



**MUNICIPALITY OF LUBAO,  
PAMPANGA**

**CITIZEN'S CHARTER**

2019 (1<sup>st</sup> 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 Lubenans 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.



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# **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.

<b>Office or Division:</b>	Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	Any Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Reassessment of Real Property</b>				
Letter Requesting Reassessment	– Provision of the Client			
Zoning Clearance	– Municipal Planning and Development Coordinator			
Tax Receipt/Clearance (Treasurer's Office)	– Treasurer's Office			
<b>For Depreciation of Building and Other Improvements</b>				
Tax Declaration	Municipal Assessor's Office			
Current Tax Receipt	Treasurers' Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents for evaluation	1.Municipal Assessor's Office	None	5 mins.	<i>Assessment Clerk/ Administrative Aide 1</i> Municipal Assessor's Office
2. Pay corresponding fee at Treasurer's Office	2.Municipal Assessor's Office	Php. 200.00 Per Cert.	5 mins.	<i>Revenue Collection Clerk/ Administrative Aide 1</i> Municipal Assessor's Office
3. Present OR at Assessor's Office	3.Municipal Assessor's Office	None	5 mins.	<i>Administrative Aide 1/Municipal Assessor</i> Municipal Assessor's Office



4. Sign the Notice of Assessment and claim the Tax Declaration	4.Municipal Assessor's Office	None	5 min.	<i>Administrative Aide / Municipal Assessor's Office</i>
<b>TOTAL:</b>		<b>Php. 200.00</b>	<b>20 minutes</b>	

## 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.

<b>Office or Division:</b>	Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Simple Transfer:</b>				
Original Title		Provision of the Client		
Two (2) Xerox copies of Title Transfer Tax		Provincial Government Office		
CAR		Provision of the Client		
Deed of Sale		Provision of the Client		
Tax Clearance		Treasurer's Office		
<b>For subdivided Lots</b>				
Original Title		Provision of the Client		
Two (2) Xerox copies of Title Transfer Tax		Provision of the Client		
CAR		Provision of the Client		
Deed of Sale		Provision of the Client		
Tax Clearance		Treasurer's Office		
Approved Subdivision plan with Property Index Number		Provision of the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents for evaluation	Municipal Assessor's Office	None	5 mins.	<i>Assessment Clerk/ Administrative Aide 1 Municipal</i>



				Assessor's Office
2. Pay corresponding fee at Treasurer's Office	Municipal Assessor's Office	Php. 200.00 Per Cert.	2 mins.	Revenue Collection Clerk/ Administrative Aide 1 Municipal Assessor's Office
3. Present OR at Assessor's Office	Municipal Assessor's Office	None	5 mins.	Administrative Aide 1/Municipal Assessor Municipal Assessor's Office
4. Sign the Notice of Assessment and claim the Tax Declaration	Municipal Assessor's Office	None	1 min.	Administrative Aide I Municipal Assessor's Office
<b>TOTAL:</b>		<b>Php. 200.00</b>	<b>13 minutes</b>	

### 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.

<b>Office or Division:</b>	Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Name of Owner		Provision of the Applicant		
TCT		Register of Deeds		
Tax Declaration		Municipal Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE</b>	<b>PROCESSING</b>	<b>PERSON</b>





		PAID	TIME	RESPONSIBLE
1. Submit required documents	Municipal Assessor's Office	None	10 min.	Assessment Clerk Municipal Assessor's Office
2. Pay corresponding fee at Treasurer's Office	Municipal Assessor's Office	Php. 100.00 Per Cert.	5 mins.	Revenue Collection Clerk/ Administrative Aide 1 Municipal Assessor's Office
3. Present OR at Assessor's Office	Municipal Assessor's Office	None	5 mins.	Administrative Aide 1/Municipal Assessor Municipal Assessor's Office
4. Wait while document is processed	Municipal Assessor's Office	None	5 mins.	Administrative Aide 1/Municipal Assessor I Municipal Assessor's Office
<b>TOTAL:</b>		<b>Php. 100.00</b>	<b>25 minutes</b>	

#### 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.*

<b>Office or Division:</b>	Assessor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any Individual
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Certified True Copy of Tax Declaration</b>	
Tax Receipt/ Clearance	Treasurer's Office
Previous Tax Declaration	Government to Government
<b>For Certified True Copy of Tax</b>	



<b>Identification Map</b>				
Approved Plan		Bureau of Lands		
Tax Declaration		Municipal Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	Municipal Assessor's Office	None	2 min.	Assessment Clerk
2. Pay corresponding fee at Treasurer's Office	Municipal Assessor's Office	Php. 100.00	5 mins.	Revenue Collection Clerk/ Administrative Aide 1
3. Present OR at Assessor's Office	Municipal Assessor's Office	None	5 mins.	Administrative Aide 1/Municipal Assessor
4. Wait while document is processed	Municipal Assessor's Office	None	5 mins.	Administrative Aide 1/Municipal Assessor I
<b>TOTAL:</b>		<b>Php. 100.00</b>	<b>17 minutes</b>	



# **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.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any person who will Construct/Repair/Improved/Moved any structure.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Accomplished Application Form	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; <ul style="list-style-type: none"> <li>a) Licensed Architect or Civil Engineer in case of architectural and structural plans.</li> <li>b) Licensed Sanitary Engineer or Master Plumber in case of plumbing or sanitary Installation plans.</li> <li>c) Professional Electrical Engineer in case of electrical plans.</li> <li>d) Professional Mechanical Engineer in case of mechanical plan.</li> </ul> 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.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 Building Permit	4.Check OR and release Building Permit	None	5 minutes	<i>Administrative Aide I Engineering Officer Engineering Office</i>
<b>TOTAL:</b>		<b>Based on National Building</b>	<b>37 minutes</b>	



	<b>Code (P.D 1096)</b>		
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## 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.

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any person who completed Construct/Repair/Improved/Moved any structure.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Completion		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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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.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	Check OR and release Building Permit	none	5 minutes	<i>Administrative Aide I/ Engineering Officer</i>



				Engineering Office
<b>TOTAL:</b>		<b>Based on National Building Code (P.D 1096)</b>	<b>37 minutes</b>	



# **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.

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizen of the Republic with real property (ies) in the Municipality Citizen of the Republic willing to do business in Lubao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
TCT ( Xerox only)		Register of Deeds/Land Registration Authority		
Latest tax declaration		Municipal Assessor's office		
Latest tax receipt		Department of Environment (DENR)		
Lot plan		Provision of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1.Receive, evaluate and validate documents submitted	None	8 mins.	<i>Municipal Planning &amp; Development Officer / Administrative Aide I</i> Municipal Planning & Development Office
	1.1 Issue order of payment after conduct of ocular inspection if needed			
2. Pay corresponding fee at Treasurer's Office	2.Process payment and issue official receipt	Php 500.00	2 mins.	<i>Revenue Collection Clerk/ Administrative Aide I</i> Municipal Planning & Development Office
	2.1 Prepare certification	None		



3. Present OR and claim certification at MPDO	Check OR and release certification	None	1 min.	MPDC / Administrative Aide I Municipal Planning & Development Office
<b>TOTAL:</b>		<b>P500.00</b>	<b>11 minutes</b>	

## 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.

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Citizen of the Republic with real property (ies) in the Municipality Citizen of the Republic willing to do business in Lubao
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Duly notarized/ accomplished application form.	Register of Deeds/Land Registration Authority
Proof of ownership TCT, Deed of sale, Tax Declaration, Lease of contract and Usufructuary. Usufructuary: Duly notarized authorization from a lot owner.	Municipal Assessor's office
Site Development/Vicinity map/ Lot plan	Department of Environment (DENR)
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.	Provision of the Applicant



Barangay Clearance		Provision of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit required documents	1.Receive, evaluate and validate documents submitted	None	8 mins.	<i>Municipal Planning &amp; Development Officer/ Administrative Aide I</i> Municipal Planning & Development Office
	1.1 Issue order of payment after conduct of ocular inspection if needed			
2 Pay corresponding fee at Treasurer's Office	2.Process payment and issue official receipt	Based on Category - Based on Art T, Sec. 3T Municipal Tax Ordinance No. 05-	2 mins.	<i>Revenue Collection Clerk/ Administrative Aide I</i> Municipal Planning & Development Office
	2.1 Prepare clearance	None	5 mins.	<i>Admin Aide 1/ MPDC</i> Municipal Planning & Development Office
3 Present OR and claim clearance at MPDO	3.Check OR and release clearance	None	1 min.	<i>MPDC / Administrative Aide I</i> Municipal Planning & Development Office
<b>TOTAL:</b>		<b>Based on Category - Based on Art T, Sec. 3T Municipal Tax Ordinance No. 05-</b>	<b>16 minutes</b>	



**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.

<b>Office or Division:</b>	Municipal Social Welfare Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Any individual who needs the service
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>-Medical Assistance ( Hospital Bills)-</b>	
Barangay Clearance	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
<b>-Medical Assistance ( hemodialysis &amp; chemotherapy)-</b>	
Barangay Clearance	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
<b>-Legal Assistance- Public Attorney's Office &amp; IBP -</b>	
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
<b>-Educational Assistance-</b>	
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	
2x2 picture of student	



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
<b>TOTAL:</b>		<b>None</b>	<b>4 minutes</b>	

## 2. General Intake

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.

<b>Office or Division:</b>	Municipal Social Welfare Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Any individual who needs the service
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>-Medical Assistance ( Hospital Bills)-</b>	
Barangay Clearance	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
<b>-Medical Assistance ( hemodialysis &amp; chemotherapy)-</b>	
Barangay Clearance	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 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>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 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
<b>Total:</b>		<b>None</b>	<b>18 minutes</b>	

### 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.



<b>Office or Division:</b>	Municipal Social Welfare Development	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>-Medical Assistance-</b>		
Barangay Indigent Certification	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	
<b>-Burial Assistance-</b>		
Barangay Indigent Certification	Barangay Hall where the client reside	
Death Certificate	Municipal Civil Registrar	
Client's and Beneficiaries		
<b>-Educational Assistance-</b>		
Barangay Indigent Certification	Barangay Hall where the client reside	
Copy of Grades & Cert of enrollment	School where the client enrolled	
<b>-Transportation Assistance-</b>		
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>
2. Provide necessary information	2. Conduct interview and Prepare Intake Sheet	None	2 minutes	<i>Administrative Aide I</i>
	3. Prepared voucher/petty cash	None	2 minutes	<i>Administrative Aide I</i>
	4. Processing of			<i>Municipal</i>





	financial assistance	None	5 days	<i>Budget Office Municipal Accounting Office Municipal Treasurer's Office Mayor's Office</i>
3. Receive financial grant	5. Record and release financial grant	None	1 minute	<i>Administrative Aide I</i>
<b>Total:</b>		<b>None</b>	<b>5 days &amp; 6 minutes</b>	



## 2. Issuance of IDs to Senior Citizen, PWD and Solo Parent

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.

<b>Office or Division</b>	Municipal Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who Mail Avail:</b>	Any individual who needs the service
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Issuance of Senior Citizen ID</b>	
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
2 pcs 1x1 Picture	Provision of the client
Cedula	Municipal Treasurers office/ Barangay Hall where the client reside
<b>Issuance of Solo Parent ID</b>	
Application Form for Solo Parent	MSWD Office
Barangay Certificate ( Indicate/State reason for being a solo parent)	Barangay Hall where the client reside
Death Certificate (If Deceased Partner)	Municipal Civil Registrar
Birth Certificate of Child/Children	PSA/Municipal Civil Registrar
1x1 Picture (2 Pcs)	Provision of the client
Affidavit of Solo Parent ( for Renewal of Solo Parent ID)	Notarized by the Attorney
Marriage Contract if applicable	Municipal Civil Registrar



<b>Issuance of PWD ID</b>	
Application Form	MSWD Office/PWD
Medical Certificate ( Indicate Disability)	Issued by the Client Physician
Barangay Clearance/Indecency	Barangay hall where the client reside
1x1 Picture 3Pcs 2x2 Picture 1pc	Provision of the client
Birth Certificate	PSA/Municipal Civil Registrar

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

## 5.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.



<b>Office or Division:</b>	Municipal Social Welfare Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Any individual who needs the service			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application Form for Marriage License			Municipal Social Welfare Office	
Duly Accomplished Pre-Marriage Application Form			Municipal Civil Registrar Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	



# **Municipal Treasurer's Office**

## **External Services**



## 1. Issuance of Business Taxes and Licenses (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.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any person/citizen doing business with the municipality.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For New Business</b>				
3 pcs. 2x2 picture		Provision of the applicant		
Barangay Business Clearance		Barangay where business is located		
Sanitary and Health Permit		Secure at Municipal Health Office		
Annual Building Inspection Permit		Secure at Municipal Engineering Department		
Fire Inspection Permit		Secure at Fire Marshall's Office		
Other Clearances		(DTI, SEC, BIR, Zoning Clearance and Financial Statement)		
Duly accomplished application form		Municipal Treasurer's Office		
<b>For Renewal:</b>				
Barangay Business Clearance		Barangay where business is located		
Sanitary and Health Permit		Secure at Municipal Health Office		
Annual Building Inspection Permit		Secure at Municipal Engineering Department		
Fire Inspection Permit		Secure at Fire Marshall's Office		
Other Clearances		(DTI, SEC, BIR, Locational Clearance, Financial Statement)		
Duly accomplished application form		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form for business permit (New & Renewal) with complete requirements	1. Receive, verify and encode duly accomplished application form submitted	None	10 minutes	<i>Admin Aide I</i> Municipal Treasurer's Office
2. Provide information needed and sign	2. Assess, compute and print Statement of account for	None	5 minutes	<i>Revenue Collection Clerk/BPLO/</i>



statement of account.	confirmation of client and approval of Municipal Treasurer			<i>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	2 minutes	<i>Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office</i>
	3.1 Release copy of application form and statement of account			
<b>TOTAL:</b>		<b>Based on Municipal Tax Ordinance 05-2013</b>	<b>17 minutes</b>	

## 2. Issuance of Termination of Business

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

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any person/citizen doing business with the municipality.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certificate of Closure		Barangay where business is located		
Notarized Affidavit of Closure		Notary Public		
Business Plate Registry		Provision of the applicant		
Any proof of gross receipts in the previous period (Financial Statement, BIR payments, etc)		Provision of the applicant		
Duly accomplished Application Form		Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit duly accomplished application form for retirement of business permit with complete requirements	1. Receive, verify and encode duly accomplished application form submitted	None	10 minutes	<i>Admin Aide I Municipal Treasurer's Office</i>
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 certification of termination of business (if needed)	1.1 Process payment and issue Official Receipt 1.2 Release certification of termination of business	Based on Municipal Tax Ordinance 05-2013	2 minutes	<i>Admin Aide/Revenue Collection Clerk/Mun. Treasurer Municipal Treasurer's Office</i>
<b>TOTAL:</b>		<b>Based on Municipal Tax Ordinance 05-2013</b>	<b>17 minutes</b>	

### 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).

<b>Office or Division:</b>	Municipal Treasurer's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any person/citizen doing special activity or business with the municipality.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>





Letter of Request (indicating details of activity)		Provision of the applicant		
Approval		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	Receive application form and request letter for verification and approval	None	10 minutes	<i>Admin Aide/Revenue Collection Clerk/Municipal Treasurer Municipal Treasurer's Office</i>
2. Pay amount due and proceed to Mayor's Office for approval	Process payment and issue official receipt and advise client to proceed to Mayor's office for approval	Based on Municipal Tax Ordinance 05-2013	2 minutes	<i>Revenue Collection Clerk/BPLO Municipal Treasurer's Office</i>
3. Receive Special Permit with official receipt	Print and release Special Permit with official receipt	None	1 minute	<i>Admin Aide(Mayor's office) Municipal Treasurer's Office</i>
<b>TOTAL:</b>		<b>Based on Municipal Tax Ordinance 05-2013</b>	<b>13 minutes</b>	

#### 4. Issuance of Real Property Tax (RPT)

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

<b>Office or Division:</b>	Municipal Treasurer's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Real Property owners/ any person having legal interest on the property.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Order of Payment		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	Receive order of payment submitted and compute fees and charges	None	10 minutes	<i>Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office</i>
2. Pay amount due and claim RPT and certificate of Tax Clearance (if needed)	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	2 minutes	<i>Admin Aide/Revenue Collection Clerk/Mun. Treasurer Municipal Treasurer's Office</i>
<b>TOTAL:</b>		<b>Based on Prov. Tax Ord.04-2011/ Mun. Res. No. 83-2017</b>	<b>17 minutes</b>	

## 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.

<b>Office or Division:</b>	Municipal Treasurer's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any natural person at age 18 and above and juridical being from Lubao, Pampanga.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Individual:</b>	
Previous CTC/Withholding Tax Certificate if available, or	Provision of the client



Any ID's to assure his/her personal identity and residency		Voter's ID, Driver's License ID, GSIS, SSS, Philhealth		
<b>For Corporation:</b>				
Business Permit		Provision of the client		
ITR, Sworn Statement of Gross Income/Receipts Capital (For New Applicant-Business)		Provision of the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled out information sheet and other requirements	1. Accept and check information sheet and requirements submitted	None	2 minutes	<i>Revenue Collection Clerk/Admin. Aide</i> Municipal Treasurer's Office
2. Affix signature and thumb mark	2. Prepare Community Tax Certificate (CTC)	None	2 minutes	<i>Revenue Collection Clerk/Admin. Aide</i> Municipal Treasurer's Office
3. Pay fee and Claim CTC	3. Accept payment and release CTC	Based on income	1 minute	<i>Revenue Collection Clerk/Admin. Aide</i> Municipal Treasurer's Office
<b>TOTAL:</b>		<b>Based on income</b>	<b>5 minutes</b>	



# **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.

<b>Office or Division:</b>	Municipal Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	Any individual at least eighteen (18) years old and above; Minors must have a parental consent.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Police Clearance / NBI		Lubao Police Station / NBI San Fernando, Pampanga		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements (original and photocopy)	1. Accept and check requirements submitted	None	2 mins.	<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	2 min.	<i>Revenue Collection Clerk</i> Treasurer's Office
3. Claim mayor's clearance	3. Release mayor's clearance	None	1 min.	<i>Administrative Aide I</i> Mayor's Office
<b>TOTAL:</b>		<b>Php. 100.00</b>	<b>5 minutes</b>	



## 2. Mayor's Certification

A Mayor's Certification is a document that certifies the parent/s of an applicant is/are a Filipino citizen/s, resident/s of this Municipality, and belong/s to indigent families.

<b>Office or Division:</b>	Municipal Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	Parent/s that are not gainfully employed and belongs to the indigent families in their barangay with an annual income not exceeding thirty-six thousand pesos (Php. 36, 000.00).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements (original and photocopy)	1. Accept and check requirements submitted	None	2 mins.	<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	2 min.	<i>Revenue Collection Clerk</i> Treasurer's Office
3. Claim mayor's certification	3. Release mayor's certification	None	1 min.	<i>Administrative Aide I</i> Mayor's Office
<b>TOTAL:</b>		<b>Php. 100.00</b>	<b>5 minutes</b>	



# **Municipal Vice Mayor's Office**

## **External Services**



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

The MTO 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.

<b>Office or Division:</b>	Office of the Municipal Vice-Mayor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Only Filipino citizen who are actually residing in the municipality who wants to operate Motorcycle For Hire.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For New Applicant:</b>	
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
<b>For Renewal:</b>	
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		
<b>For Dropping:</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements for Franchise & Dropping	1. Receive requirements submitted and verify record	None	2 minutes	<i>Administrative Aide I</i> Vice Mayor's Office
	1.1. Generate and process MTOP form and advise client to pay	None	2 minutes	<i>Administrative Aide I</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	<i>Administrative Aide I / Revenue Collection Clerk</i> Vice Mayor's Office
3. Present OR and claim MTOP	3. Encode OR number and release MTOP	None	1 minute	<i>Administrative Aide I</i> Vice Mayor's Office
<b>TOTAL:</b>		<b>PHP1,000.00</b>	<b>7 minutes</b>	



# **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.

<b>Office or Division:</b>	Office Of The Municipal Civil Registrar	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	<p><b>BIRTH</b> - 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><b>MARRIAGE</b> - A marriage must only be registered by the priest in case of church weddings otherwise by a civil officer.</p> <p><b>DEATH</b> – A death must be registered by any immediate family member.</p>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>BIRTH:</b>		
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</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
<b>TOTAL:</b>		<b>Php 300.00 if with unmarried parents</b>	<b>18 minutes</b>	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>MARRIAGE:</b>				
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</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>
<b>TOTAL:</b>		<b>None</b>	<b>18 minutes</b>	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>DEATH:</b>				
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  <b>Note:</b> 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 / Municipal Civil Registrar's Office</i>
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>
<b>TOTAL:</b>		<b>If BURIAL or TRANSFER Php 100.00 RENT OF LOT – Php 1,000.00</b>	<b>18 minutes</b>	



## 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.

<b>Office or Division:</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<p><b>BIRTH</b> - 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><b>MARRIAGE</b> - Requires the couple to solely file the marriage.</p> <p><b>DEATH</b> - Must be filed by any immediate family member.</p>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>BIRTH:</b>	
Certificate of Live Birth (Accomplished)	LCR Office / 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
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"> <li>- Church where the child was baptized</li> <li>- COMELEC Office where the registrant was registered</li> <li>- School where the child attended</li> </ul>
Community Tax Certificate (CTC)	Treasurer's Office



<b>MARRIAGE:</b>				
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		
<b>DEATH:</b>				
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		LCR Office / Cemetery Caretaker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  <b>Note:</b> 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  <b>Note:</b> 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
<b>TOTAL:</b>		<b>Php 300.00</b> <b>Php 100.00</b>  <b>If with unmarried parents (BIRTH) and burial (DEATH)</b>	<b>10 days, 48 minutes</b>	

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

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

<b>Office or Division:</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<p><b>Birth Certificate</b> - 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><b>Marriage Certificate</b> – can only be claimed by the registered couple.</p> <p><b>Death certificate</b> – 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		LCR 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	<i>Receiving clerk</i> 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
<b>TOTAL:</b>		<b>Php 100.00</b>	<b>21 minutes</b>	



#### 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.

<b>Office or Division:</b>	<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	Contracting parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Apply for marriage license and present required document	1. Documents are received	None	5 minutes	<i>Receiving clerk</i> Municipal Civil Registrar's Office
2. Documents are processed	2. Documents are subjected to evaluation	None	10 minutes	<i>Admin Aide</i> 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	<i>Admin Aide</i> 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	<i>Admin Aide</i> Municipal Civil Registrar's Office <i>MCR</i> Municipal Civil Registrar's Office
	4.1 Application is registered in registry book	None	5 minutes	<i>Admin Aide</i> Municipal Civil Registrar's Office
5. Inquire on schedule of posting	5. Certificate of posting is issued	None	5 minutes	<i>Admin Aide</i> Municipal Civil Registrar's Office
	5.1 Client 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	<i>Admin Aide</i> Municipal Civil Registrar's Office
	6.1 Application undergoes final evaluation;	None	5 minutes	<i>Admin Aide</i> Municipal Civil Registrar's Office



	6.2 Application 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
<b>TOTAL:</b>		<b>Php 300 Php 150 Php 100 Php 100</b>	<b>10 days, 1 hour, 1 minute</b>	



# **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.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Civilian			
<b>Who may avail:</b>	Civilian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medicine Prescription		Licensed Physicians Hospital		
Laboratory Request				
Statement of Account from Hospitals				
Costing of Procedure				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Administrative Aide I</i> Municipal Health Office
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



## 2. Free ambulance service and other medical assistance.

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

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

## 3. Outpatient Consultation

A service which caters patient with non-emergency case.

<b>Office or Division:</b>	Rural Health Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any person with health concerns.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Physical / Laboratory Examination		Laboratories/ Hospitals		
Patient's Chart		Rural Health Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the information desk and get number.	1. Registration and assessment of patient	None	3 minutes	<i>Nurse/ Midwife</i> 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	dispensing of prescribed medicine	None	2 minutes	Nurse/ Midwife Rural Health Unit
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	

#### 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.

<b>Office or Division:</b>	Rural Health Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any person with health concerns.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Physical / Laboratory Examination		Laboratories/ Hospitals		
Chest X-Ray, ECG (if needed)		Laboratories/ Hospitals		
Patient's Chart		Rural Health Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Nurse/Midwife</i> 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	<i>Rural Health Physician</i> Rural Health Unit
4. Receive health/ medical certificate	4. Recording and releasing of health/medical certificate	None	1 minute	<i>Nurse/Midwife</i> Rural Health Unit
<b>TOTAL:</b>		<b>None</b>	<b>11 minutes</b>	

## 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.

<b>Office or Division:</b>	Rural Health Unit II			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any person with health concerns.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate Form		Funeral Services		
Autopsy (upon the request of the relatives)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Proceed to the information desk	Collect and verify all requirements needed	None	5 minutes	Nurse/Midwife Rural Health Unit
2. Wait for the preparation of the medical certificate	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	For assessment and signing of the health/ medical certificate	None	1 minute	Rural Health Physician Rural Health Unit
4. Receive health/ medical certificate	Recording and releasing of health/medical certificate	None	1 minute	Nurse/Midwife Rural Health Unit
<b>TOTAL:</b>		<b>None</b>	<b>12 minutes</b>	

## 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.

<b>Office or Division:</b>	Municipal Health Office / Environmental Health and Sanitation Unit
<b>Classification:</b>	Simple / Complex / Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business
<b>Who may avail:</b>	Private/Public Individuals, Business Entrepreneur
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Food and Non-Food Establishments:</b>	



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
<b>Additional requirements based on category:</b>		
<b>a) Food Establishment/ Food Processing/ Ambulant Food Vendor</b>		<b>a) Food Establishment/ Food Processing/ Ambulant Food Vendor</b>
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
16	Health Certificate Requirements for	16. Environmental Health and Sanitation Unit



<p>Workers/Food Handlers: Urinalysis, Fecalysis, 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>	Officer
<p><b>b) Public places</b>-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/ Water Sports 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	
12. Health Certificates for Workers (Urinalysis, Fecalalysis, X-Ray)	Provision of Applicant Environmental Health and Sanitation Office
<b>c) Drug Stores</b>	<b>c) Drug Stores</b>
1. Licensed Pharmacist	
2. BFAD Permit	-Provision of Applicant
3. Business Name- DTI Permit	-BFAD -DTI
<b>d) Funeral Parlor</b>	
- Business Name- DTI	
- Sanitary Plan of Building	DTI
- Waste Water Facility	Sanitary Engineer
- Photos of Establishments with adjacent area shown.	DENR
- License/ Registration of Embalmer from DOH	Sanitary Office
- For Change of Ownership, notify Health Office within 14 days and submit new documents.	DOH
- Inspection of Sanitary Facilities at a minimum of every 3 months.	Municipal Health Office
- ECC/ Lisenca to Operate/ Permit to Discharge/ Accredited Pollution Control Officer (PCO).	Sanitary Office DENR
- Health Certificate requirements- Urinalysis, Fecalalysis, X-Ray, Etc. (Undertaker, Workers)	Sanitation Office
<b>e) Agro-Industrial Establishments, Poultry, Piggery</b>	
Sanitary Plan	<b>e) Agro-Industrial Establishments, Poultry, Piggery</b>
ECC-DENR	<b>Piggery</b>
Permit to Operate –DENR	Sanitary Engineer
Discharge Permit/ Waste Water Treatment Facility	DENR
Pollution Control Office Contract	DENR
Zoning Certificate	PCO
First Aid Kit/ Corner	Municipal Zoning Officer
DTI/ Business Name	Provision of Applicant
Urinalysis, Fecalalysis, X-Ray of employees.	Department of Trade and Industry DOH accredited Laboratory
<b>f) Industrial Establishments – Manufacturing/production</b>	



- Sanitary Plan	<b>f) Industrial Establishments</b>
- ECC DENR	<b>Manufacturing/production</b>
- License to operate	Sanitary Engineer
- Business Name - DTI	DENR
- Pollution Control Officer Contract	DENR
- Water Treatment Facility Plan	DTI
- Engineer's Report and Plan of Water Supply Source	PCO DENR
- Zoning Cert.	Sanitary Engineer
<b>g) Water Refilling Stations</b>	Municipal Zoning Officer
- Sanitary Plan	<b>g) Water Refilling Stations</b>
- Engineer's Report	
- Physical-Chemical Analysis (14 parameters)	Sanitary Engineer Sanitary Engineer
a. Raw Water – Initial	
b. Product Water – Every Six(6) Months	DOH accredited water laboratory
c. Heterotropic Plate Count (HPC)	
- Microbiological Analysis – Every Month	
- 40 Hrs. Training on Certified Water Operators Training (If none, Promissory note to attend).	DOH accredited water laboratory PHO
- DTI- Business Name	
- Urinalysis, Fecalysis, X-Ray for employees (Hepa/ Drug Test optional).	Department of Trade and Industry DOH accredited laboratory
<b>h) Waterworks</b>	
- Endorsement from RHU	<b>h) Waterworks</b>
- Sanitary Survey/ Inspection Report of Sanitary Inspector	RHU
- Water Site Clearance	Sanitary Office
- Certificate of Potability	PHO
- Physical/ Chemical / Bacteriological Analysis (Raw and Product)	MHO
- Sanitary Plan signed and sealed by Sanitary Engineer	DOH accredited water laboratory
- Development Plan/ Site Development	Sanitary Engineer
- Feasibility Study – IEE DENR	Sanitary Engineer
- ECC/ CNC – DENR	



- SB Resolution (Development Plan)	DENR
- Barangay Business Permit	DENR
- Lot Title/ Memorandum of Agreement/ Contract of Lease/Tax Declaration of Real Property	Sangguniang Bayan Barangay Captain
- Vicinity Map/ Location Plan	Assessor Office
- Engineer's Report (Signed and Sealed by a Sanitary Engineer)	Engineering Office
- Water Permit (NWRB)	Sanitary Engineer National Water Resources Board
<b>i) Memorial Parks</b>	<b>i) Memorial Parks</b>
-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
<b>*Architectural Plans</b>	
- 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
<b>Total:</b>		<b>None</b>	<b>43 minutes</b>	





## 2. 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).

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



<ul style="list-style-type: none"> <li>- Fecalysis</li> <li>- X-ray</li> <li>- Immunization</li> </ul>	<ul style="list-style-type: none"> <li>- Hospital/Laboratory Clinic</li> <li>- Hospital/Laboratory Clinic</li> </ul>
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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 results 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
<b>TOTAL:</b>		<b>₱100</b>	<b>11 minutes</b>	

### 3. 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).

<b>Office or Division:</b>	Municipal Health Office / Environmental Health and Sanitation Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Relative of the dead person			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate Identification and Written Consent		Local Civil Registrar Provision of Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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</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.	₱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</i> Environmental Health and Sanitation Unit
<b>TOTAL:</b>		<b>P300.00</b>	<b>10 minutes</b>	

