



**MUNICIPALITY OF LUBAO,
PAMPANGA**

CITIZEN'S CHARTER

2022 (1st Edition)



I. Mandate:

The Municipality of Lubao is a 1st class municipality which is located at the western part of Pampanga. It is composed of forty four (44) barangays and has a total land area of 15, 731.11 hectares. Its mandate is based on the Republic Act 7160 or the Local Government Code of the Philippines. Every local government unit created or recognized under this code is a body politic and corporate endowed with powers to be exercised by it in conformity with law. As such, it shall exercise powers as a political subdivision of the national government and as a corporate entity representing the inhabitants of its territory (Sec. 15 RA 7160).

II. Vision:

We envision Lubao as the premiere center for agriculture, eco-tourism, trade and commerce, with God-loving, well-informed, healthy citizenry, who live in a peaceful, safe and clean environment under a solid and upright leadership.

III. Mission:

To maximize our potentials on agriculture, eco-tourism, trade and industrial development, protect Lubenians from man – made and natural hazards, and focus on education and development of healthy and values-oriented citizenry through unity among stakeholders with good governance and strong leadership.

IV. Service Pledge:

We, the officials and employees of the Municipality of Lubao, commit to:

1. Deliver efficient and good quality of public service for the general welfare of our constituents in terms of social, economic, livelihood, environment and agricultural concerns.
2. Provide prompt and polite service that will give high regards and importance to our clients' needs.
3. Practice the Code of Conduct and Ethical Standards for public servants and to serve our people with loyalty, dignity and integrity.
4. Ensure high level of transparency and openness in providing accessible and accurate information to our people.
5. Strive creativity and innovation which are achievable, measurable, relevant and realistic.



LIST OF SERVICES

V. List of Service

	Pages
External Services	
Municipal Assessor's Office	
Reassessment of Real Property; Depreciation of Building and Other Improvements -----	9
Transfer of Tax Declaration to New Owner -----	10
Issuance of Certification: No Property; Non-Improvement; <i>Landholding; Right-of-Way</i> -----	11
Issuance of Certified True Copy of Tax Declaration; Certified Xerox Copy of Tax Identification Map -----	12
Municipal Engineering Office	
Issuance of Building Permit-----	15
Issuance of Occupancy Permit-----	17
Municipal Planning and Development Office	
Issuance of Zoning Certificate-----	20
Issuance of Locational Clearance-----	21
Municipal Social Welfare and Development Office	
Social Case Study Report-----	24
General Intake Sheet-----	25
Assistance in Crisis Situation (AICS)-----	27
Issuance of Senior Citizen's ID -----	29
Issuance of PWD ID -----	30
Issuance of Solo Parent ID -----	31
Pre-Marriage Counseling-----	32



Municipal Treasurer's Office

Issuance of Business Taxes and Licenses (Business Permit) -----	35
Issuance of Termination of Business -----	37
Issuance of Special Permit -----	39
Issuance of Real Property Tax (RPT) -----	40
Issuance of Community Tax Certificate-----	40

Municipal Mayor's Office

Issuance of Mayor's Clearance-----	43
Issuance of Mayor's Tax Certificate-----	44
Endorsement of Request for Assistance -----	45

Municipal Vice Mayor's Office

Issuance of Motorized Tricycle Operator's Permit (MTOP) -----	47
---	----

Municipal Civil Registrar's Office

Registration of Birth, Marriage and Death (Timely Registration) -----	50
Registration of Birth, Marriage and Death (Delayed Registration)-----	53
Issuance of Registered Documents (Birth, Marriage and Death) -----	56
Application for Marriage License-----	57

Municipal Agricultural Office

Issuance of MAO Certification (Farmers and Fishers Certification) -----	61
Issuance of Auxillary Invoice for Aquaculture Products -----	62

Local Disaster Risk Reduction Management Office

Conduct of Symposia and Drills as part of Disaster Preparedness -----	65
Response Activities during Calamities -----	65
(Human Induced Calamities)	
Response Activities during Calamities -----	66
(Natural Disasters)	
Assistance to Victims of Calamities -----	67



Public Employment Service Office

Issuance of Job Referral Certification -----	69
Assistance in Career Guidance and Employment Coaching -----	69
Conduct of Skills Trainings -----	70
OWWA Desk Services -----	71
Pre-Employment Orientation Services (PEOS) -----	72
Special Program for the Employment of Students (SPES) -----	72
Livelihood Programs -----	74
Tulong Panghanapbuhay sa Ating -----	74
Disadvantaged/Displaced Workers (TUPAD)	
Government Internship Program -----	75

Municipal Health Office

Free medicine, and laboratory procedures-----	78
Free ambulance service and other medical assistance -----	78
Outpatient Consultation -----	79
Issuance of Medical Certificate-----	79
Preparation of Death Certificate -----	81
Issuance of Sanitary Permit -----	82
Issuance of Health Certificate -----	89
Issuance of Disinterment and Transfer Permit -----	91

Sangguniang Bayan Office

Issuance of Requested Copies of Official Records, -----	93
Certifications and Documents (Resolutions and Ordinances)	



Internal Services

Human Resource Management Office

Certificate of Employment, Service Record and Other Certifications -----	96
Application for Leave -----	97
Permanent, Casual and Job Order Employees Appointments -----	97

Municipal Budget Office

Certify Obligation Request (ObR) as to the Existence of -----	101
Appropriations	
Certificate of Appropriation Balances -----	102

Municipal Accounting Office

Disbursement Voucher -----	104
----------------------------	-----

Supply Office

Issuance of Acknowledgement Receipt for -----	106
Equipment (ARE) for Newly Acquired Properties	
Issuance of Inventory Custodian Slip (ICS) -----	107
for Newly Acquired Semi - Expandable Property	
Issuance of Requisition and Issue Slip (RIS) for common-use supplies -----	108
Provision of Inspection Services on Government Property -----	109
Return Slip for Excess, Salvage or Disposable Property -----	110
Waste Material Report -----	111
Procurement of Supply and Management -----	112

Sangguniang Bayan Office

Issuance of Certifications to Elected Barangay Officials on -----	115
Records of No Administrative/Criminal Case Filed in the Office of the Sangguniang Bayan	



Feedback and Complaints Mechanism -----	116
List of Offices -----	118



Municipal Assessor's Office

External Services



1. Reassessment of Real Property: Depreciation of Building and other Improvements

The Municipal Assessor, upon request, may conduct Re-assessment of Real Property when the owner sells, donates, or transfers ownership to another person.

Office or Division:	Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Any Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Reassessment of Real Property				
Letter Requesting Reassessment		– Provision of the Client		
Zoning Clearance		– Municipal Planning and Development Coordinator's Office		
Tax Receipt/Clearance (Treasurer's Office)		– Municipal Treasurer's Office		
For Depreciation of Building and Other Improvements				
Tax Declaration		- Municipal Assessor's Office		
Current Tax Receipt		- Municipal Treasurers' Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for evaluation	1. Receive and evaluate	None	5 minutes	Assessment Clerk/ Administrative Aide I Municipal Assessor's Office
2. Pay corresponding fee at Treasurer's Office	2. Payment process & Issuance of Official Receipt/s	Php. 200.00 Per Cert.	5 minutes	Revenue Collection Clerk/ Administrative Aide I Municipal Assessor's Office



3. Present OR at Assessor's Office	3. Check Official Receipt/s	None	5 minutes	<i>Administrative Aide / Municipal Assessor Municipal Assessor's Office</i>
4. Sign the Notice of Assessment and claim the Tax Declaration	4. Check the sign Notice of Assessment & releasing of Tax Declaration	None	5 minutes	<i>Administrative Aide / Municipal Assessor's Office</i>
TOTAL:		Php. 200.00	20 minutes	

2. Transfer of Tax Declaration to New Owner

Upon transfer of Ownership of Real Property from the previous to the new owner, transfer of Tax declaration is done to update the records of the municipality and to transfer real property taxation to the new owner.

Office or Division:	Assessor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any Individual
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	
For Simple Transfer:	
Original Title	Provision of the Client
Two (2) Xerox copies of Title Transfer Tax	Provincial Government Office – Assessor's Office
CAR	Provision of the Client
Deed of Sale	Provision of the Client
Tax Clearance	Municipal Treasurer's Office
For subdivided Lots	
Original Title	Provision of the Client
Two (2) Xerox copies of Title	Provision of the Client
Transfer Tax	Municipal Treasurer's Office
CAR	Provision of the Client
Deed of Sale	Provision of the Client
Tax Clearance	Municipal Treasurer's Office



Approved Subdivision plan with Property Index Number		Provision of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for evaluation	1.Receive and evaluate of documents	None	5 minutes	Assessment Clerk/ Administrative Aide I Municipal Assessor's Office
2. Pay corresponding fee at Treasurer's Office	2.Process Payment & releasing of Official Receipt	Php. 200.00 Per Cert.	2 minutes	Revenue Collection Clerk/ Administrative Aide I Municipal Assessor's Office
3. Present OR at Assessor's Office	3.Check Official Receipt	None	5 minutes	Administrative Aide I /Municipal Assessor Municipal Assessor's Office
4. Sign the Notice of Assessment and claim the Tax Declaration	4.Check the sign Notice of Assessment & releasing of Tax Declaration	None	1 minutes	Administrative Aide I Municipal Assessor's Office
TOTAL:		Php. 200.00	13 minutes	

3. Issuance: No Property, Non-improvement, Landholding, Right-of-way

No Property - it is used to certify that a person do not own any property in the municipality as per records of the Municipal Assessor

Land holdings –it is used as a basis in the payment of estate tax, inheritance tax, and in determining the total landholdings of a certain individual for DAR coverage and for registration purposes.

Non-improvements – This is used by the BIR as a basis in the calculation of capital gains tax, estate tax, donor's and donee's tax.



Right of Way – it is usually requested by property owners to show proof of ownership of a parcel of land within his/her property which is considered right of way.

Office or Division:		Assessor's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any Individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Name of Owner		Provision of the Applicant		
TCT		Register of Deeds		
Tax Declaration		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.Receive and evaluate the documents	None	10 minutes	<i>Assessment Clerk</i> Municipal Assessor's Office
2. Pay corresponding fee at Treasurer's Office	2.Payment process & releasing of Official Receipt	Php. 100.00 Per Cert.	5 minutes	<i>Revenue Collection Clerk/ Administrative Aide I</i> Municipal Assessor's Office
3. Present OR at Assessor's Office	3.Check Official Receipt	None	5 minutes	<i>Administrative Aide I/Municipal Assessor</i> Municipal Assessor's Office
4. Wait while document is processed	4.Check the sign Notice of Assessment & releasing of Tax Declaration	None	5 minutes	<i>Administrative Aide I/Municipal Assessor I</i> Municipal Assessor's Office
TOTAL:		Php. 100.00	25 minutes	

4. Issuance:

- **Certified True Copy of Tax Declaration**
- **Certified True Copy of Tax Identification Map**

Pursuant to RA 7160, the Municipal Assessor, upon request of any interested party, can issue certified copies of assessment records of real property and all other records relative to its assessment, upon payment of a service charge or fee.



Office or Division:		Assessor's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any Individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Certified True Copy of Tax Declaration				
Tax Receipt/ Clearance		Municipal Treasurer's Office		
Previous Tax Declaration		Municipal Assessor's Office		
For Certified True Copy of Tax Identification Map				
Approved Plan		Bureau of Lands		
Tax Declaration		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.Receive and evaluate the documents	None	2 minutes	<i>Assessment Clerk</i> Municipal Assessor's Office
2. Pay corresponding fee at Treasurer's Office	2.Payment process & releasing of Official Receipt	Php. 100.00	5 minutes	<i>Revenue Collection Clerk/ Administrative Aide I</i> Municipal Treasurer's Office
3. Present OR at Assessor's Office	3.Check Official Receipt	None	5 minutes	<i>Administrative Aide I/Municipal Assessor</i> Municipal Assessor's Office
4. Wait while document is processed	4.Check the sign Notice of Assessment & releasing of Tax Declaration	None	5 minutes	<i>Administrative Aide I/Municipal Assessor</i> Municipal Assessor's Office
TOTAL:		Php. 100.00	17 minutes	



Municipal Engineering Office

External Services



1. ISSUANCE OF BUILDING PERMIT

Any person, firm, or corporation, including any department, office, bureau, agency of instrumentality of government intending to construct, alter, repair, move, convert or demolish any building or structure, or cause the same to be done, shall obtain a building permit from the Building Official for whichever of such work is proposed to be undertaken for the building or structure, before any such work is started.

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any person who will Construct/Repair/Improved/Moved any structure.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application Form	Municipal Engineering Office
Form of Ownership (The owner/contract of lease/Deed of sale or an authority to construct from the lot owner duly notarized.)	Provision of the Client
Certified true copy TCT, Tax Declaration of Real Property, Current Real Tax Receipt	Assessor’s Office and Registered of Deeds
5 sets of Plans, Specifications, Bill of Materials prepared, signed and sealed by; a) Licensed Architect or Civil Engineer in case of architectural and structural plans. b) Licensed Sanitary Engineer or Master Plumber in case of plumbing or sanitary Installation plans. c) Professional Electrical Engineer in case of electrical plans. d) Processional Mechanical Engineer in case of mechanical plan. Note 7 sets of plans if endorsed to DPWH for roads setbacks	Provision of the Client from their respective engineer and architect concerned with the project
Locational Plan duly signed and sealed	



by geodetic engineer		Provision of the Client		
Barangay Clearance of the structure to be constructed		Barangay Hall concerned		
Locational Clearance		Municipal Planning and Development Coordinator's Office		
Local Fire Clearance		Bureau of Fire		
Updated Specimen signature, Xerox copy of PTR and PRC ID of the Engineer and Architect concerned		Engineer and Architect concerned with the project		
Requiring a construction safety & health program in Building Permit application. (DOLE)		Department of Labor and Employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances secured from other agencies and offices	1. Receive and assess required documents and clearances submitted and issue order of payment	None	20 minutes	<i>Municipal Engineer/ Building Official Engineering Office</i> <i>Administrative Aide I Engineering Office</i>
2. Pay corresponding fee at Treasurer's Office	2. Process payment and issue official receipt	Based on National Building Code (P.D1096)	2 minutes	<i>Revenue Collection Clerk Treasurer's Office</i>
	2.1 Review and approve assessment and prepare permit	None	10 minutes	<i>Municipal Engineer/ Building Official Engineering Office</i>
3. Present OR at Municipal Engineer's Office and receive	3. Check OR and release Building Permit	None	5 minutes	<i>Administrative Aide I Engineering Officer Engineering Office</i>



Building Permit				
TOTAL:		Based on National Building Code (P.D 1096)	37 minutes	

2. ISSUANCE OF OCCUPANCY PERMIT

An Occupancy Permit is basic requirement before occupying or using a building structure. It determines whether or not a structure is in compliance with safety standards and is usually secured after the completion.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person who completed Construct/Repair/Improved/Moved any structure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Completion		Municipal Engineering Office		
As Built Plan		Provision of the Client		
Log Book		Provision of the Client		
Fire Safety Inspection Permit		Bureau of Fire and Protection		
Barangay Clearance		Barangay Hall concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances secured from other agencies and offices	1. Receive and assess required documents and clearances submitted and issue order of payment	None	20 minutes	<i>Building Official/ Administrative Aide / Engineering Office</i>



2. Pay corresponding fee at Treasurer's Office	2. Process payment and issue official receipt	Based on National Building Code (P.D 1096)	2 minutes	<i>Revenue Collection Clerk Treasurer's Office</i>
	2.1 Review and approve assessment and prepare permit	None	10 minutes	<i>Municipal Engineer / Building Official Engineering Office</i>
3. Present OR at Municipal Engineer's Office and receive Occupancy Permit	3. Check OR and release Building Permit	None	5 minutes	<i>Administrative Aide I / Engineering Officer</i>
TOTAL:		Based on National Building Code (P.D 1096)	37 minutes	



Municipal Planning and Development Office

External Services



1. Issuance of Zoning Certification

All persons, businesses and other enterprises are required to secure a Zoning Clearance from the Municipality before constructing, renovating and appending a building to ensure that the same is allowed by the Lubao Comprehensive Land Use Plan.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizen of the Republic with real property (ies) in the Municipality Citizen of the Republic willing to do business in Lubao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TCT (Xerox only)		Register of Deeds/Land Registration Authority		
Latest tax declaration		Municipal Assessor's office		
Latest tax receipt		Municipal Treasurer's Office (MTO)		
Lot plan		Provision of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON RESPONSIBLE
1. Submit required documents	1. Receive, evaluate and validate documents submitted	None	3 minutes	<i>Administrative Aide I / MPDO</i> Municipal Planning & Development Office
	1.1 Issue order of payment after conduct of	None	5 minutes	<i>Administrative Aide I / MPDO</i> Municipal
2. Pay corresponding fee at Treasurer's Office	2. Process payment and issue official receipt	Php 500.00	2 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
	2.1 Prepare certification	None	5 minutes	<i>Computer Operator IV / Admin Aide</i> Municipal Planning & Development Office



3. Present ORand claim certification atMPDC Office	3. Check OR and release certification	None	1 minute	Computer Operator /V / Admin Aide / Municipal Planning & Development Office
TOTAL:		P500.00	16 minutes	

2. Issuance of Locational Clearance

All persons, businesses and other enterprises are required to secure a Locational Clearance from the Municipality before constructing, renovating and appending a building to ensure that the same is allowed by the Lubao Comprehensive Land Use Plan.

Office or Division:	Office of the Municipal Planning and Development Coordinator		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Citizen of the Republic with real property (ies) in the Municipality Citizen of the Republic willing to do business in Lubao		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly notarized/ accomplished application form.		Register of Deeds/Land Registration Authority	
Proof of ownership TCT, Deed of sale, Tax Declaration, Leaseof contract and Usufructuary. Usufructuary: Duly notarized authorization from a lot owner.		Provision of the Applicant Municipal Assessor's Office	
Site Development/Vicinity Map/ Lot plan		Provision of the Applicant	
Flow Chart (in case of Processing plant/Industrial plant)		Provision of the Applicant	
Bill of Materials		Provision of the Applicant	
Duly notarized certificate of Non Objection		Provision of the Applicant	
ECC- Environmental Compliance Certificate (For Gasoline station, Piggery, Poultry, Cell site, Subdivision, Memorial Parks, Resorts, Industrial Plant.		Department of Environment and Natural Resources Region III	



Barangay Clearance		Barangay Hall Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit required documents	1.Receive, evaluate and validate documents submitted	None	3 minutes	Computer Operator IV / Administrative Aide I Municipal Planning & Development Office
	1.1 Issue order of payment after conduct of ocular inspection if needed	None	5 minutes	Administrative Aide I Municipal Planning & Development Office
2 Pay regulatory Fee(s)	2.Process paymentand issue official receipt	Based on Category - Based on Art T, Sec. 3T Municipal Tax OrdinanceNo. 05-	2 minutes	<i>Revenue Collection Clerk/ Administrative Aide I</i> Municipal Planning& Development Office
	2.1 Prepare clearance	None	5 minutes	<i>Computer Operator IV/ Admin Aide / MPDO</i> Municipal Planning& Development Officer
3. Present OR and claim clearance at MPDO	3.Check OR and release clearance	None	1 minute	<i>MPDO / Administrative Aide</i>
TOTAL:		Based on Category - Based on Art T, Sec.3T Municipal Tax Ordinance No. 05-	16 minutes	



**Municipal Social Welfare and
Development Office
External Services**



1. Social Case Study Report

Government agencies, hospitals and NGO's provide medical, surgical, education, legal assistance and other assistance to indigents. A requisite in availing assistance is to secure a referral or a Social Case Study Report from the Social Welfare and Development Office.

Office or Division:	Municipal Social Welfare Development	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Any individual who needs the service	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
-Medical Assistance (Hospital Bills)-		
Barangay Indigency Certificate		Barangay Hall where the client reside
Medical Certificate/Abstract		Issued by the patient's physician
Cedula		Municipal Treasurer's Office/ Brgy. Hallwhere the client reside
Hospital Bills/ Statement of Account		Hospital where the client admitted
-Medical Assistance (hemodialysis & chemotherapy and other medical procedures)-		
Barangay Indigency Certificate		Barangay Hall where the client reside
Medical Certificate/Abstract		Issued by the patient's physician
Cedula		Municipal Treasurer's Office/ Brgy. Hallwhere the client reside
Costing & Treatment Protocol		Hospital where the client admitted
-Legal Assistance- Public Attorney's Office & IBP -		
Barangay Indigency Certificate		Barangay Hall where the client reside
Assessor's Certificate		Assessor's Office
Treasurer's Certificate		Treasurer's Office
BIR Certification (tax exemption)		BIR Office San Fernando Pamp
Copy of Filed Case		Court
-Educational Assistance-		
Barangay Indigency Certificate		Barangay Hall where the client reside
Cedula		Municipal Treasurer's Office/ Brgy. Hall where the client reside
School ID, Copy of Grades , Certificate of Enrollment		School where the student enrolled
Bio Data of student		Provision of the client
2x2 picture of student		Provision of the client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances secured from other agencies and offices	1. Receive and evaluate documents submitted	None	2 minutes	<i>Admin. Aide I</i> Municipal Social Welfare and Development Office
2. Provide necessary information	2. Conduct interview and prepare Social Case Study Report	None	1 hour	<i>Social Worker</i> Municipal Social Welfare and Development Office
3. Receive Social Case Study Report	3. Record and Release Social Case Study Report	None	1 minute	<i>Administrative Aide I</i> Municipal Social Welfare and Development Office
TOTAL:		None	1 hour & 3 minutes	

2. General Intake Sheet

A requisite in availing medical and financial assistance from the LGU Lubao amounting to below P9,000.00 and Province of Pampanga assistance amounting below P30,000.00 is need to secure a General Intake Sheet from the Social Welfare and Development Office.

Office or Division:	Municipal Social Welfare Development
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Any individual who needs the service
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
-Medical Assistance (Hospital Bills)-	
Barangay Indigency Certificate	Barangay Hall where the client reside
Medical Certificate/Abstract	Issued by the patient's physician



Cedula	Municipal Treasurer's Office/ Brgy. Hall where the client reside
Hospital Bills/ Statement of Account	Hospital where the client admitted
-Medical Assistance (hemodialysis & chemotherapy)-	
Barangay Indigency Certificate	Barangay Hall where the client reside
Medical Certificate/Abstract	Issued by the patient's physician
Cedula	Municipal Treasurer's Office/ Brgy. Hall where the client reside
Costing & Treatment Protocol	Hospital where the client admitted

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances secured from other agencies and offices	1. Receive and evaluate documents submitted	None	2 minutes	<i>Administrative Aide I</i> Municipal Social Welfare and Development Office
2. Provide necessary information	2. Conduct interview and Prepare Intake Sheet	None	15 minutes	<i>Administrative Aide I</i> Municipal Social Welfare and Development Office
3. Receive General Intake Sheet	3. Record and Release general Intake Sheet	None	1 minute	<i>Administrative Aide I</i> Municipal Social Welfare and Development Office
TOTAL:		None	18 minutes	



3. Assistance in Crisis Situation (AICS)

AICS is part of the MSWDO's protective services for the poor, marginalized and vulnerable/disadvantaged individuals. The AICS has been implemented by the DSWD for decades and has been adopted by various LGUs in the country. The program is in form of financial assistance to indigent individuals/families.

Financial assistance is defined as limited assistance in cash basis or cheque to individuals and families whose normal functioning has been hampered due to difficult situations brought about by dysfunctional situations that may be caused by poor health conditions, natural and man-made calamities and other crisis situation.

Office or Division:	Municipal Social Welfare Development
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Indigent/Vulnerable/Disadvantaged Individuals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
-Medical Assistance-	
Barangay Indigency Certificate	Barangay Hall where the client reside
Medical Certificate/Abstract	Issued by the patient's physician
Cedula	Municipal Treasurer's Office/ Brgy. Hall where the client reside
-Burial Assistance-	
Barangay Indigent Certification	Barangay Hall where the client reside
Death Certificate	Municipal Civil Registrar
Client's and Beneficiaries	Provision of the Client
-Educational Assistance-	
Barangay Indigent Certification	Barangay Hall where the client reside
Copy of Grades & Cert of enrollment	School where the client enrolled
-Transportation Assistance-	
Documents/IDs (proof of origin)	Where the client reside



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances secured from other agencies and offices	1. Receive and evaluate documents submitted	None	1 minute	<i>Administrative Aide I</i> Municipal Social Welfare and Development Office
2. Provide necessary information	2. Conduct interview and Prepare Intake Sheet	None	10 minutes	<i>Administrative Aide I</i> Municipal Social Welfare and Development Office
	2.1. Prepared voucher/petty cash	None	5 minutes	<i>Administrative Aide I</i> Municipal Social Welfare and Development Office
	2.2 Processing of financial assistance	None	5 days	<i>Administrative Aide I</i> Municipal Budget Office Municipal Accounting Office Municipal Treasurer's Office Mayor's Office
3. Receive financial grant	3. Record and release financial grant	None	1 minute	<i>Administrative Aide I</i> Municipal Treasurer's Office



Total:		None	5 days & 17 minutes	
---------------	--	-------------	--------------------------------	--

4. Issuance of Senior Citizens ID

The agency is mandated to provide/issue identification card to target clientele group and provide the needed purchase booklets as well.

The Agency provide the service for free.

Office or Division	Office of the Senior Citizens Affairs(OSCA)
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who Mail Avail:	Any individual who needs the service
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Issuance of Senior Citizen ID	
Application Form	MSWD Office/OSCA Office
Any proof of birth: (Original and Xerox) 1. Birth Certificate 2. Baptismal 3. Voter's ID 4. Postal ID 5. Voter's Certification 6. Destruction of Birth 7. Driver's License 8. SSS ID 9. GSIS ID 10. Company ID (Or any of the following with date of birth)	Provision of the Client
3 pcs 1x1 Picture	Provision of the Client
Cedula	Municipal Treasurers office/ Barangay Hall where the client reside

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Specific Requirements depends on the purpose	1. Received and check all the papers/ Requirements they Submitted.	None	2 Minutes	<i>Admin Aide I</i> Office of the Senior Citizens Affairs (OSCA)
2.Fill up the application form that will be given by the staff.	2. Conduct an interview and prepare necessary documents for issuance of ID	None	10 Minutes	<i>Admin Aide I</i> Office of the Senior Citizens Affairs (OSCA)
TOTAL:		None	12 minutes	



5. Issuance of PWD ID

The agency is mandated to provide/issue identification card to target clientele group and provide the needed purchase booklets as well.

The Agency provide the service for free.

Office or Division		Office of the Persons With Disability		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who Mail Avail:		Any individual who needs the service		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form			MSWD Office/PWD	
Medical Certificate (Indicate Disability)			Issued by the Client Physician	
Barangay Clearance/Indigency			Barangay hall where the client reside	
3 Pcs 1x1 Picture 1 Pcs 2x2 Picture			Provision of the Client	
Birth Certificate			Philippine Statistics Authority /Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTION	FEES T OBE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1.Submit specific requirements depends on the purpose	1.Received and check all the papers / requirements they submitted	None	2 Minutes	<i>Admin Aide</i> Office of the Persons With Disability
2.Fill up the Application form that will be given by the staff.	2. Conduct an interview and prepare necessary documents for issuance of ID.	None	10 Minutes	<i>Admin Aide</i> Office of the Persons With Disability
	2.1 Encode PWD profile at Philhealth Registration Database	None	5 Minutes	Admin Aide I Office of the Persons with Disability
TOTAL:		None	17 minutes	



6. Issuance of Solo Parent ID

The agency is mandated to provide/issue identification card to target clientele group and provide the needed purchase booklets as well.

The Agency provide the service for free.

Office or Division	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who Mail Avail:	Any individual who needs the service			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form for Solo Parent			Municipal Social Welfare and Development Office	
Barangay Certificate (Indicate/state Reason for being a solo parent)			Barangay hall where the client reside	
Death Certificate (If Husband / Wife Died)			Municipal Civil Registrar	
Marriage Contract			Municipal Civil Registrar	
Birth Certificate of children			Municipal Civil Registrar	
1x1 Picture (3Pcs)			Provision of the client	
Affidavit of Solo Parent (New and Renew)			Notarized by the Lawyer	
Affidavit of 2 Disinterested person attesting to the abandonment of the spouse/partner			Notarized by the Lawyer	
Certificate of No Marriage (CENOMAR)			Municipal Civil Registrar	
Affidavit of No Employment			Notarized by the Lawyer	
Income Tax Return (ITR)			Bureau of Internal Revenue	
Any Verifiable proof of income			Provision by the client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Specific Requirements depends on the purpose	Received and check the papers /requirements they submitted	None	2 Minutes	<i>Administrative Aide I</i> Municipal Social Welfare and Development Office
2. Fill up the application form that will be given by the staff.	2. Conduct an interview and prepare necessary documents for issuance of ID.	None	10 Minutes	<i>Administrative Aide I</i> Municipal Social Welfare and Development Office
	2.1 Conduct further assessment including	None	5 Days	<i>Administrative Aide I</i> Municipal Social



	home visitation and other verifications needed.			Welfare and Development Office
3. Received the issued solo parent ID.	3. Inform clients and prepare for the issuance of Solo Parent ID	None	2 Minutes	<i>Admin Aide I</i> Municipal Social Welfare and Development Office
TOTAL:		None	5 Days 14 minutes	

7. Pre-Marriage Counseling

Pre-marriage counseling is a psychological counseling given to prospective wives and husbands before marriage.

Pre-marriage counseling generates an awareness and appreciation of marital issues, family planning and parenthood as a pre-requisite for couples applying for marriage license. Pre-marriage counseling, as a service, also assists people in determining if they are fully ready for marriage. The service is provided for free

Office or Division:		Municipal Social Welfare Development		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Any individual who needs the service		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form for Marriage License			Municipal Social Welfare Office	
Duly Accomplished Pre-Marriage Application Form			Municipal Civil Registrar Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name and provide necessary information	1. Data is recorded	None	2 Minutes	<i>Admin Aide</i> Municipal Social Welfare and Development Office
2. Submit required documents Submit to counseling	2. Conduct Pre-marriage counseling	None	20 Minutes	<i>Pre-Marriage Counselors</i> Municipal Social Welfare and Development Office



	2.1 Prepare Pre-marriage counseling certificate	None	2 Minutes	<i>Pre-Marriage Counselors</i> Municipal Social Welfare and Development Office
3. Claim certificate	3. Issue certificate	None	1 minute	<i>Pre-Marriage Counselors</i> Municipal Social Welfare and Development Office
TOTAL:		None	25 minutes	



Municipal Treasurer's Office

External Services



1. Issuance of Business Taxes, Fees and Charges (Business Permit)

Any person or enterprise, who engages in business within the jurisdiction of the Municipality, prior to the conduct of commercial activity and during renewal period of license, must first secure a Business Permit.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any person/citizen doing business with the municipality.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For New Business	
3 pcs. Passport size picture	Provision of the applicant
One (1) original and two (2) xerox copies of Location sketch of the new business	
One (1) original and two (2) xerox copies of Paid-up capital of the business as shown in the Article of Incorporation, if a corporation or partnership, or a sworn statement of the capital invested by the owner or operator, if a sole proprietorship	
Tax Clearance showing that the operator has paid all tax obligations in the Municipality	Municipal Treasurer's Office
Barangay Clearance for Business	Municipal Treasurer's Office
Sanitary and Health Permit	Municipal Health Office
Zoning Clearance	Municipal Planning and Development Coordinator Office
Annual Building Inspection Permit	Municipal Engineering Department
Fire Inspection Permit	Fire Marshall's Office
Other Clearances	
One (1) original and two (2) xerox copies of Proof of registration or legal personality (Community Tax Certificate, DTI, SEC, CDA, BIR)	Municipal Treasurer's Office or Barangay Hall, DTI, SEC, CDA, BIR
One (1) original and two (2) xerox copies Contract of Lease (if Lessee)	
	Provision of the applicant



One (1) duly accomplished application form by the client Three (3) printed duly accomplished application form		Municipal Treasurer's Office		
For Renewal:				
One (1) original copy of Previous year's Mayor's Permit One (1) original copy of all receipts showing payment of all regulatory fees as provided for in this Code.		Provision of the applicant		
Tax Clearance showing that the operator has paid all tax obligations in the Municipality		Municipal Treasurer's Office		
Barangay Clearance for Business		Municipal Treasurer's Office		
Sanitary and Health Permit		Municipal Health Office		
Annual Building Inspection Permit		Municipal Engineering Department		
Fire Inspection Permit		Fire Marshall's Office		
One (1) original and two (2) xerox copies of the annual or quarterly tax payments or any basis for computing taxes, fees and charges e.g ITR, Financial Statement, Certificate of Gross Income.		BIR and others are provision of the applicant.		
Other Clearances One (1) original and two (2) xerox copies of Proof of registration or legal personality (Community Tax Certificate, DTI, SEC, CDA, BIR)		Municipal Treasurer's Office or Barangay Hall, DTI, SEC, CDA, BIR		
One (1) original and two (2) xerox copies Contract of Lease (if Lessee)		Provision of the applicant		
Four (4) printed duly accomplished application form		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form for business permit (New & Renewal) with complete	1.Receive, verify and encode duly accomplished application form submitted	None	12 minutes	Admin Aide I Municipal Treasurer's Office



requirements				
2. Provide information needed and sign statement of account.	2. Assess, compute and print Statement of account for confirmation of client and approval of Municipal Treasurer	None	5 minutes	<i>Revenue Collection Clerk/BPLO/ Municipal Treasurer Municipal Treasurer's Office</i>
3. Pay amount due and claim copy of application form and Statement of Account	3. Process payment and issue Official Receipt.	Based on Municipal Tax Ordinance 05-2013	5 minutes	<i>Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office</i>
	3.1 Release copy of application form and statement of account	None	2 minutes	<i>Revenue Collection Clerk Municipal Treasurer's Office</i>
TOTAL:		Based on Municipal Tax Ordinance 05-2013	24 mins.	

2. Issuance of Termination of Business

This is done to certify that a particular establishment voluntarily ceases commercial operations or stops engaging in business.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any person/citizen doing business with the municipality.
CHECKLIST OF REQUIREMENTS	
One (1) Original copy of Barangay Certificate of Closure	Barangay where business is located
2 copies of Notarized Affidavit of Closure and one (1) xerox copy	Notary Public
Business Plate Registry	Provision of the applicant



Original copy of any proof of gross receipts in the previous period (Financial Statement, BIR payments, etc)		Provision of the applicant		
One (1) Original copy of duly accomplished Application Form and two (2) printed copies		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form for retirement of business permit with complete requirements	1.Receive, verify and encode duly accomplished application form submitted	None	12 minutes	<i>Admin Aide I</i> Municipal Treasurer's Office
2. Provide information needed and sign statement of account.	2.Assess, compute and print Statement of account for confirmation of client and approval of Municipal Treasurer	None	5 minutes	<i>Revenue Collection Clerk/BPLO/ Municipal Treasurer</i> Municipal Treasurer's Office
3. Pay amount due and claim certification of termination of business (if needed)	3.1 Process payment and issue Official Receipt	Based on Municipal Tax Ordinance 05-2013	5 minutes	<i>Admin Aide/Revenue Collection Clerk/Mun. Treasurer</i> Municipal Treasurer's Office
	3.2 Release certification of termination of business	None	2 minutes	<i>Revenue Collection Clerk</i> Municipal Treasurer's Office
TOTAL:		Based on Municipal Tax Ordinance 05-2013	22 minutes	



3. Issuance of Special Permit

The Municipality, upon request, may issue Special Permit for conduct of a certain activity (concerts, fund-raisers, religious activities, etc).

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person/citizen doing special activity or business with the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Original copy of Letter of Request (indicating details of activity) and two (2) Xerox copies		Provision of the applicant		
Approval of the letter request		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form for Special Permit with request letter	1. Receive application form and request letter for verification and approval	None	10 minutes	<i>Admin Aide/Revenue Collection Clerk/Municipal Treasurer</i> Municipal Treasurer's Office
2. Pay amount due and proceed to Mayor's Office for approval	2.Process payment and issue official receipt and advise client to proceed to Mayor's office for approval	Based on Municipal Tax Ordinance 05-2013	3 minutes	<i>Revenue Collection Clerk/BPLO</i> Municipal Treasurer's Office
3. Receive Special Permit with official receipt	3.Print and release Special Permit with official receipt	None	2 minutes	<i>Admin Aide (Mayor's office)</i> Municipal Treasurer's Office
TOTAL:		Based on Municipal Tax Ordinance 05-2013	15 minutes	



4. Issuance of Real Property Tax (RPT)

Issuance of Real Property Tax is a requirement in securing Real Property Tax Declaration.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real Property owners/ any person having legal interest on the property.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Order of Payment		Municipal Assessor's Office		
Previous/Current Official Receipt		Provision of the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit order of payment issued by Assessor's Office and other requirements	1.Receive order of payment submitted and compute fees and charges	None	10 minutes	<i>Admin Aide/Revenue Collection Clerk</i> Municipal Treasurer's Office
2. Pay amount due and claim RPT and certificate of Tax Clearance (if needed)	2.Process payment and issue official receipt (RPT). Issue/Release tax clearance if needed.	Based on Prov. Tax Ord.04-2011/ Mun. Res. No. 83-2017	5 minutes	<i>Admin Aide/Revenue Collection Clerk/Mun. Treasurer</i> Municipal Treasurer's Office
TOTAL:		Based on Prov. Tax Ord.04-2011/ Mun. Res. No. 83-2017	15 inutes	

5. Issuance of Community Tax Certificate

A Community Tax Certificate (CTC) is a basic document acquired by any individual or citizen at least 18 years of age and above or juridical being for identifying himself and his residence which can be used for legal transaction. Natural and juridical person may secure a CTC.



Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any natural person at age 18 and above and juridical being from Lubao, Pampanga.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Individual:				
Previous CTC/Withholding Tax Certificate if available, or		Provision of the client		
Any I.D's to assure his/her personal identity and residency (Voter's ID, Driver's License ID, GSIS, SSS, Philhealth)		Commission of Election, Land Transportation Office, GSIS, SSS, Philhealth		
For Corporation:				
Business Permit		Provision of the client		
ITR, Sworn Statement of Gross Income/Receipts Capital (For New Applicant-Business)		Provision of the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out information sheet and other requirements	1. Accept and check information sheet and requirements submitted	None	2 minutes	Revenue Collection Clerk/Admin. Aide Municipal Treasurer's Office
2. Affix signature and thumb mark	2. Prepare Community Tax Certificate (CTC)	None	2 minutes	Revenue Collection Clerk/Admin. Aide Municipal Treasurer's Office
3. Pay fee and Claim CTC	3. Accept payment and release CTC	Based on Municipal Tax Ordinance 05-2013	1 minute	Revenue Collection Clerk/Admin. Aide Municipal Treasurer's Office
TOTAL:		Based on Municipal Tax Ordinance 05-2013	5 minutes	



Municipal Mayor's Office

External Services



1. Mayor's Clearance

A Mayor's Clearance is a document that certifies a person is of a good moral character and reputation, and a peaceful and law-abiding citizen for whatever legal purposes (employment, internship, immersion, etc.) it may serve.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Any individual that is a resident of this municipality at least eighteen (18) years old and above; Minors must have a parental consent.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UPDATED Police Clearance, OR UPDATED NBI Clearance and Community Tax Certificate (Cedula)		Lubao Police Station NBI San Fernando, Pampanga/ Barangay Hall or Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (original and photocopy)	1. Accept and check requirements submitted	None	2 minutes	<i>Administrative Aide I</i> Mayor's Office
2. Pay fees at treasurer's office	2. Receive payment and issue official receipt	Php. 100.00 (waived for first time job applicants)	2 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
3. Claim mayor's clearance	3. Release mayor's clearance	None	1 minute	<i>Administrative Aide I</i> Mayor's Office
TOTAL:		Php. 100.00	5 minutes	



2. Mayor's Certification

A Mayor's Certification is a document that certifies an individual to be a Filipino citizen, a resident and belongs to indigent families of this Municipality, etc. for whatever legal purpose/s it may serve.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Any individual that may require the said document.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UPDATED Barangay Certification		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (original and photocopy)	1. Accept and check requirements submitted	None	2 minutes	<i>Administrative Aide I</i> Mayor's Office
2. Pay fees at treasurer's office	2. Receive payment and issue official receipt	Php. 100.00 (waived for first time job applicants)	2 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
3. Claim mayor's certification	3. Release mayor's certification	None	1 minute	<i>Administrative Aide I</i> Mayor's Office
TOTAL:		Php. 100.00	5 minutes	



3. Endorsement of Request for Assistance

An Endorsement Request for Assistance is a document that endorses an individual or an association to any government agency, whether from provincial, regional or national, for any requested assistance by the client/s.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Any individual that may require the said document.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance: Social Case Study Report, any documents the external agency may require For Agricultural Assistance: Endorsement of request, any documents the external agency may require For Other Assistance: Endorsement of request, any documents the external agency may require		MSWD, various offices MAO, various offices Various offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (original and photocopy)	1. Accept and check requirements submitted	None	2 minutes	<i>Administrative Aide I</i> Mayor's Office
2. Claim endorsement letter	3. Release endorsement request for assistance	None	5 minutes	<i>Administrative Aide I</i> Mayor's Office
TOTAL:		Php. 00.00	7 minutes	



Municipal Vice Mayor's Office

External Services



1. Issuance of Motorized Tricycle Operator's Permit (MTOP)

The MTOP otherwise known by motorcycle drivers as the Motorized Tricycle Operators Permit is a very valuable and necessary document for one to be qualified to use and operate a motorized tricycle for any livelihood purposes. A Document granting Franchise or License to operate, issued to a natural or juridical persona allowing the grantee to operate a MCH on route/zone specified therein. Designated to a group of motorcycles for hire operating under a particular TODA.

Office or Division:	Office of the Municipal Vice-Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Only Filipino citizen who are actually residing in the municipality who wants to operate Motorcycle For Hire.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For New Applicant:	
Original Official Receipt (OR) & Certificate of Registration (CR)	Land Transportation Office
Cedula	Barangay Hall / Treasurer's Office
Barangay Clearance	Barangay Hall
Toda Certification	President of Toda Association where you want to apply
Valid ID (Operator / Owner)	Any government offices who issued valid ID
Professional Driver's License (Driver)	Land Transportation Office
2X2 Picture (1 copy)	Photo studio
Deed of sale (if the unit/ Tricycle has been bought to franchise holder & been transferred into his / her name)	Law Office
For Renewal:	
1. Original / Photocopy Official Receipt(OR) & Certificate of Registration (CR)	Land Transportation Office
2. Cedula	Barangay Hall / Treasurer's Office
3. Barangay Clearance	Barangay Hall
4. Toda Certification	President of Toda Association where you want to apply
5. Valid ID (Operator / Owner)	Any government offices who issued valid ID
6. Professional Driver's License (Driver)	Land Transportation Office



7. Deed of sale (if the unit/ Tricycle has been bought to franchise holder & been transferred into his / her name)		Law Office		
For Dropping:				
1. Original / Photocopy Official Receipt(OR) & Certificate of Registration (CR)		Land Transportation Office		
2. Cedula		Barangay Hall / Treasurer's Office		
3. Barangay Clearance		Barangay Hall		
4. Last Mayor's Permit Plate and Sticker Issued		Mayor's Permit / Body Plate issued by Treasurer's Office)		
5. Valid ID (Franchise Holder)		Any government offices who issued valid ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements for Franchise & Dropping	1. Receive requirements submitted and verify record	None	2 minutes	Administrative Aide I / Vice Mayor's Office
	1.1. Generate and process MTOP form and advise client to pay	None	2 minutes	Administrative Aide I / Vice Mayor's Office
2.Pay corresponding fee at the Treasurer's Office	2. Process payment and issue official receipt	PHP1,000.00	2 minutes	Administrative Aide I / Revenue Collection Clerk Vice Mayor's Office
3.Present OR and claim MTOP	3. Encode OR number and release MTOP	None	1 minute	Administrative Aide I / Vice Mayor's Office
TOTAL:		PHP1,000.00	7 minutes	



Municipal Civil Registrar's Office

External Services



1. Registration of Birth, Marriage and Death (Timely Registration)

BIRTH - The birth of a child shall be registered within thirty (30) days from the time of birth in the Office of the Civil Registrar of the Municipality where the birth occurred. A report made beyond this period is considered late.

MARRIAGE - In ordinary marriage, the time of submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage while in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

DEATH - It shall be the responsibility of the physician who last attended the deceased or the administrator of the hospital or clinic where the person died to prepare the proper death certificate and certify as to the cause of death.

Office or Division:	Office Of The Municipal Civil Registrar	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<p>BIRTH - A parent or a family member registering the birth of an infant bound within the ties of marriage. And if otherwise, only the father of the infant registers as such.</p> <p>MARRIAGE - A marriage must only be registered by the priest in case of church weddings otherwise by a civil officer.</p> <p>DEATH – A death must be registered by any immediate family member.</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
BIRTH:		
Certificate of Live Birth (Accomplished)		Hospital / Clinic where the child was born
Marriage Contract of parents (if married)		LCR Office / PSA Office
Signed & notarized Affidavit of Acknowledgement(if not married)		Notary Public



Signed & notarized Affidavit to Use the Surname of the Father (AUSF) (if not married)		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form and required documents	1. Receive and check duly accomplished form and required documents Note: Advise client to pay corresponding fee if with unmarried parents	None Php 300.00	5 minutes	<i>Administrative Aide /</i> Municipal Civil Registrar's Office
2. Documents are processed	Record in the registry book, assign registry number and approve registration	None	10 minutes	<i>Admin Aide / MCR</i> Municipal Civil Registrar's Office
3. Claim registered document	Release registered document	None	3 minutes	<i>Releasing Clerk</i> Municipal Civil Registrar's Office
TOTAL:		Php 300.00 if with unmarried parents	18 minutes	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MARRIAGE:				
1. Certificate of Marriage (Accomplished)		Solemnizing Officer (Priest, Judge, Minister)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form and required documents	1. Receive and check duly accomplished form and required documents	None	5 minutes	<i>Admin Aide /</i> Municipal Civil Registrar's Office
2. Documents are processed	2. Record in the registry book, assign registry number and approve registration	None	10 minutes	<i>Admin Aide /</i> MCR Municipal Civil Registrar's Office
3. Claim registered document	3. Release registered document	None	3 minutes	<i>Releasing Clerk</i> Municipal Civil Registrar's Office
TOTAL:		None	18 minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DEATH:				
Certificate of Death (Accomplished)		Hospital / Rural Health Unit / Funeral Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form and required documents	1. Receive and check duly accomplished form and required documents Note: Advise client to pay corresponding fee if burial or transfer	None Burial Or Transfer Php 100.00 Rent of Lot – Php 1,000.00	5 minutes	<i>Admin Aide /</i> Municipal Civil Registrar's Office



2. Documents are processed	2. Record in the registry book, assign registry number and approve registration	None	10 minutes	<i>Admin Aide/ MCR Municipal Civil Registrar's Office</i>
3. Claim registered document	3. Release registered document	None	3 minutes	<i>Releasing Clerk Municipal Civil Registrar's Office</i>
TOTAL:		If BURIAL or TRANSFER Php 100.00 RENT OF LOT – Php 1,000.00	18 minutes	

2. Registration of Birth, Marriage and Death (Delayed Registration)

In situation wherein late filing has occurred, the certificate is to be released ten (10) days after the filing.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>BIRTH - The person of legal age registering must file his/her own birth certificate. Otherwise the parent of the minor must do as such.</p> <p>MARRIAGE - Requires the couple to solely file the marriage.</p> <p>DEATH - Must be filed by any immediate family member.</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BIRTH:	
Certificate of Live Birth (Accomplished)	Municipal Civil Registrar Office / Hospital / Clinic where the child was born
Marriage Contract of parents (if married)	Municipal Civil Registrar Office / PSA Office
Signed & notarized Affidavit of Acknowledgement (if not married)	Notary Public
Signed & notarized Affidavit to Use the Surname of the Father (AUSF) (if not married)	Notary Public
PSA Negative Result	PSA Office
Affidavit of two (2) disinterested person	Notary Public
Two (2) documentary evidence showing name of Child, date and place of birth and parentage (Baptismal Certificate / Voter's Registration Record (COMELEC) / School Records)	<ul style="list-style-type: none"> - Church where the child was baptized - COMELEC Office where the registrant was registered - School where the child attended
Community Tax Certificate (CTC)	Municipal Treasurer's Office
MARRIAGE:	
Certificate of Marriage (Accomplished)	Church / Municipal Trial Court Office where the marriage was solemnized
PSA Negative Result	PSA Office
Affidavit of Spouse	Notary Public
Affidavit of Solemnizing Officer	Notary Public
Affidavit of two (2) disinterested parties	Notary Public
DEATH:	
Certificate of Death (Accomplished)	Hospital / Rural Health Unit / Funeral Services
PSA Negative Result	PSA Office



Affidavit of two (2) disinterested persons		Notary Public		
Certification from Cemetery Caretaker		Municipal Civil Registrar Office / Cemetery Caretaker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for registration and present required documents	1. Documents are received	None	5 minutes	<i>Admin Aide</i> Municipal Civil Registrar's Office
2. Documents are processed	2. Documents are reviewed, evaluated and process the accomplished form Note: Advise client to pay corresponding fee if with unmarried parents (BIRTH) and burial (DEATH)	None Php 300.00 Php 100.00	30 minutes	<i>Admin Aide</i> Municipal Civil Registrar's Office
3. Allow period of posting	3. Application for registration is posted in bulletin board Note: Client is advised on period of posting	None	10 days	<i>Admin Aide</i> Municipal Civil Registrar's Office
4. Return after lapse of period of posting	4. Registration undergoes final evaluation and registered in registry book, assign registry number, signed and approved by the MCR	None	10 minutes	<i>Admin Aide/MCR</i> Municipal Civil Registrar's Office
5. Claim registration	5. Registration is released	None	3 minutes	<i>Releasing clerk</i> Municipal



				Civil Registrar's Office
TOTAL:		Php 300.00 Php 100.00	10 days, 48 minutes	

3. Issuance of Registered Documents (Birth, Marriage & Death)

The Local Civil Registrar may upon request, issue Birth, Marriage, Death and other registered documents.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<p>Birth Certificate - only the registered person shall have the right to get his/her own birth certificate but in case of minor age, only the parents of the said person can get his/her certificate.</p> <p>Marriage Certificate – can only be claimed by the registered couple.</p> <p>Death certificate – can only be claimed by the deceased person's immediate family member.</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data of the registered document being requested		Municipal Civil Registrar Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request document and provide information	1. Document is received and information is extracted	None	5 minutes	Receiving clerk Municipal Civil Registrar's Office



2. Document is processed	2.Document is prepared	None	5 minutes	<i>Admin Aide</i> Municipal Civil Registrar's Office
3. Pay prescribed fee at Treasurer's Office	3.Order of payment is issued	Php 100.00	3 minutes	<i>Admin Aide</i> Municipal Civil Registrar's Office
4. Present receipt and wait while document is processed	4.Receipt is acknowledged, requested document is signed and approved	None	5 minutes	<i>Admin Aide/MCR</i> Municipal Civil Registrar's Office
5. Claim document	5.Document is released	None	3 minutes	<i>Releasing Clerk</i> Municipal Civil Registrar's Office
TOTAL:		Php 100.00	21 minutes	

4. Application for Marriage License

Where a Marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Contracting parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application for Marriage License	LCR Office
Birth Certificate/Baptismal Certificate of the contracting parties	LCR Office where the child born / PSA Office /Church where baptized
Family Planning	Pre-Marriage Counselor
Certificate of No Record of Marriage (CENOMAR)	PSA Office



Parental Consent (18 to 20 yrs. old)	LCR Office			
Parental Advice (21 to 24 yrs. old)	LCR Office			
Legal Capacity (for Alien/Foreigner)	Embassy			
Divorce Decree (for Divorced)	Court where the divorce approved			
Court Decree (for Annulled)	Court where the annulment was approved			
Death & Marriage Certificate (for widow)	LCR Office / PSA Office			
Barangay Clearance	Barangay where the party reside			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for marriage license and present required document	1. Documents are received	None	5 minutes	Receiving clerk Municipal Civil Registrar's Office
2. Documents are processed	2. Documents are subjected to evaluation	None	10 minutes	Admin Aide Municipal Civil Registrar's Office
3. Pay prescribed fee at cashier (Treasurer's Office)	3. Client is advised to pay at the Treasurer's Office	Php 300 Php 150 Php 100 Php 100	3 minutes	Admin Aide Municipal Civil Registrar's Office
4. After paying, present receipt and wait while application is being processed.	4. Receipt is acknowledged; Application is undergoes final evaluation;	None	20 minutes	Admin Aide Municipal Civil Registrar's Office MCR Municipal Civil Registrar's Office
	4.1 Application is registered in registry book	None	5 minutes	Admin Aide Municipal Civil Registrar's Office



5. Inquire on schedule of posting	5.Certificate of posting is Issued	None	5 minutes	Admin Aide Municipal Civil Registrar's Office
	5.1Client is advised on period of posting			
6. Allow period of posting to lapse (10 days)	6.Request for marriage license is posted	None	10 days	Admin Aide Municipal Civil Registrar's Office
	6.1Application undergoes final evaluation;	None	5 minutes	Admin Aide Municipal Civil Registrar's Office
	6.2Application is approved and signed	None	5 minutes	MCR Municipal Civil Registrar's Office
7. Claim license	7.License is released	None	3 minutes	Releasing clerk Municipal Civil Registrar's Office
TOTAL:		Php 300 Php 150 Php 100 Php 100	10 days, 1 hour, 1 minute	



Municipal Agricultural Office

External Services



1. Issuance of MAO Certification (Farmers and Fishers Certification)

Registered and bonafide farmers and fishers within the jurisdiction of the Municipality, who need to secure a Certification for the purpose of Loan, Application for Land Reclassification and other agri-related intended concern must secure certificate:

Office or Division:	Municipal Agricultural Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Registered and bonafide farmers and fishers within the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Loan Purposes				
Barangay Certification (indicating Farm details: Location/Area/Crops)		Secure at Barangay concern		
For Other Agri-Related Purposes				
Barangay Certification		Secure at Barangay concern		
For Application of Land Reclassification Purposes				
Barangay Certification		Secure at Barangay concern		
Photocopy of Land Title		To be provided by client/authorized applicant		
(SPA of Representative)		To be provided by client/authorized applicant		
FOR LOAN AND OTHER AGRI-RELATED CONCERN PURPOSES				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement/s	1. Receive and verify	None	5 minutes	Agricultural Extension Worker Municipal Agricultural Office
	1.2 Prepare the Certificate	None	5 minutes	Administrative Aide I Municipal Agricultural Office
2. Pay amount due and claim certification	2. Process payment and issue official receipt	100	10 mins	Revenue Collector Clerk Municipal Treasurer Office



3. Present the Official Receipt.	3. Release the Certification	None	2 minutes	Administrative Aide I / MAO Municipal Agricultural Office
TOTAL:		P100.00	12 mins	
FOR APPLICATION OF RECLASSIFICATION PURPOSES				
1. Submit requirement/s	1. Receive and verify	None	5 mins	Agricultural Extension Worker Municipal Agricultural Office
	1.2 Schedule field inspection	None	1 day	Agricultural Extension Worker Municipal Agricultural Office
2. Pay amount due and claim certification	2. Process payment and issue official receipt	100	10 mins	Revenue Collector Clerk Municipal Treasurer Office
3. Present the Official Receipt.	3. Release the Certification	None	2 minutes	Administrative Aide I / MAO Municipal Agricultural Office
TOTAL:		P100.00	1 day and 17 minutes	

2. Issuance of Auxiliary Invoice for Aquaculture products (prior to secure Local Transport Permit to DA-BFAR)

Fish Traders, Fishers, Viajeros within the jurisdiction of the Municipality, who need to secure Auxiliary Invoice as per pre-requisite requirement of the Local Transport Permit who will transport fish and other aquatic and marine products must secure certificate:

Office or Division:	Municipal Agricultural Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Fish Traders, Viajeros, Fishers within municipality
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	



Valid ID		To be provided by client/authorized applicant		
Information sheet		Secure at Municipal Agricultural Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out information sheet	1. Receive and verify	None	3 minutes	<i>Agricultural Extension Worker</i> Municipal Agricultural Office
	1.2 Conduct inspection	None	15 minutes	<i>Agricultural Extension Worker</i> Municipal Agricultural Office
2. Pay amount due and claim certification	2. Process payment and issue official receipt	As per Section 7 M.O. 06-2019	10 mins	<i>Revenue Collector Clerk</i> Municipal Treasurer Office
3. Present the Official Receipt.	3. Release the Certification / Auxiliary Invoice	None	2 minutes	<i>Administrative Aide I / MAO</i> Municipal Agricultural Office
TOTAL:		As per Section 7 M.O. 06-2019	30 mins	



Local Disaster Risk Reduction Management Office

External Services



1. Conduct of Symposia and Drills as part of Disaster Preparedness

Any person or enterprise that needs knowledge and capacity during calamities.

Office or Division:		Local Disaster Risk Reduction Management Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any person/citizen within the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare and submit a request letter	1. Receive and schedule the conduct of training/symposia	None	10 minutes	<i>Administrative Aide /</i> Local Disaster Risk Reduction Management Office
	2.Conduct of training/symposia	None	2 days upon receipt of request letter	<i>LDRRM Assistant/LDRRMO</i> Local Disaster Risk Reduction Management Office
TOTAL:		None	2 days and 10 minutes	

2. Response activities during calamities (Human Induced Disaster)

Any person or community that needs immediate response during disaster

Office or Division:		Local Disaster Risk Reduction Management Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any person/citizen within the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Vehicular Accident within the area of this municipality.	1. Deployment of Quick Response Team in the area of incident.	None	30 minutes	Ambulance Driver Rescuer Local Disaster Risk Reduction Management Office
TOTAL:		None	30 minutes	

3. Response activities during calamities (Natural Disaster)

Any person or community that needs immediate response during disaster

Office or Division:	Local Disaster Risk Reduction Management Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person/citizen within the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occurrence of flood due to typhoon or other natural disasters	1. Activation of operations center and monitoring of 44 barangays	None	5 days	LDRRM Officer and Assistant Rescuer Local Disaster Risk Reduction Management Office
	1.2 Conduct of pre-emptive evacuation as the need arises	None	2 hours	LDRRM Officer Rescuer Local Disaster Risk Reduction Management Office
	1.3 Provision of food and non-food items	None	2 hours	LDRRM Officer and Assistant Rescuer Local Disaster Risk Reduction Management Office Social Worker / Administrative Aide Municipal Social Welfare and Development Office



TOTAL:		N/A	5 days and 4 hours minutes	

4. Assistance to victims of calamities

All families who are victims of disasters and calamities may benefit from this especially those who are listed under the poor and vulnerable sectors.

Office or Division:	Local Disaster Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person/citizen within the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of the Incident		Barangay Hall concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document.	1. Receive and assess the submitted document.	None	5 minutes	<i>Administrative Aide</i> Local Disaster Risk Reduction and Management Office
	1.2 Report to the Local Chief Executive for the assistance that will be provided.	None	2 days	<i>Local Disaster Risk Reduction Management Officer</i> Local Disaster Risk Reduction and Management Office
TOTAL:		None	2 days and 5 minutes	



PUBLIC EMPLOYMENT SERVICE OFFICE

External Services



1. Issuance of Job Referral Certification

The PESO aims to ensure prompt and efficient delivery of employment facilitation services as well as to provide timely information on labor market and DOLE Programs. It provides clients with adequate information on employment and seeks assistance they prefer such as seeking employment for unemployed persons and looking for improved positions for those employed.

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Jobseekers		
DOCUMENTARY REQUIREMENTS		WHERE TO SECURE		
Resume		Provision of the applicant		
Medical Certificate		Provision of the applicant		
Scholastic Records		Provision of the applicant		
Certificate/s of Employment		Provision of the applicant		
Duly accomplished SRS Application Form		Public Employment Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1. Receive and assess required documents.	None	5 Minutes	<i>Admin Aide /</i> Public Employment Service Office
2. Fill up the SRS Application Form.	2. Conduct an interview and encode the information in PEIS.	None	10 Minutes	<i>Admin Aide /</i> Public Employment Service Office
3. Receive the Job Referral Certification.	3. Issuance of Job Referral Certification.	None	10 Minutes	<i>Admin Aide /</i> <i>PESO Manager</i> Public Employment Service Office
TOTAL :		None	25 minutes	

2. Assistance in Career Guidance and Employment Coaching

Career guidance can be defined as a **comprehensive and developmental program designed to assist individuals in making and implementing informed educational and occupational choices**. It is a journey on which people develop to make mature and informed decisions.



Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Grade 10 Students		
DOCUMENTARY REQUIREMENTS		WHERE TO SECURE		
Request Letter		Provision of the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for Career Guidance.	1.Receive the required documents.	None	5 Minutes	<i>Admin Aide /</i> Public Employment Service Office
	2.Submit request letter to DOLE and PESO – Provincial Government of Pampanga for the scheduling of Career Guidance Orientation.	None	15 Minutes	<i>PESO Manager/</i> <i>Admin Aide /</i> Public Employment Service Office
TOTAL :		None	20 minutes	

3. Conduct of Skills Trainings

This is to provide training programs to people who are willing to gain knowledge so they can be employed in various industries. In addition, this is to certify the competency of workers in different fields for them to acquire better job opportunities.

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any person/citizen		
DOCUMENTARY REQUIREMENTS		WHERE TO SECURE		
Resume		Provision of the Applicants		
Duly accomplished SRS Application Form		Public Employment Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit required documents.	1.Receive and assess the documents	None	5 Minutes	<i>Admin Aide I</i> Public Employment Service Office
2. Fill – up of SRS application form and provide information needed.	2. Conduct an interview and encode the information in PEIS.	None	10 Minutes	<i>Admin Aide I</i> Public Employment Service Office
	2.2 Request for a trainer under the TESDA Office and schedule a date for the skills training.	None	10 Minutes	<i>Admin Aide I</i> Public Employment Service Office
TOTAL:		None	25 minutes	

4. OWWA Desk Services

This is to provide assistance to Overseas Filipino Workers who are residents of Lubao, Pampanga with their employment concerns.

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any person/citizen		
DOCUMENTARY REQUIREMENTS		WHERE TO SECURE		
Request Letter		Provision of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the PESO.	1.Receive the submitted document.	None	5 Minutes	<i>Admin Aide I</i> Public Employment Service Office
2. Provide information needed for the request of assistance.	2.Interview the client and assess the documents.	None	15 minutes	<i>PESO Manager/ Admin Aide I</i> Public Employment Service Office



	2.2 Endorse the client to OWWA and provide necessary documents.	None	30 minutes	<i>PESO Manager/ Admin Aide I</i> Public Employment Service Office
TOTAL:		None	50 minutes	

5. Pre-Employment Orientation Services (PEOS)

This is to provide an orientation to job seekers before the hiring and recruitment of the local and overseas companies.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Jobseekers			
DOCUMENTARY REQUIREMENTS		WHERE TO SECURE		
Resume		Provision of the applicant		
Scholastic Records		Provision of the applicant		
Certificate/s of Employment		Provision of the applicant		
Passport (As needed)		Provision of the applicant		
Duly accomplished Application Form		Public Employment Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1.Receive and assess the documents.	None	10 Minutes	<i>Admin Aide I</i> Public Employment Service Office
2. Wait for the schedule.	2. Schedule the pre – employment orientation.	None	15 Minutes	<i>Admin Aide I</i> Public Employment Service Office
TOTAL:		None	25 minutes	

6. Special Program for the Employment of Students (SPES)

The Special Program for Employment of Students is DOLE's youth employment-bridging program which aims to provide temporary employment to poor but deserving students, out-of-school youth, and dependents of displaced or would-be displaced workers during summer and/or Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education.



Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
DOCUMENTARY REQUIREMENTS		WHERE TO SECURE		
Resume		Provision of the applicant		
(1) 2x2 Picture		Provision of the applicant		
Birth Certificate		Philippine Statistics Authority or Municipal Civil Registrar		
School ID		School of the Student		
Copy of Grades		School of the Student		
Tax Exemption or Income Tax Return		Bureau of Internal Revenue		
Duly accomplished Application Form		Public Employment Service Office		
Copy of the Identification Cards of both parents		Provision of the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1.Receive the documents.	None	5 Minutes	<i>Admin Aide I</i> Public Employment Service Office
2. Fill-up and provide information needed in the application form given.	2.Conduct an interview and assess the documents.	None	15 Minutes	<i>Admin Aide I</i> Public Employment Service Office
3.Wait for the approval of the application.	3.Identify the qualified applicants for the program and inform them.	None	2 days	<i>Admin Aide I</i> <i>PESO Manager</i> Public Employment Service Office
	3.2 Submit the list of qualified applicants to the DOLE Office for validation.	None	1 hour	<i>Admin Aide I</i> Public Employment Service Office
TOTAL:		None	2 days and 20 minutes	



7. Livelihood Programs

This is to grant assistance for capacity-building on livelihood for the working poor, vulnerable and marginalized workers, either for individual or group livelihood projects/undertakings.

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any person/citizen		
DOCUMENTARY REQUIREMENTS		WHERE TO SECURE		
Request Letter		Provision of the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the PESO.	Receive the submitted document.	None	5 Minutes	<i>Admin Aide I</i> Public Employment Service Office
2. Provide information needed for the request of assistance.	Interview the client and assess the documents.	None	15 minutes	<i>PESO Manager/ Admin Aide I</i> Public Employment Service Office
	Endorse the request letter of the client to DOLE for the grant of assistance.	None	30 minutes	<i>PESO Manager/ Admin Aide I</i> Public Employment Service Office
TOTAL:		None	50 minutes	

8. Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD)

This is a community-based package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not to exceed a maximum of 30 days, depending on the nature of work to be performed.

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any person/citizen		



DOCUMENTARY REQUIREMENTS		WHERE TO SECURE		
Valid ID		Provision of the client		
Duly Accomplished Form		Public Employment Service Office		
Accomplishment Report (After the employment)		Provision of the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Identify the displaced workers, underemployed, seasonal workers and the vulnerable sectors in the municipality.	None	30 Minutes	<i>Admin Aide /</i> Public Employment Service Office
2. Fill-up and provide information needed in the application form given.	2. Interview the applicants and encode the information in the database.	None	30 Minutes	<i>Admin Aide /</i> <i>PESO Manager</i> Public Employment Service Office
	2.2 Submit the gathered information to DOLE Office for validation and ask for a schedule for the contract signing.	None	1 hour	<i>Admin Aide /</i> Public Employment Service Office
TOTAL :		None	2 hours	

9. Government Internship Program

This provides three to six (3-6) month's internship opportunity for high school, technical-vocational, or college graduates who wants to pursue a career in public service.

Office or Division:	Public Employment Service Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Jobseekers	
DOCUMENTARY REQUIREMENTS		WHERE TO SECURE
Resume		Provision of the applicant
(1) 2x2 Picture		Provision of the applicant



Scholastic Records		Provision of the applicant		
Certificate/s of Employment		Provision of the applicant		
Duly accomplished Application Form		Public Employment Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1.Receive the documents.	None	5 Minutes	<i>Admin Aide /</i> Public Employment Service Office
2. Fill-up and provide information needed in the application form given.	2. Conduct an interview and assess the documents.	None	20 Minutes	<i>Admin Aide /</i> Public Employment Service Office
3.Wait for the approval of the application.	3.Identify the qualified applicants for the program and inform them.	None	30 minutes	<i>Admin Aide /</i> <i>PESO Manager</i> Public Employment Service Office
	3.2 Submit to DOLE Office the list of qualified applicants for the confirmation.	None	1 hour	<i>Admin Aide /</i> <i>PESO Manager</i> Public Employment Service Office
TOTAL:		None	1 hour and 55 minutes	



Municipal Health Office

External Services



1. Free Medicine, and Laboratory Procedures

Walk-in clients must submit their medicine prescription, or laboratory request. For ambulance service, client must proceed to the office for scheduling.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Civilian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medicine Prescription		Licensed Physicians Hospital concerned		
Laboratory Request				
Statement of Account from Hospitals				
Costing of Procedure				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the MHO.(For medicine and procedures)	1.Assessment and verification of documents submitted and filling out of necessary form for approval and signature.	None	5 minutes	Administrative Aide I Municipal Health Office
TOTAL:		None	5 minutes	

2. Free ambulance service and other medical assistance.

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

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Civilian		
Who may avail:		Civilian		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral to the Hospital (If there's any)		Hospital Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the MHO for ambulanceservice request.	1. Check the availability of the ambulance unit andset the requested schedule.	None	5 mins.	<i>Nurse I</i> Municipal HealthOffice
TOTAL:		None	5 minutes	



3. Outpatient Consultation

A service which caters patient with non-emergency case.

Office or Division:		Rural Health Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any person with health concerns.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Physical / Laboratory Examination		Laboratories/ Hospitals		
Patient's Chart		Rural Health Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk and get number.	1. Registration and assessment of patient	None	3 minutes	Nurse/ Midwife Rural Health Unit
2. Wait for the number to be called the proceed to the rural health physician's room.	2. Consultation and management	None	15 minutes	Rural health physician Rural Health Unit
3. Proceed to supply office	3. Dispensing of prescribed medicine	None	2 minutes	Nurse/ Midwife Rural Health Unit
TOTAL:		None	20 minutes	

4. Issuance Of Medical Certificate

A medical certificate is a type of document that states the current medical status of a patient which can be used for any purposes.



Office or Division:	Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person with health concerns.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Physical / Laboratory Examination		Laboratories/ Hospitals		
Chest X-Ray, ECG (if needed)		Laboratories/ Hospitals		
Patient's Chart		Rural Health Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk	1. Collect and verify all requirements needed	None	3 minutes	Nurse/Midwife Rural Health Unit
2. Wait for the preparation of the medical certificate	2. Preparation and filling up of the health/medical certificate	None	5 minutes	Nurse/Midwife Rural Health Unit
3. Proceed to the rural health physician's room for signatory	3. For assessment and signing of the health/ medical certificate	None	2 minutes	Rural Health Physician Rural Health Unit
4. Receive health/ medical certificate	4. Recording and releasing of health/medical certificate	None	1 minute	Nurse/Midwife Rural Health Unit
TOTAL:		None	11 minutes	



5.Preparation Of Death Certificate

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

Office or Division:	Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person with health concerns.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate Form		Funeral Services concerned		
Autopsy (upon the request of the relatives)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk	1.Collect and verify all requirements needed	None	5 minutes	Nurse/Midwife Rural Health Unit
2. Wait for the preparation of the medical certificate	2.Preparation and filling up of the health/medical certificate	None	5 minutes	Nurse/Midwife Rural Health Unit
3. Proceed to the rural health physician’s room for signatory	3.For assessment and signing of the health/ medical certificate	None	1 minute	Rural Health Physician Rural Health Unit
4. Receive health/ medical certificate	4.Recording and releasing of health/medical certificate	None	1 minute	Nurse/Midwife Rural Health Unit
TOTAL:		None	12 minutes	



6. Issuance of Sanitary Permit

Any person or establishment who wish to engage in both Food and Non-Food business is required to secure a Sanitary Permit from the Municipal Health Office before operations. No Sanitary Permit will be issued without the conduct of a Sanitary Inspection.

Office or Division:	Municipal Health Office / Environmental Health and Sanitation Unit
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	Private/Public Individuals, Business Entrepreneur
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Food and Non-Food Establishments:	
1. Duly Accomplished Application Form	Environmental Health and Sanitation Unit Office
2. Barangay Business Permit	Barangay Hall
3. For renewal, previous Sanitary Permit.	Environmental Health and Sanitation Unit Office
Additional requirements based on category:	
a) Food Establishment/ Food Processing/Ambulant Food Vendor	a) Food Establishment/ Food Processing/Ambulant Food Vendor
1 Sanitary Plan- Sanitary Engineer Signed & Sealed	1. Sanitary Engineer
2 Grease Trap	2. Provision of Applicant
3 Waste Water Treatment Facility Design and Provision	3. Sanitary Engineer
4 Food and Drug Permit	4. Food and Drugs Administration
5 National Meat Inspection Service Clearance	5. National Meat Inspection Service
6 Business Name- DTI	6. Department of Trade and Industry (DTI)
7 Certificate of Potability of Water Source issued by the Municipal Health Office	7. Municipal Health Office
8 Bacteriological Analysis – Quarterly	8. DOH Accredited Water Laboratory



9 Physical –Chemical Analysis (at least once a year).	9. DOH Accredited Water Laboratory
10 Photos of Sanitary Facilities – Lavatories, Comfort Rooms, Etc.	10. Sanitation Officer
11 Insect and Vermin Control Program	11. Sanitation Office or Licensed Pest Controller
12 Food Handler's Training	12. Municipal Health Office
13 First Aid Room with Medical Supplies and First-Aiders	13. Provision of Applicants
14 Waste Water Testing Result(Annual).	14. Laboratory accredited by DOH
15 Ambulant food Vendor – Only Packed/Bottled/ Canned Food should be sold.	15. Environmental Health and Sanitation Unit Office
<p>16 Health Certificate Requirements for Workers/Food Handlers: Urinalysis, Fecalalysis, X-Ray</p> <p>Note: Prioritize requirements based on type of Food Establishment</p> <p>Optional Requirements: *Physical-Chemical Test Result of Water Supply *Hepa –A Screening *Drug Test</p>	16. Environmental Health and Sanitation Unit Officer
<p>b) Public places-Schools, Hotels, Boarding Houses, Markets, Supermarkets, Groceries, Malls, Abattoirs, Tonsorial, Spa/Municipal Hall, Banks, Financial Institutions, Bus Stop/Stations, Computer Shops, Religious Buildings/Institutions, Hospitals, Clinics, Sports Center, Recreation Area, Resorts, Swimming Pools, Cockpit Arena.</p>	<p>b) Public places-Schools, Hotels, Boarding Houses, Markets, Supermarkets, Groceries, Malls, Abattoirs, Tonsorial, Spa/Municipal Hall, Banks, Financial Institutions, Bus Stop/Stations, Computer Shops, Religious Buildings/Institutions, Hospitals, Clinics, Sports Center, Recreation Area, Resorts, Swimming Pools, Cockpit Arena.</p>



1. Sanitary Plan- Signed and Sealed by a valid Sanitary Engineer	Sanitary Engineer
2. Photo of Sanitary Facilities	Sanitary Office
3. ECC-DENR	DENR
4. Business Name- DTI	Department of Trade and Industry
5. Certificate of Potability of Water Source	Municipal Health Office
6. Bacteriological Exam. Of Water Source	DOH Accredited Laboratory
7. Physical Chemical Analysis (Optional)	DOH Accredited Laboratory
8. License to Operate- DENR	DENR
9. Certificate of Training on First Aid on Basic Life Support for Life Guards on Swimming Pools/Resorts/ WaterSports Recreations	Accredited Training Center or Philippine National Red Cross
10. Memorandum of Agreement between Private Hazardous Waste Collectors and Hospitals, Clinics, Laboratories and other Health Facilities.	Any DOH accredited hazardous waste collector
11. 1st Aid Kit	Provision of Applicant
12. Health Certificates for Workers (Urinalysis, Fecalalysis, X-Ray)	Environmental Health and Sanitation Office
c) Drug Stores	c) Drug Stores
1. Licensed Pharmacist	Provision of Applicant
2. BFAD Permit	-BFAD
3. Business Name- DTI Permit	DTI
d) Funeral Parlor	
- Business Name- DTI	DTI
- Sanitary Plan of Building	Sanitary Engineer
- Waste Water Facility	DENR



- Photos of Establishments with adjacent area shown.	Sanitary Office
- License/ Registration of Embalmer from DOH	DOH
- For Change of Ownership, notify Health Office within 14 days and submit new documents.	Municipal Health Office
- Inspection of Sanitary Facilities at a minimum of every 3 months.	Sanitary Office
- ECC/ License to Operate/ Permit to Discharge/ Accredited Pollution Control Officer (PCO).	DENR
- Health Certificate requirements- Urinalysis, Fecalalysis, X-Ray, Etc. (Undertaker, Workers)	Sanitation Office
e) Agro-Industrial Establishments, Poultry, Piggery	e) Agro-Industrial Establishments, Poultry and Piggery
Sanitary Plan	Sanitary Engineer
ECC-DENR	DENR
Permit to Operate –DENR Discharge Permit/ Waste Water Treatment Facility	DENR
Pollution Control Office Contract	PCO
Zoning Certificate	Municipal Zoning Officer
First Aid Kit/ Corner	Provision of Applicant
DTI/ Business Name	Department of Trade and Industry
Urinalysis, Fecalalysis, X-Ray of employees.	DOH accredited Laboratory
f) Industrial Establishments –Manufacturing/production	f) Industrial Establishments –Manufacturing/production
- Sanitary Plan	Sanitary Engineer
- ECC DENR	DENR
- License to operate	DENR
- Business Name - DTI	DTI
- Pollution Control Officer Contract	PCO
- Water Treatment Facility Plan	DENR
- Engineer's Report and Plan of Water Supply Source	Sanitary Engineer
- Zoning Cert.	Municipal Zoning Officer



g) Water Refilling Stations	g) Water Refilling Stations
- Sanitary Plan	Sanitary Engineer
- Engineer's Report	Sanitary Engineer
- Physical-Chemical Analysis (14 parameters) a. Raw Water – Initial b. Product Water – Every Six(6)Months c. Heterotropic Plate Count (HPC)	DOH accredited water laboratory
- Microbiological Analysis – EveryMonth	DOH accredited water laboratory
- 40 Hrs. Training on Certified Water Operators Training (If none, Promissory note to attend).	PHO
- DTI- Business Name	Department of Trade and Industry
- Urinalysis, Fecalalysis, X-Ray foremployees (Hepa/ Drug Test optional).	DOH accredited laboratory
h) Waterworks	h) Waterworks
- Endorsement from RHU	RHU
- Sanitary Survey/ Inspection Report of Sanitary Inspector	Sanitary Office
- Water Site Clearance	PHO
- Certificate of Potability	MHO
- Physical/ Chemical / Bacteriological Analysis (Raw and Product)	DOH accredited water laboratory
- Sanitary Plan signed and sealed by Sanitary Engineer	Sanitary Engineer
- Development Plan/ Site Development	Sanitary Engineer
- Feasibility Study – IEE DENR	DENR
- ECC/ CNC – DENR	DENR
- SB Resolution (Development Plan)	Sangguniang Bayan
- Barangay Business Permit	Barangay Captain
- Lot Title/ Memorandum of Agreement/ Contract of Lease/Tax Declaration of Real Property	Assessor Office
- Vicinity Map/ Location Plan	Engineering Office



- Engineer's Report (Signed and Sealed by a Sanitary Engineer)	Sanitary Engineer
- Water Permit (NWRB)	National Water Resources Board
i) Memorial Parks	i) Memorial Parks
-Letter of Application	Provision of Applicant
-Development Permit of Owner	Engineering Office
-Lot Title (any other supporting documents in the acquisition of lands)	Registry of Deeds
-Tax declaration of Real Property	Treasurer's Office
-Municipal Resolution	Sangguniang Bayan
-Plans duly signed and sealed by respective profession;	Registered Engineer
*Architectural Plans	
- Perspective	Registered Architect
- Elevations of Building/ sections/ details	
- Site development	
- Lot Plan Vicinity Map	
- Certificate from Local Health Officials that site fits purpose/Inspection Report of Sanitary Inspector	Sanitary Office
- Waiver of residents if site is within 20 meters zone and with water Supply source within 50 meters zone	Sanitary Office
- Development plans should complete the following; 1) Drainage system 2) Fencing /Strong Gate 3) Chapel	Engineering Office
- Toilets for separate sex	Sanitary Office
- Administrative Office	Sanitary Office
- Pavements/Roadways/Path walks	Engineering Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and complete requirements	1.1) Receive application form and complete requirements for evaluation	None	5 Minutes	<i>Sanitary Inspector</i> Environmental Health and Sanitation Unit
1.1) Inquire the schedule of ocular inspection	1.2) Verify the location of business and schedule the ocular inspection	None	3 Minutes	<i>Sanitary Inspector</i> Environmental Health and Sanitation Unit
1.2) Accompany inspection team to the location	1.3) Inspect business establishment *For compliant; advise client to proceed with application *For non-compliant; advise client to make corrections/rectifications before continuing with application	None	30 Minutes (Actual Inspection)	<i>Joint Inspection Team</i>
2. Receive released documents	2.1 Process Sanitary Permit and orient health and sanitation policies 2.2 Record and release the signed documents	None	5 Minutes	<i>Sanitary Inspector</i> Environmental Health and Sanitation Unit
Total:		None	43 minutes	



7. Issuance of Health Certificate

The Municipal Government of Lubao requires food handlers of Food Establishments to secure a Health Certificate prior to employment.

Health and Medical Certificates are issued by the Municipal Health Office (MHO).

Office or Division:	Municipal Health Office / Environmental Health and Sanitation Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	Private/Public Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Food Establishment: a) Resto Bars For GRO's <ul style="list-style-type: none"> - Cervical Smear – every 2 weeks - HIV Test - Hepatitis B - RPR - Chest X-Ray - Urinalysis - Fecalalysis - Residence Certificate - Birth Certificate - Brgy. Working Permit - Brgy. Clearance - Police Clearance - 2x2 pictures – 2pcs b) Others <ul style="list-style-type: none"> - Urinalysis - Fecalalysis - X-ray - Hepa-A (optional) - Immunization Non-Food Establishments <ul style="list-style-type: none"> - Urinalysis 	<ul style="list-style-type: none"> - RHU Center - Hospital/Laboratory Clinic - DOH accredited - Hospital/Laboratory Clinic - Hospital/Laboratory Clinic - Hospital/Laboratory Clinic - Hospital/Laboratory Clinic - Barangay Hall / Municipality of Lubao - Local Civil Registrar - Barangay Hall - Barangay Hall - Police Station - Provision of the client <ul style="list-style-type: none"> - Hospital/Laboratory Clinic - Hospital/Laboratory Clinic - Hospital/Laboratory Clinic - Hospital/Laboratory Clinic - Hospital/Laboratory Clinic <ul style="list-style-type: none"> - Hospital/Laboratory Clinic



<ul style="list-style-type: none"> - Fecalysis - X-ray - Immunization 	<ul style="list-style-type: none"> - Hospital/Laboratory Clinic - Hospital/Laboratory Clinic - Hospital/Laboratory Clinic
--	--

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and complete requirements	1. Received duly accomplished application form and complete requirements for evaluation and issue order of payment *If negative result on laboratory test, refer client to Municipal Health Office for prescription	None	5 Minutes	<i>Sanitary Inspector</i> Environmental Health and Sanitation Unit
2. Pay the corresponding fees at the Treasurer's office and return to MHO/EHSU	2. Process payment and issue order of payment.	₱100	3 Minutes	<i>Sanitary Inspector / Revenue Collection Clerk</i>
3. Present OR and receive Health Certificate	3. Check OR, record and release signed Health Certificate	None	3 Minutes	<i>Sanitary Inspector</i> Environmental Health and Sanitation Unit
TOTAL:		₱100	11 minutes	



8. Issuance of Disinterment and Transfer Permit

The Municipal Government of Lubao requires any individual that wishes to Disinterment or Transfer the remains of their dead relatives.

Disinterment and Transfer Permit are issued by the Municipal Health Office (MHO).

Office or Division:	Municipal Health Office / Environmental Health and Sanitation Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Relative of the dead person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate Identification and Written Consent		Local Civil Registrar Provision of Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and complete requirements	1. Received duly accomplished application form and complete requirements for evaluation and issue order of payment	None	5 minutes	<i>Sanitary Inspector Environmental Health and Sanitation Unit</i>
2. Pay the corresponding fees at the Treasurer's office and return to MHO/EHSU	2. Process payment and issue order of payment.	₱300	3 minutes	<i>Sanitary Inspector / Revenue Collection Clerk</i>
3. Present OR and receive Disinterment/Transfer Permit	3. Check OR, record and release signed Disinterment/Transfer Permit	None	2 minutes	<i>Sanitary Inspector Environmental Health and Sanitation Unit</i>
TOTAL:		P300.00	10 minutes	



SANGGUNIANG BAYAN OFFICE

External Services



1. ISSUANCE OF REQUESTED COPIES OF OFFICIAL RECORDS, CERTIFICATIONS AND DOCUMENTS (RESOLUTIONS AND ORDINANCES)

The Office of the Sangguniang Bayan is the repository of official records and documents on the matters relating to the performance of the legislative functions of the Sanggunian such as enacted ordinances, adopted or approved resolutions and minutes of the meeting or session and other certifications of Sangguniang Bayan as requested.

Office or Division:	Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All persons, natural and juridical			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submit letter request which states the following: 1. Name 2. Address 3. Documents/s requested 4. Purpose			Sangguniang Bayan Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client inquires for the requirements and/or submits a letter request.	1. Provide the client the list of requirements and advise the client to accomplish the required documents.	None	5 minutes	SB Staff
	1.2 Receives the application and check the completeness of the documents and affix the date, time and signature of the receiving personnel.	None	10 minutes	SB Staff



2. The client receive the requested document/s.	2. Require the client to sign the receiving copy affixing the time and date then release copy of the requested document/s.	None	5 minutes	<i>SB Staff</i>
TOTAL:		None	30 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service



1. Certificate of Employment, Service Record and Other Certifications

Employees request for employment certificate for the verification of their employment history. Service record is issued to certify that they actually rendered services in the office with the dates, salary increment and employment positions provided throughout the service. Other certifications are needed by the employees for other legal purposes.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Former or Current Employees of the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card Municipal ID (For current employees)		Government Offices Municipality of Lubao		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Certificate of Employment, Service Record and other Certifications	Issuance of the Certificate to be signed by the HRMO	None	30 minutes	Human Resource Management Officer Human Resource Management Office Administrative Aide I Human Resource Management Office
TOTAL:		None	30 mins.	



2. Application for Leave

Employees apply their leave application at the Human Resource Management Office 5 days before their applied leave except sick leave or emergency leave. They can use their Vacation Leave, Sick Leave, Forced Leave, Special Leave Privileges, Maternity Leave, Paternity Leave and other special leaves.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Current Regular and Casual Employees of the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form No. 4 Revised 1984		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up of CSC Form No. 4 Revised 1984.	1.1) Receive the form which was signed by the Human Resource Management Officer, Department Head and Local Chief Executive.	None	1 hour	Human Resource Management Officer Human Resource Management Officer
	1.2) Process and record the leave application to the employee's leave record.	None	1 hour	Administrative Aide I Human Resource Management Officer
TOTAL:		None	2 hours	

3. Permanent, Casual and Job Order Employees Appointments

The appointment of the permanent, casual and job order employees are being processed in accordance with the rules, standards and regulations of the Civil Service Commission.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:		Regular, Casual and Job Order Employees of the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet		Human Resource Management Office		
Authenticated copy of eligibility/rating/license (If available)		Civil Service Commission/Professional Regulatory Commission		
Medical Certificate (CS Form No. 211, Revised 2018)		Licensed Government Physician		
Certificate of Live Birth		Philippine Statistics Authority		
Marriage Contract/Certificate		Philippine Statistics Authority		
NBI Clearance		National Bureau of Investigation		
Performance rating		Municipality of Lubao		
Scholastic Record		Applicant's School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Human Resource Management Office.	1.1) Receive and check the requirements.	None	30 minutes	Human Resource Management Officer Human Resource Management Office
	1.2) Process the appointments. For Permanent and Casual employees:	None	1 day	Administrative Aide I Human Resource Management Office
	1.2.1) Prepare the Original CSC copy of appointment, Position Description Form, Oath of Office, Certification of Assumption to Duty and Certification of			Human Resource Management Officer Human Resource Management Office



	<p>Availability of Funds.</p> <p>For Job Order employees:</p> <p>1.2.1) Prepare the job order appointments using the agency's appointment form.</p> <p>1.3) Submit the appointments to the Civil Service Commission and furnish a copy to the Office of the Municipal Accountant.</p>	None	2 hours	<p><i>Human Resource Management Officer</i> Human Resource Management Office</p> <p><i>Administrative Aide I</i> Human Resource Management Office</p>
Total:		None	1 day, 2 hours and 30 minutes	



MUNICIPAL BUDGET OFFICE

Internal Services



1. Certify Obligation Request (ObR) as to the existence of appropriations

Various offices can certify obligation request as to existence of appropriations of payrolls; purchase requests; traveling expenses and other expenditures under the general fund, special education fund and economic enterprises of the LGU.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll 1.1 Obligation Request signed by the Head of Office		Concerned Office		
2. Purchases 2.1 Approved purchase request 2.2 Bidding documents 2.3 ObR signed by the head of office where expenses is being charged		Concerned Office Municipal Planning and Development Office Concerned Office		
3. Travel Expenses 3.1 Approved travel order 3.2 Cert. of appearance, Transportation tickets & other applicable documents		Mayor's Office Concerned employee		
4. Financial Assistance To Indigents 4.1 ObR signed by Head of Office 4.2 Case study as to the eligibility of the client/recipient of the financial assistance signed by MSWDO.		Concerned Office Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and request for certification of Obligation Request as to the existence of appropriations	1. Obligation & charging of expenses to appropriate expenses title and assign obligation number.	None	3 minutes	<i>Budgeting Assistant Municipal Budget Office</i>



	2. Review and certify as to existence of appropriation.	None	2 minutes	<i>Municipal Budget Officer</i> Municipal Budget Office
TOTAL :		N/A	5 minutes	

2. Certificate of Appropriation Balances

Various offices request for certificate of appropriation balances that will be used to different government transactions.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written or verbal request		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and request for certificate of Appropriation Balances	1. Scan records and issue certificate of appropriation balance	N/A	34 minutes	<i>Administrative Aide I</i> Municipal Budget Office
	2. Sign certificate of appropriation balance		1 minute	<i>Municipal Budget Officer</i> Municipal Budget Office
TOTAL :		N/A	5 minutes	



MUNICIPAL ACCOUNTING OFFICE

Internal Services



1. Disbursement Voucher

A disbursement voucher is a document used by an LGU for all money claims.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Various departments/offices within the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Supporting Documents depending on the Nature of Transaction pursuant to COA regulations		Concerned departments/offices Within the LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit disbursement voucher together with supporting documents	1.Accept and reviews documents as to completeness, regularity and accuracy of mathematical computations	None	5 minutes	<i>Administrative Aide I</i> Municipal Accountant's Office <i>Municipal Accountant</i> Municipal Accountant's Office
TOTAL:		None	5 minutes	



Supply Office

Internal Services



1. Issuance of Acknowledgement Receipt for Equipment (ARE) for Newly Acquired Properties.

Where the division manages to classify, store, retrieve, secure track and archive records of properties owned by the municipality. Responsible in inventory assignments such as record keeping and updating, physical inventory, placing of inventory tags and designation of Acknowledgement Receipt for Equipment.

Office or Division:	SUPPLY OFFICE
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Lubao Municipal Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order papers with attached inspected Official Receipt		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Purchased Order and inspected official receipt.	1. Received and review all documents. 1.1 Prepare triplicate copy of Acknowledgement Receipt for Equipment 1.2 Return the papers for signatory (in-charge of the equipment)	None	15 minutes	<i>Administrative Aide / Data Operator Supply Office</i>
2. Signed the accomplished Acknowledgement Report for Equipment and give back to the office clerk.	2. Received and check completely. 2.1 Record and place inventory tags. 2.2 Submit to Division Head for signatory	None	5 minutes	<i>Administrative Aide / Data Operator Supply Office</i>
3. Have a copy of Acknowledgement	3. Give one copy of ARE at client, one	None		<i>Administrative Aide / Data</i>



Receipt for Equipment for file.	copy for Accounting Office and keep the last one for file.			Operator Supply Office
TOTAL:		None	20 minutes	

2. Issuance of Inventory Custodian Slip (ICS) for Newly Acquired Semi – Expandable Property

Issuance of Inventory Custodian Slip (ICS) for tangible items amounting to less than P50,000.00 is to establish accountability of the end-user. This form shall be signed and dated by the designated Property Custodian and received by the recipient or end-user of the inventory.

Office or Division:	SUPPLY OFFICE
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Lubao Municipal Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order papers with attached inspected Official Receipt		Accounting Office		
Old ICS signed by the original end-user (for transferred inventories amounting to less than P50k)		Department Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents.	1.Receive documentary requirements, log and assign ICS number 1.1 Prepare Triplicate copy of ICS for semi-expandable property 1.2Return the papers for signatory (in-charge of the semi-expandable property) 1.3 Release the duplicate ICS, one copy	None	15 minutes	Administrative Aide / Data Operator Supply Office



	for Accounting and File original copy			
TOTAL:		None	15minutes	

3.Issuance of Requisition and Issue Slip (RIS) for common-use supplies.

The RIS shall be used by the Requisitioning Division/Office to request supplies/goods/ equipment/property carried in stock and by the Supply and/or Property Division/Unit to indicate the availability or non-availability of items requisitioned and/or to record issues of item/s requisitioned.

Office or Division:	SUPPLY OFFICE
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Department Concerned

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order papers with attached inspected Official Receipt		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Purchased Order and inspected official receipt	1. Received documentary requirements, log and assign RIS number 1.1 Prepare Triplicate copy of RIS common-used supplies. 1.2 Return the papers for signatory (requesting Officer and recipient) 1.3 Release one copy RIS, one copy for Accounting and File original copy.	None	15 minutes	Supply Staff Property Officer Supply Office
TOTAL:		None	15 minutes	



4. Provision of Inspection Services on Government Property

This service is generally to check on the condition of various government-owned properties.

Office or Division:	SUPPLY OFFICE
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Department Concerned

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order papers with delivery receipt and charge invoice		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Purchased Order papers with official receipt to the in-charge and request Inspection Report for inspection.	1. Receive and check the complete documents. 1.2 Inspect the official receipt of the items	None	5 minutes	<i>Administrative Aide / Data Operator</i> Supply Office
2. Take note of the inspector to be assigned by the Property Officer to conduct the inspection	2. Check and review all the documents. 2.2 Review the items in the official receipt and marked inspected	None	15 minutes	<i>Inspector Officer</i> Supply Office
3. Await to give out the Acceptance and Inspection Report	3. Accomplished Acceptance and Inspection Report in triplicate copy. 3.2 Release one copy for end-user, one for Accounting and file copy.	None	15 minutes	<i>Administrative Aide / Data Operator</i> Supply Office
TOTAL:		None	35 minutes	



5. Return Slip for Excess, Salvage or Disposable Property

This service is to turn-over all unserviceable properties.

Office or Division:	SUPPLY OFFICE
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Department Concerned

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled – up approved Property Returned Slip		Supply Office		
Photocopies of Acknowledgement Receipt for Equipment (ARE) / Inventory Custodian Slip (ICS)		Department Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over unserviceable properties and submit approved Property Return Slip with attached ARE/ICS	1. Receive the goods, check the correctness of the article and its specifications. 1.2 Sign the document. 1.3 Temporarily store the goods at the storage room	None	5 minutes	<i>Supply Staff Property Officer Supply Office</i>
2. None	2. Log and assign RS number 2.2 Updates the information in the records file to note the property was condemned.	None	2 minutes	<i>Administrative Aide / Data Operator Supply Office</i>
3. Await to give out the copy Return Slip	3. Accomplished Return Slip and release one copy for client, one for Accounting and file copy.	None	3 minutes	<i>Administrative Aide / Data Operator Supply Office</i>
TOTAL			10 minutes	



6.Waste Material Report

The Waste Material Report shall be used by the Property Custodian to report all waste materials previously taken in the book of accounts as assets or in his/her custody so that they may be properly disposed of and derecognized from the books.

Office or Division:	SUPPLY OFFICE
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Department concerned

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up and approved Waste Material Report		Supply Office		
Photocopy of Acknowledgement Receipt for Equipment (ARE) / Inventory Custodian Slip (ICS)		Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over unserviceable supplies and materials to Supply Office and submit WMR with attached ARE / ICS.	1. Receive the goods, check the correctness of the article and its specifications. 1.2 Sign the document. 1.3 Temporarily store the goods at the storage room	None	5 minutes	<i>Administrative Aide / Data Operator</i> Supply Office
2. None	2. Log and assign WMR number	None	2 minutes	<i>Administrative Aide / Data Operator</i> Supply Office
3. Await to give out the copy Return Slip	3. Accomplished Return Slip and release one copy for client, one for Accounting and file copy.	None	3 minutes	<i>Administrative Aide / Data Operator</i> Supply Office
TOTAL			10 minutes	



7. Procurement of Supply and Management

This division is responsible in the procurement of supplies, goods, materials and equipment through public bidding and personnel canvass needed by the different offices of the municipality. It should be the right quality, at a reasonable price, accurate or reasonable quantity provided by reliable source and requested at the right time. They also attend to different office task like preparation of procurement documents, purchase order, purchase request and conduct registry on in-stock supplies.

Office or Division:		SUPPLY OFFICE		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Department Concerned		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provided purchase request with approval of the Municipal Mayor and Municipal Treasurer for cash availability.	1. Received and records the documents and assign PR number	None	1 minute	<i>Administrative Aide / Data Operator Supply Office</i>
	1.2 Schedule a meeting with the BAC (Bids and Awards Committee) to determine what Procurement process should be done.	None	15 minutes	<i>BAC (Bid and Awards Committee)</i>
	1.3. a.) Make a canvassed if the cost is below P50,000.00 b.) If the amount is above 50,000.00 and less than 200,000.00 it should be posted at Philgeps and a quotation should be	None	3 days (it depend on the procurement process that should be done)	<i>BAC (Bid and Awards Committee)</i>



	acquired from qualified Supplier			
2. Follow Up	2.Update the client about the request (verify to the BAC the status of the canvass) Advice the winning supplier to deliver the supplies	None	5 minutes	<i>BAC (Bid and Awards Committee)</i>
	2.2 Witness the delivery of and acceptance of supply together with the end – user	None	30 minutes	<i>Administrative Aide / Data Operator Supply Office</i>
TOTAL		None	3 days and 51 minutes	



SANGGUNIANG BAYAN OFFICE

Internal Services



1. ISSUANCE OF CERTIFICATIONS TO ELECTED BARANGAY OFFICIALS ON RECORDS OF NO ADMINISTRATIVE/ CRIMINAL CASE FILED IN THE OFFICE OF THE SANGGUNIANG BAYAN

The Office of the Sangguniang Bayan issues Certifications to Elected Barangay Officials on records of No Administrative/ Criminal Case filed in the Office of the Sanggunian Bayan.

Office or Division:	Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Component Barangay of the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submit letter request which states the following: 1.Name 2.Address 3.Certification requested 4.Purpose			Sangguniang Bayan Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Barangay Official concerned requests for a Certification to Elected Barangay Officials on records of No Administrative/ Criminal Case filed in the Office of the Sanggunian Bayan.	Issuance of the Certificate to be signed by the Municipal Vice Mayor/ Presiding Officer	None	5 minutes	SB Staff; Municipal Vice Mayor/ Presiding Officer
2.The Barangay Official concerned receives the requested Certification.	Release copy of the requested Certification.	None	5 minutes	SB Staff
TOTAL:		None	30 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to Send a Feedback?	<p>Answer the client feedback form and put it in the drop box located at the Public Information Desk at the entrance of the municipality.</p> <p>Telephone No.:(045) 307-4800 Email : lgulubao@yahoo.com FB Page: Bayan ng Lubao</p>
How feedback is processed?	<p>The drop box will be opened by the Human Resource Management Office at least once a month and they will verify the nature of the queries and feedbacks. Then, this will be forwarded to the department concerned. The answer of the office will be relayed to the citizen.</p> <p>For inquiries, the citizen may reach the municipality through:</p> <p>Telephone No.:(045) 307-4800 Email : lgulubao@yahoo.com FB Page: Bayan ng Lubao</p>
How to file a complaint?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Public Information Desk. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following:</p> <p>Telephone No.:(045) 307-4800 Email : lgulubao@yahoo.com</p>



	FB Page: Bayan ng Lubao
How complaints are processed?	<p>The Human Resource Management Office opens the drop box at least once a month and evaluates each complaint. Upon evaluation, they shall forward the complaint to the relevant office for their explanation and the feedback will be given to the client.</p> <p>For inquiries and follow-ups, clients may contact the following:</p> <p>Telephone No.:(045) 307-4800 Email : lgulubao@yahoo.com FB Page: Bayan ng Lubao</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



VIII. List of Offices

Office	Address	Contact Information
Municipal Assessor's Office	Sta Catalina, Lubao, Pampanga	Loc. 201 (045) 307-4800
Municipal Engineering Office	Sta Catalina, Lubao, Pampanga	Loc. 236 (045) 307-4800
Municipal Planning and Development Office	Sta Catalina, Lubao, Pampanga	Loc. 207 (045) 307-4800
Municipal Social Welfare and Development Office	Sta Catalina, Lubao, Pampanga	Loc. 204 (045) 307-4800
Municipal Treasurer's Office	Sta Catalina, Lubao, Pampanga	Loc. 202 (045) 307-4800
Municipal Mayor's Office	Sta Catalina, Lubao, Pampanga	Loc. 215 (045) 307-4800
Municipal Vice Mayor's Office	Sta Catalina, Lubao, Pampanga	Loc. 217 (045) 307-4800
Municipal Civil Registrar's Office	Sta Catalina, Lubao, Pampanga	Loc. 210 (045) 307-4800
Municipal Health Office	Sta Catalina, Lubao, Pampanga	Loc. 212 (045) 307-4800
Human Resource Management Office	Sta Catalina, Lubao, Pampanga	Loc. 235 (045) 307-4800
Municipal Budget Office	Sta Catalina, Lubao, Pampanga	Loc. 213 (045) 307-4800
Municipal Accounting Office	Sta Catalina, Lubao, Pampanga	Loc. 233 (045) 307-4800