the total gross receipts or earnings derived by them.

Section 3.03. Juridical Persons Liable to Community Tax. Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines whose principal office is located in this Municipality shall pay an annual Community Tax of **Five Hundred Pesos (P500.00)** and an additional tax, which in no case, shall exceed **Ten Thousand Pesos (10,000.00)** in accordance with the following schedule:

- a) For every **Five Thousand (P5,000.00) Pesos** worth of real property in the Philippines owned by it during the preceding year based on the valuation used in the payment of real property tax under existing laws, found in the assessment rolls of this municipality where the real property is situated **Two (P2.00) Pesos**; and
- b) For every **Five Thousand (P5,000.00) Pesos** of gross receipts or earnings derived by it from its business in the Philippines during the preceding during the preceding year – **Two (P2.00) Pesos**.

The dividends received by a corporation from another corporation shall, for the purpose of the additional tax, be considered as part of the gross receipts or earnings of said corporation.



5. STANDARD STEPS FOR THE PAYMENT OF REGULATORY FEES AND SERVICE/ USER CHARGES

Office or Section: Municipal Treasury Office				
Classification: Simple Transaction				
Type of Transaction: G2C				
Who may avail: Clients/ Taxpayers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Order of payment Barangay Clearance for the Application of Police Clearance 			Offices concerned Barangay concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment if any	1.1 Ask for order of payment or ask what will they be paying	* Refer to the Tax Ordinance No. 02, S. of 2017 of the Mun. of Bayambang, Pangasinan; National Bldg. Code; Market Code of Bayambang	5 mins.	Revenue Collection Clerk
2. Pay the corresponding fee	2.1 Receive payment and issue the official receipt.		3 mins.	Revenue Collection Clerk
MAXIMUM TIME			8 mins.	

NOTES:

Type of Fee	Amount to be paid
For Weights and Measures Building Permit	I. Refer to the Market Code of Bayambang, Section 56 below Refer to National Building Code
Zonal Locational Permit Fees	P500.00
Occupational Permit Fees	P100.00
Civil Registration Fees	II. Refer to Revenue Code of Bayambang, Section 5B.01. below
Cattle/ Animal Reg. Fees	III. Refer to Revenue Code of Bayambang, Section 4I.02. below
Inspection Fees	IV. Refer to Revenue Code of Bayambang, Section 5C.01 below
Special Cock Fighting Fee	V. Refer to Revenue Code of Bayambang, Section 4G.02. below
Police Clearance Fees	VI. Refer to Revenue Code of Bayambang, Section 5I.01. below
Secretary's Fee	P100.00
Health Certificate (Med. Cert.)	P100.00



Laboratory Fees	VII. Refer to Revenue Code of Bayambang, Section 5G.01. below
Garbage Fee	VIII. Refer to Revenue Code of Bayambang, Section 6C.01. below
Other Service Income	IX. Refer to: <ul style="list-style-type: none"> a. Municipal Ordinance No. 18, Series of 2017, Article XIV Section 49, 50, 51, 54 & 55 Article XVIII Section 60. Below b. Municipal Ordinance No. 8, Series of 2010, Article IV Section 4; Article V Section 6a; Article X Section 2 below c. Municipal Ordinance No. 26, Series of 2017, Section 13
Slaughter Fees	X. Refer to Revenue Code of Bayambang, Section 4B.02. below

I. Market Code of Bayambang

Section 56. Imposition of Fees. Every person before using instruments of weights and measures within this Municipality shall first have them sealed and licensed annually and pay thereof to the Municipal Treasurer the following fees:

	Amount of Fee
a) For sealing linear metric measures:	
Not over one (1) meter	P30.00
Measure over one (1) meter	P50.00
b) For sealing metric measures of capacity	
Not over ten (10) liters	P50.00
Over ten (10) liters	P60.00
c) For sealing metric instruments of weights:	
With capacity of not more than 30 kgs.	P85.00
With capacity of more than 30 kgs. but not more than 300 kgs	P170.00
With capacity of more than 300 kgs. but not more than 3,000 kgs	P250.00
With capacity of more than 3,000 kgs.	P350.00
d) For sealing apothecary balances of precision	P170.00
e) For sealing scale or balance with complete set of weights:	
For each scale or balances or other balances with complete set of weights for use therewith	P2.00
For each extra weight	P1.00



f) For each and every re-testing and re-sealing of weights and measures instruments including gasoline pumps outside the office upon request of the owner or operator, an additional service charge for each instrument shall be collected	P850.00
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II. Revenue Code of Bayambang

Section 5B.01 Imposition of Fees. There shall be collected fees for services rendered by the Municipal Local Civil Registrar of this Municipality:

(a) Marriage Fees	Amount of Fee
1. Application for Marriage License	P200.00
2. Marriage License Fee (Accountable Form No. 54)	P2.00
3. Marriage Solemnization Fee (Mayor/ Judge)	P400.00
4. Marriage Solemnization Fee (Church)	P300.00
5. Sponsorship Fee (per head)	P100.00
6. Parental Consent/ Advice	P100.00
7. Article 34 of Family Code (exempt from marriage license)	P300.00
(b) Registration of Birth/ Death/ Marriage	
1. Timely Registration (Proc. 326)	None
a. Processing/ Service Fee	P100.00
2. Late Registration	None
a. Processing/ Service Fee (more than 1 month to 1 year)	P200.00
b. Processing/ Service Fee (more than 1 year and above)	P300.00
(c) Certifications	
1. Birth, Death and Marriage (Local)	P100.00
2. Birth, Death and Marriage (Abroad)	P100.00
3. Certified True Copy of Birth, Death and Marriage	P50.00
4. Certified Machine Copy of Birth, death and Marriage	P50.00
5. Other Certifications	P50.00
(d) Registration of Court Order and Legal Instruments	
1. Legitimation (Legal Instrument)	P200.00
2. Acknowledgment (Legal Instrument)	P200.00
3. Illegitimate Children using the Surname of the Father (RA 9255)	P200.00
4. Recovery of Citizenship (Court Order)	P500.00
5. Naturalization (Court Order)	P500.00
6. Legal Capacity (Court Order)	P300.00
7. Aliases (Court Order)	P200.00
8. Election of Phil. Citizenship (Court Order)	P500.00
9. Civil Interdiction (Court Order)	P200.00
10. Judicial Determination of Filiation (Court Order)	P200.00
11. Voluntary Emancipation of Minor (Court Order)	P200.00
12. Ratification of Artificial Insemination	P200.00



13. Guardianship (Court Order)	P200.00
14. Adoption/ Foundling (Court Order)	P500.00
15. Rescission of Foundling (Court Order)	P500.00
16. Annulment of Marriage/ Nullity (Court Order)	P500.00
17. Recognition of Foreign Judgment (Court Order)	P500.00
18. Cancellation of Registered Birth, death and Marriage (Court Order)	P300.00
19. Cancellation of Affidavit of Legitimation (Court Order)	P300.00
20. Correction of Entry in Nationality, Age, Status and Year of Birth (Court Order)	P300.00
(e) Republic Act 9048	
1. Change of First Name	P3,000.00
2. Correction of Clerical Error	P1,000.00
3. Processing Fee (Service Fee for Migrant Petitioner)	P200.00
4. Change of First Name (Service Fee)	P1,000.00
5. Correction of Clerical Error (Service Fee)	P500.00
(f) Republic Act 10172	
1. Correction in the Entry of Sex	P3,000.00
2. Correction of Day and Month of Birth in the Certificate of Live Birth	P3,000.00
3. Processing Fee	P200.00
- Service Fee for Migrant Petitioner	
4. Correction in the Entry of Sex	P1,000.00
5. Correction of Day and Month of Birth in the Certificate of Live Birth	P1,000.00
(g) Annotation Fee	
1. Change of First Name (R. A. 9048)	P200.00
2. Correction of Entry (R.A. 9048)	P200.00
3. Correction of Entry in Sex, Day and Month of Birth in the Certificate of Live Birth (R.A 10172)	P200.00
4. Presumption of Death	P200.00
5. Annulment of Marriage/ Nullity	P500.00
6. Cancellation of Birth Registration	P500.00
7. Amended Certificate of Live Birth (adoption)	P500.00
(h) Endorsement Fee	
1. Advance Copy Endorsement for Registered Documents	P200.00
2. No OCRG (PSA) Copy but available Registry Book (Local Copy)	P200.00
3. Electronic Endorsement for Clear Copy of Civil Registry Documents	P200.00
(i) Other Civil Registry Fees	
1. Reconstruction of Civil Registry Documents	P200.00



2. Processing Fee (Out-of-Town Registration) Admin. Order Rule.	P300.00
3. Processing Fee for Supplemental Report	P300.00
4. Processing Fee for Registration of Foundling	P300.00
5. Processing Fee for Correction of Entries in the Geographic, Statistical Portion and Registry Numbers on Civil Registry Documents (Memorandum Circular No. 2010-04).	P500.00
6. Transfer of Wrongly Registered Birth (Circular No. 91-6)	P200.00

III. Revenue Code of Bayambang

Section 4I.02. Imposition of Fee. The owner of a large cattle is hereby required to register said cattle with the Municipal Treasurer for which a certificate of ownership shall be issued to the owner upon payment of a registration fee as follows:

	Amount of Fee
a. For Certificate of Ownership	P100.00
b. For Certificate of Transfer	P100.00
c. For Registration of Private Brand	P100.00

IV. Revenue Code of Bayambang

Section 5C.01. Imposition Fee. There shall be collected fees for every service rendered by the Municipal Assessor.

	Amount of Fee
1.1. For each page certified true copy	
1.1.1. Tax declaration	P150.00
1.1.2. Certified true photocopy of verified documents	P200.00
1.2 For each page on any certification	
1.2.1. Certification of Assessment	P150.00
1.2.2. Certificate of Property Holdings	P150.00
1.2.3. Other similar certifications	P150.00
1.3. Certification with improvements	P150.00
1.4. Certification with no-improvements	P150.00
1.5. Annotation of mortgages, etc.	P200.00
1.6. Inspection Fee	P150.00
1.7. Certified true photocopy of tax mapping	P200.00
1.8. Verification and correction fee	P150.00
1.9. Inspection/ certified vicinity map	P200.00

V. Revenue Code of Bayambang



Section 4G.02. Imposition of Fees. There shall be collected fees per day for cockfighting;

	Amount of Fee
a) Special Cockfights (Pintakasi)	P1,000.00
b) Special Derby Assessment from Promoters of:	
Two-Cock Derby	P3,000.00
Three-Cock Derby	P4,000.00
Four-Cock Derby	P7,000.00
Five-Cock Derby	P10,000.00

VI. Revenue Code of Bayambang

Section 5I.01. Imposition Fee. There shall be paid fees or each police clearance certificate obtained from the Station Commander of the Philippine National Police of this municipality:

	Amount of Fee
For employment, scholarship, study grand, and other purposes not here under specified	P50.00
For change of name	P50.00
For application for Filipino Citizenship	P200.00
For passport or visa application	P200.00
For firearms permit application	P100.00
For PLEB clearance	P100.00

VII. Revenue Code of Bayambang

Section 5G.01. Imposition of Municipal Health Service Fees. The following schedule of fees is hereby imposed for services of facilities rendered by the Municipal Health Unit.

	Amount of Fee PROPOSED PRICE
Medical Fees	
1.1.2 Health Card	₱75.00
1.1.3 Eye / Ear Flushing	₱50.00
1.1.4 Nebulization	₱100.00
1.1.5 Immunization Record Certificate	₱150.00
Maternal and Newborn care	
1.2.1 Fetal Heart Monitoring	₱20.00
1.2.2 Normal Delivery Package	₱2,000.00
1.2.3 New born care Service	₱250.00
1.2.4 New born Screening	₱650.00
1.2.5 Expanded New Born Screening	₱1,650.00
Family Planning Services	



1.3.1	IUD Insertion	₱150.00
1.3.2	IUD Removal	₱150.00
1.3.3	Implant and Inspection or Removal	₱150.00
General Surgical Suturing and Dressing		₱200.00
1.4.1	Circumcision	₱350.00
Dental Services		
1.5.1	Extraction per tooth	₱150.00
1.5.2	Permanent Filling per tooth	₱250.00
1.5.3	Flouridation	₱100.00
1.5.4	Prophylaxis / Cleaning	₱250.00
Diagnostic / Laboratory Examination Fee		
X-RAY and ULTRASOUND Services		
1.6.1	Chest x-ray Adult	₱250.00
1.6.2	Chest x-ray Child (PAL)	₱300.00
1.6.3	Whole Abdomen	₱900.00
1.6.4	Breast UTZ	₱750.00
1.6.5	Lower Abdomen	₱500.00
1.6.6	Upper Abdomen	₱500.00
1.6.7	Prostate	₱450.00
1.6.8	NHTS Members And Dependents	30% will be paid directly to the Ultrasonologist
1.6.9	Regular PHIC Members Ana Dependents	50% will be paid directly to the Ultrasonologist and 50% will be to the LGU Treasury
1.6.10	X-Ray Services	25% will be paid directly to the Radiologist and 75% will be to the LGU Treasury
CLINICAL MICROSCOPY		
1.6.8	Urinalysis	₱90.00
1.6.9	Fecal Analysis	₱85.00
1.6.10	Pregnancy Test	₱100.00
1.6.11	Acid Fast Bacili (Sputum Exam)	₱100.00
1.6.12	Gram Staining	₱150.00
1.6.13	Papaniculao Smear Collection	₱300.00
1.6.14	Drug Test	₱250.00
HEMATOLOGY		
1.6.15	Complete Blood Count (CBC) with Platelet	₱200.00
1.6.16	Complete Blood Count (CBC)	₱150.00
1.6.17	Blood Typing	₱100.00
1.6.18	RH Typing	₱100.00
BLOOD CHEMISTRY		



1.6.19	Lipid Profile	₱600.00
1.6.20	Blood Cholesterol	₱150.00
1.6.21	Blood Uric Acid	₱150.00
1.6.22	Micral Test	₱150.00
1.6.23	Creatinine	₱150.00
1.6.24	Fasting Blood Sugar (FBS)/ Random Blood Sugar (RBS)	₱150.00
SEROLOGY SCREENING TEST		
1.6.23	HBsAg (Hepa B Surface Antigen)	₱250.00
1.6.24	VDRL	₱250.00
1.6.25	Dengue Test	₱1,000.00
1.6.26	HBA1C	₱1,000.00
1.6.27	Anti HAV IgG IgM	₱250.00

VIII. Revenue Code of Bayambang

Section 6C.01. Imposition Fee. There shall be collected monthly garbage fee from every owner or operator of a business establishment in accordance with the following schedule:

	Amount of Fee
Manufacturers, Millers, Assemblers, Processors, and Similar Business	
Not more than 100 sq.m.	P100.00
More than 100 sq.m.	P200.00
Hotels, Apartments, Motels and Lodging Houses	
Not more than 100 sq.m.	P100.00
More than 100 sq.m.	P200.00
Restaurants, Day and Night Clubs, Cafes and Eateries	
Not more than 50 sq.m.	P100.00
More than 50 sq.m.	P200.00
Hospitals, Clinics, Laboratories and similar businesses	
Not more than 10 sq.m.	P150.00
More than 10 sq.m.	P300.00
Movie Houses and Retailers	
Not more than 10 sq.m.	P100.00
More than 10 sq.m.	P150.00
Other Business not mentioned above	
Not more than 10 sq.m.	P50.00
More than 10 sq.m.	P100.00

IX. a. Municipal Ordinance No. 18, Series of 2017

ARTICLE XIV Ecological Solid Waste Management (ESWM) Fees

Section 49. Fees for Households – There shall impose a household fee/ ESWM fee for solid waste management services provided by the Municipality as follows;



Household	Amount
Single detached unit	P30.00
Multiple units/ apartment style	P40.00
Other types of units such as condominiums	P70.00

Section 50. Fees for Industrial and Manufacturing Firms – Industrial and manufacturing firms shall pay an annual ESWM fee of Ten Thousand Pesos (10,000.00) for collection services provided by the Municipality as follows:

Section 51. Fees for Establishments/ Institutions – Establishments/ Institutions shall pay monthly ESWM fee for collection services provided by the municipality as follows:

Type of Institution/ Establishment	Amount		
	Small	Medium	Large
1. Agro-industrial & Industrial	100.00	150.00	250.00
2. Business/ commercial Establishment (Food establishment, General stores Market stalls, Recreation centers & Service centers, Bus w/ terminal)	40.00	100.00	250.00
3. Hospitals General Wastes	150.00	200.00	250.00
4. Hotels Tourist Establishments, Lodging house, Resorts, Memorial Parks & Apartments	100.00	150.00	200.00
5. Clinics & Special Waste Generators (Gasoline and refilling stations, Funeral Parlors& Memorial homes)	80.00	100.00	120.00
6. Institutions (Bank, Pawnshops, Lending Agencies & Money Transfer Telephone & Communication, Churches & Chapels, Public & Private)	80.00	80.00	100.00
7. Terminals	150.00	200.00	250.00

Section 54. Adjustment of Fees – The fees imposed herein shall be subject to a ten percent (10%) increase after three (3) years. Any subsequent increase or decrease shall be made through an appropriate ordinance enacted by the Sangguniang Bayan based on results of assessments or studies conducted for the purpose.

Section 55. Penalties – For late payments, a surcharge of five percent (5%) per month of delay shall be imposed.



ARTICLE XVIII Penal Provision

Section 60. PENALTIES. Any person who will violate, disobey, refuse and/or neglect to comply with any of the provision of these ordinance shall be punished:

- 1) First Offense – Php500.00 Fine and/ or imprisonment of not less than five (5days) but not more than thirty (30) days, or both, at the discretion of the court.
- 2) Second Offense – Php1,000.00 Fine and/ or imprisonment of not less than one (1) month nor more than three (3) months, or both, at the discretion of the court.
- 3) Third Second – Php2,500.00n Fine and/ or imprisonment of not less than three (3) month nor more than six (6) months, or both, at the discretion of the court.

b. Municipal Ordinance No. 8, Series of 2010

ARTICLE IV PROHIBITED PARKING AREAS

Section 4. PARKING FEES – The following fees shall be collected from owners/ operators/ drivers of delivery vehicles that avail of the aforementioned parking spaces:

- a. P50.00 for Delivery Trucks
- b. P30.00 for Delivery Vans
- c. P10.00 for every additional hour and/or a fraction thereof.

ARTICLE V LOADING AND UNLOADING ZONES

Section 6a. Towing and Impoundment Fees. A towing and impoundment fee shall first be collected from the vehicle owner before the vehicle is released in accordance with the following rates:

TOWING FEE

- | | |
|-------------------------------|-----------|
| 1. For motorcycles | P500.00 |
| 2. For Cars/ Light Vehicles | P1,000.00 |
| 3. For Trucks/ Heavy Vehicles | P1,500.00 |

ARTICLE X Penal and Other Provisions

Section 2. Fines. Within sevnty-two (72) hours from his receipt of duplicate copy of the Traffic Citation Ticket, the violator may elect, in lieu of prosecution, to voluntarily pay the fine corresponding to the violation or violations committed herein as follows to wit:



VIOLATION	FINE	
1. Illegal Parking/ Parking in Prohibited Zone/ Area	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
2. Loading/ Unloading of Passengers or Cargoes in Prohibited Zone/ Area	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
3. Over speeding and Drag Racing	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
4. Route Violation	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
5. Driving Against Traffic on a one-way street	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
6. Obstruction of Traffic	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
7. Disregarding Traffic Sign	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
8. Violation of Truck Ban	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
9. Blowing of Horns in Prohibited Zone/ Area P200.00	1 st Offense	
	2 nd Offense	P300.00
	3 rd Offense	P500.00



	4 th Offense	P1,000.00
10. Failure to obey lawful/ legal Police orders	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
11. Driving a PUV in slippers or in sleeveless shirts (sando)	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
12. Driving a PUV with Stereo Set Operated at Excessive Sound/ Volume	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
13. Driving a PUV without Trash Cans Receptacles	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
14. Colorum Operation of PUV's	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
15. Operating Outside of Zone of Operation	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
16. Trip Cutting or making U-turns	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
17. Over-charging of passenger fare	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00
18. Refusal to Convey Passenger	1 st Offense	P200.00
	2 nd Offense	P300.00
	3 rd Offense	P500.00
	4 th Offense	P1,000.00



19. Insolent, Discourteous or Arrogant Drivers or Conductors	1 st Offense 2 nd Offense 3 rd Offense 4 th Offense	P200.00 P300.00 P500.00 P1,000.00
20. Any passenger alighting or riding in public utility vehicle along areas not designated as loading and loading Zones	1 st Offense 2 nd Offense 3 rd Offense 4 th Offense	P200.00 P300.00 P500.00 P1,000.00
21. Crossing the street on a part other than the pedestrian lane Intended therefore.	1 st Offense 2 nd Offense 3 rd Offense 4 th Offense	P50.00 P300.00 P500.00 P1,000.00
22. Other violations of the Ordinance	1 st Offense 2 nd Offense 3 rd Offense 4 th Offense	P200.00 P300.00 P500.00 P1,000.00

A. In the event that the traffic violator opts not to pay voluntary the fines., any violation of any portion of this Ordinance for the 1st and subsequent offenses shall be punished by a fine of not less than One Thousand Five Hundred Pesos (P1,500.00) but not more than Two Thousand Five Hundred Pesos (P2,500.00) or imprisonment of One Month or both under the discretion of the Court. Any violation of the provisions of this Ordinance which requires the impounding of a public utility vehicle shall be done at the local PNP station or any available government property and shall be released only when the provision or provisions of this Ordinance so violated shall have been complied with and/or a Court Order releasing the vehicle from impoundage shall have been issued; PROVIDED, FURTHER, that an impoundage fee of One Hundred Pesos (P100.00) per day or a fraction thereof shall be paid by the owner or operator to the Municipal Treasurer before the impounded vehicle is finally released.

B. Republic Act No. 4136, as amended (Land Transportation and Traffic Code), shall apply for other violations not specifically mentioned in this Ordinance.

c. Municipal Ordinance No.26, Series of 2017

Section 13. Penalties – The following penalties shall be imposed on violators of this Ordinance:

- First Offense - Php 500.00 or one (1) month imprisonment or both at the discretion of the court
- Second Offense - Php 1,500.00 or two (2) months imprisonment or both



at the discretion of the court

Third Offense - Php 2,500.00 or four (4) months imprisonment or both at the discretion of the court

XI. Revenue Code of Bayambang

Section 4B.02. Imposition Fee. There shall be collected the following slaughter fees:

SLAUGHTER HOUSE

Description	Permit Fee	Slaughter Fee	Corral Fee	Ante Mortem Fee	Post Mortem Fee
1. Cattle/ head	P25.00	P25.00	P25.00	P15.00	1
2. Hogs/ head	P20.00	P20.00	P20.00	P10.00	1
3. Goat / Sheep / head	P10.00	P10.00	P10.00	P5.00	1
4. All others / head	P10.00	P10.00	P10.00	P3.00	1

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ALLOWABLE PERIOD FOR EXTENSION DUE TO UNUSUAL CIRCUMSTANCES

Pursuant to Rule VI, Section 2, Paragraph 4 of Implementing Rules and Regulations of RA No. 9485, "All applications and/or requests in frontline services shall be acted upon within the period prescribed under the Citizen's Charter, which in no case shall be longer the five (5) working days in the case of simple transactions and ten (10) working days in the case of complex transactions from the time the request or application was received.

Depending on the nature of the frontline services requested or the mandate of the office or agency under unusual circumstances, the maximum time prescribed above may be extended. For the extension due to the nature of frontline services, the period for the delivery of frontline services shall be indicated in the Citizen's Charter, which shall not be more than five (5) working days for simple transactions, and not more than ten (10) working days for complex transactions. The office or agency concerned shall notify the requesting party in writing of the reason for the extension and the final date of release of the frontline service/s required.

In case the applicant disagrees, he/she may resort to the grievance or complaint mechanisms prescribed in the Citizen's Charter.

Section 6 of the same rules and regulations likewise provides that "If a government office or agency fails to act on an application and/or request for renewal of a license, permit or authority subject for renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal. In this instance, the applicant shall be informed prior to the expiration of the original period that more time is required to evaluate the application or request".

No automatic extension or renewal shall apply to an expired permit, license, or authority. No automatic extension or renewal shall also apply when the permit, license or authority covers activities which pose danger to public health, public safety, and public morals or to public policy including, but not limited to, natural resource extraction activities.



REDRESS MECHANISM

A Public Assistance and Complaints Desk (PACD) shall take charge in handling complaints and requested assistance of clientele who may not be satisfied with the quality and manner of service rendered by a frontline services provider – and office or a department. It shall be composed of the Municipal Administrator as Team Leader, the Human Resource Management Officer as Assistant Team Leader and a department/unit head concerned as member.

The PACD shall perform the following duties and functions:

1. Receives oral and written complaint(s) and requested made by clientele-complainants;
2. Determines the nature and magnitude of the complaint(s) and requested assistance then makes appropriate and immediate action to address the complaint/requested assistance;
3. Makes referrals to department/office concerned;
4. Calls the attention of personnel complained of and lead in the conduct of a dialogue with the complainant for possible amicable settlement, otherwise, the matter shall have referred to the Local Chief Executive for appropriate action.

Procedure in Filing Complaint

1. The Client-Complainant shall fill out a Complaint Form (Citizen's Charter Form 01 Complaint Form) and submit the same to the Public Assistance and Complaint Desk (PACD) thru the Client Service Officer (CSO).
2. The PACD, thru the Team Leader shall receive the complaint and take appropriate and immediate action on the complaint.
3. The client-complainant shall wait for the action to be taken by the PACD. If the complainant would not be resolved immediately, the PACD shall notify the client-complainant either verbally or in writing.



COMPLAINT FORM

Name of Complainant: _____

Address: _____

Contact Numbers: _____

Name of Office or Department Where Transaction is made:

Name of Employee Complained Of: _____

Name of Complaint (Specify the simple details or description of the complaint)

Action Desired by the Client-Complainant:

Date Filed: _____

Complainant Name
(Signature over printed name)

Complaint Receipt Date: _____

Time: _____(AM/PM)

Received by: _____
(Name and Signature)



FEEDBACK MECHANISM

A feedback mechanism shall be established by the Local Government Unit of Bayambang in order to:

- a. Determine the efficiency of personnel and offices in the delivery of frontline services;
- b. Collect information and feedbacks from the clientele as basis for improving the delivery of such services; and
- c. Determine the applicable, doable and appropriate measures to be undertaken to address such feedbacks/comments.

In support of the above, the following shall be taken:

1. Formation of a Feedback Response Team (FRT)
The FRT shall be headed by the Municipal Administrator as Team Leader, the Senior Administrative Officer and the Consultant on Legal Matters as Members. The FRT shall address Item C hereof.
2. Installation of Suggestions, Comments And Feedbacks Box (SCFB)
To be located at very conspicuous place at the lobby of the Municipal Hall a suggestions, comments and feedback box shall be installed. A prescribed form for this purpose shall be made readily available. Any client who feels dissatisfied in the delivery of frontline services being provided by any department or personnel may fill it up and drop it as such box. The feedback and comments shall be treated with strict confidentiality. It shall not be taken against the client making it.

On daily basis, a designated Client Service Officer (CSO) shall take charge in bringing the SCBF to the office of the FRT Team Leader. The FRT shall sort and go over this written feedbacks and comments for appropriate action.

3. Establishment of Telephone/Short Message System Hotline
A telephone short message (text) hotline shall be establish to receive and take note of feedbacks coming from clientele. A Feedback Action Officer (FAO) shall take charge for this purpose. Feedbacks receive via telephone or text message shall be put on record by filing up a feedback form indicating the name of person giving the feedback, date and time feedback was given and the nature of the feedback. The FAO shall bring to the attention of the FRT leader feedbacks that need immediate action or solution.

For feedbacks which are personally written by client, these should be dropped in the SCF Box found at the lobby of the Municipal Hall.



FEEDBACK FORM

Name (Optional): _____

Address: _____

Date when feedback was received: _____

Receiving feedback action officer: _____

Nature and specifics of the feedback: _____

Are you satisfied with the services of the concerned office/personnel? Please check the appropriate box:

YES NO. If your answer is YES, please write your comments on the blank.

If your answer is NO, please give us the chance to know why and please suggest and recommend how we could do it MUCH BETTER by writing it on the blank.

Thank you for your valuable feedbacks. Rest assured we shall consider these seriously and we further assure you of their confidentiality.

The FEEDBACK RESPONSE TEAM (FRT)



ANNEX "A"



REFERENCE C

MUNICIPAL MAYOR OF BAYAMBANG

CERTIFICATE OF COMPLIANCE

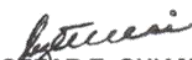
Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, Dr. Cezar T. Quiambao, Filipino, of legal age, Municipal Mayor of the Local Government Unit of Bayambang, Pangasinan, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts.

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

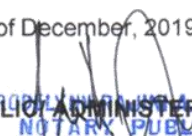
This certification is being issued to attest to the accuracy of all the foregoing based on available record and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 3rd of December, 2019 in the Bayambang, Pangasinan, Philippines.


DR. CEZAR T. QUIAMBAO
Municipal Mayor
LGU, Bayambang, Pangasinan



SUBSCRIBED AND SWORN to before me this 3rd of December, 2019 in the province of Pangasinan, Philippines.


NOTARY PUBLIC / ADMINISTRATING OFFICER
NOTARY PUBLIC
EXPIRE DEC. 31, 2019
ATTORNEY'S ROLL NO. 63461
PTR O.R. NO. 5014398 JAN. 14, 2019
IBP O.R. NO. 0855 1/17/2019
COMMISSION NO. 2018 14
BAYAMBANG, PANGASINAN

Doc. No. 491
Page No. 100
Book No. 1
Series No. 7010



ANNEX "B"



MUNICIPAL MAYOR OF BAYAMBANG

EXECUTIVE ORDER NO. 54

Series of 2019

AN ORDER CREATING THE ANTI-RED TAPE UNIT (ARTU) FOR THE MUNICIPALITY OF BAYAMBANG

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

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

WHEREAS, the leadership advocates the promotion of good local government through clear, transparent, accountable and responsive public service, which is also espoused by RA 9485;

WHEREAS, the national leadership is aware that implementation of the Citizen's Charter would bring about to LGUs and their constituents benefits such as less cost of public service delivery, reduced vulnerability to graft and corruption, availability of feedback mechanism, existence of basis for assessing the performance of the local government and staff, as well as customer satisfaction, equal treatment to customers, availability of complaints and redress mechanism, and opening of opportunity for people participation on service improvement among others;

WHEREAS, it is the local administration's desire for the municipality of Bayambang and its constituents, to reap the same benefits as mentioned above through the establishment of its own Citizen's Charter;

NOW THEREFORE, I, CEZAR T. QUIAMBAO, Municipal Mayor of the Municipality of Bayambang, by virtue of the powers vested upon me by law as the Local Chief Executive, do hereby order the following:

Office of the Mayor
Municipal Hall, Roxas St. Zone II,
Bayambang, 2423 Pangasinan
(075) 632-23-61 Loc. 116





Section 1. ESTABLISHMENT OF CITIZEN'S CHARTER FOR THE MUNICIPALITY OF BAYAMBANG.

The local government of the Municipality of Bayambang establish and shall publish a service-standard or a pledge to be known as Citizen's Charter which shall described the step-by-step procedures for availing of particular services which shall include the following information:

- Vision and mission of the government office or agency;
- Identification of the frontline services offered and the recipients of such services;
- The step-by-step procedure to obtain a particular service;
- The officer of employee responsible for each step;
- The maximum time to conclude the process;
- Document/s to be processed by the client, with a clear identification of the relevancy of said documents;
- The amount of fees, if necessary.
- The procedure for filing complaints in relation to request and applications including the names and contact details of the officials/channels to approach for redress;
- Allowable period for extension due to unusual circumstances, i.e. unforeseen events beyond the control for concerned government office or agency; and
- Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

SECTION 2. CREATION OF THE STEERING COMMITTEE ON THE CITIZEN'S CHARTER.

A **Steering Committee on the Citizen's Charter** is hereby created to serve as primary advisory body to the local chief executive in the over-all direction and supervision of the Citizen's Charter initiative. The Steering Committee shall be composed of the following:

Committee Chairperson

DR. CEZAR T. QUIAMBAO

Municipal Mayor

Committee Vice-Chairperson-

HON. RAUL R. SABANGAN

Municipal Vice Mayor

Committee Members

HON. BENJAMIN FRANCISCO S. DE VERA

Sangguniang Bayan Member

HON. PHILIP R. DUMALANTA

Sangguniang Bayan Member



HON. AMORY M. JUNIO

Sangguniang Bayan Member

ATTY. RAYMUNDO B. BAUTISTA JR.

Municipal Administrator

MA-LENE S. TORIO

OIC-MPDC

EDDIE A. MELICORIO

Municipal Engineer

ANNIE E. DE LEON

Municipal Assessor

RENATO L. VELORIA JR.

Licensing Officer III

FEMS RAYMUND PALISOC, BFP

Acting Municipal Fire Marshal

YOUNNE GLORIA

President, BIBA

SECTION 3. TERMS OF REFERENCE FOR THE STEERING COMMITTEE.

The Steering Committee shall perform the following functions:

- a. Act as the advisory council in the over-all direction and supervision of the Citizen's Charter formulation and implementation;
- b. Assist the Local Chief Executive (LCE) in setting the goals and objectives of the Citizen's Charter initiative;
- c. Assist the LCE in the review and refinement of the Citizen's Charter;
- d. Lead in advocating and lobbying for the institutionalizing of the Citizen's Charter to the Sangguniang Bayan through an appropriate ordinance.

SECTION 4. CREATION OF THE CITIZEN'S CHARTER PREPARATION TEAM.

A **Citizen's Charter Team (CCT)** is hereby created to take the lead in the preparation, formulation, writing and packaging of the Citizen's Charter. The CCT shall be composed of the following:



Citizen's Charter Head	-	ATTY. RAYMUNDO B. BAUTISTA JR. <i>Municipal Administrator</i>
Deputy CCT Head	-	MA-LENE S. TORIO <i>OIC-MPDC</i>
Deputy CCT Head	-	NORA R. ZAFRA <i>HRMO</i>
CCT Members	-	ENGR. EDDIE A. MELICORIO <i>Municipal Engineer</i>
		LUISITA B. DANAN <i>Municipal Treasurer</i>
		ELSIE C. DULAY <i>OIC-Municipal Accountant</i>
		PETER B. CARAGAN <i>Municipal Budget Officer</i>
		ERLINDA S. ALVAREZ <i>Head, Internal Audit Unit</i>
		ISMAEL D. MALICDEM <i>Municipal Civil Register</i>
		DR. PAZ F. VALLO <i>MHO-RHUI</i>
		DR. ADRIENNE A. ESTRADA <i>RHP- RHUII</i>
		ANNIE E. DE LEON <i>Municipal Assessor</i>
		STEPHANY J. CARAGAN <i>Head-BAC</i>
		ARTEMIO C. BUEZON <i>Municipal Agriculturist</i>
		LEONARDA D. ALLADO <i>Librarian III</i>



KIMBERLY P. BASCO
OIC-MSWDO

RENATO L. VELORIA
Licensing Officer III

MICHAEL OLALIA
BPRAT Staff

VALENTINE GARCIA
BPRAT Staff

ARIANNE JOYCE E. DE LEON
Treasury Staff

SECTION 5. TERMS AND REFERENCE FOR THE CCT.

Officers and members of the CCT shall perform the following functions:


- a. The department heads, assisted by one or two of their senior staff, shall lead in the review of their offices' frontline services in terms of procedure, requirements, charges and fees, in the setting of new service standards and in the conduct of consultative meetings with the consumers or beneficiaries of the services provided by their departments;
- b. The department head shall also be in charge of writing their offices' new procedures, list of requirements, and schedule of charges and fees for submission to the CCT head;
- c. The CCT head shall see to it that standards and deadlines with regard to the Citizen's Charter preparation are met, assume responsibility for the review, consolidation and finalization of the published form of the Charter;
- d. The CCT may invite representatives from government agencies, non-government and people's organizations for purposes of consultation and/or refinement of the proposed Citizen's Charter;
- e. The Deputy CCT Heads shall assist the CCT Head in the review and consolidation of the department outputs, as well as the finalization of the Citizen's Charter.



SECTION 6. EFFECTIVITY.

This Executive Order shall take effect immediately.

Done in the Municipality of Bayambang, Pangasinan this 28th day of November 2019.


DR. CEZAR T. QUIAMBAO
Municipal Mayor





ANNEX “C”

A PROPOSED ORDINANCE NO. _____, S. _____

ADOPTING THE CITIZEN’S CHARTER FOR THE MUNICIPALITY OF BAYAMBANG, PANGASINAN PROVIDING ITS MECHANISM FOR IMPLEMENTATION AND ALLOCATING FUNDS THEREFOR

Authored by: _____

Be it ordained by the Sangguniang Bayan of Bayambang, Pangasinan in Session assembled that:

Section 1. Title – the Ordinance shall be known as the Citizen’s Charter Ordinance of Bayambang, Pangasinan;

Section 2. Purpose – This Ordinance is hereby enacted to provide the municipality a transparent service guide for the general public on how to access the various frontline services offered by the municipality. It guarantees an efficient performance by its personnel to the citizenry availing of such needed services in accordance with Republic Act 9485 (Anti-Red Tape Act of 2007);

Section 3. Declaration of Principles – The enactment of this Ordinance is anchored on and its implementation shall be guided by the following principles:

- (a) Public service requires putting the interest of the public first and foremost as the ultimate goal of the local government unit in service delivery;
- (b) The need for establishing an effective system that will eliminate red tape, avert graft and corrupt practices and improve the efficiency in the delivery of government frontline services;
- (c) Promotion of integrity, accountability and transparency of LGU personnel in the performance of their duties and functions in delivering services to the citizenry.

Section 4. Citizen’s Charter Nature and Scope – The Citizen’s Charter is an official document, a service standard or pledge that communicates in simple forms information on services provided to the citizenry. It provides the step-by-step procedures for availing of a particular service and guaranteed performance level that they may expect for that service. It covers the frontline services provided by the LGU to facilitate prompt, accountable, effective and efficient service delivery;

Section 5. Component of the Citizen’s Charter – the Citizen’s Charter has the following component:

- a. Vision of the LGU
- b. Identified frontline services offered and the recipients of such services and the offices offering such services.



- c. The step-by-step procedure to obtain particular service.
- d. The Officer or an employee responsible for each step.
- e. The maximum time to complete the process.
- f. Document(s) to be presented by the client, with clear indication of relevancy of such documents.
- g. The amount of fees, if necessary.
- h. Procedure for filing complaint in relation to the request or application including the names and contact numbers of the official and channel to approach for redress.
- i. Allowable period for extension due to unusual circumstances beyond the control of the LGU or its personnel.
- j. Feedback mechanism, contact numbers or call and or person to approach for recommendations, inquiries as well as complaint(s) and redress mechanism.
- k. Incentives, rewards and penalty system.

Section 6. Declaration of Commitment and Duty – the LGU of Bayambang, Pangasinan is hereby committed to implement the provisions of the Citizen’s Charter as soon as it is approved and reviewed by the Civil Service Commission (CSC) and shall be updated once every two (2) years, if necessary, as provided for under RA 9485;

Section 7. Funding and Appropriation – the Local Government Unit of Bayambang shall allocate any available local funds to initially implement the Citizen’s Charter for this year and every year thereafter and shall include appropriation in the Annual Budget to sustain its implementation;

Section 8. Separability Clause – should any portion of this Ordinance be declared unconstitutional or illegal by any court of competent jurisdiction, the portion not so declared shall remain valid and in full force and effect;

Section 9. Repealing Clause – all previous Ordinances, Executive Orders, and Administrative Issuances which are consistent with this ordinance are hereby repealed and modified accordingly;

Section 10. Effectivity – this Ordinance shall take effect fifteen (15) days after its approval.

ENACTED AND APPROVED on _____, 2020.



BALON BAYAMBANG

MUNICIPAL HALL, ROXAS ST., ZONE II, BAYAMBANG, PANGASINAN 2423

(075) 633 1000



WWW.BAYAMBANG.GOV.PH



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