MUNICIPALITY OF LUBAO,

PAMPANGA

CITIZEN'S CHARTER

2026 (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 recognizedunder 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.

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Municipal Mayor's Office

External Services

1. 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**
Social Case Study Report, any documents the external agency may require (for Medical Assistance)	MSWD, various offices
Endorsement of request, any documents the external agency may require (for Agricultural/Fishery Assistance)	Applicant, MAO, various offices
Endorsement of request, any documents the external agency may require (for Other Assistance)	Applicant, Various offices

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements (original and photocopy)	Accept and check requirements submitted	None	3 min.	*Administrative Aide I* Mayor's Office
2. Wait for the evaluation and assessment.	Evaluate and assess request and attached requirements	None	1 day	*Municipal Administrator* Office of the Municipal Administrator

3. Claim endorsement letter	Release endorsement request for assistance	None	2 min.	*Administrative Aide I* Mayor's Office
TOTAL:		**Php. 00.00**	**1 day, 5 min.**	

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	Respective Barangay Hall

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements (original and photocopy)	Accept and check requirements submitted	None	3 min.	*Administrative Aide I* Mayor's Office
2. Pay fees at treasurer's office	Receive payment and issue official receipt	Certificate of Residency: 1. Filipino - Php 110.00 2. Foreigner – Php 330.00 Other Certifications – Php110.00	2 min.	*Revenue Collection Clerk* Treasurer's Office

		(waived for first time job applicants)		
3. Wait for the evaluation and assessment.	Evaluate and assess request and attached requirements	None	1-3 days	*Municipal Administrator* Office of the Municipal Administrator
4. Claim mayor's certification	Release mayor's certification	None	2 min.	*Administrative Aide I* Mayor's Office
TOTAL:		**Php. 110.00/ Php. 330.00**	**3 Days, 7 min.**	

3. Issuance of Business Permit (ONLINE)

A Business Permit (Online) is a document that any person or enterprise, who engages in business within the jurisdiction of the Municipality, must secure and can accomplish online prior to the conduct of commercial activity and during renewal period of license.

Office or Division:	Municipal Mayor'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	
Accomplished Application Form thru http://lubaobplsonline.ph	http://lubaobplsonline.ph
Presentation of the following: -Official Receipt -Statement of Account -Accomplished Application Form for Business Permit -Barangay Clearance for Business -Other Clearances/Proof of registration or legal personality (Community Tax Certificate, DTI, SEC, CDA, BIR) -Photo of Business Establishment (for New	Provision of the applicant

Business -Sanitary and Health Permit -Zoning Clearance -Annual Building Inspection Permit -Fire Inspection Permit -One (1) original and two (2) xerox copies Contract of Lease (if Lessee) One (1) original and two (2) xerox copies Contract of Lease (if Lessee)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present receipt and documents/permits issued by the municipality	Checking through system, printing and Claiming Business Permit	None	10 minutes	Admin Aide Mayor's Office
TOTAL:			**10minutes**	

4. 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, OR NBI San Fernando, Pampanga and Respective Barangay Hall/Municipal Treasurer's Office
Barangay Certification/Clearance of Civilian with No Derogatory Record (for civilians marrying military personnel)	Respective Barangay Hall

Copy of Military Personnel's Identification (for civilians marrying military personnel)		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements(original and photocopy)	Accept and check requirements submitted	None	3 min.	*Administrative Aide I* Mayor's Office
2. Pay fees at treasurer's office	Receive paymentand issue official receipt	For Employment: 1. Local -Php. 55.00 2. Abroad – Php. 110.00 For Scholarships/ Study Grants – Php. 55.00 For Firearm License/ Permit – Php. 220.00 Other Clearances – Php110.00 (waived for first time job applicants)	2 min.	*Revenue Collection Clerk* Treasurer's Office
3. Wait for the evaluation and assessment.	Evaluate and assess request and attached requirements	None	1-3 days	*Municipal Administrator* Office of the Municipal Administrator

4. Claim mayor's clearance	Release mayor's clearance	None	2 min.	*Administrative Aide I* Mayor's Office
TOTAL:		**Php. 55.00/ Php. 110.00/ Php. 220.00/ Php. 330.00**	**3days, 7 min.**	

5. Occupation/Calling Not Requiring Government Examination Permit (Work Permit)

An Occupation/Calling Not Requiring Government Examination Permit (Work Permit) is a document issued to any individual who shall be engaged in the practice of the occupation or calling not requiring government examination in the municipality.

Office or Division:	Municipal Mayor's Office
Classification:	Simple
Type of Transaction:	G2C– Government to Citizen G2B – Government to Business
Who may avail:	All employees or workers in generally considered offensive and dangerous business establishment; all occupation or calling subject to periodic inspection, surveillance, and/ or regulations by the Municipal Mayor; newly hired workers and/or employees from the moment they are actually accepted by the business or industrial establishment to start working.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Medical examination which includes: X-ray test, urine test and stool test.	Applicant

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit requirements (original and photocopy)	Accept and check requirements submitted	None	3 min.	*Administrative Aide I* Mayor's Office
2. Pay fees at treasurer's office	Receive payment and issue official receipt	Employees or workers in generally considered offensive and dangerous business establishment – Php. 330.00 Occupation or calling subject to periodic inspection, surveillance, and/ or regulations by the Municipal Mayor & newly hired workers and/or employees – Php. 220.00	2 min.	*Revenue Collection Clerk* Treasurer's Office
3. Wait for the evaluation and assessment.	Evaluate and assess request and attached requirements	None	3 min.	*Administrative Aide I* Mayor's Office
4. Claim Work Permit	Release mayor's clearance	None	2 min.	*Administrative Aide I* Mayor's Office

TOTAL:	**Php. 220.00/ Php. 330.00**	**10 min.**	

6. Special Permit

A Special Permit is a document that allows the requesting individuals, organizations or business entities intending to conduct short-term activities within the municipality.

Office or Division:	Municipal Mayor's Office
Classification:	Simple
Type of Transaction:	G2C– Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All residents, organizations, and business entities.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Intent (addressed to the Mayor) indicating the following: - Time and Date/Duration of Activity (at least 3 days before event) - Purpose of Activity - Contact Details of Applicant - Approval from Market Administrator (for activities in Public Market) - Dimensions and number of pieces (for signs, signboards, billboards or advertisements)	1. Applicant
2. Barangay Clearance/Certification, when needed (where the activity is held, ie. Carnival during Fiestas, Medical Mission etc.)	2. Respective Barangay Hall
3. Sketch/Route Map (for motorcades and other parades in need of traffic assistance)	3. Applicant
4. Photo of sample layout (for signs, signboards, billboards or advertisements)	4. Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (original and photocopy)	Accept and check requirements submitted	None	3 mins.	*Administrative Aide I* Mayor's Office
2. Pay fees at treasurer's office	Receive paymentand issue official receipt	Religious, civic, and social organizations, clubs, fraternities, etc. w/c shall inure to benefit or welfare of organization – Free of charge Carnival during Fiestas – Php. 11,000.00 Motorcade and Other Parades – Php. 1,100.00 For Filmmaking: 1. Commercial Movies– Php 1,650.00/ movie 2. Commercial Advertisements – Php 1,650.00/ ad 3. Documentary film – Php 825.00/ film 4. Videotape coverage – Php 825.00/ coverage For Group Activities: 1. Conference,	2 mins.	*Revenue Collection Clerk* Treasurer's Office

		meetings, rallies and demonstration in outdoor, in parks, in plazas, roads/streets – Php. 550.00 2. Dances – Php. 550.00 3. Coronation and ball – Php. 330.00 4. Promotional Sales – Php. 550.00 5. Concerts – Php. 1,100.00 6. Other group activities – Php. 220.00 Temporary Use of Roads, Streets, Sidewalks, Alleys, Patios, Plazas and Playgrounds: 1. For construction – Php27.50/sq.m per week or fraction thereof 2. Others – Php 5.50/sq.m per day For Signs, Signboards, Billboards or Advertisements: 1. Billboards or signboards for		

		advertisements of business, per sq. m or fraction thereof: a. Single face – Php 24.20 b. Double face – Php P49.50 2. Billboards or signs for professionals, per sq. m or fraction thereof – Php 19.80 3. Billboards, signs or advertisements for business and professional, painted on any building or structure of otherwise separated or detached therefrom per sq. m or fraction thereof – Php 22.00 4. Advertisements by means of placards, per sq. m or fraction thereof – Php 22.00		

		5. Advertisements for business or profession by means of slides in movies playable by owner of movie houses – Php 247.50 6. Advertisements for business or profession by means of film exhibition payable by owners or operators of movie houses – Php 1,980.00 7. Use of Mass display of electric or neon lights in billboards per sq. m or fraction thereof: a. From 100 to 200 display signs – Php 742.50 b. From 251 to 500 display signs – Php		

		1,100.00 c. From 501 to 550 display signs – Php 1,375.00 d. From 551 to 1,000 display signs – Php 1,650.00 e. From more than 1,000 display signs – Php 3,850.00 f. 8. Advertisement by means of vehicles, balloons, kites, etc.: a. Per day or fraction thereof – Php 110.00 b. Per week or fraction thereof – Php 165.00 c. Per month or		

		fraction thereof – Php 220.00 9. Advertisement by means of promotional sales (house to house), per day, per person – Php 220.00		
3. Wait for the evaluation and assessment.	Evaluate and assess request and attached requirements	None	1 day	*Municipal Administrator* Office of the Municipal Administrator
4. Claim special permit	Release special permit	None	2 min.	*Administrative Aide I* Mayor's Office
TOTAL:			**1 day, 7 min.**	

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 beenbought to franchise holder & been transferred into his / her name)	Law Office
For Renewal:	
Original / Photocopy 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
Valid ID (Operator / Owner)	Any government offices who issued valid ID
Professional Driver's License (Driver)	Land Transportation Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements for New/ Renewal of Franchise and Mayor's Permit	1. Receive requirements submitted andverify record	None	2 minutes	*Administrative Aide I* Vice Mayor's Office
	1.1. Generate andprocess MTOP form and advise client to pay	None	2 minutes	*Administrative Aide I* Vice Mayor's Office
2.Pay correspondingfee at the Treasurer's Office	2. Process payment and issueofficial receipt	PHP1,049.00	2 minutes	*Administrative Aide I / Revenue Collection Clerk* Vice Mayor's Office
3.Present OR andclaim MTOP	3. Encode ORnumber and release MTOP	None	1 minute	*Administrative Aide I* Vice Mayor's Office
TOTAL:		**PHP1,049.00**	**7 minutes**	
For Dropping:				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original / Photocopy Official Receipt(OR) & Certificate of Registration (CR)	Land Transportation Office
Cedula	Barangay Hall / Treasurer's Office
Barangay Clearance	Barangay Hall
Last Mayor's Permit Plate and Sticker Issued	Mayor's Permit / Body Plate issued by Treasurer's Office)
Valid ID (Franchise Holder)	Any government offices who issued valid ID
Notarized Petition for Dropping	Law Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements for Dropping	1. Receive requirements submitted andverify	None	2 minutes	*Administrative Aide I* Vice Mayor's Office

	record			
	1.1. Generate and process MTOP form and advise client to pay	None	2 minutes	*Administrative Aide I* Vice Mayor's Office
2.Pay correspondingfee at the Treasurer's Office	Process payment and issueofficial receipt	PHP107.00	2 minutes	*Administrative Aide I / Revenue Collection Clerk* Vice Mayor's Office
3.Present OR andclaim Order of Dropping	Encode OR number and release Order of Dropping	None	1 minute	*Administrative Aide I* Vice Mayor's Office
TOTAL:		**PHP107.00**	**7 minutes**	

SANGGUNIANG BAYAN OFFICE
External Services

1. ISSUANCE OF CERTIFIED COPIES OF ANY PAPERS, RECORDS, ORDINANCES, RESOLUTIONS ENTRY OF WHICH NY PERSON IS ENTITLED TO DEMAND AND RECEIVE A COPY FOR EACH PAGE

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**	
Certified Copies of Any Papers, Records, Ordinances, Resolutions Entry				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquiry of certified copies of any papers, records, ordinances, resolutions entry.	Order of payment is issued.	Php110.00 per page	5 minutes	*Administrative Aide VI* Sangguniang Bayan Office
2. Pay the corresponding fees at the Municipal Treasurer's Office	Receipt is acknowledged. Record in the logbook.	NONE	5 minutes	*Administrative Aide VI* Sangguniang Bayan Office
3. Claim requested document/s.	Release the requested document/s.	NONE	3 minutes	*Administrative Aide VI* Sangguniang Bayan Office
TOTAL:		Php110.00 per page	**13 minutes**	

2. FILING/ CERTIFICATION/ INSPECTION FEES FOR RECLASSIFICATION OF LAND TO OTHER USES

The Republic Act No.7160 otherwise known as the Local Government Code of 1991 provides that, "Cities and municipalities may reclassify agricultural land into non-agricultural uses within their respective jurisdiction, subject to the limitation and other condition prescribed under Section 20 of the Local Government Code.

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**
FOR AGRICULTURAL LANDS	
1. Letter of application in the name of the owner of the land addressed to the Sangguniang Bayan;	- Sangguniang Bayan Office
2. Special Power of Attorney, in case the application other than the owner of the land;	- Applicant/ Land owner
3. Certified True Copy of Original/Transfer Certificate of Title and other documents establishing ownership;	- Register of Deeds
4. Certificate of updated Real Property Tax Payments;	- Municipal Treasurer's Office
5. Locational Plan or Vicinity Map as certified by the Municipal Assessor;	- Municipal Assessor's Office
6. Subdivision plan, in case, only a portion of title is sought to be reclassified;	- Applicant/ Land owner
7. Detailed feasibility study of the proposed project or intended use of the land;	- Applicant/ Land owner
8. Sworn Certificate of Commitment from the owner and developer that the proposed project would be implemented within three (3) years from the passage of the Ordinance;	- Applicant/ Land owner
9. Barangay Resolution endorsing the proposed project;	- Barangay concerned where lot is situated
10. Certification from the National Irrigation Administration (NIA) that the land/s is not irrigated or irrigable as described under Section 3(c)(3) of Article II hereof;	- National Irrigation Administration
11. Certification from the Department of Agriculture indicating the reclassification is in consonance with Section 3 (a)(b) of Article II hereof and that land is not necessary for the food sufficiency program of the region;	- Department of Agriculture, Region 3, City of San Fernando, Pampanga or Municipal Agriculture Office
12. Certification from DAR (Department of Agrarian Reform) indicating that such lands are not distributed or not covered by a notice of coverage or not voluntarily offered for coverage under CARP; and	- Department of Agrarian Reform or Provincial Agrarian Reform Office (PARPO), City of San Fernando, Pampanga
13. Certification from the Department of Environment and Natural Resources that the	- Department of Environment

land is not environmentally critical, and that the proposed project or intended use is ecologically safe and sound. OR Zoning Certification from HLURB signed by the Regional Director/Deputized Zoning Administrator on the actual Zoning or Reclassification on the land subject of the application on the approved and updated CLUP;	and Natural Resources, Region 3, Cit of San Fernando, Pampanga or Housing and Land Use Regulatory Board, Region 3, City of San Fernando, Pampanga or Municipal Planning and Development Coordinator (MPDC)/ Deputized Zoning Administrator (DZA)
FOR NON-AGRICULTURAL LANDS	
1. Letter of application in the name of the owner of the land addressed to the Sangguniang Bayan;	
2. Special Power of Attorney, in case the application other than the owner of the land;	- Sangguniang Bayan Office
3. Certified True Copy of Original/Transfer Certificate of Title and other documents establishing ownership;	- Applicant/ Land owner
4. Certificate of updated Real Property Tax Payments;	- Register of Deeds
5. Locational Plan or Vicinity Map as certified by the Municipal Assessor;	- Municipal Treasurer's Office
6. Subdivision plan, in case, only a portion of title is sought to be reclassified;	- Municipal Assessor's Office
7. Detailed feasibility study of the proposed project or intended use of the land;	- Applicant/ Land owner
8. Sworn Certificate of Commitment from the owner and developer that the proposed project would be implemented within three (3) years from the passage of the Ordinance;	- Applicant/ Land owner
9. Barangay Resolution endorsing the proposed project;	- Applicant/ Land owner
10. Certification from the Department of Environment and Natural Resources that the land is not environmentally critical, and that the proposed project or intended use is ecologically safe and sound. OR Zoning Certification from HLURB signed by the Regional Director/Deputized Zoning Administrator on the actual Zoning or Reclassification on the land subject of the application on the approved and updated CLUP.	- Barangay concerned where lot is situated - Department of Environment and Natural Resources, Region 3, Cit of San Fernando, Pampanga or Housing and Land Use Regulatory Board, Region 3, City of San Fernando, Pampanga or Municipal Planning and Development Coordinator (MPDC)/ Deputized Zoning

			Administrator (DZA)	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the application for reclassification of land/s with complete requirements.	1. Documents are reviewed.	None	10 minutes	*Administrative Aide or Secretary to the Sanggunian* Sangguniang Bayan Office
	1.1Order of payment is issued. Filing fee for application of reclassification of land/s.	Php1,000.00	2 minutes	*Administrative Aide VI* Sangguniang Bayan Office
2. Pay the corresponding fees at the Municipal Treasurer's Office	Receipt is acknowledged.	None	1 minute	*Administrative Aide* Sangguniang Bayan Office
3. Payment of inspection fee.	Order of payment is issued. Depends on the classification of the subject lot.	Based on Municipal Tax Ordinance 01-2023 Article I	2 minutes	*Administrative Aide VI* Sangguniang Bayan Office
4. Pay the corresponding fees at the Municipal Treasurer's Office	Receipt is acknowledged.	None	1 minute	*Administrative Aide* Sangguniang Bayan Office
5. Upon approval of the application for reclassification of land/s	Order of payment is issued.	Based on Municipal Ordinance No.10-2021	2 minutes	*Administrative Aide VI* Sangguniang Bayan Office

6. Pay the corresponding fees at the Municipal Treasurer's Office	Receipt is acknowledged. Release of document/s.	None	2 minutes	*Administrative Aide* Sangguniang Bayan Office
TOTAL:			**20 inutes**	

3. Filing Administrative Case against Erring Barangay elected Officials.

The power to hear and decide administrative complaints filed against local barangay elective officials in a municipality belongs to the Sangguniang Bayan (Local Government Code of 1991, Chapter IV);

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**
Administrative complaint against barangay official/s in the Municipality of Lubao which is duly notarized with sworn statement/s of the witness/es and documentary evidence/s, if any.	To be submitted by the complainant/s

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Complainant submits an administrative complaint duly notarized with all the documentary evidences against an erring Barangay elected officials.	1.1 Documents are reviewed.	None	5 minutes	*Administrative Aide or Secretary to the Sanggunian* Sangguniang Bayan Office
	1.2 Order of payment is issued.	Php1,000.00	2 minutes	*Administrative Aide* Sangguniang Bayan Office
2. Pay the corresponding fees at the	Receipt is acknowledged.	None	2 minutes	*Administrative Aide* Sangguniang Bayan

Municipal Treasurer's Office				Office
TOTAL:		**Php1,000.00**	**9 minutes**	

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	Process payment and issue official receipt	Php 100.00	10 mins	*Revenue Collector Clerk* Municipal Treasurer Office

3. Present the Official Receipt.	Release the Certification	None	2 minutes	*Administrative Aide I / MAO* Municipal Agricultural Office
TOTAL:		**Php 100.00**	**12 minutes**	
FOR APPLICATION OF RECLASSIFICATION PURPOSES				
1. Submit requirement/s	1.1Receive 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	Process payment and issue official receipt	**Php 100.00**	10 mins	*Revenue Collector Clerk* Municipal Treasurer Office
3. Present the Official Receipt.	Release the Certification	None	2 minutes	*Administrative Aide I / MAO* Municipal Agricultural Office
TOTAL:		**Php 100.00**	**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	*Agricultural Extension Worker* Municipal Agricultural Office
	1.2 Conduct inspection	None	15 minutes	*Agricultural Extension Worker* 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	*Revenue Collector Clerk* Municipal Treasurer Office
3. Present the Official Receipt.	3.Release the Certification / Auxiliary Invoice	None	2 minutes	*Administrative Aide I / MAO* Municipal Agricultural Office
TOTAL:		**As per Section 7 M.O. 06-2019**	**30 minutes**	

Municipal Assessor's Office

External Services

1. 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 TaxDeclaration	
Tax Receipt/ Clearance	Municipal Treasurer's Office
Previous Tax Declaration	Municipal Assessor's Office
For Certified True Copy of TaxIdentification 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	Receive and evaluate the documents	None	10 minutes	*Assessment Clerk* Municipal Assessor's Office
2. Pay corresponding fee at Treasurer's Office	Payment process & releasing of Official Receipt	Php. 110.00	10 minutes	*Revenue Collection Clerk/ Administrative Aide I* Municipal Treasurer's Office

3. Present OR at Assessor's Office	Check Official Receipt	None	5 minutes	*Administrative Aide I/Municipal Assessor* Municipal Assessor's Office
4. Wait while document is processed	Check the sign Notice of Assessment & releasing of Tax Declaration	None	10 minutes	*Administrative Aide I/Municipal Assessor* Municipal Assessor's Office
TOTAL:		**Php. 110.00**	**35 minutes**	

2. 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	Receive and evaluate the documents	None	10 minutes	*Assessment Clerk* Municipal Assessor's Office

2. Pay corresponding fee atTreasurer's Office	Payment process & releasing of Official Receipt	Php. 110.00 Per Cert.	5 minutes	*Revenue Collection Clerk/ Administrative Aide I* Municipal Assessor's Office
3. Present OR at Assessor's Office	Check Official Receipt	None	5 minutes	*Administrative Aide I/Municipal Assessor* Municipal Assessor's Office
4. Wait while document is processed	Check the sign Notice of Assessment & releasing of Tax Declaration	None	10 minutes	*Administrative Aide I/Municipal Assessor I* Municipal Assessor's Office
TOTAL:		**Php. 110.00**	**30 minutes**	

3.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 DevelopmentCoordinator's Office
Tax Receipt/Clearance (Treasurer'sOffice)	– Municipal Treasurer's Office

For Depreciation of Building andOther 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	Receive and evaluate	None	10 minutes	*Assessment Clerk/ AdministrativeAide I* Municipal Assessor's Office
2. Pay corresponding fee at Treasurer's Office	Payment process & Issuance of Official Receipt/s	Php. 220.00 Per Cert.	10 minutes	*Revenue Collection Clerk/ Administrative Aide I* Municipal Assessor's Office
3. Present OR at Assessor's Office	Check Official Receipt/s	None	5 minutes	*Administrative Aide I/Municipal Assessor* Municipal Assessor's Office
4. Sign the Notice ofAssessment and claim the Tax Declaration	Check the sign Notice of Assessment & releasing of Tax Declaration	None	10 minutes	*Administrative Aide I* Municipal Assessor's Office
TOTAL:		**Php. 220.00**	**35minutes**	

4.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 totransfer 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 TitleTransfer 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	Receive and evaluate of documents	None	10 minutes	*Assessment Clerk/ Administrative Aide I* Municipal Assessor's Office
2. Pay corresponding fee at Treasurer's Office	Process Payment & releasing of Official Receipt	Php. 220.00 Per Cert.	5 minutes	*Revenue Collection Clerk/ Administrative Aide I* Municipal Assessor's Office
3. Present OR at Assessor's Office	Check Official Receipt	None	10 minutes	*Administrative Aide I/Municipal Assessor*

				Municipal Assessor's Office
4. Sign the Notice of Assessment and claim the Tax Declaration.	Check the sign Notice of Assessment & releasing of Tax Declaration	None	3 minutes	*Administrative Aide I* Municipal Assessor's Office
TOTAL:		**Php. 220.00**	**28 minutes**	

Municipal Civil Registrar's Office

External Services

1. APPLICATION AND ISSUANCE OF REGISTERED DOCUMENTS (BIRTH, MARRIAGE & DEATH)

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

Office or Division:	**OFFICE OF THE MUNICIPAL CIVIL REGISTRAR**
Classification:	**Simple**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**BIRTH -** document owner, spouse, parent / legal guardian or institution legally in-charge of the child or any person legally authorized by the document owner. **MARRIAGE -** document owner, children, parents, any person legally authorized by the law. **DEATH -** parents, children, any person legally authorized by the law.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully accomplished application form • Identification Card • Authorization Letter, if applicable	Window 48 – MCR's Office • Provision of the Client • Provision of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request document and provide information	Document is received and information is extracted	None	5 minutes	*Receiving Clerk* Municipal Civil Registrar's Office
2. Document is processed	Document is prepared	None	5 minutes	*Administrative Aide I* Municipal Civil Registrar's Office

3. Pay prescribed fee at Treasurer's Office	Order of payment is issued	Php 110.00	5 minutes	*Revenue Collection Officer* Treasurer's Office
4. Present receipt and wait while document is processed	Receipt is acknowledged, requested document is signed and approved	None	5 minutes	*Administrative Aide I* *Municipal Civil Registrar* Municipal Civil Registrar's Office
5. Claim document	Document is released	None	3 minutes	*Releasing Clerk* Municipal Civil Registrar's Office
TOTAL:		**Php 110.00**	**23 minutes**	

2. APPLICATION FOR MARRIAGE LICENSE

Where a Marriage license is required, each of the contracting parties shall file separatesworn application for such license with the proper local civil registrar of the place whereeither 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 TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for marriage license and present required document	Document are received	None	1 minute	*Receiving Clerk* Municipal Civil Registrar's Office
2. Documents are processed	Document are subjected to evaluation	None	10 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
3. Pay prescribed fee at cashier (Treasurer's Office)	Client is advised to pay at the Treasurer's Office	Application for Marriage License – Php 330.00 Family Planning – Php 165.00 Parental Consent – Php 110.00 Parental Advice– Php 110.00 Affidavit of Consent / Guardian – Php 110.00	5 minutes	*Administrative Aide I* Treasurer's Office

4. After paying, present the receipt and wait while application is being processed	4.Receipt is acknowledged; Application is undergoes final evaluation;	None	20 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
	4.1 Client is advised on period of posting	None	1 minute	*Administrative Aide I* Municipal Civil Registrar's Office
	4.2. Application is registered in registry book	None	5 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
5. Clients inquire on schedule of releasing	5. Client is advised on period of posting	None	5 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
	5.1 Certificate of posting is issued			
6. Allow period of posting to lapse (10 days)	6.Notice on Application for marriage license is posted	None	10 days	*Administrative Aide I* Municipal Civil Registrar's Office
	6.1 Application undergoes final evaluation	None	5 minutes	

	6.2 Application is approved and signed	None	5 minutes	*Administrative Aide I* *Municipal Civil Registrar* Municipal Civil Registrar's Office
7. Claim marriage license	Marriage License is released	None	3 minutes	*Releasing Clerk* Municipal Civil Registrar's Office
TOTAL:		**Application for Marriage License – Php 330.00** **Family Planning – Php 165.00** **Parental Consent – Php 110.00** **Parental Advice – Php 110.00** **Affidavit of Consent / Guardian – Php 110.00**	**10 days & 59 minutes**	

3. BREQS (BATCH REQUEST QUERY SYSTEM)

The BREQS is a scheme where PSA authorizes to receive requests for PSA-issued copies of Certifications of Civil Registry Documents from the public and issue the documents to its clientele.

By adopting this scheme, it can only mean more convenience to our constituents. By filing their applications right at our MCR-BREQS office, our clientele need not travel to a distant serbilis outlet thereby saving them time, effort and money.

Office or Division:	Office Of The Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may avail:	**BIRTH -** document owner, spouse, parent / legal guardian or institution legally in-charge of the child or any person legally authorized by the document owner. **MARRIAGE -** document owner, children, parents, any person legally authorized by the law. **DEATH -** parents, children, any person legally authorized by the law. **CENOMAR -** document owner, parents, or any person legally authorized by the law.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Fully accomplished application form • Identification Card • Authorization Letter, if applicable	Window 48 – MCR's Office • Provision of the Client • Provision of the Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSINGTIME**	**PERSON RESPONSIBLE**
1. Secure, fill-up and submit request form	Accept request form and issues an assessment	None	1 minute	*Administrative Aide I* Municipal Civil Registrar's Office

2. Pay necessary fees at Window 9 Treasurer's Office	Accept payment and issues official receipt	Birth, Marriage, Death for PSA – Php 155.00 for LGU – Php 110.00 CENOMAR for PSA – Php 210.00 for LGU – Php 110.00	5 minutes	*Revenue Collection Officer* Treasurer's Office
3. Present the official receipt	Review validity of OR / schedule the date of release Inform the client of the date of releasing of the document Submit request to PSA every Monday & Thursday of each week		3 minutes 5 days 10 minutes	*Administrative Aide I* Municipal Civil Registrar's Office *Administrative Aide I* Municipal Civil Registrar's Office *Administrative Aide I* Municipal Civil Registrar's Office
	Claim the PSA copy request previously submitted		5 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
4. Claim the documents	Release the documents to owner		2 minutes	*Administrative Aide I* Municipal Civil Registrar's Office

TOTAL:		**Birth, Marriage, Death PSA – Php 155.00 LGU – Php 110.00 CENOMAR PSA – Php 210.00 LGU – Php 110.00**	**5 days & 26 minutes**	

4. DELAYED REGISTRATION OF BIRTH, MARRIAGE AND DEATH

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:	**BIRTH** - The person of legal age registering must file his/her own birth certificate. Otherwise the parent of the minor must doas such. **MARRIAGE** - Requires the couple to solely file the marriage. **DEATH** - Must be filed by any immediate family member.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
BIRTH:	
Four (4) copies of Certificate of Live Birth duly accomplished and signed	Municipal Civil Registrar Office / Hospital / Clinic where the child was born
Affidavit of Delayed Registration	Notary Public
Negative Certification from PSA	PSA

Any Two (2) documentary evidence • Baptismal / Confirmation Certificate • Medical Records / Immunization Card • School Records • Members Data Record (MDR) • Income Tax Return • Insurance Policy • Others	• Church • Hospital / Clinic / Center • School • Philhealth • Bureau of Internal Revenue Office • Insurance Company
Affidavit of two (2) disinterested person	Notary Public
Marriage Certificate of Parents, if married	Municipal Civil Registrars Office / PSA
National ID / EPhil ID / Digital ID / Validated Transaction Slip (0 to 1 year old is not mandatory)	Philsys Office
Barangay Certification as proof of residence	Office of the Punong Barangay
Unedited front facing photo (2x2)	Photo Studio
Affidavit of the owner or registrants in case the document owner is deceased	Notary Public
Affidavit of whereabouts of the mother	Notary Public
Affidavit to Use the Surname of the Father (AUSF) (if not married)	Notary Public
Affidavit of Acknowledgement / Affidavit of Paternity (if not married)	Notary Public

NOTE: If living, document owner is required to personally appear before the LCRO.

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 / CemeteryCaretaker

CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSINGTIME	PERSON RESPONSIBLE
1. Apply for registration and present required documents	Documents are received	None	1 minute	*Administrative Aide I* Municipal Civil Registrar's Office
2. Documents are processed	Documents are reviewed, evaluated and process the accomplished form	None	30 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
	Note: Advise client to pay corresponding fee if with unmarried parents (BIRTH) and burial (DEATH) and for Delayed Registration	Legal Instrument - Php 330.00 Burial Permit (death) - Php 110.00 Delayed Registration – Php 220.00		

3. Allow period of posting	Application for registration is posted in bulletin board. **Note:** Client is advised on period of posting	None	10 days	*Administrative Aide I* Municipal Civil Registrar's Office
4. Return after lapse of period of posting	Registration undergoes final evaluation and registered in registry book, assign registry number, signed and approved by the MCR	None	10 minutes	*Administrative Aide I* *Municipal Civil Registrar* Municipal Civil Registrar's Office
5. Claim registration	Registration is released	None	3 minutes	*Releasing clerk* Municipal Civil Registrar's Office
TOTAL:		**Legal Instrument - Php 330.00 Burial Permit (death) - Php 110.00**	**10 days, 44 minutes**	

5. ENDORSEMENT OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

The MCRO endorses or officially forwarder Birth, Marriage or Death Certificates to the PSA when document owner receives a negative certification from the said office. It means that the PSA has no record on file for that particular birth, marriage or death certificate.

Office or Division:	Office Of The Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Document owner, parents or children of document owner or any person with authorization / SPA

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of negative certification		PSA Office		
Birth: Form 102 or 1 Marriage: Form 97 or 3A Death: Form 103 or 2A		LCR Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Applying for endorsement and present required documents	Documents are received	None	1 minute	*Administrative Aide I* Municipal Civil Registrar's Office
2. Documents are processed	Documents are reviewed, evaluated and processed the documents	None	10 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
3. Pay the prescribed fee at the cashier (MTO)	Client is advised to pay at the Treasurer's Office	Endorse-ment Fee – Php 220.00 CTC – Php 110.00	5 minutes	*Revenue Collection Officer* Municipal Civil Registrar's Office
4. After paying, present the receipt and wait while application is being processed	Receipt is being acknowledged / application is undergoes final evaluation	None	20 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
	Document are submitted to PSA the next working day thru courier	Courier Fee - Php 250.00 to 300.00	1 hour	*Administrative Aide I* Municipal Civil Registrar's Office

	Client is informed to secure copy of endorsement document from PSA after 10 working days			
TOTAL:		**Courier fee – Php 250.00 – 300.00 (varies – one way only) with receipt from courier services office**	**1 hour & 36 minutes**	

6. PETITION FOR CORRECTION OF CLERICAL ERROR (R.A. 9048 & R.A. 10172)

R.A. 9048 – under this law, the Municipal Civil Registration has the authority to correct clerical error and change of first name or nickname of the document owner such as clerical or typographical errors and Change of First Name with further approval of the consul general in accordance with the provision of RA 9048 and its implementing rules and regulations.

R.A. 10172 – this is an act further authorizing the Municipal Civil Registrar or Consul General to correct clerical or typographical errors in the day and month in the Date of Birth or Sex of a person appearing in the Civil Register without need of a Judicial Order.

NOTE: Waiting period for the approval of the petition at PSA Central Office is 4 to 8 months.

Office or Division:	Office Of The Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail:	Document owner, parents or children of document owner or any person with Authorization / SPA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BIRTH CERTIFICATE: 1. PSA Birth Certificate	**BIRTH CERTIFICATE:**

2. Baptismal Certificate 3. Voter's Certification 4. Marriage Contract 5. Form 137 (Elementary/High School)	- PSA - Church - Commission on Election - PSA / LCRO - School attended / DepED - NBI / Police Station
6. NBI / Police Clearance 7. ID's, Cedula **MARRIAGE CERTIFICATE:** 1. PSA Marriage Certificate 2. Birth Certificate (husband & wife) 3. Baptismal Certificate (husband & wife) 4. Birth Certificate of children 5. NBI / Police Clearance 8. ID's, Cedula **DEATH CERTIFICATE:** 1. PSA Death Certificate 2. Baptismal Certificate 3. Marriage Contract 4. Form 137 (Elementary/High School) 5. NBI / Police Clearance 6. ID's, Cedula	- Personal, Barangay / Municipal Hall **MARRIAGE CERTIFICATE:** - PSA - PSA / LCRO - Church - PSA / LCRO - NBI / Police Station - Client, Treasurer's Office, Barangay Hall **DEATH CERTIFICATE:** - PSA - Church - PSA / LCRO - School attended / DepED - NBI / Police Station - Personal, Barangay / Municipal Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit documents required to LCRO	Conduct interview to the client regarding the petition and receiving the complete documents	None	10 minutes	*Administrative Assistant Municipal Civil Registrar* Municipal Civil Registrar's Office

2. Payment of fees	While client is paying the necessary fees, documents are being evaluated and preparation of the petition is processed	See fees below	30 minutes	*Revenue Collection Officer* Treasurer's Office
3. Waiting of 4-8 months for the decision of the petition from PSA	3.1 Preparation of notice of posting Certification of posting record sheets then action has to be taken by the MCR	None	10 minutes	*Administrative Assistant* *Municipal Civil Registrar* Municipal Civil Registrar's Office
	3.2 All attached documents shall be Certified True Copy by the MCR	None	5 minutes	*Municipal Civil Registrar* Municipal Civil Registrar's Office
	3.3 All documents are now subject for review and signature of the MCR	None	10 minutes	*Administrative Assistant* Municipal Civil Registrar's Office
	3.4 Documents are posted in a conspicuous place for 10 calendar days	None	10 calendar days	*Administrative Assistant* Municipal Civil Registrar's Office
	3.5 Documents are now submitted to PSA after 10 days of posting period thru service courier	Php 250.00 - 300.00 (varies-one way only)	1 hour	*Administrative Assistant* *Administrative Aide* Municipal Civil Registrar's Office

TOTAL:	**R.A. 10172** - Php 3,000.00, legal research fee Php 30.00 **CFN** - Php 3,000.00, legal research fee Php 30.00 **R.A. 10172 & CFN** – Publication Php 1,500.00 with receipt from the publisher		**10 calendar days, 2 hours & 5 minutes – at the LCR Office 4 to 8 months – for approval at PSA Central Office**	
	R.A. 9048 - Php 1,000.00, legal research fee Php 10.00 **Courier fee** (Php 250.00 – 300.00 varies - one way only) with receipt from the courier services office.			
Marking of Annotation on the Approved Petition				
Approved / Disapproved petition is received from PSA thru service courier/email	Annotation on both PSA & LCRO copy is processed on a given time of 5 days		30 minutes	*Administrative Assistant* *Municipal Civil Registrar* Municipal Civil Registrar's Office
	• Certificate of Finality • Record Sheet are being prepared			
	Complete documents are sent to PSA for Approval thru service courier	Php 250.00 - 300.00 (varies – to be paid to service courier	30 minutes	*Administrative Aide I* . Municipal Civil Registrar's Office
	Client is advised thru call or text that he can already request a PSA copy of the document with annotation		1 minute	*Administrative Assistant* Municipal Civil Registrar's Office

TOTAL:		**Php 250.00 - 300.00 (varies – to be paid to service courier**	**1 hour and 1 minute**

7. PROPER ANNOTATION OF COURT DECREE

- Correction of Clerical Error
- Annulment
- Adoption
- Presumptive Death

Office or Division:	Office Of The Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	In case of a court decree/order concerning the status of a person, it shall be the duty of the clerk of court to advice the successful petitioner to have the decree/order registered in the civil registrar's office where the court is functioning, within ten (10) days after the decree/order has become final. If another person shall register the decree other than the clerk of court, the civil registrar shall verify if the copy of the decision is authentic. Otherwise, he/she shall refuse the registration thereof. It is likewise the duty of the clerk w/c issued the decree, to ascertain whether the same has been registered, and if not, to have the said decree recorded.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Correction of Clerical Error - Court Decree - Certificate of Finality - Certificate of Registration	**For Correction of Clerical Error** - Clerk of Court - Document can be obtained from the place where the decision is made

- Document Involved **For Annulment** - Court Decree - Certificate of Finality - Certificate of Registration - Marriage Certificate **For Adoption** - Court Decree - Certificate of Finality - Certificate of Registration - Administrative Decree of Adoption **For Presumptive Death** - Court Decree - Certificate of Finality - Certificate of Registration	- Municipal Civil Registrar's Office / Philippine Statistics Authority (PSA) **For Annulment** - Clerk of Court - Document can be obtained from the place where the decision is made - Municipal Civil Registrar's Office / Philippine Statistics Authority (PSA) **For Adoption** - Clerk of Court - Document can be obtained from the place where the decision is made - DSWD **For Presumptive Death** - Clerk of Court - Document can be obtained from the place where the decision is made

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Annotation and submit required documents	Documents are received	None	1 minute	*Receiving Clerk* Municipal Civil Registrar's Office
2. Get Order of Payment and pay amount at Treasurer's Office	Order of Payment is issued (Client is advised to pay at Treasurer's Office)	Annulment- Php 500.00 Adoption – Php 500.00 Presumptive Death – Php 500.00	5 minutes	*Revenue Collection Officer* Treasurer's Office
3. Present proof of payment; Wait while documents are evaluated	3.1 Proof of payment is acknowledged; Documents are evaluated	None	5 minutes	*Administrative Assistant* Municipal Civil Registrar's Office

	3.2 Court Decree is Annotated in Registry Book		30 minutes	*Administrative Assistant* Municipal Civil Registrar's Office
	3.3 For Adoption, Amended Birth Certificate is prepared		30 minutes	*Administrative Assistant* Municipal Civil Registrar's Office
4. Get proof of annotation	4.1 Certificate of Annotation is issued		1 minute	*Administrative Assistant* Municipal Civil Registrar's Office
	4.2 Annotation is transmitted to PSA (Client is advise to make follow-up to PSA for remarks)			*Municipal Civil Registrar* Municipal Civil Registrar's Office
TOTAL:		**Correction of Clerical Error - Php 500.00** **Annulment- Php 500.00** **Adoption – Php 500.00** **Presumptive Death – Php 500.00** **CTC copies of each page of the court decision (3 CTC copies each) – Php 110.00**	**1 hour & 12 minutes**	

8. REGISTRATION OF LEGAL INSTRUMENT

Affidavit of:

Affidavit to use the surname of the Father (AUSF), Legitimation; Legal Capacity; Reappearance; Acknowledgement; Option to Elect Citizenship

Office or Division:	Office Of The Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	**Affidavit to use the surname of the Father (AUSF) –** "Act Allowing Illegitimate Children to Use the Surname of their Father". This law allows illegitimate children to use the surname of their father if they are recognized in their birth document or acknowledged in a separate public document or in a private handwritten instrument. **Legitimation** - Only children conceived and born outside of wedlock of parents who, at the time of the conception of the former, were not disqualified by any impediment to marry each other, may be legitimated. Legitimation of children by subsequent marriage of parents shall be recorded in the civil registry office of the place where the birth was recorded **Legal Capacity** - Philippine law requires a citizen or subject of a foreign country to obtain a Certificate of Legal Capacity to Contract Marriage. It is issued by the diplomatic or consular offices of his or her country, prior to the issuance of a marriage license in the Philippines. This serves as a clearance or permit from the consul as an actual proof of the subject's civil status and his/her eligibility for marriage. **Reappearance** - A sworn statement of the circumstances of reappearance shall be recorded in the civil registry office of the residence of the parties to the subsequent marriage at the instance of any interested person, with due notice to the spouses of the subsequent marriage and without prejudice to the fact of reappearance being judicially determined in case such fact is disputed.

	Acknowledgement - It shall be the duty of the parents or parent who executed the instrument of acknowledgment to send the original copy to the civil registrar of the municipality where the birth of the acknowledged child was registered not later than twenty (20) days after the execution of the instrument, for registration in the Register of Legal Instruments and proper annotation in the Register of Births. **Option to Elect Citizenship**- The option to elect Philippine citizenship in accordance with subsection (4), Section 1, Article IV, of the Constitution shall be expressed in a statement to be signed and sworn to by the party concerned before any officer authorized to administer oaths, and shall be filed with the nearest civil registry. The said party shall accompany the aforesaid statement with the oath of allegiance to the Constitution and the Government of the Philippines.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR LEGIMITATION: 1. Registered COLB 2. Affidavit of Legitimation 3. CENOMAR of parents 4. Marriage Certificate of parents **FOR ACKNOWLEDGEMENT:** 1. Registered Certificate of Live Birth (COLB) 2. Affidavit of Acknowledgement **FOR LEGAL CAPACITY:** 1. Certificate of Legal Capacity **FOR REAPPEARANCE:** Affidavit of Reappearance **FOR OPTION TO ELECT CITIZENSHIP:** 1. Oath Allegiance to the Constitution 2. Affidavit of the Party	**FOR LEGIMITATION:** - Municipal Civil Registrar's Office - Notary Public - Philippine Statistics Authority (PSA) - Municipal Civil Registrar's Office / Philippine Statistics Authority (PSA) **FOR ACKNOWLEDGEMENT:** - Municipal Civil Registrar's Office - Notary Public **FOR LEGAL CAPACITY:** - Embassy - **FOR REAPPEARANCE:** - Notary Public

		FOR OPTION TO ELECT CITIZENSHIP: - Mayor's Office Notary Public		
CLIENT STEPS	**AGENCY ACTION**	**FEES TOBE PAID**	**PROCESS INGTIME**	**PERSON RESPONSIBLE**
1. Apply for registration and present required documents	Documents are received	None	1 minute	*Receiving Clerk* Municipal Civil Registrar's Office
2. Wait while documents are processed	Documents are subjected to evaluation and review	None	10 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
3. Pay prescribed fee at Treasurer's Office 1. (for certified true copy of registered document)	3. Client is advised to pay fee at Treasurer's Office	AUSF – Php 330.00 Legitimation – Php 330.00 Legal Capacity – Php 330.00 Acknowledgement – Php 330.00	5 minutes	*Revenue Collection Officer* Treasurer's Office
4. After paying, present Receipt and wait while registration is processed.	4.1 Receipt is acknowledged Registration undergoes final evaluation and logged in registry book.	None	10 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
	4.2 Registration is approved and signed.		1 minute	*Municipal Civil Registrar* Municipal Civil Registrar's Office
5. Claim Registration	5. Registration is released		1 minute	*Releasing Clerk* Municipal Civil Registrar's Office

TOTAL:	**AUSF – Php 330.00 Legitimation – Php 330.00 Legal Capacity – Php 330.00 Acknowledgement – Php 330.00**	**28 minutes**	

9. SUPPLEMENTAL REPORT ON BIRTH, MARRIAGE AND DEATH CERTIFICATES

Supplemental Reporting is done when information was missing or incomplete at the time of the original registration or certain details became available after registration.

Office or Division:	Office Of The Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Document owner, parents or children of document owner or any person with authorization / SPA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Birth, Marriage and Death Certificates	PSA Office / LCR Office
Any two (2) documentary evidence: • Baptismal / Confirmation Certificate • School Records • Members Data Record (MDR) • SSS E-1 Form • Philippine National ID • Marriage / Death Certificates • Affidavit of Supplemental Reporting	 • Church • School • Philhealth • SSS • PSA • PSA / LCRO • Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for supplemental reporting and present required documents	Documents are received	None	1 minute	*Administrative Aide I* Municipal Civil Registrar's Office
2. Documents are processed	Documents are reviewed, evaluated and processed the supplemental reporting	None	20 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
3. Pay the prescribed fee at the cashier (MTO)	Client is advised to pay at the Treasurer's Office	Supplemental Report Fee - Php 550.00	5 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
4. After paying, present the receipt and wait while application is being processed	Receipt is being acknowledged; Application is undergoes final evaluation;	None	10 minutes	*Administrative Aide I* Municipal Civil Registrar's Office
	Document are submitted to PSA the next working day thru courier	Courier Fee Php 250.00 to 300.00	1 hour	*Administrative Aide I* Municipal Civil Registrar's Office

	Client is informed to secure copy of corrected document from PSA after 10 working days			
TOTAL:		**Supplemental Report Fee - Php 550.00** **Courier fee Php 250.00 – 300.00 (varies – one way only) with receipt from courier services offices**	**1 hour & 36 minutes**	

10. TIMELY REGISTRATION OF BIRTH, MARRIAGE AND DEATH

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. Areport made beyond this period is considered late.

MARRIAGE - In ordinary marriage, the time of submission of the Certificate of Marriageis 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 properdeath 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:	**BIRTH** - A parent or a family member registering the birth of an infant bound within the ties of marriage. The hospital / lying-in clinic can also register the birth of the infant. **MARRIAGE** - A marriage must only be registered by the priest / pastor incase of church weddings otherwise by a civil officer. **DEATH –** A death must be registered by any immediate family member.

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	Receive and check duly accomplished form and required documents Note: Advise client to pay corresponding fee if with unmarried parents	None Php 330.00	5 minutes	*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	*Administrative Aide I* *Municipal Civil Registrar* Municipal Civil Registrar's Office

3. Claim registered document	Release registered document	None	3 minutes	*Releasing Clerk* Municipal Civil Registrar's Office
TOTAL:		**Php 330.00 if with unmarried parents**	**18 minutes**	

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
MARRIAGE:	
1. Certificate of Marriage (Accomplished)	Solemnizing Officer (Priest, Judge, Minister, Pastor)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished form and required documents	Receive and check duly accomplished form and required documents	None	5 minutes	*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	*Administrative Aide I* *Municipal Civil Registrar* Municipal Civil Registrar's Office
3. Claim registered document	Release registered document	None	3 minutes	*Releasing Clerk* 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	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 110.00 **Rent of Lot** Php 1,100.00	5 minutes	*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	*Administrative Aide I* *Municipal Civil Registrar* Municipal Civil Registrar's Office
3. Claim registered document	Release registered document	None	3 minutes	*Releasing Clerk* Municipal Civil Registrar's Office
TOTAL:		**If BURIAL or TRANSFER Php 110.00 RENT OF LOT – Php 1,100.00**	**18 minutes**	
NOTE: Submission of registered Birth, marriage and death certificates to PSA is not later than every 10th day of each succeeding month.				

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 undertakenfor 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 anystructure.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Application Form (Duly Signed and Sealed of the concerned Professions) ➢ 5-copies Building Permit Form (must be notarized) ➢ 3-copies Architectural Permit Form ➢ 3-copies Structural Permit Form ➢ 3-copies Plumbing Permit Form ➢ 3-copies Sanitary Permit Form ➢ 3-copies Electrical Permit Form ➢ 3-copies Mechanical Permit Form ➢ 3-copies Electronic Permit 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 Declarationof Real Property, Current Real Tax Receipt.	Assessor's Office and Registered of Deeds
In case the applicant is Not Registered Owner of the Lot. Any of the Following Documents Duly Notarized Copy and 4 copies. ➢ Contract of Lease. ➢ Deed of Absolute Sale ➢ Contract of Sale ➢ Affidavit of consent from the registered owner. ➢ Affidavit of consent from all the	Provision of the Client

registered heirs.	
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) Professional 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 where the project will be located.	Barangay Hall concerned
Locational Clearance	Municipal Planning and Development Coordinator's Office
Local Fire Clearance	Bureau of Fire Protection (**BFP**)
Photo Copy of Unexpired **PRC Id** & current **PTR** receipt of duly licensed Professional of the specific fields with 3 specimen signature.(4 copies)	Engineer and Architect concerned with the project
Approved Construction Safety & Health Program (CSHP) Issued by Department of Labor and Employment.	DOLE
Clearance Certificate from the Gov't Agencies Concerned if necessary in the permit. (For Gasoline station, Cell site, Subdivision, Memorial Parks, Resorts, Industrial Plant.)	ATO, DENR, DOH, NHA etc. if necessary in the permit.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances securedfrom other agenciesand offices	Receive and assess requireddocuments and clearances submitted and issue order of payment	None	25 minutes	*Municipal Engineer/ Building Official* Engineering Office *Administrative Aide I* Engineering office
2. Pay corresponding fee at Treasurer's Office	2.Process payment and issue official receipt	Based on National Building Code (P.D1096)	5 minutes	*Revenue Collection Clerk* Treasurer's Office
	2.1 Review and approve assessment and prepare permit	None	15 minutes	*Municipal Engineer/ Building Official* Engineering Office
3. Present OR at Municipal Engineer's Office and received Building Permit	Check OR andrelease Building Permit	None	5 minutes	*Administrative Aide I Engineering Officer* Engineering Office
TOTAL:		**Based on National Building Code (P.D 1096)**	**50 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
Unified Certificate of Completion	Municipal Engineering Office
3 SETS - As Built Plan	Provision of the Client
Log Book Photocopy of Unexpired PRC ID and the Current PTR of duly licensed professional of the specific fields signed and sealed with 3 specimens Signature.	Provision of the Client
Fire Safety Inspection Permit	Bureau of Fire and Protection
Barangay Clearance for Occupancy Where the project will be located.	Barangay Hall concerned
Certified true copy TCT, Tax Declarationof Real Property, Current Real Tax Receipt.	Assessor's Office and Registered of Deeds
In case the applicant is Not Registered Owner of the Lot. Any of the Following Documents Duly Notarized Copy. ➢ Contract of Lease. ➢ Deed of Absolute Sale ➢ Contract of Sale ➢ Affidavit of consent from the registered owner ➢ Affidavit of consent from all the registered heirs.	Provision of the Client

Actual Photo of the Structure (Front,Rear,Lelft, Right)	Provision of the Client
Bill of Materials(incase no Building (Permit Issued)	Provision of the Client
Affidavit of Undertaking(for site along Jasa Road Or Provincial Road)	Provision of the Client
SPA/Authorization Letter with photocopy of any valid ID incase where an authorized representative processes the permit.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances securedfrom other agencies and offices	Receive and assess required documents and clearances submitted and issue order of payment	None	20 minutes	*Building Official/ Administrative Aide I* Engineering Office
2. Pay corresponding fee at Treasurer's Office	2. Process payment andissue official receipt	Based on National Building Code (P.D 1096)	2 minutes	*Revenue Collection Clerk* Treasurer's Office
	2.1 Review and approve assessment and prepare permit	None	10 minutes	*Municipal Engineer / Building Official* Engineering Office
3. Present OR at Municipal Engineer's Office and received Occupancy Permit	Check OR and release Occupancy Permit	None	5 minutes	*Administrative Aide I/ Engineering Officer* Engineering Office
TOTAL:		**Based on National Building Code (P.D 1096)**	**37 minutes**	

3. ISSUANCE OF FENCING PERMIT

Secured by the real property owner prior to the construction of fence.

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
Fencing Form	Municipal Engineering Office
Fence Plan, including Elevation and Structural details	Provision of the Client
Bill of Material	Provision of the Client
Barangay Clearance for Fencing	Barangay Hall concerned
Certified true copy TCT, Tax Declarationof Real Property, Current Real Tax Receipt. In case the applicant is Not Registered Owner of the Lot. Any of the Following Documents Duly Notarized Copy. ➢ Contract of Lease. ➢ Deed of Absolute Sale ➢ Contract of Sale ➢ Affidavit of consent from the registered owner ➢ Affidavit of consent from all the registered heirs.	Assessor's Office and Registered of Deeds Provision of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit required documents and all clearances securedfrom other agencies and offices	Receive and assess required documents and clearances submitted and issue order of payment	None	10 minutes	*Building Official/ Administrative Aide I* Engineering Office
2. Pay corresponding fee at Treasurer's Office	2.Process payment andissue official receipt	Based on National Building Code (P.D 1096)	2 minutes	*Revenue Collection Clerk* Treasurer's Office
	2.1 Review and approve assessment and prepare permit	None	10 minutes	*Municipal Engineer / Building Official* Engineering Office
3. Present OR at Municipal Engineer's Office and received Fencing Permit	Check OR and release Fencing Permit	None	5 minutes	*Administrative Aide I/ Engineering Officer* Engineering Office
TOTAL:		**Based on National Building Code (P.D 1096)**	**27 minutes**	

4. ISSUANCE OF SIGN PERMIT

Any publicly displayed information that's presented in the form of words, symbols and/or pictures and designed to advertise your business. Sign permits provide legal permission to post such information.

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**

Sign Form	Municipal Engineering Office
Sign Plan, including Structural Design and Computation, Site Dev't Plan	Provision of the Client
Specification and Bill of Material	Provision of the Client
Barangay Clearance for Sign Permit	Barangay Hall concerned
Certified true copy TCT, Tax Declarationof Real Property, Current Real Tax Receipt.	Assessor's Office and Registered of Deeds
In case the applicant is Not Registered Owner of the Lot. Any of the Following Documents Duly Notarized Copy. ➢ Contract of Lease. ➢ Deed of Absolute Sale ➢ Contract of Sale ➢ Affidavit of consent from the registered owner ➢ Affidavit of consent from all the registered heirs.	Provision of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances securedfrom other agencies and offices	Receive and assess required documents and clearances submitted and issue order of payment	None	10 minutes	*Building Official/ Administrative Aide I* Engineering Office
2. Pay corresponding fee at Treasurer's Office	2. Process payment and issue official receipt	Based on National Building Code (P.D1096)	2 minutes	*Revenue Collection Clerk* Treasurer's Office

	2.1 Review and approve assessment and prepare permit	None	10 minutes	*Municipal Engineer / Building Official* Engineering Office
3. Present OR at Municipal Engineer's Office and received Sign Permit	Check OR and release Sign Permit	None	5 minutes	*Administrative Aide I/ Engineering Officer* Engineering Office
TOTAL:		**Based on National Building Code (P.D 1096)**	**27 minutes**	

5. ISSUANCE OF DEMOLITION PERMIT

The Demolition shall be undertaken in accordance with Rule XI on protection and safety requirements for construction and demolition of building/structure of the Implementing Rules and Regulations of the National Building Code of the Philippines (P.D 1096) and shall be under the direct responsibility of a full time supervising Architect or Civil Engineer in charge of Demolition.

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
Demolition Form	Municipal Engineering Office
Sketch Plan of Structure Procedure of Demolition	Provision of the Client
Specification and Bill of Material	Provision of the Client
Barangay Clearance for Demolition Permit	Barangay Hall concerned
Clearance from Utility Provider (Pelco, Prime Water) Clearance from neighbor or Adjacent Structure.	Provision of the Client

Certified true copy TCT, Tax Declarationof Real Property, Current Real Tax Receipt. In case the applicant is Not Registered Owner of the Lot. Any of the Following Documents Duly Notarized Copy. ➢ Contract of Lease. ➢ Deed of Absolute Sale ➢ Contract of Sale ➢ Affidavit of consent from the registered owner ➢ Affidavit of consent from all the registered heirs.	Assessor's Office and Registered of Deeds Provision of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances securedfrom other agencies and offices	1. Receive and assess required documents and clearances submitted and issue order of payment	None	10 minutes	*Building Official/ Administrative Aide I* Engineering Office
2. Pay corresponding fee at Treasurer's Office	2. Process payment andissue official receipt	Based on National Building Code (P.D 1096)	2 minutes	*Revenue Collection Clerk* Treasurer's Office
	2.1 Review and approve assessment and prepare permit	None	10 minutes	*Municipal Engineer / Building Official*

3. Present OR at Municipal Engineer's Office and received Demolition Permit	3.Check OR and release Demolition Permit	None	5 minutes	*Administrative Aide I/ Engineering Office* Engineering Office
TOTAL:		**Based on National Building Code (P.D 1096)**	**27 minutes**	

6. ISSUANCE OF ELECTRICAL PERMIT/CFEI (CERTIFICATE OF FINAL ELECTRICAL INSPECTION)

Any person /individual putting up Electrical Installations with residential structure of less 20sqm in order obtain service of the electric utility company based on the R.A 7920 known as the Philippine Electrical Code.

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
Electrical Form/CFEI FORM	Municipal Engineering Office
Electrical Plan Sign & Sealed of the Professional Electrical Engineer	Provision of the Client
Local Fire Clearance (FSEC)	Bureau of Fire Protection (BFP)
Barangay Clearance for Electrical Permit	Barangay Hall concerned

Certified true copy TCT, Tax Declarationof Real Property, Current Real Tax Receipt. In case the applicant is Not Registered Owner of the Lot. Any of the Following Documents Duly Notarized Copy. ➢ Contract of Lease. ➢ Deed of Absolute Sale ➢ Contract of Sale ➢ Affidavit of consent from the registered owner ➢ Affidavit of consent from all the registered heirs.	Assessor's Office and Registered of Deeds Provision of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances securedfrom other agencies and offices	1. Receive and assess required documents and clearances submitted and issue order of payment	None	1 minute	*Building Official/ Administrative Aide I* Engineering Office
2. Pay corresponding fee at Treasurer's Office	2. Process payment andissue official receipt	Based on National Building Code (P.D1096)	2 minutes	*Revenue Collection Clerk* Treasurer's Office
	2.1 Review and approve assessment and prepare permit	None	1 minute	*Municipal Engineer / Building Official* Engineering Office
3. Present OR at Municipal Engineer's	3.Check OR and release Electrical	None	2 minutes	*Administrative Aide I/ Engineering Office*

Office and Fire Safety Clearance	Permit			
TOTAL:		**Based on National Building Code (P.D 1096)**	**6 minutes**	

7. ISSUANCE OF SOLAR PERMIT

Any person /individual putting up Solar Installations with Residential,Commercial Structure .

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
Electrical Form & CFEI Form	Municipal Engineering Office
Electrical Plan Sign & Sealed of the Professional Electrical Engineer	Provision of the Client
Local Fire Clearance (FSEC)	Bureau of Fire Protection (BFP)
Barangay Clearance for Solar Permit	Barangay Hall concerned

Certified true copy TCT, Tax Declarationof Real Property, Current Real Tax Receipt. In case the applicant is Not Registered Owner of the Lot. Any of the Following Documents Duly Notarized Copy. ➢ Contract of Lease. ➢ Deed of Absolute Sale ➢ Contract of Sale ➢ Affidavit of consent from the registered owner ➢ Affidavit of consent from all the registered heirs.	Assessor's Office and Registered of Deeds Provision of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and all clearances securedfrom other agencies and offices	1. Receive and assess required documents and clearances submitted and issue order of payment	None	1 minute	*Building Official/ Administrative Aide I* Engineering Office
2. Pay corresponding fee at Treasurer's Office	2. Process payment andissue official receipt	Based on National Building Code (P.D1096)	2 minutes	*Revenue Collection Clerk* Treasurer's Office
	2.1 Review and approve assessment and prepare permit	None	1 minute	*Municipal Engineer / Building Official* Engineering Office
3. Present OR at Municipal Engineer's	3.Check OR and release Electrical	None	2 minutes	*Administrative Aide I/ Engineering Office*

Office and Fire Safety Clearance	Permit			
TOTAL:		**Based on National Building Code (P.D 1096)**	**6 minutes**	

8. ISSUANCE OF ELECTRONICS PERMIT

Electronics works shall be in accordance with the Electronics plan filed with this Office and In conformity with the latest Electronics Code of the Philippines.

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any person /individual putting any Electronic Installations.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Electronic Form	Municipal Engineering Office
Electronicl Plan Sign & Sealed of the Professional Electronic Engineer	Provision of the Client
Barangay Clearance for Electronic Permit	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit required documents and all clearances securedfrom other agencies and offices	1. Receive and assess required documents and clearances submitted and issue order of payment	None	1 minute	*Building Official/ Administrative Aide I* Engineering Office

2. Pay corresponding fee at Treasurer's Office	2. Process payment andissue official receipt	Based on National Building Code (P.D1096)	1 minutes	*Revenue Collection Clerk* Treasurer's Office
	2.1 Review and approve assessment and prepare permit	None	1 minute	*Municipal Engineer / Building Official* Engineering Office
3. Present OR at Municipal Engineer's Office and Fire Safety Clearance	3.Check OR and release Electronic Permit	None	1 minutes	*Administrative Aide I/ Engineering Office*
TOTAL:		**Based on National Building Code (P.D 1096)**	**5 minutes**	

9. ISSUANCE OF EXCAVATION AND GROUND PREPARATION PERMIT

Excavation and Ground preparation of the project site shall be in conformity of the zoning ordinance and the provision of the code.

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any person /individual for ground preparation on the site.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Excavation Form	Municipal Engineering Office
Excavation Plan Sign & Sealed of the licensed Civil Engineer/Architect	Provision of the Client
Barangay Clearance for Excavation and Ground Preparation Permit	Barangay Hall

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit required documents and all clearances securedfrom other agencies and offices	1. Receive and assess required documents and clearances submitted and issue order of payment	None	1 minute	*Building Official/ Administrative Aide I* Engineering Office
2. Pay corresponding fee at Treasurer's Office	2. Process payment andissue official receipt	Based on National Building Code (P.D1096)	1 minutes	*Revenue Collection Clerk* Treasurer's Office
	2.1 Review and approve assessment and prepare permit	None	1 minute	*Municipal Engineer / Building Official* Engineering Office
3. Present OR at Municipal Engineer's Office and Fire Safety Clearance	3.Check OR and release Electronic Permit	None	1 minutes	*Administrative Aide I/ Engineering Office*
TOTAL:		**Based on National Building Code (P.D 1096)**	**5 minutes**	

10. ISSUANCE OF ANNUAL PERMIT (ONLINE)

The issuance of an annual permit may refer to the process of renewing a business permit or issuing a Certificate of Annual Inspection.

Office or Division:	Municipal Engineering Office
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen
Who may avail:	Citizen of the Republic willing to do business in Lubao.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Zoning Certificate for new business	MPDC
Sanitary Permit	Sanitary Office
Occupancy Permit	Engineering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Upload required documents	1.Receive, evaluate and validate documents submitted	None	1 minutes	*Administrative Aide I*
2.Certificate of Annual Inspection	Issuing of Annual Inspection	None	1 minutes	*Administrative Aide I*
Total		**Based on National Building Code (P.D1096)**	**2 minutes**	

HUMAN RESOURCE MANAGEMENT OFFICE

External Service

1. ASSISTANCE TO STUDENTS FOR ON-THE-JOB TRAINING AND IMMERSION

The Local Government supports college students and senior high students to gain hands-on experience in the workplace and increase employability within the period agreed upon by the authorities.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Citizens
Who may avail:	College Students and Senior High Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Resume	Provision of the Applicant
Application Letter / Letter of Intent	Provision of the Applicant
Endorsement Letter	School/ University
Parent's Consent / Waiver	Provision of the Applicant

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all the requirements	1.1 Receive all the requirements for on-the-job training / immersion	None	1 hour	*Administrative Aide I* Human Resource Management Office
	1.2 Coordinate to related office / department the intention of the applicant	None	1 day	*Administrative Aide I* Human Resource Management Office
	1.3 Notify the applicant of the availability of the office	None	1 hour	*Administrative Aide I* Human Resource Management Office
	1.4 Prepare the	None	2 hours	*Administrative*

	endorsement of the applicant to the assigned office.			*Aide I* Human Resource Management Office
2. Present the evaluation and DTR	2.1 Prepare Certificate of Completion – after the required number of hours has been served. 2.2 Sign the Certificate of Completion 2.3 Release the Certificate of Completion	None None None	2 hours 1 hour 30 minutes	*Administrative Aide I* Human Resource Management Office *Human Resource Management Officer* Human Resource Management Office *Administrative Aide I* Human Resource Management Office
TOTAL:		**None**	**1 day, 7 hours and 30 minutes**	

Local Disaster Risk Reduction Management Office

External Services

1. 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 and 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 ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit required documents	1. Receive and assess the submitted document. 1.2 Report to the Local Chief Executive for the assistance that will be provided.	None None	5 minutes 2 days	*Administrative Aide* Local Disaster Risk Reduction and Management Office *Local Disaster Risk Reduction and Management Officer* Local Disaster Risk Reduction and Management Office
TOTAL:		**None**	**2 days and 5 minutes**	

2. 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 and 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 ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Prepare and submit a request	1. Receive and schedule the conduct of training/symposia	None	10 minutes	*Administrative Aide I/Local Disaster Risk Reduction Management Assistant* Local Disaster Risk Reduction and Management Office
	2. Conduct of training/symposia	None	2 days upon receipt of request letter	*LDRRM Assistant/LDRRMO I/LDRRMO III* Local Disaster Risk Reduction and Management Office
TOTAL:		**None**	**2 days and 10 minutes**	

3. Response activities during calamities (Human Induced Disaster)

Any person or community that needs immediate response during disaster

Office or Division:	Local Disaster Risk Reduction and 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 ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Vehicular accident within the area of this municipality.	1. Deployment of Quick Response Team within the area of incident.	None	30 minutes	*Ambulance Driver Rescuers* Local Disaster Risk Reduction and Management Office
TOTAL:		**None**	**30 minutes**	

4. Response activities during calamities (Natural Disaster)

Any person or community that needs immediate response during disaster

Office or Division:	Local Disaster Risk Reduction and 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 ACTIONS**	**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 Officers and Assistant Rescuers* Local Disaster Risk Reduction and Management Office
	1.2 Conduct of pre-emptive evacuation as the need arises	None	2 hours	*LDRRM Officers and Assistant Rescuers* Local Disaster Risk Reduction and Management Office
	1.3 Provision of food and non-food items	None	2 hours	*LDRRM Officers and Assistant Rescuers* Local Disaster Risk Reduction and Management Office *Social Workers/ Administrative Aide* Municipal Social Welfare and Development Office
TOTAL:		**None**	**5 days and 4 hours**	

Municipal Health Office

External Service

1. Free medicine and Laboratory Procedures

Walk-in clients must submit their medicine prescription, or laboratory request.

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who to avail:	Civilian
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Medicine Prescription	Licensed Physicians / Hospital concerned
Laboratory Request	
Statement of Account from Hospitals	
Costing Procedures	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the MHO. (For medicine, laboratories and procedures)	Assessment and verification of documents submitted and filing out of necessary form for approval and signature.	None	5 minutes	*Administrative Aide /* Municipal Health Office
TOTAL:		None	5 minutes	

2. Free ambulance service and other medical assistance.

Free 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 to avail:	Civilian
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Referral to the Hospital	Hospital concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MHO for ambulance	Check the availability of the ambulance	None	5 minutes	*Nurse /* Municipal Health Office

service request.	unit and set the requested schedule.			
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 to 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	Registration records and assessment of patient vital signs	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	Consultation and management	None	15 minutes	*Rural Health Physicians* Rural Health Unit
3. Proceed to supply office	Dispensing of prescribed medicine (if available)	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 to 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 BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk	Preparation or referral of medical records, collect and verify all requirements needed	None	3 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	2 minutes	*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
TOTAL:		None	11 minutes	

5. Preparation of Death Certificate

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

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who to 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	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
TOTAL:		None	12 minutes	

6. Issuance of Sanitary Permit

Any person or establishment who wish to engage in both Food and Non-Food businessis 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 Establishment:	
Duly Accomplished Application Form	Environmental Health and Sanitation Unit Office
Barangay Business Permit	Barangay Hall
For renewal, previous SanitaryPermit.	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
Sanitary Plan- Sanitary EngineerSigned & Sealed	Sanitary Engineer
Grease Trap	Provision of Applicant
Waste Water Treatment Facility Design and provision	Sanitary Engineer
Food and Drug Permit	Food and Drugs Administration
National Meat Inspection Service Clearance	National Meat Inspection Service
Business Name- DTI	Department of Trade and Industry (DTI)
Certificate of Potability of WaterSource issued by the MunicipalHealth Office	Municipal Health Office
Bacteriological Analysis – Quarterly	DOH Accredited Water Laboratory
Physical –Chemical Analysis (at least once a year).	DOH Accredited Water Laboratory
Photos of Sanitary Facilities – Lavatories, Comfort Rooms, etc.	Sanitation Officer

Insect and Vermin Control Program	Sanitation Office or Licensed Pest Controller
Food Handler's Training	Municipal Health Office
First Aid Room with Medical Supplies and First-Aiders	Provision of Applicants
Waste Water Testing Result(Annual).	Laboratory accredited by DOH
Ambulant food Vendor – Only Packed/Bottled/ Canned Food should be sold.	Environmental Health and Sanitation Unit Office
Health Certificate Requirements for Workers/Food Handlers: Urinalysis, Fecalysis, X-Ray. Note: Prioritize requirements based on type of Food Establishment Optional Requirements: • Physical-Chemical Test Result of Water Supply • Hepa –A Screening • Drug Test	Environmental Health and Sanitation Unit Office
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.	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.
Sanitary Plan- Signed and Sealed by a valid Sanitary Engineer	Sanitary Engineer
Photo of Sanitary Facilities	Sanitary Office
ECC-DENR	DENR
Business Name- DTI	Department of Trade and Industry
Certificate of Potability of Water	Municipal Health Office

Source	
Bacteriological Exam. Of Water Source	DOH Accredited Laboratory
Physical Chemical Analysis (Optional)	DOH Accredited Laboratory
License to Operate- DENR	DENR
Certificate of Training on First Aid on Basic Life Support for Life Guards on Swimming Pools/Resorts/ WaterSports Recreations	Accredited Training Center or Philippine NationalRed Cross
Memorandum of Agreement between Private Hazardous Waste Collectors and Hospitals, Clinics, Laboratories and other Health Facilities.	Any DOH accredited hazardous waste collector
1st Aid Kit	Provision of Applicant
Health Certificates for Workers (Urinalysis, Fecalysis, X-Ray)	Environmental Health and Sanitation Office
C. Drug Store	C. Drug Stores
Licensed Pharmacist	Provision of Applicant
BFAD Permit	BFAD
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. License / Registration of Embalmer from DOH	Sanitary Office 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.	DENR

ECC / License to Operate / Permit to Discharge / Accredited Pollution Control Officer (PCO)	DENR
Health Certificate requirements: • Urinalysis • Fecalysis • X-ray, etc. (Undertaker, Workers)	Sanitation Office
E. Agro-Industrial Establishment, Poultry & Piggery	E. Agro-Industrial Establishment, Poultry & Piggery
Sanitary Plan	Sanitary Engineer
ECC / DENR	DENR
Permit to Operate – DENR Discharge Permit / Waste Water Treatment	DENR
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
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 Certificate	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) • Raw Water – Initial • Product Water – Every Six (6) months • Heterotopic Plate Count (HPC)	DOH accredited water laboratory
Microbiological Analysis – Every month	DOH accredited water laboratory
40 Hours Training on Certified Water Operators Training (If none, Promissory note to attend.)	PHO
DTI – Business Name	Department of Trade and Industry
Health Certificate requirements for Employees: • Urinalysis • Fecalysis • X-ray, etc. • 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 • Elevations of Building / Sections / Details • Site Development	Registered Architect
Lot 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: • Drainage • Fencing / Strong Gate • Chapel	Engineering Office
Toilets for separate sex	Sanitary Office
Administrative Office	Sanitary Office
Pavements / Roadways / Path walks	Engineering Office

7. Issuance of Annual Permit (Online)

The issuance of an annual permit may refer to the process of renewing a business permit or issuing a Certificate of Annual Inspection.

Office or Division:		Municipal Health Office/ Environmental Health and Sanitation Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who to avail:		Citizen of the Republic willing to do business in Lubao.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Zoning Certificate		MPDC Tab Online		
Sanitary Permit		Sanitary Office Tab Online		
Occupancy Permit		Engineering Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Complete the online application for owner and employees at http://lubaobplsonline.ph Make sure to upload all required attachments to the website to proceed and to avoid delay	Review and verify accomplished application and uploaded requirements	None	15 minutes	Sanitation Inspectors and Sanitation Staffs
Total:		**None**	**15 inutes**	

8. Issuance of Disinterment and Transfer Permit

The Municipal Government of Lubao requires any individual that wishes to Disintermentor 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 to avail:		Relative to the dead person.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Death Certificate		Local Civil Registrar		
Identification and Written Consent		Provision of Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit duly accomplished application form and complete requirements	Received duly accomplished form and complete requirements for evaluation and issue order of payment	None	5 minutes	*Sanitary Inspector* Environmental Health and Sanitation Unit
Pay the corresponding fees at the Treasurer's Office and return to MHO/ESHU	Process payment and issue order of payment	₱300.00	3 minutes	*Revenue Collection Clerk* Treasurer's office *Sanitary Inspector* Environmental Health and Sanitation Unit
Present OR and receive Disinterment/Transfer Permit	Check OR, record and release signed Disinterment/Transfer Permit	None	2 minutes	*Sanitary Inspector* Environmental Health and Sanitation Unit
Total:		₱300.00	10 minutes	

Municipal Planning and Development Office

External Services

1. 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 Usufractuary. Usufractuary: 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 payment and issue official receipt	Based on Category - Based on Art T, Sec.3T Municipal Tax OrdinanceNo. 05	2 minutes	*Revenue Collection Clerk/Administrative Aide I* Municipal Planning & Development Office
	2.1 Prepare clearance	None	5 minutes	*Computer Operator IV/ Admin Aide / MPDO* Municipal Planning & Development Office
3. Present OR and claim clearance at MPDO	3.Check OR and release clearance	None	1 minute	*MPDO / Administrative Aide*
TOTAL:		**Based on Category - Based on Art T, Sec.3T Municipal Tax Ordinance No. 05**	**16 minutes**	

2. Issuance of Zoning Certification (Online)

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:	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

FOR NEW BUSINESS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of Ownership; TCT, Deed of Sale, Tax Declaration, Lease of Contract, and Usufractuary for: USUFRUCTUARY; Duly notarized authorization from lot owner, Proo of Ownership	Provision of the Applicant
Site Development/Vicinity Map/Lot Plan	Provision of the Applicant
Latest Tax Declaration	Office of the Municipal Assessor
Latest Tax Clearance	Office of the Municipal Treasurer
Barangay Clearance/Certification	Barangay Hall Concerned

ECC- Environmental Compliance Certificate (For Gasoline station, Piggery, Poultry, Cell site, Subdivision, Memorial Parks, Resorts, Industrial Plant.)If necessary	Department of Environment and Natural Resources Region III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the following requirements needed	1.Review and verify accomplished application needed below: -Proof of Ownership; TCT, Deed of Sale, Tax Declaration, Lease of Contract, and Usufractuary for: USUFRUCTUARY; Duly notarized authorization from lot owner, Proo of Ownership -Site Development/Vicinity Map/Lot Plan -Latest Tax Declaration -Latest Tax Clearance -Barangay Clearance/Certification -ECC- Environmental Compliance Certificate (For Gasoline station, Piggery,Poultry, Cell site, Subdivision, Memorial Parks, Resorts, Industrial	Based on Category - Based on Art T, Sec. 3T Municipal Tax Ordinance No. 05	20 minutes	*Administrative Aide I* *MPDO* Municipal Planning& Development Office

	Plant.)If necessary			
TOTAL:		**Based on Category - Based on Art T, Sec. 3T Municipal Tax Ordinance No. 05**	**20 minutes**	

3. Issuance of Zoning Certification (Walk-In Application)

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	*Administrative Aide I / MPDO* Municipal Planning & Development Office

	1.1 Issue order of payment after conduct of ocular inspection if needed	None	5 minutes	*Administrative Aide I / MPDO* Municipal Planning & Development Office
2.Pay correspondi ngfee at Treasurer's Office	2. Process paymentand issue official receipt	Php 550.00	2 minutes	*Revenue Collection Clerk I* Municipal Treasurer's Office
	2.1 Prepare certification	None	5 minutes	*Computer Operator IV / Admin Aide* Municipal Planning & Development Office
3. Present OR and claim certification at MPDC Office	3. Check OR and release certification	None	1 minute	*Computer Operator IV / Admin Aide /* Municipal Planning& Development Office
TOTAL:		**P550.00**	**16 minutes**	

Municipal Social Welfare and DevelopmentOffice

External Services

1. 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.

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 Certification of Indigency	Barangay Hall where the client resides
Medical Certificate/Abstract	Attending Physician/Hospital
Hospital Bill or Statement of Account	Hospital Billing Section
Prescription	Attending physician/Hospital
Laboratory/Diagnostic Request or Result (*if Applicable)*	Hospital/Diagnostic Center
Valid Government Issued ID of Patient or Representative	Issued by government agencies
-Burial Assistance-	
Barangay Certification of Indigency	Barangay Hall where the deceased resided
Death Certificate	Municipal Civil Registrar
Valid Government-Issued ID of Claimant	Issued by government agencies)e.g., Philysys, LTO, DFA, GSIS, SSS, Comelec)
Funeral Contract or Statement of Account	Funeral Service Provider
Proof of Relationship	PSA/Local Civil Registrar
Medical Certificate or Hospital Abstract (i*f applicable)*	Hospital or Health Facility
Police Report (*if applicable)*	Philippine National Police (PNP)
-Educational Assistance-	
Barangay Certification of Indigency	Barangay Hall where the client resides
Valid Government- Issued ID of Parent/Guardian	Issued by government agencies
Proof of Relationship (Birth Certificate)	PSA/Local Civil Registrar
Cert of enrollment/Registration	School/Registrar's Office
School ID or Valid Government Issued ID	School/Registrar Office

-Transportation Assistance-	
Documents/IDs (proof of origin)	Where the client resides
Barangay Certification of Indigency	Barangay hall
Fare Quotation (*If applicable)*	Bus Line, Shipping Line, Airline or Transport provider

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.

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSIN GTIME	PERSON RESPONSIBLE
1. Secure and submit complete documentary requirements	Receive andcheck completene ss, and record request	None	3 minutes	*AdministrativeAide I* Municipal Social Welfare and Development Office
2. Provide necessary information	2. Conduct intake interview and assess eligibility	None	20 minutes	*AdministrativeAide I* Municipal Social Welfare and Development Office
	2.1. Prepared voucher/petty cash	None	5 minutes	*AdministrativeAide I* Municipal Social Welfare and Development Office
	2.2 Processing of financial assistance	None	5 days	*AdministrativeAide I* Municipal Budget Office Municipal Accounting Office Municipal Treasurer'sOffice Mayor's Office

3. Receive financial grant	Record and release financial grant	None	1 minute	*AdministrativeAide I* Municipal Treasurer's Office
Total:		**None**	**5 days & 29 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 Certification of Indigency	Barangay Hall where the client resides
Medical Certificate/Abstract	Issued by the patient's physician
Valid Government Issued ID of Patient and/or Representative	Issued by government agencies
Hospital Bills/ Statement of Account	Hospital where the client admitted
-Medical Assistance (hemodialysis & chemotherapy)-	
Barangay Certification of Indigency	Barangay Hall where the client resides
Medical Certificate/Abstract	Issued by the patient's physician
Valid Government Issued ID of Patient and/or Representative	Issued by government agencies
Costing & Treatment Protocol	Hospital where the client admitted

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name and details upon arrival	Record the client's information in the client's logbook	None	1 minute	*Administrative Aide I* Municipal Social Welfare and Development Office
2. Submit required documents and all clearances secured from other agencies and offices.	Receive and evaluate documents submitted.	None	2 minutes	*Administrative Aide I* Municipal Social Welfare and Development Office
3. Provide necessary information.	Conduct interview and prepare the General Intake Sheet.	None	15 minutes	*Administrative Aide I* Municipal Social Welfare and Development Office
4.Receive General Intake Sheet	Record and Release the general Intake Sheet to the client	None	1 minute	*Administrative Aide I* Municipal Social Welfare and Development Office
TOTAL:		**None**	**20 minutes**	

3. 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	
Duly accomplished OSCA ID Application form	Obtain from the OSCA Office
Any proof of birth/Age: (Original and Xerox) 1. Birth Certificate 6. Destruction of Birth 2. Baptismal 7. Driver's License 3. Voter's ID 8. SSS ID 4. Postal ID 9. GSIS ID 5. Voter's Certification 10. Company ID (Or any of the following with date of birth)	Issuing government agency
Proof of residency (Barangay Certificate or Voter's ID/Certification	Barangay Hall or Commission on Elections (COMELEC
1 pc. 1x1 Picture	Provision of the Client
Certification of Oath of Allegiance (for Dual Citizens Only)	Bureau of Immigration or Philippine Embassy/Consulate where oath was taken

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name and details upon arrival	Record the client's information in the client's logbook	None	1 minute	*Administrative Aide I*
2.Submit accomplished application form and required documents	Receive and checks completeness of documents and verify age and residency	None	2 Minutes	*Admin Aide I*
3. Proceeds\ to photo capturing area	Capture applicant's photo using automated ID system	None	10 Minutes	*Admin Aide I*
4. Confirm personal details displayed on screen	Encode applicant information and generates OSCA ID though automated system	None	10 minutes	*Admin Aide I*
5. Receive OSCA ID	Prints, releases OSCA ID, and records issuance	None	2 minutes	*Admin Aide 1*
TOTAL:		**None**	**25 minutes**	

4. 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**
Accomplished PWD ID Application Form	Person with Disability Office
Medical Certificate/Doctor's Certification indicating the type of disability	Issued by the Client Physician
Barangay Clearance/ Certificate of Residency	Barangay hall where the client reside
3 Pcs 1x1 Picture and1 Pc. 2x2 Picture	Provision of the Client
Birth Certificate	Philippine Statistics Authority /Municipal Civil Registrar
Valid identification card (optional, e.g. government issued ID)	Issuing government agencies

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSI NGTIME**	**PERSON RESPONSIBLE**
1.Secure and fill out the PWD ID application form with all requirements	Provides application form and give instruction	None	2 Minutes	*Admin Aide* Office of the Persons With Disability
2.Fill up the Application form that will be given by the staff.	2. Receive and check completeness of document	None	5 Minutes	*Admin Aide* Office of the Persons With Disability
	2.1 Encode applicant's data into the Philhealth Registration and PWD Database	None	5 Minutes	*Admin Aide I* Office of the Persons with Disability
3. Receive PWD ID	Prints and releases PWD ID	None	5 minutes	*Admin Aide 1*
TOTAL:		**None**	**17 minutes**	

5.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**	**PROCESSINGTIME**	**PERSON RESPONSIBLE**
1.Submit Specific Requirements depends on the purpose	Received and check the papers /requirements they submitted	None	2 Minutes	*Administrative Aide 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	*Administrative Aide I* Municipal Social Welfare and Development Office

	2.1 Conduct further assessment including home visitation and other verifications needed.	None	5 Days	*Administrative Aide I Municipal Social 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	*Admin Aide I Municipal Social Welfare and Development Office*
TOTAL:		**None**	**5 Days 14 minutes**	

6. 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 theyare fully ready for marriage. The service is provided for free and conducted every Thursday at 1:00 in the afternoon

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	Data is recorded	None	2 Minutes	*Administrative Aide I* Municipal Social Welfare and Development

				Office
2.Submit required documents for counseling.	2.Conduct Pre-marriage counseling	None	20 Minutes	*Pre-Marriage Counselors* Municipal SocialWelfare and Development Office
	2.1 Prepare Pre-marriage counseling certificate	None	2 Minutes	*Pre-Marriage Counselors* Municipal SocialWelfare and Development Office
3. Claim certificate	Issue certificate	None	1 minute	*Pre-Marriage Counselors* Municipal SocialWelfare and Development Office
TOTAL:		**None**	**25 minutes**	

7. 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 Certificate of Indigency	Barangay Hall of the client's place of residence
Medical Certificate/Abstract	Government or private hospital/attending physician
Valid Government Issued ID of Patient or Representative	Issuing government agencies
Hospital Bills/ Statement of Account	Hospital where the client admitted
Other supporting documents (if required)	Concerned agency or office
-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
Valid Government Issued ID of Patient or Representative	Issuing government agencies
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
Valid Government Issued ID of client/Representative	Issuing government agencies
-Educational Assistance-	
Barangay Certificate of Indigency	Barangay Hall where the client reside
Valid Government Issued ID or Representative	Issuing government agencies
School ID, Copy of Grades , Certificate of Enrollment and Registration	School where the student enrolled

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MSWDO and log client information in the logbook	Assist the client and record details in the client logbook	None	2 minutes	*Admin Aide I* Municipal SocialWelfare and Development Office
2. Submit required documents and all clearances secured from other agencies and offices	Receive and review documents for completeness	None	5 minutes	*Admin Aide I* Municipal SocialWelfare and Development
3. Attend interview with the social worker	Conduct intake interview and assess the case	None	15-30 minutes	Registered Social Worker
4. Wait for evaluation and possible validation/home visit (if needed)	Evaluate information; conduct validation or home visit if necessary	None	1-3 working days	Registered Social Worker
5.Receive Social Case Study Report	Prepare, approve, and release the Social Case Study Report	None	1 minute	*Registered social worker* Municipal Social Welfare and Development Office
TOTAL:		**None**	**1-3 working days & 38 minutes**	

Municipal Treasurer's Office

External Service

1. Cash and Check Disbursement

1.1 Cash Disbursement

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Copy of Pettycash Voucher with attachments (e.g. receipts, obligation request, proof of pictures etc.)		Provision of the client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Petty Cash Voucher with attachments	1.Check petty cash voucher and verify attachments	None	10 mins.	Admin Aide/Municipal Treasurer Municipal Treasurer's Office
2. Affix signature to Petty Cash Voucher and claim cash	2. Count and Pay cash to the client	None	5 mins.	Admin Aide/Municipal Treasurer Municipal Treasurer's Office
TOTAL:		**None**	**15 mins.**	

1.2 Check Disbursement

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2G-Government to Government			
Who may avail:	General Public / Government Agencies			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
For Individual: Original Valid Identification Card and one (1) photocopy with signature For Suppliers: Official Receipts		Provision of the client Provision of the client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present original and photocopy of valid i.d with signature or Official Receipt	1.Verify documents presented	None	10 mins.	Admin Aide/Municipal Treasurer Municipal Treasurer's Office
2. Affix signature to disbursement voucher and log book then claim check	2. Issue check payment	None	5 mins.	Admin Aide/Municipal Treasurer Municipal Treasurer's Office
TOTAL:		**None**	**15 ins.**	

2. Collection of Miscellaneous, Other Fees, and Municipal Charges

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Verbal or letter request	Provision of the client
Order of Payment/slip from concerned office(s)	Concerned office(s)
Other documentary requirements (e.g. citation ticket, certifications, etc.)	Concerned office(s)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit order of payment issued by concerned office(s) and other requirements	1.Receive order of payment submitted and compute fees and charges	None	10 mins.	Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office
2. Pay fees or charges due and claim Official Receipts	2.Process payment and issue official receipt	Based on Municipal Tax Ordinance 01-2023 Chapter II-V	5 mins.	Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office
TOTAL:		**Based on Municipal Tax Ordinance 01-2023**	**15 mins.**	

	Chapter II-V		

3. 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 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	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
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 requirements	1.Receive, verify and encode duly accomplished application form submitted	None	12 mins.	Admin Aide 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 Treasure	None	5 mins.	Revenue Collection Clerk/BPLO /Municipal Treasurer Municipal Treasurer's Office
3. Pay amount due and claim copy of application form and Statement of Account	3.Process payment, issue application form with Statement of Account and Official Receipt	Based on Municipal Tax Ordinance 01-2023 Chapter II-V	5 mins.	Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office
TOTAL:		**Based on Municipal Tax Ordinance 01-2023 Chapter II-V**	**22 ins.**	

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

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	
Accomplished Application Form thru http://lubaobplsonline.ph	http://lubaobplsonline.ph
-Passport size picture -Location sketch of the new business -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	Provision of the applicant
Tax Clearance showing that the	Municipal Treasurer's Office

operator has paid all tax obligations in the Municipality	
Barangay Clearance for Business	Municipal Treasurer's Office to be issued upon verification of application online
Sanitary and Health Permit	Municipal Health Office thru online application
Zoning Clearance	Municipal Planning and Development Coordinator Office thru online application
Annual Building Inspection Permit	Municipal Engineering Department thru online application
Fire Inspection Permit	Fire Marshall's Office thru online application
Other Clearances: Proof of Registration or legal personality: if Single or Corporation - Articles of Incorporation - DTI Registration - CDA Accreditation - Community Tax Certificate (Cedula)	 Securities and Exchange Commission Department of Trade and Industry Website Cooperative Development Authority Municipal Treasurer or Barangay Hall
Proof of right to occupy the place of business/ownership -if renting: Contract of Lease -if property Owned: Tax Declaration -if not renting: Letter of Consent	 Lessor Provision of the applicant Provision of the applicant
Some business may have additional requirements imposed by National Agencies.	National Government Offices ("*ARTA-DTI-DILG-DICT Joint Memorandum Circular 01, s 2021 entitled "Guidelines for Processing Business Permits and Related Clearances and Licenses in All Cities and Municipalities*")
If applying through representative: Letter of Authority, Special Power of Attorney or Secretary's Certificate and valid I.D of Representative (Corp.) Letter of Authority or Special Power of Attorney and valid I.D of owner or representative (Sole Prop.)	 Owner or President/Treasurer of establishment
For Renewal:	
Accomplished Application Form thru http://lubaobplsonline.ph	http://lubaobplsonline.ph
-Previous year's Mayor's Permit -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 to be issued upon verification of application online
Sanitary and Health Permit	Municipal Health Office thru online application

Annual Building Inspection Permit	Municipal Engineering Department thru online application
Fire Inspection Permit	Fire Marshall's Office thru online application
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: Proof of Registration or legal personality: if Single or Corporation - Articles of Incorporation - DTI Registration - CDA Accreditation - Community Tax Certificate (Cedula)	Securities and Exchange Commission Department of Trade and Industry Website Cooperative Development Authority Municipal Treasurer or Barangay Hall
Proof of right to occupy the place of business/ownership -if renting: Contract of Lease -if property Owned: Tax Declaration -if not renting: Letter of Consent	Lessor Provision of the applicant Provision of the applicant
Some business may have additional requirements imposed by National Agencies.	National Government Offices ("*ARTA-DTI-DILG-DICT Joint Memorandum Circular 01, s 2021 entitled "Guidelines for Processing Business Permits and Related Clearances and Licenses in All Cities and Municipalities*")
If applying through representative: Letter of Authority, Special Power of Attorney or Secretary's Certificate and valid I.D of Representative (Corp.) Letter of Authority or Special Power of Attorney and valid I.D of owner or representative (Sole Prop.)	Owner or President/Treasurer of establishment

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application filling-visit the business portal http://lubaobplsonline.ph and create an account a. For New: Apply online and fill out all information needed and upload documents required.	1.Review, verify and approved accomplished application and uploaded documents. 1.1 Once approved: proceed to Assessment and approval of Statement of Account 1.2 Once disapproved:	None	30 mins.	Admin Aide I Municipal Treasurer's Office

b. For Renewal: Tagged Business First before applying for Renewal	Provide reason of disapproval and note status as "Hold"			
2. Wait for the Statement of Account (SOA) to view	2. Assessment and approval of Statement of Account (SOA) a. Automatic transition for assessment and viewing of billing statement b. Conduct final review and approval of BPLO Head.	Based on Municipal Tax Ordinance 01-2023 Chapter II-V	30 mins.	Revenue Collection Clerk/BPLO /Municipal Treasurer Municipal Treasurer's Office
3. Click "Pay" and choose your mode of Payment. .	3. Print Official Receipts.		15 mins.	Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office
TOTAL:		**Based on Municipal Tax Ordinance 01-2023 Chapter II-V**	**1 hr. and 15 mins.**	

5. Issuance of Certificate of Payments, Certified True Copy of Accountable Forms; and other Certifications

The Municipality, upon request, may issue certificate of payment, certified true copy of accountable forms, and other certifications.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Order of Payment/slip from concerned	Concerned office(s)

office(s)				
Other documentary requirements (e.g. letter of request, Barangay Clearance,etc.)		Concerned office(s)		
One valid identification card		Provision of the client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit order of payment issued by concerned office(s) or other requirements and state request	1.Receive order of payment or verify letter request submitted.	None	10 mins.	Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office
2. Pay fees or charges due and claim Official Receipts	2. Process payment and issue official receipt	Based on Municipal Tax Ordinance 01-2023 Chapter IV	3 mins.	Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office
3. Receive copy of the certification and other submitted documentary requirements and affix signature at the receiving copy	3. Issue certification or certified true copy of documents	None	2 mins.	Admin Aide/Revenue Collection Clerk Municipal Treasurer's Office
TOTAL:		**Based on Municipal Tax Ordinance 01-2023 Chapter IV**	**15 ins.**	

6. 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 mins.	Revenue Collection Clerk/Admin. Aide Municipal Treasurer's Office
2. Affix signature and thumb mark	2.Prepare Community Tax Certificate (CTC)	None	2 mins.	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 01-2023 Chapter VI	1 min.	Revenue Collection Clerk/Admin. Aide Municipal Treasurer's Office
TOTAL:		**Based on Municipal Tax Ordinance 01-2023 Chapter VI**	**5 mins.**	

7. 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 mins.	Admin Aide/Revenue Collection Clerk 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 Revised Revenue Code of the Province of Pampanga Tax Ord. No. 10 S.-2023 Chapter II D.	5 mins.	Admin Aide/Revenue Collection Clerk/ Mun. Treasurer Municipal Treasurer's Office
TOTAL:		Based on Revised Revenue Code of the Province of Pampanga Tax Ord. No. 10 S.-2023 Chapter II	**15 mins.**	

8. 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 mins.	Admin Aide/ Revenue Collection Clerk/Municipal Treasurer Municipal Treasurer's Office
2. Pay amount due and proceed to Mayor's Office for approval and certification	2.Process payment and issue official receipt and advise client to proceed to Mayor's office for approval and certification	Based on Municipal Tax Ordinance 01-2023 Chapter II-V	5 mins.	Revenue Collection Clerk/BPLO Municipal Treasurer's Office
TOTAL:		Based on Municipal Tax Ordinance 01-2023 Chapter II-V	**15 mins.**	

9. 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	**WHERE TO SECURE**
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	Municipal Treasurer's Office

two (2) printed copies				
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 mins.	Admin Aide 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 mins.	Revenue Collection Clerk/ BPLO/ Municipal Treasurer Municipal Treasurer's Office
3. Pay amount due and claim certification of termination of business (if needed)	3.1 Process payment, issue certification and Official Receipt	Based on Municipal Tax Ordinance 01-2023	5 mins.	Admin Aide/ Revenue Collection Clerk/ Mun. Treasurer Municipal Treasurer's Office
TOTAL:		Based on Municipal Tax Ordinance 01-2023 Chapter II-V	**22 mins.**	

PUBLIC EMPLOYMENT SERVICE OFFICE

External Services

1. 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.	1.1 Receive the required documents.	None	5 Minutes	*Admin Aide I* Public Employment Service Office
	1.2.Submit request letter to DOLE and PESO – Provincial Government of Pampanga for the scheduling of Career Guidance Orientation.	None	15 Minutes	*PESO Manager/ Admin Aide I* Public Employment Service Office
TOTAL :		**None**	**20 minutes**	

2. 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.	Receive and assess the documents	None	5 Minutes	*Admin Aide 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	*Admin Aide 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	*Admin Aide I* Public Employment Service Office
TOTAL:		**None**	**25 minutes**	

3. 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
2x2 Picture (1)	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.	Receive the documents.	None	5 Minutes	*Admin Aide I* Public Employment Service Office
2. Fill-up and provide information needed in the application form given.	Conduct an interview and assess the documents.	None	20 Minutes	*Admin Aide I* Public Employment Service Office
3.Wait for the approval of the application.	3.1 Identify the qualified applicants for the program and inform them.	None	30 minutes	*Admin Aide I* *PESO Manager* Public Employment Service Office
	3.2 Submit to DOLE Office the list of qualified applicants for the confirmation.	None	1 hour	*Admin Aide I* *PESO Manager* Public Employment Service Office
TOTAL:		**None**	**1 hour and 55 minutes**	

4. 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.	Receive and assess required documents.	None	5 Minutes	*Admin Aide I* Public Employment Service Office
2. Fill up the SRS Application Form.	Conduct an interview and encode the information in PEIS.	None	10 Minutes	*Admin Aide I* Public Employment Service Office
3. Receive the Job Referral Certification.	Issuance of Job Referral Certification.	None	10 Minutes	*Admin Aide I* *PESO Manager* Public Employment Service Office
TOTAL :		**None**	**25 minutes**	

5. 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	*Admin Aide I* Public Employment Service Office
2. Provide information needed for the request of assistance.	2.1 Interview the client and assess the documents.	None	15 minutes	*PESO Manager/ Admin Aide I* Public Employment Service Office
	2.2 Endorse the request letter of the client to DOLE for the grant of assistance.	None	30 minutes	*PESO Manager/ Admin Aide I* Public Employment Service Office

TOTAL:	**None**	**50 minutes**	

6. 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.	Receive the submitted document.	None	5 Minutes	*Admin Aide I* Public Employment Service Office
2. Provide information needed for the request of assistance.	2.1 Interview the client and assess the documents.	None	15 minutes	*PESO Manager/ Admin Aide I* Public Employment Service Office
	2.2 Endorse the client to OWWA and provide necessary documents.	None	30 minutes	*PESO Manager/ Admin Aide I* Public Employment Service Office
TOTAL:		**None**	**50 minutes**	

7. 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.	Receive and assess the documents.	No ne	10 Minutes	*Admin Aide I* Public Employment Service Office
2. Wait for the schedule.	Schedule the pre – employment orientation.	None	15 Minutes	*Admin Aide I* Public Employment Service Office
TOTAL:		**None**	**25 minutes**	

8. 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
2x2 Picture (1)	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.	Receive the documents.	None	5 Minutes	*Admin Aide I* Public Employment Service Office
2. Fill-up and provide information needed in the application form given.	Conduct an interview and assess the documents.	None	15 Minutes	*Admin Aide I* Public Employment Service Office
3.Wait for the approval of the application.	3.1 Identify the qualified applicants for the program and inform them.	None	2 days	*Admin Aide I* *PESO Manager* Public Employment Service Office
	3.2 Submit the list of qualified applicants to the DOLE Office for validation.	None	1 hour	*Admin Aide I* Public Employment Service Office
TOTAL:		**None**	**2 days and 20 minutes**	

9. 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.	Identify the displaced workers, underemployed, seasonal workers and the vulnerable sectors in the municipality.	None	30 Minutes	*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	*Admin Aide I* *PESO Manager* 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	*Admin Aide I* Public Employment Service Office
TOTAL :		**None**	**2 hours**	

SANGGUNIANG BAYAN OFFICE

Internal Service

1. ISSUANCE OF CERTIFICATION FOR FIDELITY BOND TO CONCERNED BARANGAY

The Office of the Sangguniang Bayan issues Certification for Fidelity Bond as per request from the concerned barangay/s of this municipality. A fidelity bond for Philippine barangays is a mandatory surety bond from the Bureau of the Treasury (BTr) for accountable officials (like the Punong Barangay, Treasurer) to guarantee faithful performance and proper accounting of public funds/property.

Office or Division:	Sangguniang Bayan Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Barangay officials of the Municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of Fidelity Bond	Sangguniang Bayan Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of names of the Punong Barangay and Brgy. Treasurer of the requesting barangay.	1. Receive the names and process the certification for signature of the Municipal Vice Mayor.	NONE	5 minutes	*Administrative Aide* Sangguniang Bayan Office/ Municipal Vice Mayor's Office
TOTAL:		NONE	**5 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 of the client Municipal ID (For current employees) Authorization Letter (If applicable) Identification card of the representative (If applicable)	Government Offices Municipality of Lubao Provision of the client Provision of the client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for the Certificate of Employment, Service Record and other Certifications	1.1 Accept and validate the requirements	None	30 minutes	*Administrative Aide I* Human Resource Management Office
	a. Draft the document	None	1 hour	*Administrative Aide I* Human Resource Management Office
	b. Print the document	None	1 hour	*Administrative Aide I* Human Resource Management Office
		None	1 hour	*Human Resource*

	1.4 Sign the document			*Management Officer* Human Resource Management Office
2. Accept the Document (Certification / Service Record)	2.1 Release the Service Record	None	30 minutes	*Administrative Aide I* Human Resource Management Office
TOTAL:		**None**	**4 hours**	

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 andother 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. 6 Revised 2020 Medical Certificate (sick leave for more than 5 days) If outside the country : Authority to Travel Clearance (CS Form No. 7 Revised 2018) Notarized Affidavit of No Pending Administrative and Criminal Case	Human Resource Management Office Physician / Medical Doctor Office of the Municipal Mayor / Department of Interior and Local Government Human Resource Management Office (Signed by the concerned offices) Law Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished leave application.	1.1 Receive the submitted requirements	**None**	**30 minutes**	*Administrative Aide I* Human Resource Management Office
	1.2 Compute leave credits.	**None**	**1 hour**	*Administrative Aide I* Human Resource Management Office
	1.3 Certify leave credits.	**None**	**1 hour**	*Human Resource Management Officer* Human Resource Management Office

	1.4 Accept the leave application. 1.5 Send the leave application to the Office of the Mayor or Office of the Vice Mayor.	**None** **None**	**13 minutes** **2 days**	*Administrative Aide I* Human Resource Management Office *Administrative Aide I* Human Resource Management Office *Municipal Mayor* Office of the Municipal Mayor *Municipal Vice Mayor* Office of the Municipal Mayor
2. Secure copy of the approved leave.	2.1 Release and file a copy of the approved leave.	**None**	**30 minutes**	*Administrative Aide I* Human Resource Management Office
TOTAL:		**None**	**2 hours**	

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 theLGU

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	*Administrative Aide I* Municipal Accountant's Office *Municipal Accountant* Municipal Accountant's Office
TOTAL:		**None**	**5 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.	N/A	3 minutes	*Budgeting Assistant* Municipal Budget Office

	2. Review and certify as to existence of appropriation.		2 minutes	*Municipal Budget Officer* 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	*Administrative Aide I* Municipal Budget Office
	2. Sign certificate of appropriation balance		1 minute	*Municipal Budget Officer* Municipal Budget Office
TOTAL:		**N/A**	**5 minutes**	

Supply Office

Internal Services

1. 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 Old ICS signed by the original end-user (for transferred inventories amounting to less than P50k)	Accounting Office Department Concerned

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring the Purchase Order and inspected official receipt	1. Received 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 for Accounting and File original copy	None	15 minutes	Supply Staff

2. Submit photocopy of ICS for transferred inventories amounting to less than P50k				
TOTAL			**15 minutes**	

2. Issuance of Property Acknowledgement Receipt (PAR).

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 Property Acknowledgement Receipt.

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 1.2Return the papers for signatory (in-charge of the equipment)	None	15 minutes	Supply Staff
2. Signed the accomplished Property Acknowledgement Receipt and give	2. Received and check completely. 2.1 Record and place inventory tags.	None	5 minutes	Supply Staff

back to the office clerk.	2.2 Submit to Division Head for signatory			
3. Have a copy of Property Acknowledgement Receipt for file.	3. Give one copy of ARE at client, one copy for Accounting Office and keep the last one for file.	None		Supply Staff
TOTAL			**20 minutes**	

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	None	15 minutes	Supply Staff Property Officer

	copy for Accounting and File original copy.			
TOTAL			**15 minutes**	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to Send a Feedback?	Answer the client feedback form and put it in the drop box located at the Public Information Desk at the entrance of the municipality. Telephone No.:(045) 307-4800 Email : lgulubao@yahoo.com FB Page: Bayan ng Lubao
How feedback is processed?	The drop box will be opened by the Human Resource Management Office atleast 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. For inquiries, the citizen may reach the municipality through: Telephone No.:(045) 307-4800 Email : lgulubao@yahoo.com FB Page: Bayan ng Lubao
How to file a complaint?	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: - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the following: Telephone No.:(045) 307-4800 Email : lgulubao@yahoo.com

	FB Page: Bayan ng Lubao
How complaints are processed?	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. For inquiries and follow-ups, clients may contact the following: Telephone No.:(045) 307-4800 Email : lgulubao@yahoo.com FB Page: Bayan ng Lubao
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

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