



MUNICIPALITY OF AGUILAR

CITIZEN'S CHARTER

2022 EDITION



Republic of the Philippines
Province of Pangasinan
MUNICIPALITY OF AGUILAR
OFFICE OF THE MUNICIPAL MAYOR



M E S S A G E

The Local Government of Aguilar has always been an advocate of good governance and quality services to the public through responsive and holistic approaches being employed by a core of firm and competent officials and employees.

The municipality's Citizen's Charter which was initiated years ago shall continue to enfold the various local offices, and field agencies or instrumentalities of the national government stationed in Aguilar to ensure stringent compliance to the policies of the Civil Service Commission and mandate of Republic Act 9485.

As such, every official or employee is highly enjoined to deliver basic services at its most responsive, efficient, and effective manner in terms of adequacy, timeliness, and relevance. Accordingly, this administration through the Human Resources and Development Unit shall uphold the empowerment of civil servants and will at all times take the initiative to streamline the systems already in place based on the apparent needs or circumstances to appropriately respond to the demands of the ever-changing times.

Together, we shall continue to fulfill our commitment as civil servants guided by our Divine Providence and be a catalyst to assuage the plight of every Aguilareño geared towards the realization of the LGU's vision by the year 2033!.

HON. KRISTAL S. BALLESTEROS-SORIANO
Municipal mayor



I. Mandate:

The Local Government Unit of Aguilar as mandated by the Republic Act no. 7160 otherwise known as the Local Government Code of 1991 shall have the power in promoting the general welfare and providing basic services and facilities within its jurisdiction. To become a responsive and accountable and more effective partner in the attainment of national goals .

II. Vision:

By 2033, Aguilar is a tourist-friendly economic zone with self-sustaining resources, and an empowered, healthy and god-fearing people living in a harmoniously-safe environment under a competent and principled leadership.

III. Mission:

Through responsive and holistic development approaches with a core of competent public servants, we shall endeavor to deliver quality services and ensure every Aguilareños general welfare.

IV. Service Pledge:

We, the officials and employees of the local government unit of Aguilar pledge and commit to delivering quality public services as promised in this Citizen's Charter. Specifically, we will:

Serve with integrity.

Be prompt and timely.

Promote transparency.

Be consistent in applying rules.

Be available during office hours.

Demonstrate sensitivity, appropriate behavior, and professionalism.

Respond to complaints.

Treat everyone equally.



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OFFICE OF THE MUNICIPAL MAYOR
External Services



1. Issuance of Mayor's Permit (Individual Working Permit)

Mayor's Permit is a document issued to a person who will put up a business or any trade activity.

Office or Division:	Office of the Municipal Mayor				
Classification:	Simple Transaction				
Type of Transaction:	Government to Citizens (G2C)				
Who may avail:	Individuals who will work within the jurisdiction of Aguilar				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Permit Form w/ official receipt from the Municipal Treasury Office (original copy)		Municipal Treasury Office			
Community Tax Certificate (Cedula)		Office of the Municipal Treasurer			
Zoning Clearance (1 photocopy)		MPDC			
A permit from the BFP (1 photocopy)		Bureau of Fire Protection			
Barangay Permit (1 photocopy)		Concerned barangay council			
Barangay Clearance (1 photocopy)		Concerned barangay council			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure Application Form to the responsible person	1. Give the application form to the client	None	2 mins.	(Mayor's office) Delyn O. Repato, Watchman II	
2. Submit the duly accomplished application form with required documents	2. Receive accomplished application form and check documents submitted. If complete, advise the client to pay the necessary fees.	None	5 mins.	(Mayor's office) Marites R. Pertudo Admin. Assistant. II	
3. Pay the required fee at the Office of the Municipal Treasurer	3. Receive payment and issue an official receipt	Businesses	Amount of Fee per Annum	3 mins.	(Mun. Treasury Office) Marcelina Z. Baraquio, Rev. Coll. Clerk III Patricia S. Azurin, Rev. Coll. Clerk III Priscilla P. Briones, Rev. Coll. Clerk III
		1. Manufacturers/Importers/Producers			
		Micro	- 1,100.00		
		Small	- 1,350.00		
Medium	- 2,000.00				
Large	- 3,350.00				
2. On Banks					
Rural, Thrift & Savings Banks					
Commercial, Industrial Devt. Banks	- 2,670.00				
Universal Banks	- 5,350.00				
3. On other financial institutions					
		- 8,000.00			



		Small - 1,350.00 Medium - 4,000.00 Large - 6,700.00 4. Contractors/Service Establishments Micro - 700.00 Small - 800.00 Medium - 1,350.00 Large - 1,600.00 5. Wholesalers/Retailers/Dealers or Distributors Micro A - 550.00 B - 400.00 C - 350.00 Small - 670.00 Medium - 1,350.00 Large - 1,600.00 6. Wholesalers/Retailers/Dealers or Distributors of Liquors, Cigars, & Cigarettes Micro A - 650.00 B - 510.00 C - 450.00 Small - 780.00 Medium - 1,150.00 Large - 1,820.00 7. Transloading/Bagsakan Operations Micro A - 550.00 B - 400.00 C - 350.00 Small - 670.00 Medium - 1,350.00 Large - 1,600.00 8. Other Businesses Micro A - 550.00 B - 400.00 C - 350.00 Small - 670.00 Medium - 1,350.00 Large - 1,600.00		<p style="text-align: center;">Charmaine Joyce N. Austria, Admin. Assistant II</p>
4. Proceed to Mayor's office and show proof of payment.	4. Prepare the Mayor's Permit	None	5 mins.	(Mayor's office) Roda R. Villanueva Agricultural Tech. Hon. Kristal S. Ballesteros-Soriano Municipal Mayor
	5. Review and Sign the Mayor's Permit		3 mins.	Ma. Victoria Hannah O. Ballesteros Sen. Admin. Asst. III
	6. Release the permit.		2 mins.	Delyn O. Repato Watchman II
TOTAL:		See the above list for a specific payment	20 mins.	



2. Issuance of Mayor's Clearance

Mayor's Clearance is issued to law-abiding individuals who have no outstanding accountability or pending cases whatsoever.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Residents of the Municipality of Aguilan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Clearance (1 original & 1 photocopy)		PNP, Aguilan Police Station		
Official receipt from the Municipal Treasury Office (original copy)		Municipal Treasury Office		
Community Tax Certificate (Cedula)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive and check the completeness of the required documents. If complete, advise the client to pay the required fees.	None	5 mins.	Delyn R. Repato Watchman II (Mayor's office)
2. Pay the required fee at the Municipal Treasurer's Office		P100.00- Certification P 30.00 – Documentary Stamp	3 mins.	Priscilla P. Brioness Rev. Coll. Clerk III Marcelina M. Baraquio, Rev. Coll. Clerk II
3. Return to Mayor's office and show proof of payment.	2. Prepare Clearance and facilitate signing by the LCE	None	6 mins.	Roda R. Villanueva Agricultural Tech. Hon. Kristal S. Ballesteros-Soriano Municipal Mayor
4. Receive Clearance	4. Release Clearance	None	1 min.	Administrative Aide III (Mayor's office)
TOTAL:		Php 130.00	15 mins.	



3. Granting of Permit for Use of the Aguilar Evacuation and Multi-Purpose Center

The use of the Aguilar Evacuation and Multi-Purpose Center is open to all groups or individuals for any legitimate and citizen-friendly activities.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Interested individuals or groups from Aguilar or non-residents.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook and submit a Request Letter.	1. Receive Request Letter and check availability of the requested date.	None	5 mins.	(Mayor's office) Marites R. Pertudo Administrative Asst. II Delyn O. Repato Watchman II
2. Upon approval due to availability of the requested date, proceed to the Office of the Municipal Treasurer and pay the required fees	2. Assessment of fees and issuance of official receipt	P 1,000.00/ hour	5 mins.	(Mayor's office) Marites R. Pertudo Administrative Asst. II Delyn O. Repato Watchman II
3. Return to Office of the Mayor and present the Official Receipt	3. Receive the official receipt and prepare the Mayor's Permit for use of the Aguilar Evacuation and MPC	None	7 mins.	(Mayor's office) Administrative Aide III
	4. Sign the permit and release it to the client	None	3 mins.	Hon. Kristal S. Ballesteros-Soriano, Mun. Mayor
TOTAL:		P1,000.00 / hour	20 mins.	



4. Issuance of Business Permit

The Business Permit is issued to individuals who want to operate business legally.

Office or Division:	Office of the Municipal Mayor																									
Classification:	Simple Transaction																									
Type of Transaction:	Government to Client (G2C)																									
Who may avail:	Business establishment owners																									
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE																								
Permit Form w/ official receipt from the Municipal Treasury Office (original copy)		Municipal Treasury Office																								
Community Tax Certificate (Cedula)		Office of the Municipal Treasurer																								
Zoning Clearance (1 photocopy)		MPDC																								
A permit from the BFP (1 photocopy)		Bureau of Fire Protection																								
Barangay Permit (1 photocopy)		Concerned barangay council																								
Barangay Clearance (1 photocopy)		Concerned barangay council																								
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE																						
1. Proceed to Business Permit and Licensing Office and secure forms	1. Provide forms to the client	None	1 min	Lea N. Raguindin, License Inspector II (Bus. Permit & Licensing Office)																						
2. Submit accomplished forms and requirements	2. Receives and evaluates the authenticity and completeness of documents submitted. If complete, assess the required fees	None	5 mins.	Lea N. Raguindin, License Inspector II (Bus. Permit & Licensing Office)																						
3. Proceed to Municipal Treasurer's Office and pay the required fees	3. Receive payment and issue an official receipt	<table border="1"> <thead> <tr> <th>Businesses</th> <th>Amount of Fee per Annum</th> </tr> </thead> <tbody> <tr> <td>1. Manufacturers/Importers/Producers</td> <td></td> </tr> <tr> <td>Micro</td> <td>- 1,100.00</td> </tr> <tr> <td>Small</td> <td>- 1,350.00</td> </tr> <tr> <td>Medium</td> <td>- 2,000.00</td> </tr> <tr> <td>Large</td> <td>- 3,350.00</td> </tr> <tr> <td>2. On Banks</td> <td></td> </tr> <tr> <td>Rural, Thrift & Savings Banks</td> <td></td> </tr> <tr> <td>Commercial, Industrial Devt. Banks</td> <td>- 2,670.00</td> </tr> <tr> <td>Universal Banks</td> <td>- 5,350.00</td> </tr> <tr> <td>3. On other financial</td> <td></td> </tr> </tbody> </table>	Businesses	Amount of Fee per Annum	1. Manufacturers/Importers/Producers		Micro	- 1,100.00	Small	- 1,350.00	Medium	- 2,000.00	Large	- 3,350.00	2. On Banks		Rural, Thrift & Savings Banks		Commercial, Industrial Devt. Banks	- 2,670.00	Universal Banks	- 5,350.00	3. On other financial		4 mins.	Lea N. Raguindin, License Inspector II (Bus. Permit & Licensing Office)
Businesses	Amount of Fee per Annum																									
1. Manufacturers/Importers/Producers																										
Micro	- 1,100.00																									
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3. On other financial																										



		institutions Small - 1,350.00 Medium - 4,000.00 Large - 6,700.00 4. Contractors/Service Establishments Micro - 700.00 Small - 800.00 Medium - 1,350.00 Large - 1,600.00 5. Wholesalers/Retailers/Dealers or Distributors Micro A - 550.00 B - 400.00 C - 350.00 Small - 670.00 Medium - 1,350.00 Large - 1,600.00 6. Wholesalers/Retailers/Dealers or Distributors of Liquors, Cigars, & Cigarettes Micro A - 650.00 B - 510.00 C - 450.00 Small - 780.00 Medium - 1,150.00 Large - 1,820.00 7. Transloading/Bagsakan Operations Micro A - 550.00 B - 400.00 C - 350.00 Small - 670.00 Medium - 1,350.00 Large - 1,600.00 8. Other Businesses Micro A - 550.00 B - 400.00 C - 350.00 Small - 670.00 Medium - 1,350.00 Large - 1,600.00		
4. Proceed to Mayor's Office and present official receipt and requirements	4. Receive documents and requirements then prepare Business Permit	None	8 mins.	Mayor's Office Roda R. Villanueva Agricultural Tech.
	5. Sign the Business Permit and release it to the client.	None	2 mins.	Hon. Kristal S. Ballesteros-Soriano , Mun. Mayor Marites R. Pertudo Admin. Assistant. II (Mayor's Office)
TOTAL:		See the above list for a specific payment	20 mins.	



5. Issuance of Tricycle and Pedicab Permit

Tricycle and Pedicab Permit is the document granting franchise or license to operate, issued to a person, natural or juridical, allowing him to operate tricycle-for-hire and pedicab-for-hire

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Owners of tricycle and pedicab			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (Cedula) original copy)		Office of the Mun. Treasurer		
Official Receipt for Tricycle/Pedicab Permit (original copy)		Office of the Mun. Treasurer		
Franchise for Tricycle (1 photocopy)		Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to BPLO and submit requirements	1. Receive and review requirements. If complete and compliant, assess fees.	None	7 mins.	Lea N. Raguindin, License Inspector II (Bus. Permit & Licensing Office)
2. Pay required fees to the Office of the Mun. Treasurer.	2. Receive Payment and issue an official receipt.	Mayor's Permit- 150.00 DST - 30.00 Plate - 150.00	2 mins.	(Mun. Treasury Office) MarcelinaZ. Baraquio, Rev. Coll. Clerk III Patricia S. Azurin, Rev. Coll. Clerk III Priscilla P. Briones, Rev. Coll. Clerk III Charmaine Joyce N. Austria, Admin. Asst. II
3. Proceed to Mayor's Office and present official receipt and requirements	3. Prepare the Tricycle and Pedicab Permit	none	5 mins.	(Mayor's office) Delyn O. Repato Watchman II Delyn O. Repato Watchman II



	4. Sign permit	none	2 mins.	Hon. Kristal S. Ballesteros-Soriano Mun. Mayor
	5. Release permit	none	1 min.	(Mayor's office) Admin. Aide III
TOTAL:		P 330.00	17 mins.	

6. Subscription of Affidavit

The Sworn statement of the client is subscribed by the Mun. Mayor to make it legal or official.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (Cedula) of ID		Office of the Mun. Treasurer		
Official Receipt for Subscription (original)		Office of the Mun. Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Mayor's Office and present documents to be subscribed.	1. Receive and review documents. If complete and compliant, advise the client to pay the required fee at the Treasurer's Office.	None	5 minutes	(Mayor's office) Marites R. Pertudo Admin. Asst. II Delyn O. Repato Watchman II
2. Pay required fees to the Office of the Mun. Treasurer.	2. Receive Payment and issued an official receipt.	Affidavit-P100.00 Documentary Stamp-P30.00	2 minutes	(Mun. Treasury Office) Marcelina Z. Baraquio, Rev. Coll. Clerk III Priscilla P. Briones, Rev. Coll. Clerk III Charmaine Joyce O. Nava, Admin. Assistant II
3. Proceed to Mayor's Office and present official receipt and cedula or ID	3. Subscribe to the document	none	3 minutes	Hon. Kristal S. Ballesteros-Soriano Mun. Mayor
	4. Release	none	2 minutes	Charmaine Joyce



	subscribed document.			N. Austria, Admin. Asst. II (Mun. Treasury Office)
TOTAL:		Php 130.00	12 mins.	

7. Marriage Arrangement and Solemnization

Couples' marriage is solemnized by the Mun. Mayor was authorized by law to make their union legal.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage license and Marriage contract (Original copy)		Office of the Mun. Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Mayor's Office and present marriage license and marriage contract	1. Review marriage license and marriage contract. Check the schedule of the Municipal Mayor and inform the client.	None	7 minutes	(Mayor's office) Ma. Victoria Hannah O. Ballesteros Sen. Admin. Asst. III Delyn O. Repato Admin. Aide III
	2. Record the agreed date of solemnization. Advise clients to come on time.	None	2 minutes	(Mayor's office) Ma. Victoria Hannah O. Ballesteros Sen. Admin. Asst. III Delyn O. Repato Admin. Aide III
TOTAL:		None	9 minutes	



BUSINESS PERMIT AND LICENSING OFFICE
Business One-Stop-Shop
External Services



1. Issuance of Business Permits (Small Businesses)

Service Information: Securing Business Permits for New Business and Renewal of Business Permits for Small Businesses not requiring complex and highly technical inspections. Business One-Stop Shop is available from January 2-20 of every year.

Office or Division:	Business One-Stop Shop		
Classification:	Simple Transaction		
Type of Transaction:	Government to Citizens (G2C)		
Who may avail:	New Business and Renewal of Business Permits for Small Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For New:		For New:	
1. Proof of registration i.e., Certificate of Registration:			
a. Issued by the SEC for all kinds of corporations.		-Securities and Exchange Commission (SEC)	
b. CDA registration for cooperatives;		-Cooperative Development Authority (CDA)	
c. Sole Proprietor.		-Department of Trade and Industry (DTI)	
2. Barangay Clearance to Operate Business (if Barangay not yet integrated in iBPLS)		Barangay where the business is located	
3. Community Tax Certificate		-Municipal Treasury Office	
4. Business Capitalization		-Stated in the Unified Application form for business and Sworn Declaration for Capital Investment.	
FOR BACKROOM OFFICE ENDORSEMENT			
5. Occupancy Permit (For new building)		-Municipal Engineering Office	
6. Locational / Zoning Clearance		-Office of Municipal Planning and Development Coordinator	
7. Fire safety Inspection Certificate for Occupancy, (FSIC) valid in the last 9 months 7.1 For applicants with valid FSCIC for occupancy, Affidavit of Undertaking that there had been no substantial changes		-Bureau of Fire and Protection (BFP)	
8. Sanitary Permit		-Municipal Health Office	



<p>For Renewal:</p> <p>1. Proof of registration i.e., Certificate of Registration:</p> <p>a. Issued by the SEC for all kinds of corporations.</p> <p>b. CDA registration for cooperatives;</p> <p>c. Sole Proprietor.</p>	<p>For Renewal:</p> <p>-Securities and Exchange Commission (SEC)</p> <p>-Cooperative Development Authority (CDA)</p> <p>-Department of Trade and Industry (DTI)</p>
<p>2. Barangay Clearance to Operate Business (if Barangay not yet integrated in iBPLS)</p>	<p>Barangay where the business is located</p>
<p>3. Community Tax Certificate</p>	<p>-Municipal Treasury Office</p>
<p>4. Income Tax Return from Previous Year</p>	<p>-Business Owner copy from BIR</p>
<p>FOR BACKROOM OFFICE ENDORSEMENT</p>	
<p>5. Occupancy Permit (For new building)</p>	<p>-Municipal Engineering Office</p>
<p>6. Locational / Zoning Clearance</p>	<p>-Office of Municipal Planning and Development Coordinator</p>
<p>7. Fire safety Inspection Certificate for Occupancy, (FSIC) valid in the last 9 months 7.1 For applicants with valid FSCIC for occupancy, Affidavit of Undertaking that there had been no substantial changes</p>	<p>-Bureau of Fire and Protection (BFP)</p>
<p>8. Sanitary Permit</p>	<p>-Municipal Health Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE																																																																														
1. Submit the duly accomplished form with complete requirements to BPLO or via online through uploading in Integrated Business permit and Licensing System (iBPLS)	Assess the application and requirements. Refer the application for backroom endorsement. Issue the consolidated assessment of all taxes, fees, and charges due for the issuance of the Business Permit.	None	30 mins.	Lea N. Raguindin, BPLO Designate Business Permit and Licensing Office (BPLO)																																																																														
2. Pay the required fees over the counter and secure the Official Receipt. If payment is via online portal, secure Proof of Payment.	Issue Official Receipt.	<table border="1"> <tr><td colspan="2">WEIGHT AND MEASURE</td></tr> <tr><td>1kg-29kg</td><td>₱80.00</td></tr> <tr><td>30kg-299.99kg</td><td>₱140.00</td></tr> <tr><td>300kg-2999.99kg</td><td>₱250.00</td></tr> <tr><td>3000kg-99999.99kg</td><td>₱300.00</td></tr> <tr><td colspan="2">SANITARY INSPECTION FEE</td></tr> <tr><td>1-49.99 sq. meters</td><td>₱150.00</td></tr> <tr><td>50-99.99 sq. meters</td><td>₱175.00</td></tr> <tr><td>100-199.99 sq. meters</td><td>₱200.00</td></tr> <tr><td>200-499.99 sq. meters</td><td>₱225.00</td></tr> <tr><td>500-999.99 sq. meters</td><td>₱270.00</td></tr> <tr><td>1000 sq. meters or more</td><td>₱300.00</td></tr> <tr><td colspan="2">SIGNBOARD BILLBOARD FEE</td></tr> <tr><td>1-4 sq. meters</td><td>₱120.00</td></tr> <tr><td>Every sq. meter fraction thereof in excess of 4 sq. meters</td><td>ADD: ₱24.00</td></tr> <tr><td>GARBAGE FEE</td><td>₱120.00</td></tr> <tr><td>BUSINESS PLATE</td><td>₱180.00</td></tr> <tr><td>MISC. FEE</td><td>₱15.00</td></tr> <tr><td>MEDICAL CERTIFICATE</td><td>₱100.00</td></tr> <tr><td>OCCUPATIONAL TAX FEE</td><td>₱270.00</td></tr> <tr><td>DST</td><td>₱30.00</td></tr> <tr><td colspan="2">MAYORS PERMIT</td></tr> <tr><td colspan="2">Retailer, Wholesaler & Other related LOB</td></tr> <tr><td>Micro</td><td>₱350.00</td></tr> <tr><td>Small</td><td>₱600.00</td></tr> <tr><td>Medium</td><td>₱800.00</td></tr> <tr><td>Large</td><td>₱1,350.00</td></tr> <tr><td colspan="2">Services & Other related Line of Business</td></tr> <tr><td>Micro</td><td>₱700.00</td></tr> <tr><td>Small</td><td>₱800.00</td></tr> <tr><td>Medium</td><td>₱135.00</td></tr> <tr><td>Large</td><td>₱1,600.00</td></tr> <tr><td colspan="2">Financial Institutions and other related LOB</td></tr> <tr><td>Small</td><td>₱1,350.00</td></tr> <tr><td>Medium</td><td>₱4,000.00</td></tr> <tr><td>Large</td><td>₱6,700.00</td></tr> <tr><td colspan="2">BUSINESS TAX</td><td>TBD</td></tr> <tr><td colspan="3">*Computation of Business Tax will be only applicable to Business Renewal and will be base on Gross Sales as stated on Municipal Revenue Code.</td></tr> </table>	WEIGHT AND MEASURE		1kg-29kg	₱80.00	30kg-299.99kg	₱140.00	300kg-2999.99kg	₱250.00	3000kg-99999.99kg	₱300.00	SANITARY INSPECTION FEE		1-49.99 sq. meters	₱150.00	50-99.99 sq. meters	₱175.00	100-199.99 sq. meters	₱200.00	200-499.99 sq. meters	₱225.00	500-999.99 sq. meters	₱270.00	1000 sq. meters or more	₱300.00	SIGNBOARD BILLBOARD FEE		1-4 sq. meters	₱120.00	Every sq. meter fraction thereof in excess of 4 sq. meters	ADD: ₱24.00	GARBAGE FEE	₱120.00	BUSINESS PLATE	₱180.00	MISC. FEE	₱15.00	MEDICAL CERTIFICATE	₱100.00	OCCUPATIONAL TAX FEE	₱270.00	DST	₱30.00	MAYORS PERMIT		Retailer, Wholesaler & Other related LOB		Micro	₱350.00	Small	₱600.00	Medium	₱800.00	Large	₱1,350.00	Services & Other related Line of Business		Micro	₱700.00	Small	₱800.00	Medium	₱135.00	Large	₱1,600.00	Financial Institutions and other related LOB		Small	₱1,350.00	Medium	₱4,000.00	Large	₱6,700.00	BUSINESS TAX		TBD	*Computation of Business Tax will be only applicable to Business Renewal and will be base on Gross Sales as stated on Municipal Revenue Code.			5 mins.	(Mun. Treasury Office) Charmaine Joyce N. Austria Admin. Asst. II
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3. Issuance of Business Permit and other Clearances	Issue the Business Permit and other Clearances. Online Process Electronic Copy of Business Permit and other Clearances are downloadable through the iBPLS.	None	5 mins.	Lea N. Raguindin BPLO Designate Business Permit and Licensing Office (BPLO)																																																																														
TOTAL:		See the above list for specific payment	40 mins.																																																																															



2. Issuance of Business Permits (Complex and Highly Technical Transactions)

Service Information: Securing Business Permits for New Business and Renewal of Business Permits for Complex to Highly Technical Transaction.

Office or Division:	Business One-Stop Shop
Classification:	Complex and Highly Technical Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	New Business and Renewal of Business Permits for Business requiring highly technical inspections
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For New:	For New:
1. Proof of registration i.e., Certificate of Registration:	
a. Issued by the SEC for all kinds of corporations.	-Securities and Exchange Commission (SEC)
b. CDA registration for cooperatives;	-Cooperative Development Authority (CDA)
c. Sole Proprietor.	-Department of Trade and Industry (DTI)
2. Barangay Clearance to Operate Business (Barangay not yet integrated in iBPLS)	-Barangay where the business is located
Community Tax Certificate	-Municipal Treasury Office
Business Capitalization	-Stated in the Unified Application form and Sworn Declaration of Capital Investment
5. SB Resolution for gasoline, poultry, piggery, e-games, bingo, STL, Hospital, Malls, and other major development projects (photocopy as pre-requirement for the above businesses)	-Sangguniang Bayan of Agular
FOR BACKROOM OFFICE ENDORSEMENT	
Occupancy Permit (For new building).	-Municipal Engineering Office
Locational / Zoning Clearance	-Office of Municipal Planning and Development Coordinator
7. Fire safety Inspection Certificate for Occupancy, (FSIC) valid in the last 9 months 7.1 For applicants with valid FSCIC for occupancy, Affidavit of Undertaking that there had been no substantial changes	-Bureau of Fire and Protection (BFP)
For Renewal:	For Renewal:
1. Proof of registration i.e., Certificate of Registration:	
a. Issued by the SEC for all kinds of corporations.	-Securities and Exchange Commission (SEC)



b. CDA registration for cooperatives;	-Cooperative Development Authority (CDA)
c. Sole Proprietor.	-Department of Trade and Industry (DTI)
2. Barangay Clearance to Operate Business (Barangay not yet integrated in iBPLS)	-Barangay where the business is located
Community Tax Certificate	-Municipal Treasury Office
Income Tax Return from Previous Year	-Business Owner copy from BIR
FOR BACKROOM OFFICE ENDORSEMENT	
Occupancy Permit (For new building)	-Municipal Engineering Office
Locational / Zoning Clearance	-Office of Municipal Planning and Development Coordinator
7. Fire safety Inspection Certificate for Occupancy, (FSIC) valid in the last 9 months 7.1 For applicants with valid FSCIC for occupancy, Affidavit of Undertaking that there had been no substantial changes	-Bureau of Fire and Protection (BFP)
8. Sanitary Permit	-Municipal Health Office



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1. Submit the duly accomplished form with complete requirements to BPLO or via online through uploading in Integrated Business permit and Licensing System (iBPLS)	Assess the application and requirements. Refer the application for backroom endorsement. Issue the consolidated assessment of all taxes, fees, and charges due for the issuance of the Business Permit.	None	30 mins.	Lea N. Raguindin, BPLO Designate Business Permit and Licensing Office (BPLO)																																																																												
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3. Issuance of Business Permit and other Clearances	Issue the Business Permit and Clearances. If online process e-copy if Business Permit and other clearances are downloadable through iBPLS.	None	5 mins.	Lea N. Raguindin BPLO Designate Business Permit and Licensing Office (BPLO)																																																																												
TOTAL:		See the above list for specific payment	40 mins.																																																																													



3. Issuance of Certifications

Service Information: Clients requesting Certification of No Business, Business Closure, Transfer of Business, Certifications for Cancelled Franchise of Tricycles

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Clients with records of business or none, tricycle franchise, and others requiring certifications from our office for legal purposes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old Business Permits for certification of transfer of business		-Client		
2. Old Business Permit for closure of business a. Statement of Gross Sales/Receipts within the calendar year if closed within the current year (1 photocopy & original copy)		-Client		
2. Barangay Business Closure Certification		-where the business is located		
3. I.D. for cancellation of the franchise (1 photocopy & original copy)		-Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up logbook and state purpose for certifications	1. Receive, and verify submitted documents, validate the request, and give the order of payment	None	3 Minutes	Lea N. Raguindin BPLO Designate Business Permit and Licensing Office (BPLO) (Mun. Treasury Office)
2. Pay to the Cashier	2. Issue Official Receipt	P100.00- Certifications P30.00- Documentary Stamp	5 Minutes	Marcelina Z. Baraquio, Rev. Coll. Clerk III Patricia S. Azurin, Rev. Coll. Clerk III Priscilla P. Briones, Rev. Coll. Clerk III



				Charmaine Joyce N. Austria, Admin. Asst. II
3. Receives the certification	3. Release the Certification	None	2 Minutes	Lea N. Raguindin BPLO Designate
TOTAL:		P 130.00	10 minutes	



**Office of the Secretary to the Sangguniang
Bayan
External Services**



1. Motorized Tricycle Operator's Permit (MTOP)

Motorized Tricycle Operator's Permit (MTOP) is granted to tricycle owner to operate for hire within the territorial jurisdiction of the Municipality of Aguilar.

Office or Division:	Office of the Secretary to the Sangguniang Bayan			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Owners of Tricycle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (Cedula) -original copy (for verification)		Office of the Municipal Treasurer		
Deed of Absolute Sale (if the transfer of ownership) - original copy		Applicant		
Official Receipt & Cert. of Registration of Tricycle /photocopy of OR.		LTO		
Passenger's/Driver's Insurance and third party Liability		Insurance Company		
Barangay Clearance		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Present required documents to the SB Secretariat	1. Review presented documents, if complete.	None	2 Mins.	(Sangguniang Bayan Office) Monica Joven, Admin. Asst. II Fairy Mae Repato, Admin. Asst. II
2. Prepare tricycle unit for inspection	Examine the overall road stability of the tricycle unit	None	3 minutes	(Sangguniang Bayan Office) Monica Joven, Admin. Asst. II Fairy Mae Repato, Admin. Asst. II
3. Provide information for the application for provisional authority for MTOP Service and the application form.	2. Encode and print the application and the Provisional Authority for the signature of the client. Advise client to pay required fees to the Office of the Municipal Treasurer and proceed to Mayor's Office for the	None	10 Mins.	(Sangguniang Bayan Office) Monica Joven, Admin. Asst. II Fairy Mae Repato Admin. Asst. II Juliet G. Ortiz ,



	subscription of the form after payment.			Admin. Aide. III
4. Pay the required fees	3. Receive payment and issue OR	Filing fee- P160.00 Franchise fee- P60.00	5 mins	(Mun. Treasury Office) Priscilla P. Briones , Rev. Coll. Clerk III Marcelina Z. Baraquo , Rev. Coll. Clerk II
5. Proceed to Mayor's Office for the subscription of the application form.	4. Subscription of the application form	Documentary Stamp- P30.00	3 mins.	Hon. Kristal S. Ballesteros-Soriano Mun Mayor
6. Return to the Sangguniang Bayan for franchise signing by the Mun. Vice Mayor	5. Signing/Approving franchise if Vice Mayor is not on official travel	None	3 mins.	Hon. Jesus M. Zamuco, Jr. Mun. Vice Mayor
TOTAL:		P250.00	26 mins.	

2. Accreditation of Non-Government Organizations and People's Organization

Service Information: Non-Government Organizations (NGOs) are accredited by the Sangguniang Bayan as a requirement for membership of its members in government committees and special bodies and other legal intents.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Complex Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	All registered non-government organizations.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Application (sample form)	Secretariat Office
Duly accomplished application form for Accreditation (1 original copy)	Secretariat Office
Board Resolution signifying intention for Accreditation (1 original copy)	Applicant
Cert. of Registration by the concerned agency (1 photocopy)	Applicant-DOLE/SEC/ CDA
List of current officers and members (1 original copy)	Applicant
Updated Annual Accomplishment Report for the	Applicant



immediately preceding year (if applicable)- 1 original copy				
Updated Financial Statement (if applicable) – 1 original copy		Applicant		
Profile indicating the purposes and objectives of the organization- 1 original copy		Applicant		
Copy of minutes of meeting for the current year- 1 original copy		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The NGO President/ duly authorized representative shall submit an application letter together with the requirements.	1. Evaluate submitted requirements.	None	5 Mins.	Monica M. Joven , Admin. Asst. II (Sangguniang Bayan Office) Fairy Mae Repato Admin. Asst. II
	2. If complete, include the request in the agenda for the next regular session.	None	3 mins.	Monica M. Joven , Admin. Asst. II Fairy Mae Repato Admin. Asst. II
2. The NGO officers will attend committee hearing scheduled by the SB Committee concerned	3. The concerned committee will conduct a hearing scheduled.	None	1 day	SBM Ramon O. Sison ,Chairperson, Committee on Accreditation (Sangguniang Bayan Office)
	4. Presentation/Approval of committee report during the regular session. (Regular Session every Monday)	None	1 day	SBM Ramon O. Sison , Chairperson, Committee on Accreditation
	5. Prepare Certificate of Accreditation for the signature of the Vice Mayor.		5 mins.	Hon. Jesus M. Zamuco, Jr. , Mun. Vice Mayor
3. Receive resolution	Awarding Certificate of Accreditation during the regular session.	none	1 day	Sangguniang Bayan Members (Sangguniang Bayan Office)
TOTAL:		None	3 Days & 15 mins.	



Human Resource Management Office External Services



1. Employment in the LGU of Municipality of Aguilar

Employment with the LGU of Municipality of Aguilar is open to all qualified individuals. Vacant positions are published at the Civil Service Commission and posted in three conspicuous places in the municipality within fifteen (15) calendar days. Applicants must possess the minimum requirements of the position applied for and submit applications electronically or personally to the HRMO. The Human Resource Merit Promotion and Selection Board is responsible for the evaluation and screening of applicants.

Office or Division:	Human Resource Management Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All qualified individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1-Application Letter		Applicant		
1 set- Fully accomplished Personal Data Sheet with recent passport size photo		Applicant		
1-Photocopy of Cert. of Eligibility/ Rating/ License		Applicant		
1-Photocopy of Transcript of Records		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit application documents electronically or in person	1. Receive application documents/ Print e-mailed applications.	None	5 minutes	Evelyn G. Dumlao, Supervising Administrative Officer
	2. Conduct initial interviews with applicants' applications personally.	None	5 minutes per applicant	Evelyn G. Dumlao, Supervising Administrative Officer
2. Appear personally for screening of the Human Resource Merit Promotion and Selection Board (HRMPSB) if notification is received from the HRMO	3. Conduct screening and evaluation of applicants.	None	30 minutes per applicant	HRMPSB : Hon. Kristal S. Ballesteros-Soriano, Mun. Mayor Evelyn G. Dumlao, Supervising Administrative Officer Hon. Angelo Y. Limos, Mun. Councilor Patricia S. Azurin, RCC III Joey R. DeVera, Admin Officer I



	4. Within 2 days after deliberation, prepare a notification and send it to applicants.	None	45 mins.	Evelyn G. Dumlao, Supervising Administrative Officer
	TOTAL:	None	1 hour and 30 mins.	



Human Resource Management Office Internal Services



1. ISSUANCE OF APPOINTMENTS TO NEWLY- HIRED AND PROMOTED EMPLOYEES

The appointment is issued to a qualified applicant as evaluated by the HRMPSB.

Office or Division:	Human Resource Management Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Newly Hire and Promoted Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3 sets- Fully Accomplished Personal Data Sheet with passport size picture		Applicant		
1- Original copy- NBI Clearance		NBI Office		
1 – Original Medical Certificate		Municipal Health Office		
1 -Transcript of Records (authenticated copy)		Applicant		
1 each- Photocopy of Certificate of Training		Applicant		
1 each- Birth Certificate/Marriage Contract for Married woman (PSA copy/ MCR authenticated copy)		PSA/ Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 sets of fully accomplished Personal Data Sheet (PDS) and all required documents.	1a. Receive and review submitted accomplished PDS and documents. If complete, advise the client to wait for notification when the appointment is ready for release. 1b. Prepare appointment and other relevant documents. 1c. Facilitate the signing of appointment papers and when signed, inform the appointee to appear personally for his/her signature to a specific document.	None	1 hour- 20 min.	Evelyn G. Dumlao, Supervising Administrative Officer Maria B. Macaraeg, Admin. Asst. II



2. Upon instruction of the HRMO, appear personally to the Office of the HRMO and Municipal Mayor.	2a. Facilitate swearing of office by the appointee and release appointment to the appointee	None	15 minutes	Evelyn G. Dumlao , Supervising Administrative Officer
TOTAL:		None	1 hour and 35 mins.	

2. PROVISION OF ASSISTANCE TO ALL GOVERNMENT EMPLOYEES IN THE AVAILMENT OF TERMINAL LEAVE BENEFITS

All officials and employees are assisted in retirement. These include computation of Terminal Leave benefits and issuance of clearance in the agency.

Office or Division:	Human Resource Management Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Employee and End of Term Elective Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1- Original Copy of Service Record		Human Resource Management Office		
1- Certificate of Leave Credits		Human Resource Management Office		
3 copies- Fully accomplished Applicant for Leave (Terminal Leave)		Employee		
4- Original copies of CS Form No. 7 (Clearance), duly signed		Human Resource Management Office (Clearance Form)		
3- Original copies of SALN, subscribed		Employee		
Ombudsman Clearance		Ombudsman Office		
GSIS Clearance		GSIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HRMO and secure CS Form No. 7, Revised 2018 (Clearance) for the signature of concerned officials.	1. Provide CS Form No. 7 and instruct the concerned employees to submit the same once the signatories are complete.	None	2 minutes	Evelyn G. Dumlao , Supervising Administrative Officer, HRM Office Maria B. Macaraeg Admin. Cast HRM Office
2. Submit duly signed/approved Clearance form to HRMO and all the other requirements.	2. Receive all requirements for the availment of Terminal Leave benefits. If	None	30 minutes	Evelyn G. Dumlao , Supervising Administrative Officer, HRM Office



Fill up the Application for Leave and submit the same.	compliant, compute Terminal Leave benefit. Prepare Service Record, Certify leave credits balance and sign the Application for leave. Endorse complete documents to the Accounting Office for voucher preparation			
TOTAL:		None	32 mins.	

3. PROCESSING OF APPLICATION FOR LEAVE OF ABSENCE

Leave of absence is a right granted to all employees including elective Local Officials not to report for work. They have entitled to 15 days vacation and 15 days sick leave annually with full pay excluding Saturdays & Sundays & Public Holidays.

Office or Division:	Human Resource Management Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Regular Employee including elective officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1- Original copy of Medical Certificate, for Sick Leave of more than 5 days		Attendant Doctor		
4- Original copies of CS Form No. 7 (Clearance) (for Abroad purposes)		HRMO (form only)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application for Leave Form	1. Provide Leave Application Form	None	1 minute	Maria B. Macaraeg , Admin. Asst. II
2. Fill up the form in quadruplets and have it approved by your immediate supervisor and submit it to the HRM office 5 days before the supposed vacation leave/special leave. Sick leave may be filed in advance or upon return to work.	2. Receive the application form and fill in their leave credit balances for certification of the availability of leave credits. Endorse the application to the Mayor's Office/Vice Mayor's Office for approval.	None	10 minutes	Evelyn G. Dumlaog , Supervising Administrative Officer Maria B. Macaraeg , Admin. Asst. II
3. Get a copy of the approved leave application at the	3. Provide the employee with a copy of the	None	2 minutes	Evelyn G. Dumlaog , Supervising Administrative Officer



HRMO.	approved leave application and file one copy to his/her file 201			Maria B. Macaraeg, Admin. Asst. II
TOTAL:		None	12 minutes	

4. ISSUANCE OF SERVICE RECORDS, CERTIFICATES OF EMPLOYMENTS/LEAVE CREDITS/ COPIES OF PERSONNEL RECORDS, AND OTHERS.

Upon request of the employee, the HRMO shall issue certifications about his/her employment with the Municipality of Aguilar for whatever legal intents.

Office or Division:	Human Resource Management Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Regular Employee including elective officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the HRM staff about your request and wait for the release	1. Prepare the requested document and release it after signing	None	10 minutes	Evelyn G. Dumlao, Supervising Administrative Officer Maria B. Macaraeg, Admin. Asst. II
TOTAL:		None	10 minutes	



Municipal Health Office External Services



1. Provision of Out-Patient Consultation

Out-patient consultation is provided to sick clients with minor illnesses and doesn't require confinement.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens / PWD ID Card and Booklet (original)		OSCA/MSWDO		
Referral Form		RHMs		
Philhealth/MDR (original)		Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in at the client's logbook at the Information/Admission Area; a. Senior citizens and PWDs are given priority in the queue b. Pregnant women referred for laboratory services are directly referred to the laboratory and if for pre-natal check-ups are directly referred to the Municipal Birthing Clinic/Poblacion BHS. c. Immunization, Family Planning, and Counseling services are	a) PACD staff-in-charge prioritizes senior citizens and PWDs b) Admission area staff-in-charge refers pregnant women to their respective health service areas.	None	5 minutes	(Municipal Health Office) Reynaldo Nava, Nurse II Karl Paul Romina Nurse II
			Pre Natal - 30 minutes Laboratory Exam- 1 hour Other admission/c onsultation – 10 mins	Alma Z. Carvajal, Midwife III Norie F. Gemeniano, Midwife III Ceny De Guzman, Midwife II
	20 minutes	Marra Carla Villanueva, Midwife II Rowena Sanchez, Midwife II Alma Z. Carvajal, Midwife III Norie F.		



referred to the Municipal Birthing Clinic/Poblacion BHS.	health service areas.			Gemeniano, Midwife III Ceny De Guzman, Midwife II Marra Carla Villanueva, Midwife II Rowena Sanchez, Midwife II
2. Proceed to the Consultation Area. a) For patients, who are residents of the catchment area; present Philhealth MDR, if any b) For referred patients from other catchment areas; present, a referral letter, Philhealth MDR, if any c) For walk-in patients not residents of the catchment area; present Philhealth MDR, if any	a) Medical services staff will retrieve the family folder; open the family folder in the WAH EMR b) Medical services staff will get a referral letter/ITR from referring BHS c) Medical services staff will provide ITR Medical services staff will take the history, vital signs which will be recorded on the Individual Treatment Record (ITR) and encoded into the Wireless Access for Health (WAH) Terminals	None	5-15 minutes on average, once a patient is admitted Gathering of patients data is 3 minutes 10 minutes	(Municipal Health Office) Reynaldo Nava, Nurse II Marra Carla C. Villanueva, Midwife II Reynaldo Nava, Nurse II Karl Paul L. Romina, Nurse II Marra Carla Villanueva, Midwife II
3. Client will undergo a consultation	a) If the medical services staff can manage the	None	15- 30 minutes on average,	(Municipal Health Office)



	<p>client's condition, treatment and medicine/s is/are given, or medicine/s may be prescribed if not available. If medicines are dispensed, clients are informed of the proper usage of the medicines and asked to sign the Drug Recipient's/ NCD CTPs logbook.</p> <p>b) If the client's condition needs referral to the PHN, the client is referred to the PHN by the medical services staff.</p> <p>c) If the client needs further management, PHN refers the client to the doctor.</p> <p>d) If the client will require laboratory test/s based on the initial findings of the medical staff/PHN /MHO, a laboratory request form is issued and the client will be referred to the Cashier's Office and the laboratory. (Please see Laboratory Services)</p>		<p>once a patient is admitted</p> <p>Consultation – 10 minutes</p> <p>Dispensing of medicines – 5 minutes</p> <p>Testing/injection of medicines – 40 minutes</p> <p>Wound dressing/suturing – 10 minutes</p> <p>3 minutes</p>	<p>Reynaldo Nava, Nurse II</p> <p>Marra Carla Villanueva, Midwife II</p> <p>Wilma F. Peralta, Municipal Health Officer</p> <p>Faye Anne F. Peralta, MD Medical Officer I</p> <p>Karl Paul L. Romina Nurse II</p>
4. Patient returns to the	The medical		20 minutes	(Municipal Health



Consultation Area/PHN's Office/Doctor's Office with the laboratory result/s.	staff/PHN/doctor manages the client's condition, treatment and medicine/s is/are given, or medicine/s may be prescribed if not available. If medicines are dispensed, clients are informed of the proper usage of the medicines and asked to sign the Drug Recipient's/ NCD CTPs logbook		on average, once the patient returns with lab results	Office) Wilma F. Peralta, Municipal Health Officer Faye Anne F. Peralta, MD Medical Officer I Reynaldo A. Nava Nurse II Karl Paul L. Romina Nurse II
TOTAL:		None	Maximun- 3 hours & 36 mins. Minimun- 2 hours & 36 mins.	

2. Provision of Laboratory Services

The Municipal Health Office provides Laboratory Services as prescribed by the Physician.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens / PWD ID Card and Booklet (original)		OSCA/MSWDO		
Referral/Laboratory Request Forms		RHMs/PHNs/MHO		
Philhealth/MDR (original)		Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in at the client's logbook at the Information/Admission Area; a) Walk-in clients who are suffering from	a) Clients will be first admitted to determine if there is a need for such tests.	None	5 minutes	Brendalyn V. Rivera Medical Tech I Relda Pertudo Admin. Aide III



<p>illnesses and who wish to have laboratory tests.</p> <p>b) Clients with laboratory requests from Rural Health Midwives or private MDs.</p>	<p>b) Clients will be directly referred to the Cashier's Office for payment of requested laboratory test/s.</p>			<p>Jaime De Vera, Admin. Aide III</p> <p>Brendalyn Rivera, Medical Technologist I</p>						
<p>2. Proceed to the Admission/Consultation Area;</p> <p>a) Walk-in clients who are suffering from illnesses and who wish to have laboratory tests.</p>	<p>a) Admission staff will take the history, vital signs which will be recorded on the Individual Treatment Record (ITR) and encoded into the Wireless Access for Health (WAH) Terminals</p> <p>b) If a patient needs further assessment, the medical services staff will refer to the PHN and/or Doctor</p> <p>c) if found necessary, laboratory request forms are issued to clients and referred to the Cashier's Office for payment of requested laboratory test/s</p>	<p>None</p>	<p>15 minutes</p>	<p>(Municipal Health Office)</p> <p>Wilma F. Peralta Municipal Health Officer</p> <p>Faye Anne F. Peralta, MD Medical Officer I</p> <p>Brendalyn Rivera, Medical Technologist</p>						
<p>3. Pay the required fees at the Cashier's</p>	<p>The MTO-Designated</p>	<table border="1"> <tr> <td colspan="2">BLOOD CHEMISTRY</td> </tr> <tr> <td>FBS</td> <td>150.00</td> </tr> <tr> <td>RBS</td> <td>150.00</td> </tr> </table>	BLOOD CHEMISTRY		FBS	150.00	RBS	150.00	<p>5 Minutes</p>	<p>(Mun. Treasury Office)</p>
BLOOD CHEMISTRY										
FBS	150.00									
RBS	150.00									



<p>Office for the requested laboratory test/s. An Official Receipt will be issued, proceed to the laboratory.</p>	<p>Representative at the Cashier's Office will receive the payment and issue a corresponding Official Receipt to the client</p>	<table border="1"> <tr><td>BUN</td><td>200.00</td></tr> <tr><td>Total Cholesterol</td><td>200.00</td></tr> <tr><td>Triglyceride</td><td>200.00</td></tr> <tr><td>HDL</td><td>200.00</td></tr> <tr><td>LDL</td><td>200.00</td></tr> <tr><td>Creatinine</td><td>200.00</td></tr> <tr><td>BUA</td><td>200.00</td></tr> <tr><td>SGOT/ ALT</td><td>200.00</td></tr> <tr><td>SGPT/ ALT</td><td>200.00</td></tr> <tr><td>Albumin</td><td>200.00</td></tr> <tr><td>Total Bilirubin</td><td>200.00</td></tr> <tr><td>Total Protein A/G Ratio</td><td>200.00</td></tr> <tr><td>HbA1c</td><td>800.00</td></tr> <tr><td colspan="2">HEMATOLOGY</td></tr> <tr><td>CBS W/ Platelet</td><td>200.00</td></tr> <tr><td>Hemoglobin/Hematocrit</td><td>75.00</td></tr> <tr><td>WBC, Differential Count</td><td>100.00</td></tr> <tr><td>RBC Count</td><td>100.00</td></tr> <tr><td>Bleeding/ Clotting Time</td><td>75.00</td></tr> <tr><td>Platelet Count</td><td>150.00</td></tr> <tr><td>Blood Typing</td><td>100.00</td></tr> <tr><td colspan="2">MICROBIOLOGY, MICROSCOPY, AND SEROLOGY</td></tr> <tr><td>Fecalysis</td><td>75.00</td></tr> <tr><td>Syphilis Test/RPR/VDRL</td><td>250.00</td></tr> <tr><td>Routine Analysis</td><td>75.00</td></tr> <tr><td>Widal Test</td><td>200.00</td></tr> <tr><td>Hepa Bs Ag</td><td>250.00</td></tr> <tr><td>Immunology</td><td>200.00</td></tr> <tr><td>HIV Testing</td><td>400.00</td></tr> <tr><td>Gram staining</td><td>250.00</td></tr> <tr><td>Bacteriology</td><td>250.00</td></tr> <tr><td>Sputum Exam/ AFB</td><td>75.00</td></tr> <tr><td>Gram Stain Smear</td><td>200.00</td></tr> <tr><td>Visual Inspection w/ acetic Acid (VIA)</td><td>100.00</td></tr> <tr><td>Dengue Test</td><td>950.00</td></tr> </table>	BUN	200.00	Total Cholesterol	200.00	Triglyceride	200.00	HDL	200.00	LDL	200.00	Creatinine	200.00	BUA	200.00	SGOT/ ALT	200.00	SGPT/ ALT	200.00	Albumin	200.00	Total Bilirubin	200.00	Total Protein A/G Ratio	200.00	HbA1c	800.00	HEMATOLOGY		CBS W/ Platelet	200.00	Hemoglobin/Hematocrit	75.00	WBC, Differential Count	100.00	RBC Count	100.00	Bleeding/ Clotting Time	75.00	Platelet Count	150.00	Blood Typing	100.00	MICROBIOLOGY, MICROSCOPY, AND SEROLOGY		Fecalysis	75.00	Syphilis Test/RPR/VDRL	250.00	Routine Analysis	75.00	Widal Test	200.00	Hepa Bs Ag	250.00	Immunology	200.00	HIV Testing	400.00	Gram staining	250.00	Bacteriology	250.00	Sputum Exam/ AFB	75.00	Gram Stain Smear	200.00	Visual Inspection w/ acetic Acid (VIA)	100.00	Dengue Test	950.00		<p>Marcelina Z. Baraquio, Rev. Collection Clerk III</p> <p>Patricia S. Azurin, Rev. Collection Clerk III</p> <p>Priscilla P. Briones, Rev. Collection Clerk III</p> <p>Charmaine Joyce N. Austria, Admin. Asst. II</p>
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<p>4. Go to the Laboratory the conduct of the laboratory test/s <i>Note: Some tests will have a cut-off time at 11:30 A.M. and 4:00 P.M. to allow the laboratory staff to finish all the tests on time.</i></p>	<p>The laboratory staff will inform the client about the test/s, including the time of test/s results release, and conduct the necessary tests</p>	<p>None</p>	<p>5 minutes- 2 hours <i>(depending on the type of laboratory test/s and cut-off time)</i></p>	<p>(Municipal Health Office)</p> <p>Brendalyn V. Rivera Medical Technologists I</p>																																																																						
<p>5. Get the laboratory results and return to the Admission/ Consultation Area/PHN's Office/Doctor's Office.</p>	<p>The medical staff/PHN/doctor manages the patient's condition, treatment and medicine/s is/are given, or</p>	<p>None</p>	<p>10 -20 minutes on average, once the patient returns with lab results</p>	<p>(Municipal Health Office)</p> <p>Dr. Wilma F. Peralta Municipal Health Officer</p>																																																																						



	medicines/s are prescribed if not available. If medicine/s are dispensed, clients are informed of the proper usage of the medicines and asked to sign the Drug Recipient's/ NCD CTPs logbook			<p>Faye Anne F. Peralta, MD Medical Officer I</p> <p>Relda Pertudo Admin. Aide III</p> <p>Jaime De Vera, Admin. Aide III</p>
TOTAL:		See the above list for a specific payment	<p>Maximun- 2 hours & 45 mins. Minimun- 40 mins.</p>	

3. Provision of NTP TB-DOTS Services

The Municipal Health Office provides TB services (diagnosis through sputum examination, treatment, and counseling)

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Any individual who needs medical attention			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizens / PWD ID Card and Booklet (original)		OSCA/MSWDO		
Philhealth/MDR (original)		Philhealth		
Referral/DSSM Request Form		RHMs		
X-ray film and result/s (original)		Secondary or Tertiary Health Facility		
TBDC result (original)		Secondary or Tertiary Health Facility		
Gene Xpert result/s (original)		Secondary or Tertiary Health Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in at the client's logbook at the Information area and be guided to the Admission/ Consultation Area; a) Senior citizens, pregnant women, and PWDs are given priority.	a) PACD staff-in-charge prioritizes senior citizens	None	2 minutes	<p>(Municipal Health Office)</p> <p>Medical Services Staff</p> <p>MHO employees are assigned on a rotational basis so</p>



<p>b) Walk-in clients who are suffering from cough of long duration</p> <p>c) Clients who have a referral form from their Rural Health Midwife, private MDs, or partner Community-Based Organizations (CBOs) are directly referred to the TB-DOTS Clinic</p> <p>c) For diagnosed TB cases that will get their TB drugs</p>	<p>and PWDs</p> <p>b) PACD staff-in-charge refers clients to the TB DOTS Clinic.</p>			<p>as not to disrupt the services of the specific areas they are assigned or deployed. The schedule of the rotation is prominently and conspicuously displayed in the Information area.</p>
<p>2. Proceed to the TB-DOTS Clinic</p>	<p>a) TB DOTS Clinic Staff will check the clients for their vital signs and other findings (X-ray, Gene Xpert, or previous DSSM results) will be recorded on the Individual Treatment Record (ITR)</p> <p>b) TB DOTS Clinic Staff determines other requirements like Philhealth MDR.</p> <p>c) TB DOTS Clinic Staff refers the client</p>	<p>None</p>	<p>15 - 30 minutes on average, once a patient is admitted</p>	<p>(Municipal Health Office)</p> <p>Reynaldo Nava Nurse II</p> <p>TB DOTS Clinic Staff</p>



	to the doctor for assessment			
3. Client will undergo consultation and assessment	<p>a) If the medical examination findings and test results from referred X-ray results, referred DSSM results, TBDC recommendation, and/or Gene Xpert results indicate the diagnosis of PTB, the client is registered and treatment will be immediately started.</p> <p>b. If the client requires Direct Sputum Smear Microscopy (DSSM), the client is referred to the TB DOTS Clinic laboratory.</p>	None	15 -30 minutes on average, based on the doctor's assessment	<p>(Municipal Health Office)</p> <p>Reynaldo Nava Nurse II</p> <p>TB DOTS Clinic Staff</p> <p>Reynaldo Nava Nurse II</p> <p>TB DOTS Clinic Staff</p> <p>Dr. Wilma F. Peralta Mun. Health Officer</p> <p>Faye Anne F. Peralta, MD Medical Officer I</p> <p>Reynaldo Nava Nurse II</p>
4. Client proceeds to the TB DOTS Clinic laboratory	<p>a) The TB DOTS Clinic laboratory staff will provide the client with sputum cups and will be provided with proper instructions.</p> <p>b) After collecting sputum at the</p>		<p>1 minute</p> <p>5 minutes</p>	<p>Bredalyn Rivera Medical Technologists</p> <p>(Municipal Health Office)</p>



	<p>sputum collection area, the client returns the filled up sputum cups and returns the results</p> <p>c) The TB DOTS Clinic laboratory staff will instruct the client to come back the following day for the result and/or for the initiation of the treatment based on the results.</p>		<p>1 minute</p>	
<p>5. Client proceeds to the TB DOTS Clinic after getting the DSSM result from the TB DOTS Clinic laboratory</p>	<p>a) If treatment is needed based on a positive DSSM result together with the clinical findings, the client is registered and treatment will be immediately started. Instructions on the treatment, when to get TB Drugs, and health information on TB and drug interactions and side effects are provided for the client.</p>	<p>None</p>	<p>10 minutes</p>	<p>Dr. Wilma F. Peralta Mun. Health Officer</p> <p>Faye Anne F. Peralta, MD Medical Officer I</p> <p>Reynaldo Nava Nurse II</p> <p>Dr. Wilma F. Peralta Mun. Health Officer</p> <p>Faye Anne F. Peralta, MD Medical Officer I</p> <p>Reynaldo Nava Nurse II</p>



	<p>b) If the DSSM result is negative, the patient is referred for Gene Xpert testing. The client will again be re-assessed and managed.</p> <p>c) If all tests proved that the client does not have TB, he/she is managed for other pulmonary illnesses and given appropriate medicines and health education.</p>			
TOTAL:		None	Maximun- 1 hour & 19 mins. Minimun- 49 mins.	



4. Birthing Home Facilities

The MHO provide check-up to women before and after child delivery to ensure the safe and healthy condition of mother and child.

A. Pre-Natal Checkup

B. Labor & PuerperiumGet

Office or Division:	Office of the Municipal Health Officer			
Classification:	Government to Citizens (G2C)			
Type of Transaction:	Simple Transaction			
Who may avail:	Pregnant Women Who are the Philhealth and NonPhilhealth members/beneficiaries - Who are not high risk Who are on their second and third pregnancy - With regular Pre-natal check-ups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral slip from the Midwife		Municipal Health Office		
Mother's Book/HBMR		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Natal Checkup 1. A.P. Check-up Secure referral slip from the Midwife	Issue referral slip	None	5 minutes	(Municipal Health Office) Alma Z. Carvajal, Midwife III Norie F. Gemeniano, Midwife III Ceny F. De Guzman, Midwife II Marra Carla Villanueva, Midwife II Rowena Sanchez, Midwife II
2. Go to Aguilar RHU Birthing Facility for Pre Natal check-up w/referral slip & Mothers book/ HBMR	Entertain the pregnant woman accordingly, make her ITR, take vital signs, do Leopold's Maneuver in a	None	20 minutes	(Municipal Health Office) Alma Z. Carvajal, Midwife III Norie F. Gemeniano, Midwife III



	private area, take fundal height & FHB. Advise the pregnant woman in proceed to the Physician for further management			<p>Ceny F. De Guzman, Midwife II</p> <p>Marra Carla Villanueva, Midwife II</p>
3. Consult to MHO Physician	Examine the pregnant woman, give Laboratory request UA & CBC	None	5 minutes	<p>Wilma F. Peralta, Municipal Doctor</p> <p>Faye Anne F. Peralta, MD Medical Officer I</p>
4. Refers back to the Physician w/ laboratory	Analyze, give medication & advice	None	5 minutes	<p>Wilma F. Peralta, Municipal Doctor</p> <p>Faye Anne F. Peralta, MD Medical Officer I</p>
<p>B. Labor & Puerperium</p> <p>1. Get the pregnant woman's record</p>	<p>-Assess women in labor</p> <p>. Check vital signs & lab results, AOG & FHB</p> <p>-Bring woman in labor DR for Internal Exam, after vaginal flushing to determine the presenting part, cervical dilation & effacement & to check if BOW is intact or leaking</p> <p>-Admit woman in labor if cervical dilation is 4 cm</p> <p>-Always do the partograph to recognize deviation from</p>	None	8 hours	<p>(Municipal Health Office)</p> <p>Alma Z. Carvajal, Midwife III</p> <p>Norie F. Gemeniano, Midwife III</p> <p>Ceny F. De Guzman, Midwife II</p> <p>Marra Carla Villanueva, Midwife II</p> <p>Rowena Sanchez, Midwife II</p>



	<p>the norm & decide on timely referral unless the case is Direct DR</p> <ul style="list-style-type: none">-Close monitoring of the vital sign of the woman in labor & do an IE every 4 hours to monitor the contraction by interval & duration-If the cervix is fully dilated bring the woman to D.R-Instruct the woman in labor on how to push her baby properly to avoid fetal distress & fatigue the mother.. Proper support of the perineum to avoid laceration. Inject Oxytocin 1 ml I.M right after the delivery of the baby. Do immediate newborn care. Check and observe uterine contraction, blood loss & location after the expulsion of the placenta. Do suture as needed. Check vital signs			
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	Transfer the patient to the recovery room			
B. Post Partum	<p>-Close monitoring of vital signs every 15 minutes for 1 hour, then every 4 hrs</p> <p>-Advice Exclusive Breastfeeding</p> <p>-Health Education</p> <p>-Family Planning counseling</p> <p>If no complication is noted discharged mother & newborn are advised to come back 1 week after for a follow-up checkup.</p>	NONE	15 minutes for 1 hour, then every 4 hrs	<p>(Municipal Health Office)</p> <p>Reynaldo A. Nava Nurse II</p> <p>Karl Paul L. Romina Nurse II</p> <p>Alma Z. Carvajal, Midwife III</p> <p>Norie F. Gemeniano, Midwife III</p> <p>Ceny F. De Guzman, Midwife II</p> <p>Marra Carla Villanueva, Midwife II</p> <p>Rowena Sanchez, Midwife II</p>
	TOTAL:	None		



Municipal Engineering Office External Services



1. Issuance of Building Permits

Service Information: Building Permits shall be issued to groups or individuals who wish to construct buildings within the municipality of Aguilar to ensure compliance with the National Building Code and land use/zoning regulations.

Office or Division:	Municipal Engineering Office	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Clients applying for building permits	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Secure checklist of requirements		
1. Duly accomplished application form.		Municipal Engineering Office
2. a) Certified True Copy of Transfer Certificate Title - (5 copies). b) Tax Declaration – (4 copies) c) Current Tax Receipt (2 copies) <i>-In Case the applicant is not the registered owner of the lot:</i> a) Duly Notarized copy of the Contract of Lease, or b) Duly Notarized copy of the Deed of Absolute Sale, or c) Duly Notarized copy of the Contract of Sale, or d) Duly Notarized Affidavit of consent from the lot owner/s		-Applicant
3. Five (5) sets of plans. Prepared, signed, and sealed by: a) Duly licensed Architect – Architectural Plans b) Duly licensed Civil Engineer – Structural Plans c) Duly licensed Sanitary Engineer or Master Plumber – Plumbing Plans d) Duly licensed Professional Electrical Engineer – Electrical Plans e) Duly licensed Professional Mechanical Engineer – Mechanical Plans		Applicant
4. Bill of Materials (5 copies)		Applicant
5. Technical Specifications (5 copies)		Applicant



6. a)Structural Analysis/NSCP 2010/Computation for two (2) or more story structures and warehouse – (2 copies) b) Boring or Load Test for buildings or structures with three (3) stories and higher – (2 copies) c) Seismic Analysis except for residential buildings less than 7.5 meters in height		Applicant		
7. Logbook duly signed by the Architect/Civil Engineer in charge of construction with PRC No. and PTR No. with corresponding date and issue.		Applicant		
8. Zoning Clearance – (2 copies)-----		Office of the MPDC/Zoning Administrator		
9. Endorsement from the Fire Department		BFF, Aguilar Station		
For those applying for building permits (new construction, addition, alteration, renovation, etc.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a list/Acquire the needed requirements at MEO	1. list of requirements given to the applicant.	None	1 day	Engr. Ralph Ian Madriguera Mun. Engineer (Mun. Engineering Office)
2. Secure Locational Clearance and Zoning Certificate at Zoning Office	2. Locational Clearance Granted/issued	See schedule of fees from pp. 66-69	1 hour	Engr. Yolanda Judan, Zoning Administrator (Office of the MPDC)
3. Secure Fire safety Eval. Clearance	3. Issue Fire safety Eval. Clearance	See schedule of fees (RA 9514 Sec. 12)	3 days	Bureau of Fire Protection Staff
4. Submit to Mun. Engineers Office for approval	4. Approved Building permits issued	See schedule of fees from pp. 51-56.	30 mins.	Engr. Ralph Ian Madriguera Mun. Engineer (Mun. Engineering Office)
TOTAL:		See schedule of fees for exact payment	4 days, 1 hour & 30 mins.	



2. Issuance of Electrical Permit to Indigenous Dwellings

Service Information: Electrical Permit to Indigenous Dwellings is granted to individuals who owned dwelling structures made of light materials like bamboo, nipa, and other cheap materials.

Office or Division:	Municipal Engineering Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Clients applying for Electrical Permit to Indigenous Dwellings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For those applying for Electrical Permit to Indigenous Dwellings 1 Xerox copy of Tax Declaration Application of Locational Clearance Picture of the Building Certification from BFP		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire Zoning Certification	1. Issuance of Zoning Certification	See schedule of fees from pp. 66-69	1 hour	Engr. Yolanda P. Judan , Zoning Administrator (Office of the MPDC)
3. Secure Fire Safety Clearance (Electrical Clearance)	2. Issue Fire Safety Clearance (Electrical Clearance)	See schedule of fees (RA 9514 Sec. 12)	2 days	Bureau of Fire Protection Staff
3. Submit Fire/Zoning Certificate	3. Approval of application for an electrical permit	None	1 day	Engr. Ralph Ian Madriguera Mun. Engineer (Mun. Engineering Office)
TOTAL:		See schedule of fees for exact payment	3 days & 1 hour	



3. ISSUANCE OF OCCUPANCY PERMIT

Service Information: Occupancy Permit is issued to owners of buildings that are ready for occupancy.

Office or Division:	Municipal Engineering Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Clients applying for Occupancy Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For those applying for Occupancy Permit Xerox copy of approved building permit Completion certificate Fire safety inspection certificate from BFP		- Municipal Engineering Office - Bureau of Fire and Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a list/Acquire the needed requirements at Municipal Engineering Office	1. Check the requirements/documents submitted at Municipal Engineering Office Indorse at the BFP	See schedule of fees from pp. 51-56.	1 day	Engr. Ralph Ian Madriguera, Mun. Engineer (Mun. Engineering Office)
2. Secure Fire Safety Inspection Certificate of Occupancy	2. Issue Fire Safety Inspection Certificate of Occupancy	See schedule of fees (RA 9514 Sec. 12)	3 days	Bureau of Fire Protection Staff
3. Submit to MEO the documents acquired at BFP	3. Check the submitted documents acquired at BFP	None	1 minute	Engr. Ralph Ian Madriguera Mun. Engineer (Mun. Engineering Office)
4. Get / Acquire the Certification of Occupancy	4. Prepare & issue the certification of Occupancy	None	4 hours	Engr. Ralph Ian Madriguera, Mun. Engineer (Mun. Engineering Office)
TOTAL:		See schedule of fees for exact payment	4 days, 4 hours & 1 minute	



SCHEDULE OF FEES AND OTHER CHARGES

PARTICULAR

I. BUILDING FEES

1. Bases of assessment

- a. Character of occupancy or use of building/structure
- b. Cost of construction
- c. Floor area
- d. Height

2. Regardless of the type of construction, the cost of construction of any building/structure to assess the corresponding fees shall be based on the following table

LOCATION GROUP

All Cities and Municipalities	A, B, C, D, E, G, H, I	F	J
	P10, 000	P8, 000	P6, 000

3. Construction/addition/renovation/alteration of buildings/structures under Group/s and Sub-Divisions shall be assessed as follows

1. Division A-1

Area in sq. meters	Fee per sq. meter
i. Original complete construction up to 20.00 sq. meters	P 2.00
ii. Additional/renovation/alteration up to 20.00 sq. meters regardless of the floor area of original construction	2.40
iii. Above 20.00 sq. meters to 50.00 sq. meters	3.40
iv. Above 50.00 sq. meters to 100.00 sq. meters	4.80
v. Above 100.00 sq. m to 150 sq. meters	6.00
vi. Above 150.00 sq. meters	7.20

2. Division A-2

Area in sq. meters	Fee per sq. meter
i. Original complete construction up to 20.00 sq. meters	P 3.00
ii. Additional/renovation/alteration up to 20.00 sq. meters regardless of the floor area of original construction	3.40
iii. Above 20.00 sq. meters to 50.00 sq. meters	5.20
iv. Above 50.00 sq. meters to 100.00 sq. meters	8.00
v. Above 150.00 sq. meters	8.40

3. Divisions B-1/C-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/I-1 and J-1, 2, 3

Area in sq. meters	Fee per sq. meter
i. Up to 5,000	P 23.00
ii. Above 5,000 to 6,000	22.00
iii. Above 6,000 to 7,000	20.50
iv. Above 7,000 to 8,000	19.50
v. Above 8,000 to 9,000	18.00
vi. Above 9,000 to 10,000	17.00
vii. Above 1,000 to 1,500	16.00
viii. Above 15,000 to 20,000	15.00
ix. Above 20,000 to 30,000	14.00
x. Above 30,000	12.00

4. Divisions C-2/D-1, 2, 3

Area in sq. meters	Fee per sq. meter
i. Up to 5,000	P 12.00
ii. Above 5,000 to 6,000	11.00
iii. Above 6,000 to 7,000	10.20



iv.	Above 7,000 to 8,000	9.60
v.	Above 8,000 to 9,000	9.00
vi.	Above 9,000 to 10,000	8.40
vii.	Above 10,000 to 15,000	7.20
viii.	Above 15,000 to 20,000	6.60
ix.	Above 20,000 to 30,000	6.00
x.	Above 30,000	5.00
4. Electrical Fees		
a. Total Connected Load (kVA)		
		FEE
i.	5 kVA or less	P 200.00
ii.	Over 5 kVA to 50 kVA	P 200.00 + P 20.00/kVA
iii.	Over 50 kVA to 300 kVA	1,100.00 + 10.00/kVA
iv.	Over 300 kVA to 1,500 kVA	3,600.00 + 5.00/kVA
v.	Over 1,500 kVA to 6,000 kVA	9,600.00 + 2.50/kVA
vi.	Over 6,000 kVA	20,850.00 + 1.25/kVA
b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)		
		FEE
i.	5 kVA or less	P 40.00
ii.	Over 5 kVA to 50 kVA	P 40.00 + P 4.00/kVA
iii.	Over 50 kVA to 300 kVA	220.00 + 2.00/kVA
iv.	Over 300 kVA to 1,500 kVA	720.00 + 1.00/kVA
v.	Over 1,500 kVA to 6,000 kVA	1,920.00 + 0.50/kVA
vi.	Over 6,000 kVA	4,170.00 + 0.25/kVA
c. Pole/Attachment Location Plan Permit		
i.	Power Supply Pole Location	P 30.00/pole
ii.	Guying Attachment	P 30.00/attachment
d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit		
	Use or Character of	Electric Meter
	Occupancy	Wiring Permit Issuance
	Residential	P 15.00 P 15.00
	Commercial/Industrial	60.00 36.00
	Institutional	30.00 12.00
5. Mechanical Fees		
a. Refrigeration, Air Conditioning, and Mechanical Ventilation		
i.	Refrigeration (cold storage), per ton or fraction thereof	P 40.00
ii.	Ice Plants, per ton or fraction thereof	60.00
iii.	Ice Plants, per ton or fraction thereof Up to 100 tons, per ton	90.00
iv.	Every ton or fraction thereof above 100 tons	40.00
v.	Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent	60.00
vi.	In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually	40.00
6. Plumbing Fees		



a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets, and one (1) showerhead. A partial part thereof shall be charged as that of the cost of a whole "UNIT"		
b. Every fixture over one unit		
i.	Each water closet	P 7.00
ii.	Each floor drain	3.00
iii.	Each sink	3.00
iv.	Each lavatory	7.00
v.	Each faucet	2.00
vi.	Each shower head	2.00
7. Accessory Fees		
a. Establishment of Line and Grade, all sides fronting Rebutting streets, esters, rivers, and creeks, first 10.00 meters		P 24.00
i.	Every meter or fraction thereof over 10.00 meters	2.40
b. Ground Preparation and Excavation Fee		
i.	While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP&EP) for foundation, subject to the verification, inspection, and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements, and parking requirements	
a.	Inspection and Verification Fee	P 200.00
b.	Per cu. meters of excavation	3.00
c.	Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit	50.00
d.	Per cu. The meter of excavation for foundation with basement	4.00
e.	Excavation other than foundation or basement, per cu. Meter	3.00
f.	Encroachment of footings or foundations of buildings/structures too public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment	250.00
c. Fencing Fees		
i.	Made of masonry, metal, concrete up until to 1.80 meters in height, per linear meter or fraction thereof	P 3.00
	Over 1.80 meters in height, per linear meter or fraction thereof	4.00
ii.	Made of indigenous materials, barbed, chicken or hog wires, per linear meter	2.40
d. Erection of Scaffoldings Occupying Public Areas, per calendar month.		
i.	Up to 10.00 meters in length	P 150.00
ii.	Every lineal meter or fraction thereof in excess of 10.00 meters	12.00
e. Sign Fees		



i.	Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area (a) Every sq. meter or fraction thereof in excess of 4.00 sq. meters	P 120.00 24.00
ii.	Installation Fees, per sq. meter or fraction thereof of the display surface	
f.	Demolition/Moving of Buildings/Structures Fees per sq. meter of area or dimensions involved	
i.	Buildings in all Groups per sq. meter floor area	P 3.00
ii.	Building Systems/Frames or a portion thereof per vertical or horizontal dimensions, including Fences	4.00
iii.	Structures of up to 10.00 meters in height (a) Every meter or portion thereof over 10.00 meter	800.00 50.00
iv.	Appendage of up to 3.00 cu. meter/unit (a) Every cu. meter or portion thereof in excess of 3.00 cu. Meters	50.00 50.00
v.	Moving Fee, per sq. meter of the area of building/structure to be moved	3.00
8. Certificates of Use or Occupancy (Table II.G.1. for fixed costing)		
a.	Division A-1 and A-2 Buildings	
i.	Costing up to P150,000.00	P 150.00
ii.	Costing more than P150,000.00 up to P400,000.00	250.00
iii.	Costing more than P400,000.00 up to P850,000.00	600.00
iv.	Costing more than P850,000.00 up to P1,200,000.00	900.00
v.	Every million or portion thereof in excess Of P1, 200,000.00.	900.00
b.	Divisions B-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/and I-1 Buildings	
i.	Costing up to P150,000.00	P 200.00
ii.	Costing more than P150,000.00 up to P400,000.00	400.00
iii.	Costing more than P400,000.00 up to P850,000.00	800.00
iv.	Costing more than P850,000.00 up to P1,200,000.00	1,000.00
v.	Every million or portion thereof in excess of P1,200,000.00	1,000.00
c.	Divisions C-1, 2/D-1, 2, 3 Buildings	
i.	Costing up to P150,000.00	P 150.00
ii.	Costing more than P150,000.00 up to P400,000.00	250.00
iii.	Costing more than P400,000.00 up to P850,000.00	600.00
iv.	Costing more than P850,000.00	



	up to P1,200,000.00	900.00
v.	Every million or portion thereof in excess of P1,200,000.00	900.00
d.	Division J-1 Buildings/structures	
i.	With floor area up to 20.00 sq. meters	P 50.00
ii.	With floor area above 20.00 sq. meters up to 500.00 sq. meters	240.00
iii.	With floor area above 500.00 sq. meters up to 1,000.00 sq. meters	360.00
iv.	With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters	480.00
v.	With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters	1, 200.00
	With floor area above 10,000.00 sq. meters	2, 400.00
e.	Division J-2 Structures	
i.	Garages, carports, balconies, terraces, lanais, and the like: 50% of the rate of the principal building, of which they are accessories	
ii.	Aviaries, aquariums, zoo structures, and the like: same rates as for Section 10.d. above	
iii.	Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows	
a.	First 10.00 meters of height from the ground	P 800.00
b.	Every meter or fraction thereof over 10.00 meters	50.00
9. Annual Inspection Fees		
a.	Electrical Inspection Fees	
i.	A one-time electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction	
ii.	Annual Inspection Fees are the same as in Section 4. e.	
10. Certifications		
a.	Certified true copy of building permit	P 50.00
b.	Certified true copy of Certificate of Use/Occupancy	50.00
c.	Issuance of Certificate of Damage	50.00
d.	Certified true copy of Certificate of Damage	50.00
e.	Certified true copy of Electrical Certificate	50.00
f.	Issuance of Certificate of Gas Meter Installation	50.00
g.	Certified true copy of Certificate of Operation	50.00
h.	Other Certifications	50.00



**Office of the Municipal Planning and
Development Coordinator (MPDC)
(External Services)**



1. Issuances of locational clearance/temporary use permit for new construction, repair, and renovation/business viability.

A Locational Clearance is a document issued by the Municipal Planning and Development Coordinator that serves as your pre-requisite document in the issuance of a Business Permit to guarantee the structure's compliance with the Municipality Comprehensive Land Use and Zoning Ordinance.

Office or Division:	Office of the MPDC/Zoning Administrator		
Classification:	Simple Transaction		
Type of Transaction:	Government to Clients		
Who may avail:	Clients applying for Locational Clearance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished/ notarized application form (original)		Office of the Municipal Zoning Administrator	
2. Any of the ff. requirements relative to right over land: a. Certificate of title b. Certified true Xerox copy of latest tax declaration c. In case property is not registered in the name of the applicant, submit a photocopy of the owner's certificate of title or in the absence of a title, the tax declaration & any of the following: <ul style="list-style-type: none"> • Duly notarized deed of sale/ deed of donation • Contract of lease • Authorization to use land 		Municipal Assessor's Office	
3. One (1) set of plans signed & sealed by an appropriate professional. (original)		Applicant	
3. Xerox copy of latest tax receipt		Municipal aice	
4. Environmental Compliance cert./ Cert. of non-compliance (ECC/CNC) (for projects with environmental impacts) (original)		DENR	
6. Bill of materials & cost estimate		Client	
<p>NOTE: Please refer to the Municipal Tax Ordinance available at the Treasury Office for fees. For projects where inspection is necessary, the processing is one (1) day. For business projects not in conformity with the zoning ordinance, applications shall be forwarded to the Local Zoning Board of Appeals and adjustment (LZBAA).</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to receive staff and submit requirements	Review documents. If complete, issue an order of payment.	none	10 mins.	Riza De Vera, Panning Asst. (Office of the MPDC)
2. Proceed to the treasury office and pay the corresponding fee	Receive payment and issue an official receipt.	See Schedule of fees & Fines (pages 67-69)	3 mins	(Mun. Treasury Office) Charmaine Joyce Austria Admin. Asst. II Marcelina Z. Baraquio, Rev. Coll. Clerk III
3. Return to the office of the MPDC/Zoning Administrator and show proof of payment	Prepare Clearance. Sign/approve clearance	None	20 mins	(Office of the MPDC) Riza R. De Vera, Planning Asst. Engr. Yolanda P. Judan, Zoning Administrator
TOTAL:			33 mins.	

SCHEDULE OF FEES AND FINES PARTICULAR I. ZONING/LOCATIONAL CLEARANCE	
A. Single residential structure attached or detached	
1. P 100,000 and below	P 264.00
2. Over 100,000 to P 200,000	P528.00
3. Over P 200,000	P660.00 + (1/10 of 1% in excess of 200,000)
B. Apartments/Townhouses	
1. P 500,000 and below	P 1,320.00
2. Over P 500,000 to 2 Million	P 1,980.00
3. Over 2 Million	P 3,300.00 + (1/10 of 1% of cost in excess of P2 Million regardless of the number of doors)
C. Dormitories	
1. 1. P 2 Million and below	P 3,300.00
2. Over P 500,000 to 2 Million	P 3,300.00 + (1/10 of 1% of cost in excess of P 2 Million regardless of the number of doors)
D. Institutional The project cost of which is:	



1. Below P 2 Million	P 2,640.00					
2. Over P 2 Million	P 2,640.00 + (1/10 of 1% of cost in excess of P 2 Million)					
E. Commercial, Industrial, and Agro-Industrial Project Cost of which is:						
1. Below P 100,000	P 1,320.00					
2. Over P 100,000 - P 500,000	P 1,980.00					
3. Over P 500,000 - P 1 Million	P 2,640.00					
4. Over P 1 Million - P 2 Million	P 3,960.00					
5. Over P 2 Million	P 6,600.00 + (1/10 of 1% of cost in excess of P 2 Million)					
G. Special Uses/Special Projects						
<i>Gasoline Station, cell sites, slaughterhouse, treatment plant etc.)</i>						
1. 1.. Below P 2 Million	P 6,600.00					
2.. Over P 2 Million	P 6,600.00 + (1/10 of 1% of cost in excess of P 2 Million)					
G. Alteration Expansion (Affected areas/cost only)						
SCHEDULE OF FINES						
1. Violation						
A. For violation of TPZ and ULRZ, APD laws, rules, and regulations.						
1. Failure to secure locational clearance before the start of the project						
CONFORMITY WITH LAND USE <u>1/</u>						
=CONFORMING <u>2/</u>			NON-CONFORMING			
Project Type	Minimum	Medium	Maximum	Minimum	Medium	Maximum
Industrial	1000-2500	2501-4000	4001-5500	2501-4000	4001-7000	7001-10000
Agro-Industrial	750-2000	2001-3500	3501-5500	2001-4000	4001-7000	7001-10000
Agricultural	700-1500	1501-3000	3001-4500	1501-3000	3001-6000	6001-9000
Commercial	700-1500	1501-3000	3001-4500	1501-3000	3001-6000	6001-9000
Institutional	600-1200	1201-2400	2401-3500	1201-2400	2401-5000	5001-7000
Residential	500-1000	1001-1500	1501-2000	1001-2000	2001-3000	3001-4000
Special Project	1000-3500	3501-6500	6501-10000	-	-	-
<u>1/</u> As per approved Sangguniang Panlalawigan (SP) or HLURB Comprehensive Land Use Plan and Zoning Ordinance						
<u>2/</u> Excludes single detached family dwelling units				Minimum	Medium	Maximum
<u>2/</u> Violations of the Terms and Conditions In clearance and all other violations on the Requirements for locational clearance				500-2000	2001-3500	3501-5000
C. For violations of ULRZ/APD, laws, rules, and conditions						
			Minimum	Medium	Maximum	



Selling without sales clearance	200-500	501-700	701-1000
Mortgaging without mortgage clearance	100-250	251-350	351-500
Failure to register existing rights	100-250	251-350	351-500
C. For violations of REM laws, rules, and regulations			
1. Failure to secure development project	1000-3000	3001-6000	6001-10000
2. Failure to register a project	-do-	-do-	-do-
3. Alteration of an approved development project	-do-	-do-	-do-
4. Non-compliance with the approved development	-do-	-do-	-do-
5. Incomplete development	-do-	-do-	-do-
6. Selling without a license on development	-do-	-do-	-do-
7. Violation of terms/conditions of development	-do-	-do-	-do-
8. Permit/license to sell	-do-	-do-	-do-
9. Non-delivery of title	-do-	-do-	-do-
10. Failure to secure mortgage clearance	1000-2500	2501-4000	4001-5500
11. Failure to secure advertisement approval	500-1000	1001-1500	1501-2000
12. Imposition of realty taxes on vendee contrary to PD 957	500-1000	701-800	801-1000
13. Failure of the developer, Broker, or Salesmen	200-500	501-700	701-1000
14. Violation of other provisions of PD 957	1000-3000	3001-6000	6001-10000
D. Other Certifications			
1. 1. Zoning Certifications	P 660.00/ha		
2. 2. Certificate of Locational/Business viability	P 70.00		
	P 198.00		
3. 3. Certification of Town Plan/Zoning Ordinance Approval	P 198.00		
4. 4. Certification of New Rights/Sales	P 264.00		
5. Others, to include:	P 264.00		
a. a. Availability of records/public request	P 264.00		
b. b. Certificate of no records on file			
c. c. Certification of with or without CR/LS	P60.50		
d. Certified Xerox copy of documents (report size)	P 4.00		
	P 3.00		
* Document of five (5) pages or less	P 198.00		
* Every additional page	P 70.00		
e. e. Photocopy of documents	P 100.00		
f. f. Others not listed above			
* Inspection Fee			
* Subscription fee			



**Municipal Disaster Risk Reduction and
Management Office (MDRRMO)
(External Services)**



1. AVAILMENT OF SERVICES OF THE MDRRM OFFICE

The MDRRMO provides immediate assistance for emergency purposes, disaster preparedness, and response.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All individuals within the jurisdiction of Agular			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. EMERGENCY MEDICAL TRANSPORT <ul style="list-style-type: none"> Call the MDRRMC office hotline Submit letter-request to the MDRRM Office 	Receive call & immediately transport patient. Receive letter-request and schedule the transport of the patient	None	5 minutes	Jelly De Guzman, Local DRRM Asst. (MDRRM Office)
2. REQUEST FOR TRAINING <ul style="list-style-type: none"> Submit letter request to the MDRRM Office 	Receive letter-request and schedule the training	None	5 minutes	(MDRRM Office) Jelly D. Fabicon, Local DRRM Asst. Nicasio Sison LDRRMO III
3. RESCUE OPERATION <ul style="list-style-type: none"> Call MDRRM Office Hotline 	Receive call, verify the circumstances, and immediately dispatch rescuers	None	5 minutes	(MDRRM Office) Jelly D. Fabicon, Local DRRM Asst. Nicasio Sison LDRRMO III
4. PRUNING / TRIMMING OF TREES <ul style="list-style-type: none"> Submit letter request to the MDRRM Office 	Receives and schedules the pruning/trimming of trees subject to DENR Regulations	None	5 minutes	(MDRRM Office) Jelly D. Fabicon, Local DRRM Asst. Nicasio Sison LDRRMO III
5. Fogging/Misting of Schools and Barangay	Receives and schedule of fogging/misting of schools and	None	5 Minutes	(MDRRM Office) Jelly D. Fabicon, Local DRRM Asst.



<ul style="list-style-type: none"> Submit letter request to the MDRRM Office 	barangays upon recommendation of the Municipal Health Office			<p>Nicasio Sison LDRRMO III</p>
<p>6. Information / Dissemination</p> <ul style="list-style-type: none"> Inform Public RE: Weather Forecast 	Receives letter/ information from DILG, PAGASA, and other reliable source and immediately inform the public through text, call, and social media accounts	None	5 Minutes	<p>(MDRRM Office)</p> <p>Jelly D. Fabicon, Local DRRM Asst.</p> <p>Nicasio Sison LDRRMO III</p>
7. Forced or Pre-Emptive Evacuation	Monitoring situation for possible pre-emptive/forced evacuation	None	1 hour	<p>Nicasio Sison LDRRMO III (MDRRM Office)</p>
8. Perform disaster-related activities in an evacuation center	Provide relief services and assistance for evacuees	None	1 hour	<p>Mun. Disaster and Risk Reduction Management</p> <p>DSWD/MSWDO</p> <p>Philippine National Police, Bureau of Fire Protection</p>
TOTAL:		None	2 hours & 30 minutes	



Office of the Senior Citizen Affairs (OSCA)

External Services



1. Issuance of Senior Citizen ID

The senior citizen ID card is issued by the OSCA office of the city or municipality where the elderly individual lives. This locally-issued ID is honored nationwide

Office or Division:	Office of the Senior Citizen Affairs			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Residents within the jurisdiction of Agular with the age of 60 and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/PSA (1 photocopy)		Office of the Mun. Civil Registrar/ PSA		
Any Valid ID with date of Birth (1 photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	1. List the Name and Address of the client on the logbook	None	5 minutes	Alex F. Madrid Senior Citizen Affairs OIC
2. Submit a photocopy of the Birth Certificate or any valid ID	2. Review the submitted requirements. If compliant, prepare ID and affix signature.	None	5 minutes	Alex F. Madrid Senior Citizen Affairs OIC
3. Signing of Senior Citizens ID and receiving an approved ID	3. Release SC ID	None	5 minutes	Alex F. Madrid Senior Citizen Affairs OIC
TOTAL:		None	15 minutes	

2. Issuance of Purchase Slip (Medicine) for Senior Citizen

Senior Citizen is entitled to a twenty percent 20% discount on the purchase of medicines, hospitals, restaurants, public land transportation, air, and sea transportation, etc.

Office or Division:	Office of the Senior Citizen Association			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Senior citizens of Agular with Senior Citizen's ID			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Senior Citizen ID (original & 1 photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	1. List Name and Address	None	5 minutes	Alex F. Madrid Senior Citizen Affairs OIC
2. Present Senior Citizen ID	2. Type client information on the purchase slip, then release it to the client.	None	5 minutes	Alex F. Madrid Senior Citizen Affairs OIC
TOTAL:		None	10 minutes	

3. Issuance of Purchase Booklet for Senior Citizen

The booklets will be available only to senior citizens with OSCA certification.

Office or Division:	Office of the Senior Citizen Association			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Senior citizens of Aguilar with Senior Citizen ID			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizen ID (original & 1 photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	1. List the name and address of the client	None	5 minutes	Alex F. Madrid Senior Citizen Affairs OIC
2. Present Senior Citizen ID	2. Type client information, Senior Citizen ID Number on Record Book	None	5 minutes	Alex F. Madrid Senior Citizen Affairs OIC
TOTAL:		None	10 minutes	



4. Issuance of Certification for Senior Citizen

This document is issued to the client to certify that he/she is a bonafide and law-abiding senior citizen resident of Aguilar for whatever legal intents.

Office or Division:	Office of the Senior Citizen Affairs			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Senior citizens of Aguilar with Senior Citizen ID			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Senior Citizen ID		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Client Logbook	1. List the name and address of the client	None	5 minutes	Alex F. Madrid Senior Citizen Affairs OIC
2. Present Senior Citizen ID and photocopy of ID	2. Review the Senior Citizen ID	None	5 minutes	Alex F. Madrid Senior Citizen Affairs OIC
3. Wait for the Certificate	3. Prepare and sign the Certificate. Affix seal, then release to the client	None	10 minutes	Alex F. Madrid Senior Citizen Affairs OIC
TOTAL:		None	20 minutes	



MUNICIPAL ASSESSOR'S OFFICE

External Services



1. ISSUANCE OF NEW TAX DECLARATION FOR NEWLY CONSTRUCTED BUILDING(S) & OTHER TAXABLE STRUCTURE(S);

New Tax Declaration is issued to the owner(s) of newly constructed taxable building(s) and other taxable structure(s) for taxation purposes

Office or Division:	ASSESSOR'S OFFICE
Classification:	Complex Transaction
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)
Who may avail:	All government entities; Private persons; Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>if client/applicant/declarant is the OWNER:</p> <ul style="list-style-type: none"> - Owner's "written request" (Request Slip) for inspection/assessment - "Tax Declaration of land" where the bldg. is constructed; - "Building permit," "Occupancy permit," "Bldg. plan" and "Certificate of occupancy" - "Sworn Statement" of the owner for building - "Annual real property tax (RPT) receipt" for the current fiscal year: <ul style="list-style-type: none"> • of land (if issuance of tax dec intended for building) - 1 Photocopy of "ID" (Owner) - and other pertinent documents that may be determined and be deemed legally necessary upon evaluation and assessment of the application <p>additional requirements if client/applicant/declarant is mere REPRESENTATIVE or STRANGER:</p> <ul style="list-style-type: none"> - S.P.A. or authorization letter or board resolution (duly notarized), if client/applicant/declarant is mere REPRESENTATIVE or STRANGER - 1 Photocopy of "ID" (Authorized representative) 	<ul style="list-style-type: none"> - Owner/Mun. Assessor's office - Owner's copy/Mun. Assessor's office - Owner's copy/Mun. Engineer's office - Owner - Owner - Owner - appropriate individuals/persons-in-interest juridical persons and/or government entities - Client/applicant/declarant or authorized representative - authorized representative



N.B.:

The application for issuance of tax declaration for newly constructed structure and/or newly installed machineries may take a maximum of **twenty one (21) days** per RA 11032, with probable cause. Client/applicant/declarant or their representative shall be properly informed thru writing or other forms of electronic communication if their request is either held in abeyance or denied.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit "request letter" and/or secure/fill-in "request slip" for inspection/assessment & submit the same to the assessment clerk, supported by documentary requirements	Receive and evaluate application Verify if the client/applicant/declarant is the OWNER, mere REPRESENTATIVE or STRANGER	None	5 mins. (minimum)	(Assessor's Office) Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I
2. Proceed to Treasury Office for payment of inspection fee, and annual real property tax (RPT) for current fiscal year (if unpaid)	Advise client to proceed to Treasury Office	Php 200.00- inspection fee	depends on the Treasury processing time 1 min. (minimum)	(Assessor's Office) Van Gary Misael Joven, Mun. Assessor Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I
3. Present official receipt & set schedule of inspection	Record official receipt & date of inspection	None	5 mins. (minimum)	Meriam Versoza, Admin. Asst. I (Assessor's Office)
	Travel Order application by Mun. Assessor/Assessment	None	1 day (minimum)	(Assessor's Office)



	Officer to the HR dept.			Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I
4. Accompanies the Mun. Assessor/ Assessment Officer to the site of the property	Conduct ocular inspection and appraise/assess real properties (bldg., machinery) on the scheduled date Prepare computation of Market Value & Assess Value, consequently encode Tax Declaration to the digital system, record the same in the assessment files Signs Tax Declaration	None	17 days but approval may take more time depending on the findings 1 min. (minimum)	Van Gary Misael Joven, Mun. Assessor (Assessor's Office) (Assessor's Office) Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I
	Forward Tax Declaration to Provincial Assessor's Office, Lingayen, Pangasinan for final approval - follow up - receive approved Tax Declaration	None	2 days (minimum)	(Assessor's Office) Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I



5. Return to Assessor's Office on the scheduled date - proceed to Treasury Office for payment of new Tax Declaration form to be issued - Receive new Tax Declaration	Advise client to proceed to Treasury Office Turn over a new/revised Tax Declaration	Php 80.00 – issuance of new taxdec	depends on the Treasury processing time 1 min. (minimum)	(Assessor's Office) Marlina T. De Leon , Assessment Clerk III Meriam Versoza , Admin. Asst. I
TOTAL:		Php 280.00	20 days and 13 mins.	

2. ISSUANCE OF NEW TAX DECLARATION FOR NEWLY INSTALLED MACHINERY(IES)

New Tax Declaration is issued to the owner(s) of newly installed machineries, equipments. support facilities for taxation purposes

Office or Division:	ASSESSOR'S OFFICE
Classification:	Complex Transaction
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)
Who may avail:	All government entities; Private persons; Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>if client/applicant/declarant is the OWNER:</p> <ul style="list-style-type: none"> - Owner's "written request" (Request Slip) for inspection/assessment - "Tax Declaration of land and building" where the machineries, equipments, and support facilities, are installed - Receipts for the ff. costs: <ul style="list-style-type: none"> • Direct - related to the acquisition and installation of the unit, such as the basic cost, freight charges, insurance, bank charges and commission, duties and taxes, other landing charges and handling and cost of transportation to site. 	<ul style="list-style-type: none"> - Owner/Mun. Assessor's office - Owner's copy/Mun. Assessor's office - Owner(s)



<ul style="list-style-type: none"> • Indirect - with relation to the installation and acquisition of the entire property, such as, design and engineering, technical know-how, and pre-operating expenses - “Sworn Statement” of the owner for machinery(ies), equipment(s), support facility(ies) - “Annual real property tax (RPT) receipt” for the current fiscal year of building and land - 1 Photocopy of “ID” (Owner) - and other pertinent documents that may be determined and be deemed legally necessary upon evaluation and assessment of the application - <p>additional requirements if client/applicant/declarant is mere REPRESENTATIVE or STRANGER:</p> <ul style="list-style-type: none"> - S.P.A. or authorization letter or board resolution (duly notarized), if client/applicant/declarant is mere REPRESENTATIVE or STRANGER - <p>1 Photocopy of “ID” (Authorized representative)</p>	<ul style="list-style-type: none"> - Owner(s) - Owner(s) - Owner(s) - appropriate individuals/persons-in-interest juridical persons and/or government entities - Client/applicant/declarant or authorized representative - authorized representative
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N.B.:

The application for issuance of tax declaration for newly constructed structure and/or newly installed machineries may take a maximum of **twenty one (21) days** per RA 11032, with probable cause. Client/applicant/declarant or their representative shall be properly informed thru writing or other forms of electronic communication if their request is either held in abeyance or denied.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit “request letter” and/or secure/fill-in “request slip” for inspection/assessment & submit the same to the assessment clerk, supported by documentary requirements</p>	<p>Receive and evaluate application</p> <p>Verify if the client/applicant/declarant is the OWNER, mere REPRESENTATIVE or STRANGER</p>	<p>None</p>	<p>5 mins. (minimum)</p>	<p>(Assessor’s Office)</p> <p>Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I</p>
<p>2. Proceed to Treasury Office for payment of inspection fee, and annual real property tax (RPT) for current fiscal year (if unpaid)</p>	<p>Advise client to proceed to Treasury Office</p>	<p>Php 200.00- inspection fee</p>	<p>depends on the Treasury processing time</p> <p>1 min. (minimum)</p>	<p>(Assessor’s Office)</p> <p>Van Gary Misael Joven, Mun. Assessor Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I</p>
<p>3. Present official receipt & set schedule of inspection</p>	<p>Record official receipt & date of inspection</p>	<p>None</p>	<p>5 mins. (minimum)</p>	<p>Meriam Versoza, Admin. Asst. I (Assessor’s Office)</p>
	<p>Travel Order application by Mun. Assessor/Assessment Officer to the HR dept.</p>	<p>None</p>	<p>1 day (minimum)</p>	<p>(Assessor’s Office)</p> <p>Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I</p>



<p>4. Accompanies the Mun. Assessor/ Assessment Officer to the site of the property</p>	<p>Conduct ocular inspection and appraise/assess real properties (bldg., machinery) on the scheduled date</p> <p>Prepare computation of Market Value & Assess Value, consequently encode Tax Declaration to the digital system, record the same in the assessment files</p> <p>Signs Tax Declaration</p>	<p>None</p>	<p>17 days but approval may take more time depending on the findings</p> <p>1 min. (minimum)</p>	<p>Van Gary Misael Joven, Mun. Assessor (Assessor's Office)</p> <p>(Assessor's Office)</p> <p>Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I</p>
	<p>Forward Tax Declaration to Provincial Assessor's Office, Lingayen, Pangasinan for final approval</p> <ul style="list-style-type: none"> - follow up - receive approved Tax Declaration 	<p>None</p>	<p>2 days (minimum)</p>	<p>(Assessor's Office)</p> <p>Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I</p>



5. Return to Assessor's Office on the scheduled date - proceed to Treasury Office for payment of new Tax Declaration form to be issued - Receive new Tax Declaration	Advise client to proceed to Treasury Office Turn over a new/revised Tax Declaration	Php 80.00 – issuance of new taxdec	depends on the Treasury processing time 1 min. (minimum)	(Assessor's Office) Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I
TOTAL:		Php 280.00	20 days and 13 mins.	

3. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

The documents are used for payment of capital gain taxes, records, court, or any other legal purposes.

Office or Division:	ASSESSOR'S OFFICE
Classification:	Simple Transaction
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)
Who may avail:	All government entity; Private persons; Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
if client/applicant/declarant is the OWNER : - Owner's " written request " (Request Slip) for inspection/assessment - Owner's copy or photo copy " Tax Declaration of land, building or machinery " - " Annual real property tax (RPT) receipt " of the subject real property - 1 Photocopy of " ID " (Owner)	- Property owner/Mun. Assessor's office - Owner's copy/Mun. Assessor's office - Owner - Owner - appropriate individuals/persons-in-interest



<p>- and other pertinent documents that may be determined upon evaluation and assessment of the application</p> <p>additional requirements if client/applicant/declarant is mere REPRESENTATIVE or STRANGER:</p> <p>- S.P.A. or authorization letter or board resolution (duly notarized), if client/applicant/declarant is mere REPRESENTATIVE or STRANGER</p> <p>1 Photocopy of “ID” (Authorized representative)</p>	<p>juridical persons and/or government entities</p> <p>- Client/applicant/declarant or authorized representative</p> <p>- authorized representative</p>
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N.B.:
 If unable to identify the lot which is the subject of such request, client(s) is/are required to hire the services of a Geodetic Engineer (GE) for **“actual land survey.”** The client(s) is/are given **three (3) days or as appropriate** to submit the survey plan.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit “request letter” and/or secure/fill-in “request slip” for inspection/assessment & submit the same to the assessment clerk, supported by documentary requirements</p>	<p>Receive and evaluate application</p> <p>Verify if the client/applicant/declarant is the OWNER, mere REPRESENTATIVE or STRANGER</p> <p>Identify the intended lot for issuance of Certified True Copy</p>	<p>None</p>	<p>10 mins.</p>	<p>(Assessor’s Office)</p> <p>Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I</p>



2. Proceed to Treasury Office for payment of inspection fee	Advise client to proceed to Treasury Office	Php 130.00 – Inspection fee	5 mins.	(Assessor's Office) Marlina T. De Leon , Assessment Clerk III Meriam Versoza , Admin. Asst. I
	Prepare CTC/photo/digital/preprint copies of Tax Declaration, map, & other relevant documents - sign copies	None	10 mins.	(Assessor's Office) Marlina T. De Leon , Assessment Clerk III Meriam Versoza , Admin. Asst. I Van Gary Misael Joven , Mun. Assessor
3. Present official receipt	Record official receipt	None	1 min.	Meriam Versoza , Admin. Asst. I (Assessor's Office)
4. Receive CTC/photo/Xerox/digital/printed copies	Issue copies	None	1 min.	(Assessor's Office) Marlina T. De Leon , Assessment Clerk III Meriam Versoza , Admin. Asst. I
TOTAL:		Php 130.00	3 days and 27 mins.	



4. ANNOTATION OR CANCELLATION OF MORTGAGE AND OTHER ENCUMBRANCES ON TAX DECLARATION

Clients who would like to cancel, adjust, or correct assessments on their real property request this service.

Office or Division:	ASSESSOR'S OFFICE
Classification:	SimpleTransaction
Type of Transaction:	G2G (Govt. to Govt.)/ G2C (Govt. to Client)/ G2B (Govt. to Business)
Who may avail:	All government entity; Private persons; Business Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>if client/applicant/declarant is the OWNER:</p> <ul style="list-style-type: none"> - Owner's "written request" (Request Slip) for inspection/assessment - Owner's copy or photo copy "Tax Declaration of land, building or machinery" for the intended purpose - "Annual real property tax (RPT) receipt" of the subject real property - 1 Photocopy of "ID" (Owner) - "Certificate of Cancellation/Release of Mortgage" - Proof of mortgage annotation/cancellation by Provincial Assessor and Register of Deeds - Lingayen, Pangasinan - other pertinent documents that may be determined upon evaluation and assessment of the application <p>additional requirements if client/applicant/declarant is mere REPRESENTATIVE or STRANGER:</p>	<ul style="list-style-type: none"> - Property owner/Mun. Assessor's office - Owner's copy/Mun. Assessor's office - Owner - Owner - Owner/mortgagor and/or mortgagee/financial institution(s) - Provincial Assessor and Register of Deeds - Lingayen, Pangasinan - appropriate individuals/persons-in-interest juridical persons and/or government entities - Client/applicant/declarant or authorized representative



<p>- S.P.A. or authorization letter or board resolution (duly notarized), if client/applicant/declarant is mere REPRESENTATIVE or STRANGER</p> <p>1 Photocopy of “ID” (Authorized representative)</p>	<p>- authorized representative</p>
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N.B.:

All annotation/cancellation of encumbrances should FIRST be applied to the Provincial Assessor’s Office and Register of Deeds, Lingayen, Pang., prior to the annotation/cancellation of the same in this office.

All lots marked with “mortgage” whose mortgagee(s) has/have declared permanent bank holidays, the client/applicant/declarant/authorized representative should secure the **Certificate of Cancellation** at PDIC Makati. Requirements are readily made available at the said office.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit “request letter” and/or secure/fill-in “request slip” for inspection/assessment & submit the same to the assessment clerk, supported by documentary requirements</p>	<p>Receive and evaluate application</p> <p>Verify if the client/applicant/declarant is the OWNER, mere REPRESENTATIVE or STRANGER</p> <p>Identify the intended lot for issuance of Certified True Copy</p>	<p>None</p>	<p>5 mins.</p>	<p>Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I</p>
<p>2. proceed to Treasury Office for payment of inspection fee.</p>	<p>Advise client to proceed to treasury Office</p>	<p>Php 130.00</p>	<p>depends on the Treasury processing time</p> <p>5 mins. (minimum)</p>	<p>Marlina T. De Leon, Assessment Clerk III Meriam Versoza, Admin. Asst. I</p>



3. present official receipt & set schedule of inspection	Record official receipt	None	1 min.	Meriam Versoza, Admin. Asst. I
	<ul style="list-style-type: none"> - verify Tax Declaration - Stamp "encumbrances or cancellation" on owner's copy of Tax Declaration and office's Tax Declaration on file - sign annotated or canceled encumbrances 	None	2 days	<p>Marlina T. De Leon, Assessment Clerk III</p> <p>Meriam Versoza, Admin. Asst. I</p> <p>Van Gary Misael Joven, Mun. Assessor</p>
TOTAL:		Php 130.00	2 days and 11 mins.	



Office of the Municipal Agriculturist External Services



1. Provision of Technical Training, Farmer Field School (FFS), Techno Demo

Provision on Season-long technical demonstration on Farmer Field School

Office	Office of the Municipal Agriculturist			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Group of Farmers, women, and youth.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum of Agreement (original copy)		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give a request letter to the Municipal Agriculture Office	1. Receive request letters or walk-in inquiries.	None	5 minutes	(Mun. Agriculture Office) Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists
2. Accompany in the validation of qualified site	2. Searching of qualified site and recommendation	None	1 hour	(Mun. Agriculture Office) Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists



3. Accompany on Identifying Farmer Participants	3. Finding selected FFS members	None	1 hour	<p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II</p> <p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists</p>
4. Participate in the period of FFS Cycle	<p>4.1 Capacitated FFS 4.2 Members for a week-long training</p> <p>4.3 Facilitate Field Day and Graduation</p>	None	<p>4 Months</p> <p>1 day</p>	<p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II</p> <p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists</p>
TOTAL:		None	4 months, 1 day, 2 hours & 5 mins.	



2. Technical Assistance

Provision of Technical Assistance on Rice, Corn and Crops Production

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Group of Farmers, Women, and Youth.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (original copy)		Municipal Agriculture Office		
Farmers Association Resolution (original copy)		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Technical Assistance	1. Receive request letters or walk-in inquiries	None	3 mins	(Mun. Agriculture Office) Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists
2. Prepare for self Interview	2. Interview requesting party for walk-in, analyze the situation, and refer the matter to Municipal Agriculturist	None	20 mins	Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists
3. Acquire communication	3. Prepare a written communication if necessary	None	15 mins	Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II



	Recommend or implement immediate action			<p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saii, Agricultural Technologists</p> <p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II</p> <p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saii, Agricultural Technologists</p>
TOTAL:		None	38 mins.	

3. Application of Farm Mechanization

Provision of Technical Assistance for the availment of farm machinery under farm mechanization program

Office	Office of the Municipal Agriculturist			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Group of Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request/Endorsement letter (original copy)		Municipal Agriculture Office		
Farmers Association Resolution (original copy)		Requesting group		
Memorandum of Agreement (original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Send a letter of intent citing the needs</p>	<p>1. Reply to the requesting client.</p>	<p>None</p>	<p>1 hour</p>	<p>(Mun. Agriculture Office) Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Sai, Aricultural Technologists</p>
<p>2. Accomplish project proposal, certification of registration from SEC/CDA, an Endorsement letter from MAO/CAO/PAO, latest audited financial statement of the association, endorsement letter from MAFC FA/IA.RBO Farmers Profile List of Officers/Member with corresponding areas and signature and photos of existing shed</p>	<p>2. Create a Resolution stating its need for the equipment and its capacity to manage, operate and maintain the equipment</p>	<p>None</p>	<p>6 days</p>	<p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Sai, Aricultural Technologists</p>
<p>3. Comply with the requirement of MOA signing</p>	<p>3.1 Prepare for MOA Signing 3.2 Award Farm Machinerics</p>	<p>None</p>	<p>1 day</p>	<p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Sai, Aricultural Technologists</p>



	TOTAL:	None	7 days & 1 hour	

4. Application for Fishery Projects

Provision of Technical Assistance for the availment of fishery projects such as fish cages, fishing paraphernalia, fingerlings, etc.

Office	Office of the Municipal Agriculturist			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Group of Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request/Endorsement letter (original copy)		Municipal Agriculture Office		
Farmers Association Resolution (original copy)		Requesting group		
Memorandum of Agreement (original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter of intent citing the needs	1. Reply to the requesting client.	None	1 hour	(Mun. Agriculture Office) Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II
2. Accomplish project proposal, certification of registration from SEC/CDA, an Endorsement letter from MAO/CAO/PAO, latest audited financial statement of the association, endorsement letter from MAFC FA/IA.	3. Submit accomplished documents to the Bureau of fisheries and aquatic resources.	None	6 days	Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II
3. Comply with the requirement of MOA signing	3.1 Prepare for MOA Signing 3.2 Award Farm Machineries	None	1 day	Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II



TOTAL:		None	7 days & 1 hour	

5. Conduct Farmers' Classes, Demo, Seminar or Training

Availment of Production Technologies through the conduct of seminars, training, and field validation.

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Group of Farmers, women, youth, fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal (original copy)		Municipal Agriculture Office		
Letter of intent (original copy)		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of intent/ purpose of visit	1. Interview, validate, analyze, and plan for the proposed training	None	1 hour	(Mun. Agriculture Office) Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Sai, Agricultural Technologists
2. Accompany the concerned Agricultural Technologist for ocular inspection, validation, and examination	2. Conduct ocular inspection and management	None	2 hours	Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Sai,



				Aricultural Technologists
3. Receive recommendation/ Prescription	3. Give recommendation/ prescription	None	5 mins	Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Sai, Aricultural Technologists
TOTAL:		None	3 hours & 5 mins.	

6. Vaccination

Availment of free technical services like Rabies Vaccination of Dogs.

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pet Owners, Livestock Owner.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request (written or verbal)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up a request form at the Municipal Agriculture Office	1. Received request letter for the client	None	5 mins	(Mun. Agriculture Office) Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Sai, Aricultural Technologists



2. Accompany AT on conduction of animal vaccination	2.1 Interview owner re: age of the animal 2.2 Administer Rabies Vaccination	None	15mins	Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Sai, Agricultural Technologists
3. Signing on necessary forms and logbook	3. Carry out signing in the logbook and secure necessary forms	None	5 mins	Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Sai, Agricultural Technologists
TOTAL:		None	20 mins.	

7. Availment of Certified Seeds and Hybrid Corn Seeds

Availment/distribution of Certified seeds and hybrid corn seeds for Farmers

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registry System for Basic Sectors in Agriculture Registration (original copy)		Municipal Agriculture Office		
Members of Farmer Association (Hard copy)		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Farmer-Client Service approach	1. Verify Farmer's registration in the	None	5 minutes	(Mun. Agriculture Office)



	RSBSA master list			<p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II</p> <p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists</p>
2. Payment of Farmers equity to the designated collector.	2. Issue Receipts	<p>Corn seeds (OPAG)-50% Subsidy</p> <p>NK8840-P2,500.00/bag</p> <p>NK6410-P3,000.00/bag</p> <p>Healer-102(LGU) P2,500/bag</p>	5 mins	<p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II</p> <p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists</p>
3. Received the hybrid seeds.	<p>3.1 Distribution of hybrid seeds</p> <p>3.2 Recommend or implement immediate action</p>	None	5 mins	<p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II</p> <p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists</p>
4. Fill up postmaster list and client satisfaction feedback	4. Recommend necessary consultation	None	5 mins	<p>Josephine T. Fernandez, OIC Mun.</p>



				Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Aricultural Technologists
TOTAL:		See the above list for exact payment	20 mins.	

8. Fertilizer distribution

Availing/distribution of fertilizer for Crop Production to Farmers

Office	Office of the Municipal Agriculturist			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registry System for Basic Sectors in Agriculture Registration (original copy)		Municipal Agriculture Office		
Members of Farmer Association (Hard copy)		Requesting group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Farmer-Client Service approach	1. Verify Farmer's registration in the RSBSA master list	None	5 mins.	(Mun. Agriculture Office) Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Aricultural Technologists



2. Pay Farmers equity to the designated collector.	2. Issue Receipts	None	5 mins	<p>Evelyn C. Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II</p> <p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists</p>
3. Receive the fertilizer.	3. Distribute fertilizer	None	5 mins	<p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II</p> <p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists</p>
3. Fill up postmaster lists and client satisfaction feedback.	4. Recommend the necessary application of fertilizer.	None	5 mins	<p>Josephine T. Fernandez, OIC Mun. Agriculturist/ Agriculturist II</p> <p>Jefferson M. Joven, Alvin C. Toledo, Leisl C. Biag, April Grace Saoi, Agricultural Technologists</p>
TOTAL:		None	20 mins.	



**Office of the Municipal Civil Registrar
(MCR Office)
External Services**



1. Issuance of Certified Transcript or copy of Certificate or Document

Issuance of duly certified copies of Birth, Marriage, or Death Certificate to clients.

Office	Office of the Municipal Civil Registrar			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Owner of the document or any person authorized by him.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification (ID) of requester/document owner (original & 1 photo copy)		Client		
Authorization letter (if the requester is not the owner of the document) (original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the receiving staff and request for the issuance of the document	1. Verify availability of requested documents in the computer database. If available, issue an order of payment and advise the client to pay at the Treasury Office	None	5 minutes	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
2. Proceed to Treasury Office and pay the certification fee	2. Receive payment and issue an official receipt	P 100/ copy-Certification fee.	3 mins	(Mun. Treasury Office) Charmaine Joyce N. Austria, Admin. Asst. II Priscilla P. Briones, Rev Coll. Clerk III
3. Return to MCR and show proof of payment	3. Prepare requested documents. A release signed document.	None	5 mins	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
TOTAL:		P 100.00	13 mins.	



2. Registration of Death Certificate

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place. Registration shall be made in the Municipal Civil Registrar Office of the Municipality where it occurred within 30 days from the time of death.

Office	Office of the Municipal Civil Registrar			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Nearest of kin of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Burial Permit) (original copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the MCR for an interview	1. Interview the client and record information regarding the deceased person. Issue an order of payment and advise the client to pay the corresponding fee.	None	5 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
2. Proceed to Treasurer's Office and pay the required fee	2. Receive payment and issue an official receipt.	P 100.00 – Burial Permit	5 mins.	(Mun. Treasury Office) Marcelina Z. Baraquio, Rev Collection Clerk III Priscilla P. Brioness, Rev Coll. Clerk III
3. Return to MCR and show proof of payment.	3. Prepare Cert. of Death. Review Medical Certificate/Certificate of Embalmer. Sign the document, assign Registry Number, and release to the client.	None	10 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
TOTAL:		P 100.00	20 mins.	



3. Application for Delayed Registration of Birth, Marriage, and Death

Delayed registration of unregistered birth, marriage, and death can be filed in the Municipal Civil Registrar Office of the place where birth, marriage, death occurred and upon presentation of all the requirements /evidence.

Office	Office of the Municipal Civil Registrar			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Concern person himself or any authorized person by him/ nearest of kin in case of a person's death.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For Delayed Registration of Birth:</i> -PSA negative result of registration (original) -Baptismal Certificate (1 photocopy) -Voter Registration Record (photocopy) -Form No. 137/School Records (1 photocopy) -Affidavit of two disinterested persons (original) -Marriage Contract (1 photocopy) -Identification Cards (1 photocopy) -Passport (1 photocopy) -Certificate from Punong Barangay (original)		-Philippine Statistics Authority -Concerned church -COMELEC -concerned school -Concerned MCR -Dept. of Foreign Affairs -from barangay, he/she resides		
<i>For Delayed Registration of Marriage:</i> -PSA negative result of registration (original) -Copy of marriage contract (1 photocopy) -Affidavit of husband and wife (original) -Affidavit of two disinterested persons(original)		-Philippine Statistics Authority -Concerned MCR		
<i>For Delayed Registration of Death:</i> -PSA negative result of registration (original) -Cert. of burial rites from church (1 photocopy) -Burial Permit (1 photocopy) -Pictures of burial rites (hard copy) -Affidavit of two disinterested persons (original)		-Philippine Statistics Authority -Concerned church -Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MCR staff and submit requirements	1. Review documents submitted. If acceptable,	None	7 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar



	prepare COLB and advise the client to return after ten days and pay the corresponding fees.			Conrado S. Posadas, Registration Officer I
2. Return after ten (10) days and proceed to Mun. Treasurer's Office to pay required fees.	2. Receive payment and issue an official receipt.	P 250.00- Miscellaneous fee. An additional P50.00 per year of delay but not to exceed P750.00	3 mins.	(Mun. Treasury Office) Charmaine Joyce N. Austria, Admin. Asst. II Priscilla P. Briones, Rev Coll. Clerk III
3. Return to MCR and show proof of payment.	3. Sign the document. Assign Registry No. to Certificate. Advise client for endorsement at PSA, Calasiao, Pangasinan if a client needs to request SECPA copy immediately.	P 150.00- Endorsement fee	10 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
TOTAL:		Maximum- P 1150.00 Minimum- P 450.00	20 mins.	

4. Application for Marriage License

A marriage license is issued to couples who are getting married legally.

Office	Office of the Municipal Civil Registrar	
Classification:	Complex Transaction	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Couples planning to get married legally	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
-Birth Certificate (original) -Parental Consent for applicants who are 18-21 years old (original) -Parental advice for applicants who are 21-25 years old (original) -Certificate of legal capacity to contract		-Concerned MCR or PSA



marriage (for citizens of a foreign country) (original) -Death certificate of a deceased spouse, decree, the decree of divorce, or annulment for applicants who have been previously married (1 photocopy) -Certificate of No Marriage (CENOMAR) of the applicants (original) -ID or Pictures of applicants (1 photocopy) -Certificate of Marriage counseling (original) -Certificate of Family Planning (original) -Official receipt (original)		-Philippine Statistics Authority -Client -Mun. Social Welfare & Dev. Office -Municipal Health Office -Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MCR staff and submit requirements	1. Review submitted requirements. If acceptable and complete, fill in AML Form and advise clients to undergo pre-marriage counseling and family planning session.	None	10 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
2. Proceed to Mun. Treasurer's office and pay required fees.	2. Receive payment and issue an official receipt	P200.00 -Application fee P200.00- Marriage license fee P50.00- Sponsor's fee(per head) P200.00- Solemnization fee (local) P300.00- Solemnization fee (foreigner) P100.00-- Subscription fee	3 mins.	(Mun. Treasury Office) Marcelina Z. Baraquio, Rev Coll. Clerk III Priscilla S. Brioness, Rev Coll. Clerk II



		P50.00- -Service Fee (Advice/Consent)		
2. Return to the MCR and submit proof of payment	3. Process application for Marriage License	none	20 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
6. After ten (10) days return to the MCR for the release of Marriage License	4. Release Marriage License	None	3 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
TOTAL:		Maximum- P 1100.00 Minimum- P 1000.00	36 mins.	

5. Change of First Name, Nickname, and Correction of Clerical Error or Typographical Error

This service aims to rectify errors or discrepancies in the existing civil documents of clients.

Office	Office of the Municipal Civil Registrar
Classification:	Complex Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Clients with civil records at the MCR
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR CHANGE OF NAME: -Certificate of Live Birth (MCR or PSA copy) -Baptismal Certificate (1 photocopy) -Voter Registration Record (1 photocopy) -School Records (Form 137/Transcript/Diploma) (1 photocopy) -NBI/Police/Barangay Clearance (1 photocopy) -Employer Certificate (non-pending	MCR or Philippine Statistics Authority
	Church where rites were conducted
	COMELEC where the client is registered
	Concerned school
	NBI/ concerned PNP station and barangay
	Client's employer
	Dept. of Foreign Affairs
	MCR or PSA
	SSS/GSIS/POST OFFICE
	LTO



case) (original) -Passport (1 photocopy) -Marriage Certificate (1 photocopy) -SSS/GSIS/POSTAL ID (1 photocopy) -Driver's License (1 photocopy) -Cert. of non-employment (original) -Cert. of Live birth of children (1 photocopy) -Affidavit of Publication (original)		MCR or PSA		
FOR CORRECTION OF CLERICAL ERROR (COLB/COM/COD) R.A. 9048 -Cert. of Live birth (MCR or PSA copy) -Baptismal Certificate (1 photocopy) -Voter Registration Record (1 photocopy) -School Records (Form 137/Transcript/Diploma) (1 photocopy) -NBI/Police/Barangay Clearance (1 photocopy) -Employer Certificate (non-pending case) (original) -Passport (1 photocopy) -Marriage Certificate (1 photocopy) -Driver's License (1 photocopy) -Cert. of non-employment (original) -Cert. of Live birth of children (original) -Affidavit of Publication (original)		MCR or PSA		
		Church where rites were conducted		
		COMELEC where the client is registered		
		Concerned school		
		NBI/ concerned PNP station and barangay		
		Client's employer		
		Dept. of Foreign Affairs		
		MCR or PSA		
		LTO		
		MCR or PSA		
		Newspaper company where the petition was published		
ADDITIONAL REQUIREMENTS (RA 10172) (COLB only) -Earliest School Records/Documents (1 photocopy) -Medical Records (original) -NBI/POLICE/BARANGAY - CLEARANCE (1 photocopy) -Employer cert. (non-pending case) (original) -Medical Cert. (government physician) (original) -Affidavit of non-employment (original) -Affidavit of Publication (original) -Cert. of Authenticity (original)		Client		
		Client		
		Client		
		Client's employer		
		Municipal Health Office		
		Newspaper company where the petition was published		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach MCR staff and submit documents that need correction	1. Review submitted document interviews interview client's	None	10 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S.



	problem on civil registry record.			Posadas, Registration Officer I
2. Fill-up petition form and submit required documents for review	2. Assist client and review documents. If complete and acceptable, issue an order of payment and advise the client to pat at the Treasury Office	none	45 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
3. Proceed to Treasury Office and pay corresponding fees	3. Receive payment and issue an official receipt	P3,000.00- Filing fee (CFN/RA 9048/CCE RA 10172) P1,000.00- Filing fee (CCE/RA 9048) P400.00- Processing fee (CFN/CCE) P500.00- Service fee(CCE Migrant Petition) P1,000.00- Service fee(CFN Migrant petition) P100.00- Subscription fee	3 mins.	(Mun. Treasury Office) Priscilla Briones, Rev Coll. Clerk III Charmaine Joyce Austria, Admin. Act II
3. Return to the MCR and submit a Xerox copy of the official receipt. For petition of Change of Entry and CHANGE OF NAME, have your petition published in the local newspaper of	4. Prepare and process a petition for correction of Clinical records (CFN/CCE). Instruct a client on how to facilitate publication.	None	15 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I



general circulation for two (2) consecutive weeks.				
5. After two (2) weeks, return to MCR and submit proof of publication for Change of First Name and Correction of Entry RA 10172	5. Receive and verify proof of publication for CFN (RA9048) and CCE (RA 10172). Once acceptable, advise the client to return after five working days for the action taken by the MCR.	None	10 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
6. Proceed to Treasury Office and pay endorsement fee or Certificate of finality.	6. Receive payment and issue an official receipt.	P150.00- endorsement fee P100 – Certificate of Finality	3 mins.	(Mun. Treasury Office) Priscilla P. Briones, Rev Coll. Clerk III Lea N. Raguindin, Rev Coll. Clerk II
	7. Update and advise client after 15 days and/or upon affirmation of petition by the PSA.		3 mins.	
7. Get affirmed petition with Certificate of Finality	8. Release affirmed petition with Certificate of Finality & advice client for submission to PSA, Quezon for final annotation.	None	10 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
8. Return and get a personal copy of the Certificate of Finality of the petition after affirmation of the PSA.		None	10 mins.	(MCR Office) Esmeralda V. Medina, Mun. Civil Registrar Conrado S. Posadas, Registration Officer I
TOTAL:		Maximum- P 4750.00 Minimum- P1250.00	1 hour and 49 mins.	



**Municipal Social Welfare & Development Office
(MSWDO)
External Services**



1. Financial Assistance

The Municipal Social Welfare and Development Office (MSWDO) provides financial assistance to individuals and families who are in extremely difficult situations and have inadequate resources.

Office	Office of the Municipal Social Welfare & Development Office	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Citizens of Aguilar	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Assistance		
1. Medical Certificate/Clinical Abstract		Municipal Health Office or Hospital
2. Prescription/Hospital		Municipal Health Office or Hospital
3. Bill/Promissory Note/Treatment		Barangay where the client resides
4. Quotation		Any Government agencies who issue ID
5. Certificate of Indigency (original)		Barangay where the client resides
6. 1 Valid ID (1 photocopy)		Any Government agencies who issue ID
Burial Assistance		
1. Death Certificate (original)		Local Civil Registrar
2. Contract of Service/ Promissory Note		Funeral Home
3. Certificate of Indigency		Barangay where the client resides
4. Valid ID		Any Government agencies who issue ID
Food Subsistence Assistance		
1. Certificate of Indigency		Barangay where the client resides
2. Valid ID		Any Government agencies who issue ID
Transportation Assistance (strandee/s)		
1. Police Blotter		PNP Aguilar
2. Valid ID		Any Government agencies who issue ID
Emergency Shelter Assistance		
1. Photo of the damaged house		Client
2. Police Blotter/BFP Report for those fire victims		PNP/BFP
3. Certificate of Indigency		Barangay where the client resides
4. Valid ID		Any Government agencies who issue ID
Assistance to the victim of VAWC/Child Abuse		
1. Police Blotter/Medical/Medicolegal Certificate		PNP/Hospital/Municipal Health Office
2. Certificate of Indigency		Barangay where the client resides
3. Valid ID		Any Government agencies who issue ID



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the office of the Municipal Social Welfare & Development Office	1. Attend client and advise him/her in the logbook.	None	3 mins.	(MSWDO) Henry Rodellas, Jerrica Dumlao, Jannil Toledo, Gemma Dela Cruz Noel Dela Cruz, Shedny Jovelle M. Dela Cruz, Marlex Diomaro MSWDO Staffs
2. Submit yourself for an interview and submit all the required documents.	A. Review the submitted document B. Intake interview C. Preparation of social case study report ((SCR)	None	40 mins	(MSWDO) Joan Jenny M. Garacho, Mun. Social Welfare Development Officer
3. Sign the CSCE form and submit for assessment and recommendation to MSWD	3. Let the client sign the CSCE form.	None	5 mins.	(MSWDO) Joan Jenny M. Garacho, Mun. Social Welfare Development Officer
TOTAL:		None	48 mins.	

2. Pre–Marriage Orientation Counseling Session

Pre-Marriage Counseling (PMC) provides would-be-couples with a The basis for making an informed and responsible decision about marriage

Office	Office of the Municipal Social Welfare & Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Citizens of Agular			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled PMC Form		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the MSWD and sign the	1. Attend to clients and let him/her sign in the	None	10 mins.	(MSWDO) Gemma Dela Cruz Admin. Aide III



logbook	logbook			
2. Prepare yourselves for Pre-Marriage counseling	3. Conduct Pre-Marriage counseling	None	40 mins.	(MSWDO) Joan Jenny M. Garacho , Mun. Social Welfare Development Officer Virginia V. Arevalo , Social Welfare Asst.
4. Wait for the release of the Pre-Marriage counseling certificate.	2. Prepare certification that the couple underwent pre-marriage counseling. Release signed certification	None	10 mins.	(MSWDO) Joan Jenny M. Garacho , Mun. Social Welfare Development Officer
TOTAL:		None	1 hour	

3. Issuance of PWD and solo parent identification card

The Municipal Social Welfare & Development Office (MSWDO) provides various certifications for children, single parents, PWD, and indigents.

Office	Office of the Municipal Social Welfare & Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Citizens of Aguilar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1pc 1x1 picture				
3. Certificate of indigency		Barangay where she/he resides		
3. Any valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Proceed to the Office of the MSWD.	1. Attend to clients. Provide the client with the application form.	None	3 mins.	(MSWDO) Luckilyn Zamora Admin. Aide III Jamil Toledo Admin. Aide II Marlex Diomaro Admin. Aide III
2 Accomplish the Application form	2. Assist client in	None	10 mins.	(MSWDO) Luckylyn Zamora



properly.	accomplishing the form			Admin. Aide III
3 Submit the accomplished application form and 1x1 picture.	3. Review accomplished form and if done properly, process/prepare identification card. Release ID	None	20 mins.	(MSWDO) Joan Jenny M. Garacho, Mun. Social Welfare Development Officer
TOTAL:		None	33 mins.	

4. Referral Letter/Certificate of Indigency

The MSWDO provides endorsements and other required documents such as Referral and Certificate of Indigency to other institutions to avail the services in other institutions such as other hospitals, charitable institutions, and other agencies to indigent individuals and families.

Office	Office of the Municipal Social Welfare & Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Citizens of Agular			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency from the Barangay				
2. Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the MSWD	1. Attend to clients and let him/ her sign in the logbook	None	3 mins.	(MSWDO) John Henry Rodellas, Marlex Diomaro Admin. Aide III
2. Submit yourself to the interview.	2. Interview client. Once qualified, prepare certification that the client is indigent. A release signed certification.	None	10 mins.	Shedny Jovelle M. Dela Cruz Admin. Aide III
TOTAL:		None	13 mins.	



4. Rescue

The MSWDO conducts rescue operation

Office	Office of the Municipal Social Welfare & Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Citizens of Aguilar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Police Blotter 3. Birth Certificate of children		Any government agencies that issue ID PNP Local Civil Registrar/ Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the MSWD	1. Attend to clients and let him/ her sign in the logbook	None	3 mins.	Joan Jenny M. Garacho, Mun. Social Welfare Development Officer Virginia V. Arevalo SWA
2. Submit yourself for an interview and submit all the required documents. Submit yourself to the interview.	3. Interview and assess the client's needs using the intake sheet.	None	10 mins.	Joan Jenny M. Garacho, Mun. Social Welfare Development Officer
3. Sign the Intake form.	4. Let the client sign the Intake form. Coordinate case at WCPD- PNP and Barangay.	None	15 mins.	Joan Jenny M. Garacho, Mun. Social Welfare Development Officer
TOTAL:		None	28 minutes	



**Office of the Municipal Accountant
Internal & External Services**



1. Receipt and Signing of Disbursement Voucher

Checking & signing of disbursement vouchers' completeness.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client Government to Government			
Who may avail:	Clients who are processing payments of services, goods, or infrastructure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PR/ PO and other BAC documents (original copy)		Office of the Municipal Budget Officer		
Obligation request Form (4 original copies)		Office of the Municipal Budget Officer		
Disbursement Vouchers (4 original copies)		Office of the Municipal accountant		
Other pertinent documents as enumerated in COA Circular 2012-001 based on the type of transaction being processed (original copies)		Various Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement voucher and supporting documents	Receive disbursement voucher and supporting documents	None	3 minutes	Joey De Vera Admin. Officer II Dave Rustine R. Gemeniano Admin. Asst. II
	Check documents attached and return to the claimant/ payee if the voucher has lacking supporting papers	None	10 minutes	Joey De Vera Admin. Officer II Dave Rustine R. Gemeniano Admin. Asst. II
2. Receive disbursement voucher. If incomplete, provide the required documents then re-submit.	Review returned disbursement voucher	None	10 minutes	Joey De Vera Admin. Officer II Dave Rustine R. Gemeniano Admin. Asst. II
	Review and sign the disbursement voucher.	None	10 minutes	Grace B. Limos Municipal accountant



	Signed disbursement vouchers are logged and forwarded to Treasurer's Office	None	10 minutes	Joey De Vera Admin. Officer II Dave Rustine R. Gemeniano Admin. Asst. II
	Total:	None	43 minutes	

2. Issuance of Accountant's Advice

Issuance of signed Accountant's advice for complete and approved disbursement voucher to client/payee.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client Government to Government			
Who may avail:	Clients who were issued, Mun. a cheque for deposit & encashment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved disbursement voucher		Office of the Municipal Accountant, Office of the Municipal Treasurer, and Office of the Mayor		
Duly signed check		Municipal Treasurer's Office and Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved disbursement voucher with signed check and request for the accountant's advice	Receive disbursement voucher and other supporting documents	None	15 minutes	Joey De Vera Admin. Officer II Dave Rustine R. Gemeniano Admin. Asst. II
	Log approved disbursement and signed the check and forward to Treasurer's Office	None	10 minutes	Joey De Vera Admin. Officer II Dave Rustine R. Gemeniano Admin. Asst. II
	Sign Accountant's Advice	None	2 minutes	Joey De Vera Admin. Officer II



				Dave Rustine R. Gemeniano Admin. Asst. II Grace B. Limos <i>Mun. Accountant</i>
	Deliver Accountant's Advice to the corresponding bank	None	1 day	Anne Janine Joven Admin. Asst. II
Total:		None	1 day & 38 mins.	

3. Issuance of 2306 and 2307 Form

Issuance of signed 2306 and 2307 to the client for BIR compliance

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Suppliers & other taxpayers with			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved disbursement voucher		Office of the Municipal Accountant, Office of the Municipal Treasurer, and Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved disbursement voucher for 2306 and 2307 form	Receive approved disbursement vouchers and prepare 2306 and 2307 forms.	None	15 minutes	Joey De Vera Admin. Officer II Dave Rustine R. Gemeniano Admin. Asst. II
	Signs 2306 and 2307 forms	None	2 minutes	Grace B. Limos Mun. Accountant
2. Receive approved disbursement voucher with signed 2306 and 2307	Releases approved disbursement voucher with signed 2306 and 2307	None	1 minute	Joey De Vera Admin. Officer II Dave Rustine R. Gemeniano Admin. Asst. II
Total:		None	18 Minutes	



**Office of the Municipal Budget Officer
Internal & External Services**



1. PROCESSING OF OBLIGATION REQUEST (ObR)

This pertains to the recording of obligations and balances of appropriation of all offices in the municipality involving general funds for monitoring of expenses.

Office	Office of the Municipal Budget Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Departments at the Municipality of Aguilan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (for supplies, meals, materials, and equipment);		Concerned Department/Office		
Authority to Render Overtime (for overtime pay)		Concerned Department/ Office		
Travel Order and Certificate of Appearance (for training and travel allowance)		Concerned Office/ HRMO		
Purchase Order		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Obligation Request Slip together with the required attachments personally.	1. Review the completeness of the documents submitted	None	1 minute	Diolita M. Inacay Admin Asst. II
	2. If complete, verify the validity of the expense and the existence of available appropriation for such expense.		3 minutes	Henesty S. Cantor MBO
	3. Certify the existence of available appropriation.		3 minutes	Henesty S. Cantor MBO
	4. Obligate expense in the Obligation Request and Record in the Registry.		2 minutes	Diolita M. Inacay Admin Asst. II
2. Receive signed Obligation Request Slip	5. Release signed document.	None	1 minute	Diolita M. Inacay Admin Asst. II
TOTAL:			10 minutes	



2. REVIEW OF ANNUAL/ SUPPLEMENTAL BARANGAY BUDGET

Assists the barangay in the preparation of their annual/supplemental budget to ensure compliance with budgetary requirements before review and approval by the Sangguniang Bayan.

Office	Office of the Municipal Budget Officer			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Barangay Treasurer/ Punong Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Budget Message 2. Appropriation Ordinance 3. Budget Forms Nos. 1, 2, 2A, 3 and 4 4. Gender and Development Plan 5. Annual Investment Plan 6. Barangay Disaster Risk Reduction and Management Plan 7. Annual Barangay Youth Investment Plan 		Concerned barangay council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Budget together with the attachments.	1. Receives the budget and its attachments and checks the completeness of the documents and data submitted. If incomplete, return the documents to the client.	None	1 minute	Diolita M. Inacay Admin Asst. II
2. Receives Annual/Supplemental Budget with comments, if any.	2. If complete, review the budget to ensure compliance with the budgetary requirements.	None	4 hours	Henesty S. Cantor MBO
	Endorse to the Sangguniang Bayan for a favorable review of the budget.	None	10 minutes	Henesty S. Cantor MBO
TOTAL:			4 hours and 11 minutes	



Feedback and Complaints Mechanism	
How to send feedback	Answer the Client Feedback form and drop it at the designated drop box located at the PACD area of each Central Office unit and the respective dropbox of Regional Offices. You may also send your feedback at lgu.mkbs@gmail.com or email us at the Office of the Mun. Mayor Municipal Hall, Publication, Aguilar, Pangasinan.
How feedback is being processed	The Supervising Administrative Officer opens the dropbox, complies, and records all feedback. Feedback requiring answers are forwarded to the relevant offices or personnel concerned to answer within three (3) working days upon receipt of the feedback. The feedback shall be communicated to the agency or citizen concerned.
How to file a complaint	Send your complaints at lgu.mkbs@gmail.com or mail us at the Office of the Mun. Mayor Municipal Hall, Publication, Aguilar, Pangasinan.
How complaints are processed	Every Friday, the Supervising Administrative Officer opens the dropbox, complies, records, and evaluates the complaint. Upon evaluation, the complaint shall be forwarded to the relevant offices or personnel concerned to answer within three (3) working days upon receipt of the complaint. The feedback shall be communicated to the agency or citizen concerned.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2762) PCC: 8888 CCB: 0908-881-6565 (SMS)



REPUBLIC OF THE PHILIPPINES
Province of Pangasinan
Municipality of Aguilan

CLIENT FEEDBACK FORM

TYPE OF FEEDBACK

Compliment

Complaint

Suggestion

(attach additional sheets, if necessary):

COMPLIMENT

Please indicate the name of the person you want to commend: _____

COMPLAINT

If you think we fell short in meeting your service expectations, please describe the situation, indicate the name of the personnel involved and the date the incident occurred: _____

SUGGESTION

As a result of your experience with us, what service-related improvements can you recommend? _____

CONTACT INFORMATION

NAME

ADDRESS

CONTACT NUMBERS

E-MAIL ADDRESS

DEPARTMENT/OFFICE

Thank you for helping us improve our service!



Republic of the Philippines
MUNICIPALITY OF AGUILAR
PANGASINAN

FEEDBACK AND REDRESS MECHANISM

To our dear clients and “kabaleyan”:

Please let us know how we have served you by doing any of the following:

1. Accomplish our **Client Feedback Form** for your compliments, complaints or suggestions and drop at the Complaints and Suggestion Box. This form is available at the Public Assistance and Complaints Desk (PACD).

2. Talk/write/call/text to any of the following civil servants:

a. Mayor Roldan C. Sagles or his representative.

- Email address : lgu.mkbs@gmail.com

- Tel. No. 09272395228

b. Evelyn G. Dumlao, HRMO

- Email address : evelyndumlao33@yahoo.com

- CP No. : 0905-233-0743

c. Leodegaria R. Alicoben, PACD Officer

- Email address :

- CP No. :

Your written or verbal complaints shall be attended immediately.

Thank you for helping us continuously improve our service.



LIST OF OFFICES

Office	Address	Contact Information
Office of the Municipal Mayor	2 nd Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0927-239-5228
Sangguniang Bayan /Office of the Municipal Vice Mayor	Legislative Bldg.Zamuco St., Poblacion,Aguilar,Pangasinan	0977-094-86-80
Office of the Municipal Planning and Development Coordinator/Zoning Administrator/Tourism Officer	2 nd Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0917-165-2376
Office of the Municipal Budget Officer	2 nd Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0919-094-1609
Human Resource Management Office/Public Employment Service Office (PESO)/Migrant Desk	2 nd Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0905-233-0743
Office of the Municipal Engineer/Building Official	2 nd Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0917-1188853
Office of the Municipal Treasurer	Ground Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	(075) 540-64-72
Office of the Municipal Accountant	Ground Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0977-852-3696
Office of the Municipal Assessor	Ground Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0995-522-5233
Office of the Municipal Registrar	Ground Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0998-971-1108/ 0956-132-1282
Municipal Social Welfare and Development Office	Ground Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0998-957-0876
Municipal Health Office	Beside Public Plaza, Poblacion, Aguilar, Pangasinan	0977-822-3211
Municipal Disaster Risk Reduction Management Office (MDRRMO)	2 nd Floor, Aguilar Evacuation and Multi-Purpose Center, Poblacion, Aguilar, Pangasinan	0916-224-2116
Office of the Municipal Agriculturist	Ground Floor, Municipal Hall, Poblacion, Aguilar, Pangasinan	0916-295-3020
Office of the Senior Citizens Affairs	Public Plaza (facing Zamuco St.) Poblacion, Aguilar, Pangasinan	0926-650-4583



Republic of the Philippines
Province of Pangasinan
MUNICIPALITY OF AGUILAR
OFFICE OF THE MUNICIPAL MAYOR

Contact No.: 0927 239 5228
E-mail Address: lgu.mkbs@gmail.com

CERTIFICATE OF COMPLIANCE

Year: 2023

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

I, **KRISTALS. BALLESTROS-SORIANO**, Filipino, of legal age, **Municipal Mayor** of the **LGU-Aguilar, Pangasinan**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **LGU-Aguilar** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: *2022, Edition*

- 2) The following required forms of posting of the Citizen's Charter are present:

<input checked="" type="checkbox"/>	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
<input checked="" type="checkbox"/>	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
<input checked="" type="checkbox"/>	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;

Government services offered (External and Internal Services)



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MUNICIPALITY OF AGUILAR
OFFICE OF THE MUNICIPAL MAYOR
Contact No.: 0927 239 5228
E-mail Address: lgu.mkbs@gmail.com

- i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- b. Procedure for filing complaints and feedback;
 - c. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - d. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline office to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written in English, and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

HON. KRISTAL S. BALLESTEROS-SORIANO
Municipal Mayor
LGU-Aguilar, Pangasinan



