



# **LOCAL GOVERNMENT UNIT OF MILAOR, CAMARINES SUR**

## **CITIZEN'S CHARTER 2019 (1<sup>st</sup> Edition)**



**LOCAL GOVERNMENT UNIT OF MILAOR,  
CAMARINES SUR**

**CITIZEN'S CHARTER**  
2019 (1<sup>st</sup> Edition)



## **I. Mandate**

This Local Government Unit truly advocates the mandate provided in R.A. 7160 and R.A. 9485 otherwise known as the “Anti-Red Tape Act (ARTA)”

## **II. Vision**

“A socially and economically developed Milaor, Camarines Sur, with adequate infrastructures sustained by resilient community in a peaceful and ecologically balanced environment, governed by competent and gender-responsive leaders.”

## **III. Mission**

“Shall vigorously assume the lead role of planning and implementing development programs, projects, services and activities by harnessing socio eco-tourism development, and environmental management with the support of an empowered and gender-responsive political leaders institutionalizing a culture of climate change resiliency by the communities.”

## **IV. Service Pledge**

The entire Officialdom and Employees of the Local Government Unit of Milaor, Camarines Sur COMMIT themselves in rendering frontline services to be professional, just and sincere, politically neutral, and responsive to public service. Hence, we shall extend prompt, courteous and adequate service time just to provide the public with the highest possible service performance.



## V. List of Services

<b>Office of the Municipal Mayor</b>	Page 9
<b>Internal Services</b>	Page 9
Approving Disbursement Voucher Payroll & Other Mandatory Obligation and Attend Request to All Form of Assistance, Request for Gasoline	Page 10
<b>External Services</b>	Page 11
Application for Educational Assistance	Page 12
Availing of Public Customer Assistance	Page 12
Request for Municipal Vehicle Ambulance	Page 13
Request for Official and Business meeting with the LCE	Page 13
Request for Solemnization of Marriage	Page 14
Securing Mayor's Clearance, Endorsement & Certificate of Good Moral Character	Page 14
Securing for Business Permit	Page 15
Securing Mayors Permit to Use The EDF Sports and Social Plaza & Other Government Facilities	Page 15
Securing Permit on All Advertising and Promotional Activities	Page 16
<b>Office of the Human Resource Management Officer</b>	Page 17
<b>Internal Services</b>	Page 17
Application for Leave of Absence	Page 18
Attend to Queries and other Personnel Matters	Page 19
Issuance of Service Record	Page 19
Securing Certificate of Earned Leave Credits	Page 20
Securing Certificate of Employment	Page 21

Securing Pay Slip	Page 22
<b>Internal or External Services</b>	Page 23
Recruitment, Selection and Job Placement	Page 24
<b>Office of the Municipal Disaster Risk Reduction and Management Officer</b>	Page 26
<b>External Services</b>	Page 26
Ambulance Services for Medical Emergencies	Page 27
Request for Municipal Vehicle Ambulance (External Clients)	Page 29
Rescue Operation and Extraction	Page 30
<b>Office of the Waterworks System (MILAWUD)</b>	Page 33
<b>External Services</b>	Page 33
Application For New Connection	Page 34
Complaints, Repair and Maintenance	Page 34
For Disconnection	Page 35
For Reconnection	Page 35
<b>Office of the Municipal Planning and Development Coordinator</b>	Page 36
<b>Internal Services</b>	Page 36
Provide Staff Assistance to the Mayor and Sangguniang Bayan in the planning and implementation of the government programs	Page 37
<b>External Services</b>	Page 38
Issuance of Zoning Certificate for Electrical Connection	Page 39
Issuance of Zoning Certification for Business Permit	Page 40
Issuance of Locational / Decision Clearance for Building Permit	Page 41
<b>Office of the Municipal Civil Registrar</b>	Page 42
<b>External Services</b>	Page 42
Application For Marriage License	Page 43
Issuance of Certificate of Death (Form 103)	Page 44

Issuance of Certificate of Live Birth (Form 102)	Page 45
Issuance of Certifications & Certified Machine Copy of Civil Registry Records	Page 47
Registration of Certificate of Marriage (Form 97)	Page 48
Republic Act 10172 *Correction for entry in the day/month in the date of birth and entry of sex (with 10 days posting period and 2 weeks publication)	Page 49
Republic Act 9048 *Petition for correction of clerical error in the certificate of live birth, certificate of marriage *Petition for change of first name (with 10 days posting period and 2 weeks publication)	Page 50
<b>Office of the Municipal Budget Officer</b>	Page 51
<b>Internal Services</b>	Page 51
Barangay Annual/Supplemental Budget Review	Page 52
Budget Process	Page 53
Daily Transactions which includes but not limited to Assistance for Individuals in Critical Situation (AICS) and Educational Assistance	Page 55
<b>Office of the Municipal Accountant</b>	Page 57
<b>Internal Services</b>	Page 57
Preparation & Submission of Other Accountability reports	Page 58
Preparation & Submission of Municipal Financial Reports	Page 60
Processing of Remittances for The Premiums & Loan Amortizations	Page 63
Submission of Municipal & Barangay Accounts	Page 64
<b>External Services</b>	Page 65
Processing Of Claims	Page 66
Issuance of Accountant's Advice	Page 67
Barangay Affairs	Page 68
<b>Office of the Municipal Treasurer</b>	Page 69
<b>External Services</b>	Page 69
Business Registration (New/Renewal)	Page 70

Community Tax Certificate / Certificate of Tax Payment and other Certificate / Police Clearance	Page 71
Payment of Water Bill / Payment for MILAWUD Reconnection / MILAWUD Membership Application	Page 72
Real Property Tax Payment	Page 73
Securing Bicycle, Padyak, Motorized, Banca and Tractor Permit / Large Cattle Registration and Transfer Fee	Page 74
<b>Office of the Municipal Assessor</b>	Page 76
<b>External Services</b>	Page 76
Issuance Of Certificate (Aggregate Landholdings, No Properties, With Improvements, No Improvements, Current/Latest And Existing Tax Declaration)	Page 77
Property Appraisal (New Building)	Page 78
Re-Classification	Page 79
Transfer Of Ownership (Titled / Untitled Properties)	Page 80
<b>Office of the Municipal Engineer</b>	Page 82
<b>External Services</b>	Page 82
Issuance of Building Permit	Page 83
Issuance of Certification of Road Right of Way	Page 85
Issuance of Clearance for Electrical Connection	Page 86
Issuance of Inspection Report for Business Permit	Page 87
Issuance of Occupancy Permit	Page 88
Issuance of Program of Works (POW)	Page 89
<b>Office of the Rural Health Unit</b>	Page 90
<b>External Services</b>	Page 90
Availing Oral / Dental Examination And Tooth Extraction Services	Page 91
Medical Consultation (Barangay Health Station)	Page 92
Medical Consultation (Municipal Health Office)	Page 93
Request for Inspection (Complaint)	Page 94
Request for Water Sampling	Page 95

Securing Sanitary Permit	Page 96
<b>Office of the Municipal Social Welfare and Development Officer</b>	Page 98
<b>External Services</b>	Page 98
Provision of Assistance to Individuals in Crisis Situations (AICS)	Page 99
Issuance Of Certificate Of Indigency	Page 101
Issuance Of Social Case Study Report	Page 102
Enlisting And Issuance Of Identification Cards And Purchase Booklets (Medicines And Groceries	Page 103
Conduct of Pre-Marriage Counselling and Marriage Counselling (Scheduled Every 2nd and 4th Wednesday of the Month)	Page 104
Community-Based Services For Children In Conflict With The Law	Page 105
Violence Against Women and Children (VAWC Cases)	Page 106
<b>Office of the Municipal Agriculturist</b>	Page 107
<b>External Services</b>	Page 107
Agricultural Production Support Services	Page 108
Agricultural Extension Services	Page 109
Linkaging Services	Page 109
Organizational Empowerment	Page 110
Technical Consultation Services	Page 110





# **OFFICE OF THE MUNICIPAL MAYOR**

## **Internal Services**

**1. Approving disbursement voucher payroll & other mandatory obligation and attend request to all form of assistance, request for gasoline.**

Allocation of Gasoline for government vehicle.

<b>Office or Division:</b>		OFFICE OF THE MAYOR		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Any transacting public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Check the document & forward to LCE for approval	None	5 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
	2. Brief interview with the receiving clerk	None		
1. Fill up the Trip ticket & Gas Slip	3. Release the approved gas slip	None	3 minutes	Andre Louie Cado <i>Clerk</i>
<b>TOTAL:</b>			8 minutes	



# **OFFICE OF THE MUNICIPAL MAYOR**

## **External Services**

## 1. Application for Educational Assistance

Students who wish to avail educational assistance.

<b>Office or Division:</b>	OFFICE OF THE MAYOR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Any transacting public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit assessment and Matriculation for college Student	1. Get the necessary information and requirements.	None	3 minutes	Cynthia A. Agapito <i>Clerk</i>
2. Submit list of enrollees for Elementary pupils	2. Verify the document for LCE approval	None		
3. Submit PTA resolution requesting for educational Assistance for Day Care		None		
<b>TOTAL:</b>			3 minutes	

## 2. Availing of Public Customer Assistance

Residents and other clients may request the LCE for referrals, recommendations, endorsement or communications (Free Medical Assistance, Job Recommendation)

<b>Office or Division:</b>	OFFICE OF THE MAYOR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Availing of Public Assistance	1. Brief interview with the client	None	2 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
	1.1. Prepare the requested documents	None	2 minutes	Kathleen Felizmenio
	1.3. Release the requested documents	None	1 minute	Kathleen Felizmenio
<b>TOTAL:</b>			5 minutes	

### 3. Request for Municipal Vehicle Ambulance

The municipality offers the use of government vehicle / ambulance for emergency.

<b>Office or Division:</b>	OFFICE OF THE MAYOR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C or G2G			
<b>Who may avail:</b>	Any transacting public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the letter request addressed to the Municipal Mayor	1. Brief interview with the client for necessary information	None	5 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
2. Present the requirement such as Physician Clearance to travel	2. Verify the availability of the requested vehicle	None	10 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
<b>TOTAL:</b>			15 minutes	

### 4. Request for Official and Business meeting with the LCE

Official or personal

<b>Office or Division:</b>	OFFICE OF THE MAYOR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C or G2G			
<b>Who may avail:</b>	Any transacting public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Logbook	1. Brief interview with the Client	None	3 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
<b>TOTAL:</b>			3 minutes	

## 5. Request for Solemnization of Marriage

Clients who wish to Solemnize their wedding (Civil Wedding)

<b>Office or Division:</b>	OFFICE OF THE MAYOR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Any transacting public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the approved application and complete documents from LCR		None	10 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
	1. Check and verify the documents	None	2 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
	2. Schedule the date of marriage	None	3 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
<b>TOTAL:</b>			15 minutes	

## 6. Securing Mayor's Clearance, Endorsement & Certificate of Good Moral Character.

Individuals need to secure Mayor's Clearance before they can apply for a firearms license, seeking employment

<b>Office or Division:</b>	OFFICE OF THE MAYOR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Any transacting public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the written request and the OR	1. Interview and brief the client about the service	None		Nerissa B. Olitoquit <i>Private Secretary</i>
	1.1. Prepare requested documents and submit to LCE for approval	None	2 minutes	Kathleen Felizmenio <i>Data Controller</i>
2. Receive the approved documents	Release the requested documents	None	3 minutes	Kathleen Felizmenio <i>Data Controller</i>
<b>TOTAL:</b>			5 minutes	

## 7. Securing for Business Permit

Group/Corporations & other entities who operate business in the municipality needs to secure Business Permit.

<b>Office or Division:</b>		OFFICE OF THE MAYOR		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B		
<b>Who may avail:</b>		Any transacting business entity		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly filled up Application for Business Permit along with all the requirements OR of the prescribed fees	1. Prepare the requested business permits.	None	5 minutes	Kathleen Felizmenio <i>Data Controller</i>
	2. Approval of the Business Permit	None	2 minutes	Anthony R. Reyes <i>Municipal Mayor</i>  Nerissa B. Olitoquit <i>Private Secretary</i>
2. Receive a copy of the permit.	3. Release of Permit	None	1 minute	Kathleen Felizmenio <i>Data Controller</i>
<b>TOTAL:</b>			8 minutes	

## 8. Securing Mayors permit to use the EDF Sports and Social Plaza & other Government facilities

The Municipal Government offers the use of EDF Social & Sport Plaza for gatherings, sport and other activities.

<b>Office or Division:</b>		OFFICE OF THE MAYOR		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C or G2G		
<b>Who may avail:</b>		Any transacting public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the letter request addressed to the Municipal Mayor	1. Interview the clients	None	3 minutes	Kathleen Felizmenio <i>Data Controller</i>
	2. Prepares the permits and submit to LCE for approval.	None	3 minutes	Kathleen Felizmenio <i>Data Controller</i>
<b>TOTAL:</b>			6 minutes	

### 9. Securing permit on all Advertising and promotional activities

All group and entities that wish to stage advertising/promotional activities are required to get a permit to ensure coordination and orderly traffic management during the activity.

<b>Office or Division:</b>	OFFICE OF THE MAYOR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Any transacting business entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter request addressed to the LCE copy furnished the Municipal Treasurer	1. Brief interview with the client	None		Nerissa B. Olitoquit <i>Private Secretary</i>
2. Present the Official Receipt issued by Municipal Treasurer		None		
3. Receive the copy of the permits	2. Released the approved permits	None		Kathleen Felizmenio <i>Data Controller</i>
<b>TOTAL:</b>			8 minutes	





# **OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER**

## **Internal Services**

## 1. Application for Leave of Absence

Application for vacation or sick leave for one full days or more shall be made on the application form and be accomplished at least in duplicate. Vacation leave shall be applied in advance or whenever possible five (5) days before going on such leave. For sick leave it shall be filed in advance of exceeding five (5) days shall be accompanied by medical certificate. In case medical consultation was not availed of an affidavit should be executed by the applicant. Employee who is absent without approved leave shall not entitled to receive his/her salary corresponding to the period of his/her unauthorized leave of absence. Application for leave of absence for thirty (30) calendar days or more shall be accompanied by a clearance from money and property accountabilities.

<b>Office or Division:</b>	Human Resource Management Office (MGDH I (HRMO))			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government Official / Employee)			
<b>Who may avail:</b>	Officials and Employees of this agency.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Sick Leave beyond five (5) days; medical clearance.		HRM Office ; Ground Flr; Main Mun. Bldg.		
Vacation Leave beyond thirty (30) days; Clearance from money and property accountabilities.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits the Office and requests for application	1. Issues the form for application for leave	None	1 minute	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>
2. Fills-up the form; let his Department Head affix his signature as recommending authority and submits the same to the HRM Office for computation of his application	2. Receives the filled-up application form for leave; computes the same and forwards to the HRMO for signature.	None	2 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>
	3. Reviews the filled-up form, and affixes her signature for confirming the application and forwards to the Mayor's Office for approval.	None	2 minutes	Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
NOTE: Applicant to his end, shall follow up his application at the Mayor's Office				
<b>TOTAL:</b>			5 minutes	

## 2. Attend to Queries and other Personnel Matters

Services that provide information, advices and / or assist the client on their personnel concerns, as in consultancy services.

<b>Office or Division:</b>	Human Resource Management Office (MGDH I (HRMO))			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2G and G2C			
<b>Who may avail:</b>	Official, Employee, Retiree and the Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		HRM Office ; Ground Flr; Main Mun. Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits and confers with the MGDH I (HRMO) any personnel matters concerning the LGU.	1. Interviews and / or asks the client his intent for visiting the office	None	15 minutes	Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
	2. Discusses with him his concerns			
<b>TOTAL:</b>			15 minutes	

## 3. Issuance of Service Record

To provide the Client (Official / Employee) updated record of their job circumstances.

<b>Office or Division:</b>	Human Resource Management Office (MGDH I (HRMO))			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government Official / Employee)			
<b>Who may avail:</b>	Any official / employee / retiree of this agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		HRM Office ; Ground Flr; Main Mun. Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for a copy of service record	1. Checks record on file, prepares / encodes the requested document, affixes his initial and forwards the document to the MGDH I (HRMO) for signature.	None	2 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>
	2. Reviews and affixes her signature			
2. Receives the approved requested document	3. Releases the approved document	None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i> and / or Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>
<b>TOTAL:</b>			4 minutes	

#### 4. Securing Certificate of Earned Leave Credits

To provide and update the Client his used and unused leave credits.

<b>Office or Division:</b>	Human Resource Management Office (MGDH I (HRMO))			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government Official / Employee)			
<b>Who may avail:</b>	Any official / employee / retiree of this agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		HRM Office ; Ground Flr; Main Mun. Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applies and / or requests for certification of earned leave credits	1. Asks the client his intent for requesting	None	3 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>
	2. Checks the record on file, computes and encodes the requested document, affixes his initial and forwards the document to the MGDH I (HRMO).			
	3. Reviews and affixes her signature.	None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
2. Receives the approved requested document.	4. Releases the approved requested document.	None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i> and / or Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>
<b>TOTAL:</b>			5 minutes	

## 5. Securing Certificate of Employment

To update the client the status of his employment to this agency.

<b>Office or Division:</b>	Human Resource Management Office (MGDH I (HRMO))			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government Official / Employee)			
<b>Who may avail:</b>	Any official / employee / retiree of this agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		HRM Office ; Ground Flr; Main Mun. Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applies and / or requests for Certificate of Employment	1. Asks the Client of his intent for securing such certification; checks the record on file; prepares and encodes the requested document; affixes his initial and forwards to the MGDH I (HRMO) for signature / approval.	None	3 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>
	2. Reviews then affixes her signature to the requested document	None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
2. Receives the approved document	3. Releases the document.	None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i> or Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>
<b>TOTAL:</b>			5 minutes	

## 6. Securing Pay Slip

Provide the client the exact amount of his basic salary and other monetary concerns due to him.

<b>Office or Division:</b>	Human Resource Management Office (MGDH I (HRMO))			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government Official / Employee)			
<b>Who may avail:</b>	Officials and Employees of this agency.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		HRM Office ; Ground Flr; Main Mun. Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits the HRM Office and asks for pay slip.	1. Validates the request and prints the requested document, affixes his initial and forwards the document to the MGDH I (HRMO) for signature.	None	2 minutes	Glenn A. Orillosa <i>Sr. Admin. Asst. II</i>
	2. Reviews the document and affixes her signature	None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
2. Receives the approved document.	3. Releases the document.	None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i> and / or Glenn A. Orillosa <i>Sr. Admin. Asst. II</i>
<b>TOTAL:</b>			4 minutes	



# **OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER**

## **Internal or External Services**

## 1. Recruitment, Selection and Job Placement

Recruitment and Job Placement in this agency is open to all qualified applicants.

<b>Office or Division:</b>	Human Resource Management Office (MGDH I (HRMO))			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G and G2C			
<b>Who may avail:</b>	Employees of this LGU and the Public (Client)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter or letter of intent		Concerned agencies and / or schools		
2. Personal Data Sheet / Resume				
3. School Credentials				
4. Medical Clearance				
5. NBI Clearance				
6. Certificate of Eligibility				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the HRM Office, submits all the documentary requirements	1. Accepts / receives the submitted documentary requirements and briefly interview the applicant.	None	10 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i> or Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
	2. Submits to the HRMPSB all the validated applications together with such other regular requirements.	None	5 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i> or Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
	3. Notifies the chosen / validated applicants to report to the MGDH I (HRMO) for further advise and directives.	None	5 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i> or Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
	4. Convenes the HRMPSB and recommend to the LCE the chosen and qualified applicants for appointment	None	Maximum of 3 hours	HRMPSB and Applicants
	5. Preparation of appointments (documents)	None	20 minutes per appt. document	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>
	6. Signing of related appointment documents of concerned departments / offices	None	5 minutes	Emma C. Monzales <i>Municipal Accountant</i>  Anthony R. Reyes <i>Municipal Mayor</i>



	7. Finally notifies the applicant of his appointment.	None	10 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i> or Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
2. Reports to the MGDH I (HRMO) for further instructions.		None	5 minutes	Applicant
3. Takes his assumption and oath of office	8. The LCE administers the oath.	None	5 minutes	The Appointee and Mayor Anthony R. Reyes
<b>TOTAL:</b>			4 hours, 5 minutes	



# **OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION & MANAGEMENT OFFICER (MDRRMO)**

## **External Services**

# 1. Ambulance Services for Medical Emergencies

This pertains to transport response during calls for medical emergencies to transport the clients to a higher level of care.

<b>Office or Division:</b>		MDRRMO		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook	1. Get necessary information		Upon request	<i>MDRRMO</i> Radio Operator Personnel on Duty <b>RADIO OPERATOR:</b> Paul Eric Canuel (4pm-12am) Ariel Vidal (12am-8am) Alvie Imperial (8am-4pm) William Atole (Saturday and Sunday)
	2. Prepare for immediate response and prepare the first aid kit to be needed		10 seconds	Ambulance Driver and First Aider/ Responder on Duty <b>DRIVER:</b> William Miranda (8am-5pm) Sherlock Dialino (8am-5pm) Rolando Serrana (8am-5pm) Nestor Belazon (8am-5pm) Edgar Tosoc (Saturday and Sunday) <b>FIRST AIDER/RESPONDER:</b> Tomas Villanueva III (8am-5pm) Armando Agravante (12am-8am) Joan Mirafía (8am-5pm) Eddie Cado (4pm-12am) Eddie Delos Santos (8am-5pm) Alexandrei Hidalgo (12am-8am) Marisol Presentacion (4pm-12am) Dojje Abdon (Saturday and Sunday)
	3. Conduct immediate care given to a victim			First Aider/ Responder on Duty <b>FIRST AIDER/RESPONDER:</b>

	patient injured, first aid must be given if needed			<p>Tomas Villanueva III (8am-5pm) Armando Agravante (12am-8am) Joan Miraña (8am-5pm) Eddie Cado (4pm-12am) Eddie Delos Santos (8am-5pm) Alexandrei Hidalgo (12am-8am) Marisol Presentacion (4pm-12am) Dojie Abdon (Saturday and Sunday)</p>
	4. Ensure the safety of the victim/patient			<p>First Aider/ Responder on Duty <i>FIRST AIDER/RESPONDER:</i> Tomas Villanueva III (8am-5pm) Armando Agravante (12am-8am) Joan Miraña (8am-5pm) Eddie Cado (4pm-12am) Eddie Delos Santos (8am-5pm) Alexandrei Hidalgo (12am-8am) Marisol Presentacion (4pm-12am) Dojie Abdon (Saturday and Sunday)</p>
	5. Immediate Transport to the hospital		15 minutes	<p>Ambulance Driver and First Aider/ Responder on Duty <i>DRIVER:</i> William Miranda (8am-5pm) Sherlock Dialino (8am-5pm) Rolando Serrana (8am-5pm) Nestor Belazon (8am-5pm) Edgar Tosoc (Saturday and Sunday) <i>FIRST AIDER/RESPONDER:</i> Tomas Villanueva III (8am-5pm) Armando Agravante (12am-8am) Joan Miraña (8am-5pm) Eddie Cado (4pm-12am) Eddie Delos Santos (8am-5pm)</p>

				Alexandrei Hidalgo (12am-8am) Marisol Presentacion (4pm-12am) Dojie Abdon (Saturday and Sunday)
<b>TOTAL:</b>			15 minutes, 10 seconds	

## 2. Request for Municipal Vehicle Ambulance (External Clients)

This pertains to the provision of ambulance as a transport which is transporting client from a pick-up point to specified destination within the municipality or vice versa.

<b>Office or Division:</b>	MDRRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook	Get necessary information	None	1 minute	Edwin A. Olitoquit <i>MDRRMO</i>
2. Prepare the requirements			5 minutes	Andre Louie Cado <i>Clerk</i>
3. Verify the availability of the requested vehicle			5 minutes	Edwin A. Olitoquit <i>MDRRMO</i>
	Preparation of Travel Order		5 minutes	Kathleen A. Felizmenio <i>Data Controller</i>
	Release of Travel Order			Nerissa B. Olitoquit <i>Private Secretary</i>
<b>TOTAL:</b>			16 minutes	

### 3. Rescue Operation and Extraction

The service is a quick response services to cater during emergency situation/accidents within the area of responsibility.

<b>Office or Division:</b>		MDRRMO		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook	1. Get necessary information	None	20 seconds	MDRRMO Radio Operator Personnel on Duty RADIO OPERATOR: Paul Eric Canuel (4pm-12am) Ariel Vidal (12am-8am) Alvie Imperial (8am-4pm) William Atole (Saturday and Sunday)
	2. Prepare for immediate response	None		<i>Ambulance Driver</i> <i>First Aider/ Responder on Duty</i> <b>DRIVER:</b> William Miranda (8am-5pm) Sherlock Dialino (8am-5pm) Rolando Serrana (8am-5pm) Nestor Belazon (8am-5pm) Edgar Tosoc (Saturday and Sunday) <b>FIRST AIDER/RESPONDER:</b> Tomas Villanueva III (8am-5pm) Armando Agravante (12am-8am) Joan Mirafía (8am-5pm) Eddie Cado (4pm-12am) Eddie Delos Santos (8am-5pm) Alexandrei Hidalgo (12am-8am) Marisol Presentacion (4pm-12am) Dojje Abdon (Saturday and Sunday)
	3. Prepare the rescue equipment	None	30 seconds	<i>First Aider/ Responder on Duty</i> <b>FIRST AIDER/RESPONDER:</b>

	for extraction and first aid kit			<p>Tomas Villanueva III (8am-5pm)</p> <p>Armando Agravante (12am-8am)</p> <p>Joan Miraña (8am-5pm)</p> <p>Eddie Cado (4pm-12am)</p> <p>Eddie Delos Santos (8am-5pm)</p> <p>Alexandrei Hidalgo (12am-8am)</p> <p>Marisol Presentacion (4pm-12am)</p> <p>Dojie Abdon (Saturday and Sunday)</p>
	4. Survey the scene to ensure the safety of the victim/patient	None	10 seconds	<p><i>First Aider/ Responder on Duty</i></p> <p><i>FIRST</i></p> <p><i>AIDER/RESPONDER:</i></p> <p>Tomas Villanueva III (8am-5pm)</p> <p>Armando Agravante (12am-8am)</p> <p>Joan Miraña (8am-5pm)</p> <p>Eddie Cado (4pm-12am)</p> <p>Eddie Delos Santos (8am-5pm)</p> <p>Alexandrie Hidalgo (12am-8am)</p> <p>Marisol Presentacion (4pm-12am)</p> <p>Dojie Abdon (Saturday and Sunday)</p>
	5. Conduct first aid and BLS if necessary	None		<p><i>First Aider/ Responder on Duty</i></p> <p><i>FIRST</i></p> <p><i>AIDER/RESPONDER:</i></p> <p>Tomas Villanueva III (8am-5pm)</p> <p>Armando Agravante (12am-8am)</p> <p>Joan Miraña (8am-5pm)</p> <p>Eddie Cado (4pm-12am)</p> <p>Eddie Delos Santos (8am-5pm)</p> <p>Alexandrie Hidalgo (12am-8am)</p> <p>Marisol Presentacion (4pm-12am)</p> <p>Dojie Abdon (Saturday and Sunday)</p>
	6. Immediate transport to the nearest hospital	None	15 minutes	<p><i>Ambulance Driver</i></p> <p><i>First Aider/ Responder on Duty</i></p> <p><i>DRIVER:</i></p> <p>William Miranda (8am-5pm)</p>

				Sherlock Dialino (8am-5pm) Rolando Serrana (8am-5pm) Nestor Belazon (8am-5pm) Edgar Tosoc (Saturday and Sunday) <i>FIRST</i> <i>AIDER/RESPONDER:</i> Tomas Villanueva III (8am-5pm) Armando Agravante (12am-8am) Joan Miraña (8am-5pm) Eddie Cado (4pm-12am) Eddie Delos Santos (8am-5pm) Alexandrei Hidalgo (12am-8am) Marisol Presentacion (4pm-12am) Dojie Abdon (Saturday and Sunday)
<b>TOTAL:</b>			16 minutes	





# **OFFICE OF THE WATERWORKS SYSTEM (MILAWUD)**

## **External Services**

## 1. Application For New Connection

For the connection of New Member

<b>Office or Division:</b>	MILAWUD Water System			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Constituents Of Milaor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.) Application form			1.) MILAWUD Office	
2.) Site Inspection			2.) Site of Applicant	
3.) Applicant Orientation			3.) MILAWUD Office	
4.) Official receipt of the fees			4.) Treasurer Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application form	Inspect the site	Water meter P1,500.00	20 minutes or depending upon the situation	1. Michelle Castor 2. Noel Amarod 3. Elvis Abad 4. Richard Parada 5. Noel Castellano 6. Ian Pornelosa 7. Senen Bermas Jr. 8. Lauro Rentoria
2. Wait for the approval of application form	Orient the applicant			
3. Orientation	Connect the new member	Connection fee P600.00		
4. Pay for the fees				
<b>TOTAL:</b>		P2,100.00		

## 2. Complaints, Repair And Maintenance

Repair of damage that caused water leakage

<b>Office or Division:</b>	MILAWUD Water System			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Member of MILAWUD			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.) Ask the client the cause of damaged			1.) MILAWUD Office	
2.) Ask the client about the detailed of complaints			2.) MILAWUD Office	
3.) Availability of materials			3.) Site of client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Report the complaint at the MILAWUD office	1. Visit the site of complainant	None	2 hours per consumer and depends on the site situation	1. Michelle Castor 2. Noel Amarod 3. Elvis Abad 4. Noel Castellano 5. Ian Pornelosa 6. Richard Parada 7. Senen Bermas Jr 6. Lauro Rentoria
	2. Repair the damage	None		
<b>TOTAL:</b>				

### 3. For Disconnection

Consumers with arrears 3 months and above

<b>Office or Division:</b>	MILAWUD Water System			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Delinquent Subscriber Of MILAWUD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Non payment of 3 months arrears of water bills		1.) MILAWUD Office		
2.) Non Compliance of promissory note		2.) MILAWUD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Disconnect the water connection of delinquent subscriber	Water bills w/ arrears	10 minutes	1. Michelle Castor 2. Elvis Abad 3. Richard Parada 4. Noel Castellano 5. Ian Pornelosa 6. Treasurer collector 7. Lauro Rentoria
<b>TOTAL:</b>				

### 4. For Reconnection

Reconnection of water connection of subscribers who paid the arrears

<b>Office or Division:</b>	MILAWUD Water System			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Member of MILAWUD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Water bill		1.) MILAWUD Office		
2.) Full/partial payment of water bills.		2.) Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Pay the water bills arrears.	1. Request the client to pay the water bills	Full / partial the water bills arrears	20 minutes per consumer and depends on the site situation	1. Michelle Castor 2. Noel Amarod 3. Senen Bermas Jr. 4. Treasurer collector 5. Lauro Rentoria
	2. Reconnect the water connection client	P 400.00 reconec tion fee		
<b>TOTAL:</b>		P 400.00 and arrears		



# **OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR**

## **Internal Services**

**1. Provide Staff Assistance to the Mayor and Sangguniang Bayan in the planning and implementation of the government programs**

<b>Office or Division:</b>	Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple/Complex/Highly Technical Transactions			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Any transacting Government Officials and Public Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request the MPDC for the preparation and implementation of PPAs; Action Plans and Feasibility Studies	Preparation of Action Plans			Engr. William P. Menes <i>MPDC</i>  and  Staff
	Preparation of Feasibility Studies			
	Conduct analytical studies and development programs			
	Preparation of Project Proposals			
	Conduct MDC meeting for approval of the Action Plans			
	Submission/Endorse the Plans to the Executive/Legislative Office for Approval/Finalization			
<b>TOTAL:</b>				



# **OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR**

## **External Services**

## 1. Issuance Of Zoning Certificate For Electrical Connection

<b>Office or Division:</b>	Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Any transacting Public and Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electrical Connection Application Form		CASURECO 2 Office		
Official Receipt for Payment of Zoning Clearance		Municipal Treasury Office		
Tax Declaration		Municipal Assessor's Office		
Cedula		Municipal Treasury Office/Barangay Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure the Electrical Connection Application Form	Request the client for the complete filled up application form			
2. Payment for Zoning Certificate at MTO	Request the Client for the Official Receipt	P 150.00	10 minutes	Leiyland S. Anacin <i>Revenue Collection Clerk II</i>
3. Secure Tax Declaration	Request the client for the copy of tax declaration		10 minutes	Allan M. Sta. Ana <i>Tax Mapping Aide</i>
4. Submission of Complete requirement with Cedula	Issuance of Zoning Certificate		5 minutes	Sherwin J. Tena <i>Engineering Assistant</i> or Abraham Bernabe <i>Community Empowerment Facilitator</i>
<b>TOTAL:</b>		P 150.00	25 minutes	

## 2. Issuance Of Zoning Certification For Business Permit

<b>Office or Division:</b>	Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Any transacting Public and Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Application Form		Municipal Treasury Office		
Official Receipt for Payment of Zoning Clearance		Municipal Treasury Office		
Tax Declaration		Municipal Assessor's Office		
Cedula		Municipal Treasury Office/Barangay Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Business Application Form at MTO	Request the client for the complete filled up Business Application Form			Leylani S. Anacin <i>Revenue Collection Clerk II</i>
2. Payment for Zoning Certificate at MTO	Request the Client for the Official Receipt	P 150.00	10 minutes	Leylani S. Anacin <i>Revenue Collection Clerk II</i>
3. Secure Tax Declaration	Request the client for the copy of tax declaration		10 minutes	Allan M. Sta. Ana <i>Tax Mapping Aide</i>
4. Submission of Complete Requirements with Cedula	Issuance of Zoning Certification		5 minutes	Sherwin J. Tena <i>Engineering Assistant</i> or Abraham Bernabe <i>Community Empowerment Facilitator</i>
<b>TOTAL:</b>		P 150.00	25 minutes	



### 3. Issuance Of Locational/Decision Clearance For Building Permit

<b>Office or Division:</b>	Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C/G2B			
<b>Who may avail:</b>	Any transacting Public and Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Locational Clearance Application Form		MPDC Office		
1 Set Building Plan				
Official Receipt for Payment of Zoning Clearance		Municipal Treasury Office		
Tax Declaration		Municipal Assessor's Office		
Cedula		Municipal Treasury Office/Barangay Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure One (1) set Building Plan	Request the client for the complete set of Building Plan			
2. Payment for Zoning Clearance at MTO	Request the Client for the Official Receipt		10 minutes	Leylani S. Anacin <i>Revenue Collection Clerk II</i>
3. Secure Tax Declaration	Request the client for the copy of tax declaration		10 minutes	Allan M. Sta. Ana <i>Tax Mapping Aide</i>
4. Submission of Complete Requirements	Issuance of Locational/Decision Clearance		5 minutes	Sherwin J. Tena <i>Engineering Assistant</i> or Abraham Bernabe <i>Community Empowerment Facilitator</i>
<b>TOTAL:</b>			25 minutes	



# **OFFICE OF THE MUNICIPAL CIVIL REGISTRAR**

## **External Services**

## 1. Application For Marriage License

<b>Office or Division:</b>	Office of The Municipal Civil Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Single , Widow/er, Annuled (Resident of Milaor, Camarines Sur)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance of Applicants				
2. Certificate of Live Birth		Philippine Statistic Authority and Local Civil Registry Office		
3. Valid IDs				
4. Recent CENOMAR		Philippine Statistic Authority and Local Civil Registry Office		
5. Certificate of Residency <i>(for applicants 18-20 years old)</i> *Parental Consent		Barangay Captain		
<i>(for applicants 21-24 years old)</i> *Parental Advice *Valid ID of Parents				
<b>Special Cases:</b>				
*Widow/er – Death Certificate of Spouse		Philippine Statistic Authority and Local Civil Registry Office		
*Living together for at least 5 years without legal impediment to contract marriage – Affidavit of Cohabitation		PAO/Notary Public		
*Foreigner-Legal Capacity to contract marriage		Embassy		
*Annulment -Court Order		Proper Court		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query /Purpose <i>(Logbook for Clients )</i>	APPROVED	P 400.00 <i>(Applicati on Fee)</i>	10 minutes	Elizabeth P. Espiritu <i>Municipal Civil Registrar</i>
2. Interview		P 150.00 <i>(License Fee)</i>		Myra Suzette B. Sarate <i>Registrar II</i>
3. Review of Requirements		P 400.00 <i>(Solemnization Fee)</i>		Pia May L. Reyes <i>Administrative Aide IV</i>
4. Pays corresponding fees				Mary Grace S. Reyes <i>Clerk</i>
<b>TOTAL:</b>			10 minutes	

## 2. Issuance Of Certificate Of Death (Form 103)

<b>Office or Division:</b>	Office of The Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	MHO, Direct Descendants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>ON TIME</b>				
1. 4 copies of Municipal Form 103/ Certificate of Death with Signatures		Rural Health Unit		
<b>DELAYED REGISTRATION OF DEATH</b>				
1. Recent Copy of Negative Certification from PSA and LCR.		Philippine Statistics Authority/PSA & LCR		
2. Barangay Certification		Barangay Captain		
3. Affidavit for Delayed Registration which shall be executed by the MHO or by the attendant at death if the person died elsewhere. In default of the attendant at death, the affidavit shall be executed by any of the nearest relative of the deceased, or by any person having legal charge of the deceased when the latter was still alive; <i>(the affidavit referred to shall state among other things, the name of the deceased, the facts of his death, the date and place of burial, and the circumstances why the death was not reported for registration within thirty (30) days after death)</i>		PAO/Notary Public		
4. Authenticated copy of the certificate of burial, or of other means of corpse disposal. (picture of gravestone with inscription)		Parish Church/Cemetery		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS- ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query /Purpose <i>(Logbook for Clients )</i>	APPROVED	P 100.00 <i>(Burial)</i>	10 minutes	Elizabeth P. Espiritu <i>Municipal Civil Registrar</i>
2. Interview		P 100.00 <i>(Cemeter y Fee)</i>		Myra Suzette B. Sarate <i>Registrar II</i>
3. Review of Requirements		P 200.00 <i>(Transfer of Cadaver)</i>		Pia May L. Reyes <i>Administrative Aide IV</i>
4. Pays corresponding fees		P 200.00 <i>(Entranc e of Cadaver)</i>		Mary Grace S. Reyes <i>Clerk</i>
<b>TOTAL:</b>			10 minutes	

### 3. Issuance Of Certificate Of Live Birth (Form 102)

<b>Office or Division:</b>	Office of The Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Attendant at Birth, Direct Descendants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>ON TIME</b>				
1. Barangay Certification	Barangay Captain			
2. Certificate of Marriage	PSA or LCR Copy			
3. Attendant of Birth				
4. Valid ID of the Informant				
<b>DELAYED REGISTRATION</b>				
1. Recent Negative Certification from PSA Documents supporting the Date & Place of birth <i>(at least three)</i>	Philippine Statistics Authority/ PSA			
2. Certificate of Baptism	Parish Church			
3. Barangay Certification				
4. Immunization Record	Clinic/Rural Health Unit			
5. School Record	School			
6. Voter's Certification	COMELEC			
7. Certificate of Marriage	PSA or LCR Office			
8. COLB of Children/Siblings	PSA or LCR Office			
9. Valid ID's				
10. Joint Affidavit of Two Disinterested Persons	PAO/ Notary Public			
<b>(WITH 10 DAYS POSTING)</b>				
<b>AUSF</b>				
1. Personal Appearance of the Mother				
2. Valid ID of the Mother				
<b>LEGITIMATION</b>				
COLB of Child (6 copies)	PSA/LCR Office			
Marriage Contract of Parents (3 copies)	PSA/LCR Office			
Latest CENOMAR of Parents	Philippine Statistics Authority (PSA)			
Joint Affidavit of Legitimation	PAO/Notary Public			
PMO Php155.00 c/o Post Office	Postal Office			
Prepaid Envelope	JRS/LBC or any courier			
<b>SUPPLEMENTAL</b>				
1. COLB of Child	PSA/LCR Office			
2. Affidavit of Supplemental Report	PAO/Notary Public			
3. PMO Php155.00 c/o Post Office	Postal Office			
4. Prepaid Envelope	JRS/LBC or any courier			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query /Purpose (Logbook for Clients )	APPROVED	P 75.00 (on time Legitimat e)	10 minutes	Elizabeth P. Espiritu <i>Municipal Civil Registrar</i>
2. Interview		P 250.00 (Delayed	10 minutes	

		registrati on beyond 1 year old)		
3. Review of Requirements		P 350.00 (Delayed Registrati on of Birth	10 minutes	Elizabeth P. Espiritu <i>Municipal Civil Registrar</i>
4. Pays corresponding fees		P 300.00 (Registra tion of AUSF)	10 minutes	Myra Suzette B. Sarate <i>Registrar II</i>
		P 300.00 (Legitima tion)	10 minutes	Pia May L. Reyes <i>Administrative Aide IV</i>
		P 300.00 (Supplem ental Report)	10 minutes	Mary Grace S. Reyes <i>Clerk</i>
<b>TOTAL:</b>			1 hour	

#### 4. Issuance Of Certifications & Certified Machine Copy Of Civil Registry Records

<b>Office or Division:</b>	Office of The Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	✓ The document owner or any person authorized by him/her ✓ Spouse/children or any person authorized by the direct descendants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>BIRTH AND MARRIAGE</b> 1. Valid ID of the Document Owner 2. Authorization Letter 3. Valid ID of the Authorized Person <b>DEATH</b> 1. Valid ID of the Spouse/Children/Parent or any person authorized by the Direct Descendants 2. Authorization Letter 3. Valid ID of the Authorized Person		LCRO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query /Purpose <i>(Logbook for Clients)</i>	Approved	BIRTH / MARRIAGE	10 minutes	Elizabeth P. Espiritu <i>Municipal Civil Registrar</i>
2. Interview		P 65.00 <i>(Local)</i>		Myra Suzette B. Sarate <i>Registrar II</i>
3. Review of Requirements		P 300.00 <i>(Abroad)</i>		Pia May L. Reyes <i>Administrative Aide IV</i>
4. Pays corresponding fees		DEATH Php 65.00		Mary Grace S. Reyes <i>Clerk</i>
<b>TOTAL:</b>			10 minutes	

## 5. Registration Of Certificate Of Marriage (Form 97)

<b>Office or Division:</b>	Office of The Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Solemizing Officer, Parish Clerk/Secretary, The Document Owner Or Any Person Authorized By Him/Her			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>ON TIME</b>				
1. 4 copies of Municipal Form 97/ Certificate of Marriage with Signatures				
<b>DELAYED REGISTRATION OF MARRIAGE</b>				
1. Recent Copy of Certificate of NO RECORD from PSA and LCR		Philippine Statistics Authority/PSA and LCR Office		
2. Recent Copy of CENOMAR Certificate of No Marriage		Philippine Statistics Authority/PSA and LCR Office		
3. Original or Duplicate Copy of Certificate of Marriage with Signatures		Parish Church/Chapel		
4. Affidavit of Two Disinterested Persons		PAO/Notary Public		
5. Affidavit of Delayed Registration <i>(the solemnizing officer or the person reporting or presenting the marriage certificate for registration shall be required to execute and file an affidavit in support thereof, stating the exact place and date of marriage, the facts and circumstances surrounding the marriage, and the reason or cause of the delay.)</i>		LCR Office/PAO/Notary Public		
6. Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query /Purpose <i>(Logbook for Clients)</i>	<b>APPROVED</b>	P 250.00 <i>(Delayed registrati on beyond 1 year old)</i>	10 minutes	Elizabeth P. Espiritu <i>Municipal Civil Registrar</i>
2. Interview				Myra Suzette B. Sarate <i>Registrar II</i>
3. Review of Requirements		P 350.00 <i>(Delayed Registrati on of Birth)</i>	10 minutes	Pia May L. Reyes <i>Administrative Aide IV</i>
4. Pays corresponding fees				Mary Grace S. Reyes <i>Clerk</i>
<b>TOTAL:</b>			10 minutes	



## 6. Republic Act 10172

**\*Correction for entry in the day/month in the date of birth and entry of sex (with 10 days posting period and 2 weeks publication)**

<b>Office or Division:</b>	Office of The Municipal Civil Registrar			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Documents Owner & Direct Descendants For Entry In The Day & Month			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authenticated Birth Certificate from PSA Copy (LCRO & NSO Copy)		Philippine Statistic Authority and LCR		
2. Earliest School Records or Earliest School Documents		School		
3. Medical Records		Clinic/Hospital		
4. Medical Certificate		MHO		
5. Baptismal Certificate		Parish Church/Chapel		
6. Police & NBI Clearance		Police Municipal Station and NBI		
7. Employer Clearance (has no pending Administrative, Civil or Criminal Case)		Company/Agency		
8. Affidavit of Non-Employment		PAO/Notary Public		
9. Voter Certification		COMELEC		
10. Marriage Contract (if married)		Philippine Statistic Authority and LCR		
11. Valid ID's				
12. Authorization Letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query /Purpose (Logbook for Clients)	APPROVED	P 3,000.00 (Filing Fee for R.A 10172)	20 minutes	Elizabeth P. Espiritu Municipal Civil Registrar  Myra Suzette B. Sarate Registrar II
2. Interview				
3. Review of Requirements				
4. Pays corresponding fees		Publicati on Fee P_____		
<b>TOTAL:</b>			20 minutes	

## 7. Republic Act 9048

**\*Petition for correction of clerical error in the certificate of live birth, certificate of marriage**

**\*Petition for change of first name  
(with 10 days posting period and 2 weeks publication)**

<b>Office or Division:</b>	Office of The Municipal Civil Registrar			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Documents Owner & Direct Descendants or Any Person Authorized by Him/Her			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authenticated Birth Certificate from PSA Copy		Philippine Statistic Authority and LCR		
2. Baptismal Certificate		Parish Church		
3. Voter's Certification		COMELEC		
4. Employment Record		Company/Agency		
5. GSIS/SSS Record		GSIS/SSS		
6. Medical Record		Clinic/Hospital		
7. Driver's License		LTO		
8. Bank Passbook		Bank		
9. Certificate of Land Title		Registry of Deeds		
10. Marriage Certificate (If married)		Philippine Statistic Authority and LCR		
11. Birth Certificate of at least 2 children		Philippine Statistic Authority and LCR		
12. Valid Identification Card (s)				
13. Barangay, Police & NBI Clearances		Barangay, Police & NBI		
14. Certification of no pending administrative case from employer		Company/Agency		
15. Affidavit of Non-employment		PAO/Notary Public		
16. Authorization Letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query /Purpose (Logbook for Clients )	APPROVED	P 1,000.00 (Filing Fee for CCE)	20 minutes	Elizabeth P. Espiritu Municipal Civil Registrar  Myra Suzette B. Sarate Registrar II
2. Interview		P 3,000.00 (Filing Fee for CFN)		
3. Review of Requirements				
4. Pays corresponding fees		Publicati on Fee P_____		
<b>TOTAL:</b>			20 minutes	



# **OFFICE OF THE MUNICIPAL BUDGET OFFICER**

## **Internal Services**

## 1. Barangay Annual/Supplemental Budget Review

The Budget Office reviews all proposed barangay annual / supplemental budgets as to compliance to the usual budgeting, accounting and auditing rules and regulations

<b>Office or Division:</b>	Municipal Budget Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	LGU-Milaor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Annual / Supplemental Budgets		Respective Barangays		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in to logbook	Receive barangay annual and supplemental budgets endorsed to the Sangguniang Bayan thru the Municipal Budget Office	None	1 minute	Fe A. Virayo <i>Administrative Assistant V (Data Controller III)</i>
N/A	Review the submitted annual/supplemental budgets	None	Conditional	Rey Angelo T. Cano <i>Municipal Budget Officer</i>
	Encoding of the review	None	15 minutes	Fe A. Virayo <i>Administrative Assistant V (Data Controller III)</i>
	Signing the review	None	30 seconds	Rey Angelo T. Cano <i>Municipal Budget Officer</i>
	Forward the reviewed annual / supplemental budgets to the Sangguniang Bayan	None	2 minutes	Fe A. Virayo <i>Administrative Assistant V (Data Controller III)</i>
<b>TOTAL:</b>			18 minutes, 30 seconds	

## 2. Budget Process

### Municipal Budget preparation

<b>Office or Division:</b>	Municipal Budget Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	LGU-Milaor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Personal Services Form</li> <li>2. Maintenance and Other Operating Expenses Form</li> <li>3. Property, Plant and Equipment Form</li> <li>4. Annual Procurement Plan</li> <li>5. Other Budgetary Documents</li> <li>6. Budget of Expenditures and Sources of Financing (LBP No. 1)</li> <li>7. Programed Appropriation and Obligations by Object of Expenditure (LBP No. 2)</li> <li>8. Personnel Schedule (LBP No. 3)</li> <li>9. Mandate, Vision, Major Final Output, Performance Indicators and Targets (LBP No. 4)</li> <li>10. Statement of Indebtedness (LBP No. 5)</li> <li>11. Statement of Statutory and Contractual Obligations and Budgetary Requirements (LBP No. 6)</li> <li>12. Statement of Fund Allocation by Sector (LBP No. 7)</li> </ol>			Budget Office and Other Offices	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
N/A	Issue Budget Call	None	Budget Calendar as per schedule	Local Chief Executive thru the Municipal Budget Officer <i>Rey Angelo T. Cano</i>
	Accomplish various budget for different offices	None		<i>Rey Angelo T. Cano Municipal Budget Officer</i>
	Executive Budget Hearing	None	As per schedule set by Local Chief Executive	<i>Rey Angelo T. Cano Municipal Budget Officer</i>
	Consolidation and Finalization of Executive Budget	None	Upon submission of the budget proposals by all Department Heads	<i>Rey Angelo T. Cano Municipal Budget Officer</i>

	Endorsement of the Executive Budget to the Sangguniang Bayan	None	On or before October 16 of the Calendar Year	Local Chief Executive thru the Municipal Budget Officer Rey Angelo T. Cano
	Legislative budget hearings and deliberation	None	As scheduled by the SB - Committee on Finance and Appropriations	<i>Committee on Appropriations of the Sangguniang Bayan with the Municipal Budget Officer Rey Angelo T. Cano</i>
	Issuance of Appropriation Ordinance on the effectivity of the Annual Budget	None	On or before the Budget Year	<i>Sangguniang Bayan</i>
	Endorsement of the Annual Budget from the Sangguniang Bayan to the Sangguniang Panlalawigan for review	None	On or before the Budget Year after its enactment	<i>Sangguniang Bayan</i>
<b>TOTAL:</b>				

### 3. Daily Transactions which includes but not limited to Assistance for Individuals in Critical Situation (AICS) and Educational Assistance

These are day to day government transactions of the municipality. All expenditures shall strictly adhere the validity, propriety, legality and to fully attain the VALUE FOR MONEY

<b>Office or Division:</b>	Municipal Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	LGU-Milaor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>* Reimbursement (Meal, snacks, travel expenses and others)</p> <p>* To payment (Meal, snacks, travel expenses and others)</p> <p>OR - Obligation Request DV - Disbursement Voucher OR - Official Receipt PO - Purchase Order PR - Purchase Request Quotation Request Attendance Sheet BAC Resolution PHIL-GEPS TO - Travel Order, Itinerary, Trip Ticket, Certificate of Appearance</p>		<p>Budget Office Other Requesting Offices</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in to logbook	Receive incoming vouchers forwarded by various offices of the municipality	None	1 minute / voucher	Fe A. Virayo <i>Administrative Assistant V (Data Controller III)</i>
	Check whether the supplies and equipment to be purchased are included in the APP and AIP in the AB			
2. Walk in clients	Check the voucher if the request is within the appropriation / allotment system	None	1 minute / voucher	Fe A. Virayo <i>Administrative Assistant V (Data Controller III)</i>
	Type the corresponding account charging to the Obligation Request Form			

	Affix initials under the Budget Office's name as basis that the said request is complete and within the allowed appropriation			
<b>TOTAL:</b>			2 minutes	





# **OFFICE OF THE MUNICIPAL ACCOUNTANT**

## **Internal Services**

## 1. Preparation & Submission Of Other Accountability Reports

The Municipal Accounting Office is mandated to prepare & submit accountability reports to government agencies as one of the government rules & regulations being followed.

<b>Office or Division:</b>	Municipal Accounting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Accountability Reports			
<b>Who may avail:</b>	DILG, DBM, COA & other NGA's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Prepares quarterly reports of the following Posting in the DILG portal:  a) Unliquidated Cash Advances b) Manpower Complement c) Cash Flow Statements d) LDRRMF Utilization Report,	None	3 days	May B. Manalo <i>(Fiscal Examiner II)</i>
	e) SEF Utilization Report f) Trust Fund Utilization Report	None	2 days	Marites Falabi <i>(Bookkeeper)</i>
	2. Prepares quarterly & semi-annual monitoring reports of Cash Advances for submissions to COA with attached annexes.	None	1 day	May B. Manalo <i>(Fiscal Examiner II)</i>
	3. Prepares Disbursements & Liquidations of fund transfers from NGA's.	None	1 day	Marites Falabi <i>(Bookkeeper)</i>
	4. Prepares Monthly Bank Reconciliation Statements:  a) GF-Proper b) GF-Waterworks System c) GF-20% EDF	None	3 days	May B. Manalo <i>(Fiscal Examiner II)</i>

	d) GF-Held in trust e) SEF f) TF (401) g) TL (DRRMF)	None	3 days	Marites Falabi ( <i>Bookkeeper</i> )
	5. Prepares RPT Shares of LGU Barangays.	None	1 day	Emma L. Prima ( <i>Bgy. Bookkeeper</i> )
<b>TOTAL:</b>				

## 2. Preparation & Submission Of Municipal Financial Reports

The Municipal Accounting Office is mandated to prepare & submit financial reports from time to time as the need arises pursuant to RA 7160.

<b>Office or Division:</b>	Municipal Accounting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	COA, LCE, SANGGUNIANG BAYAN & other stake holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Report of Collections & Deposits and Summary of Checks Issued.		Municipal Treasurer's Office		
2. Request for financial Reports via e-mail, text or phone and letters		Interested Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. MTO transmits Report of Collections & Deposits with duplicate copies of AF51, AF56, CTC, & deposit slips	1. Receives and checks RCD with duplicate copies of AF51, AF56, CTC & deposits slips	None	2 minutes	Francia Sales (Admin. Aide III)
	1.1 Prepares Abstract of Collections	None	Everyday	Francia Sales (Admin. Aide III)
	1.2 Forwards Abstract of Collections to May & Tess for JEV preparation.	None	1 minute	Francia Sales (Admin. Aide III)
2. MTO transmits Summary of Checks Issued (together with the DV's, Official Receipts/ Sales Invoice, & dummy checks) which were released to the suppliers or clients.	2 Receives SCI with DV's, Official Receipts / Invoice & dummy checks:	None	2 minutes	May B.Manalo (Fiscal Examiner II)  Marites Falabi (Bookkeeper)
	a) GF-Proper, Waterworks System 20% EDF b) GF-Held in Trust, SEF, TF, (401), TL (DRRMF)			
	2.1 Assigns DV number and attaches the supporting documents that were detached during processing of claims	None	everyday	Francia Sales (Admin. Aide III)
	2.2 Forwards them to May & Tess for JEV preparation	None	1 minute	Francia Sales (Admin. Aide III)

	<p>3. Prepares Journal Entry Vouchers for collections &amp; deposits, cash &amp; check disbursements &amp; other financial transactions:</p> <p>a) GF-Proper, Waterworks System 20% EDF</p> <p>b) GF-Held in Trust, SEF, TF, (401), TL (DRRMF)</p>	None	everyday	<p>May B.Manalo (Fiscal Examiner II) Roceli V. Faura (Data Controller I)</p> <p>Marites Falabi (Bookkeeper)</p>
	<p>4. Records the Journal Entries in the books of accounts (CRJ, CDJ, CKDJ, &amp; GJ) &amp; posts them in the Subsidiary &amp; General Ledgers:</p> <p>a) GF-Proper, Waterworks System, 20% EDF</p> <p>b) GF-Held in Trust, SEF, TF,(401), TL(DRRMF)</p>	None	everyday	<p>May B.Manalo (Fiscal Examiner II)</p> <p>Marites Falabi (Bookkeeper)</p>
3. Interested parties request Financial Reports.	<p>1. Prepares Trial Balance; Statements of Financial Position, Financial Performance, Changes in Net Assets/Equity &amp; Cash Flow:</p> <p>a) GF-Proper, Waterworks System, 20% EDF</p> <p>b)GF-Held in Trust, SEF, TF,(401), TL(DRRMF)</p>	None	14 days	<p>May B.Manalo (Fiscal Examiner II)</p> <p>Marites Falabi (Bookkeeper)</p>
	<p>2. Prepares Notes to Financial Statements.</p>	None	1 day	<p>Emma C. Monzales (Municipal Accountant)</p>

	3. Reviews & signs all JEV's.	None	monthly	Emma C. Monzales <i>(Municipal Accountant)</i>
	4. Reviews all records & reports mentioned above.	None	7 days	Emma C. Monzales <i>(Municipal Accountant)</i>
	5. Submits Financial Statements & other related reports to COA for verification & issuance of Auditor's opinion.	None	1 day	Emma C. Monzales <i>(Municipal Accountant)</i>
<b>TOTAL:</b>				

### 3. Processing Of Remittances For The Premiums & Loan Amortizations

The Municipality of Milaor remits statutory monthly premiums and/or loan amortizations with the GSIS, PAG-IBIG Fund, PhilHealth, SSS, BIR & other loan amortizations from various lending institutions.

<b>Office or Division:</b>	Municipal Accounting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	National Government Agencies, Government Financial Institutions & Banks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished DV's with the summary of Statement of Accounts & Remittances for the month.		Payroll Officer, PhilHealth, SSS, Banks, GFI's, GSIS, PAG-IBIG Fund and for BIR remittances: 1. Payroll Officer-for employees 2. Bookkeeper-for suppliers 3. MTO-for Doc. Stamps		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly accomplished Disbursement Vouchers with the monthly summary of Statement of Accounts & Remittances for the month.	1. Receives the DV's, assigns transaction control nos. & records it in the logbook.	None	2 minutes	Susan A. Alferez (Bookbinder II)
	2. Prepares monthly BIR Statement of Remittances & DV's for the supplier's withholding taxes.	None	4 hours	Marites Falabi (Bookkeeper)
	2.1. Uploads eFPS for the BIR remittances (supplier's withholding taxes)	None	1 day (varies depending on the internet's availability/c onnection)	Marites Falabi (Bookkeeper)
	3. Reviews & certifies Statement of Remittances prepared by the Payroll Officer & Bookkeeper.	None	10 minutes	Emma C. Monzales (Municipal Accountant)
	4. Reviews & signs Disbursement Vouchers.	None	2 minutes	Emma C. Monzales (Municipal Accountant)
	5. Transmits the signed DV's to the Municipal Treasurer's Office.	None	2 minutes	Susan A. Alferez (Bookbinder II)
<b>TOTAL:</b>				

#### 4. Submission Of Municipal & Barangay Accounts

The Municipal Accounting Office is mandated to submit financial records & documents to resident COA Auditors pursuant to RA 7160 for post audit, verification, & safekeeping purposes.

<b>Office or Division:</b>	Municipal Accounting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	COA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Municipal Accounts(JEV;DV; Supporting docs)		LGU		
2. Barangay Accounts (DV; SCD; Supporting docs)		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Sorts the Municipal Accounts chronologically as to JEV number per journal/book.	None	everyday	Francia Sales (Admin. Aide III)
	2. Before submitting them to COA, scans all of them for eCOPY of Accounting Unit or LGU file	None	everyday	Mark Anthony A.Silvestre (Engineering Assistant)
	3. Files Municipal and Barangay Accounts a .Municipal b. Barangay	None	monthly	Francia Sales Emma Prima
	4. Prepares transmittal Letter to COA a .Municipal b. Barangay	None	5 minutes	Francia Sales Emma Prima
	4. Reviews, checks, & signs transmittal letter to COA.	None	10 minutes	Emma C. Monzales (Municipal Accountant)
	6. Submits Accounts to COA. a .Municipal b. Barangay	None None	monthly monthly	Francia Sales Emma Prima
<b>TOTAL:</b>				





# **OFFICE OF THE MUNICIPAL ACCOUNTANT**

## **External Services**

## 1. Processing Of Claims

The Municipal Accounting Office reviews and checks all disbursement vouchers pertaining to procurements, financial assistance, infrastructure projects payments, cash advances, financial assistance, RPT share remittances (Province & Barangay), payrolls and travelling expenses.

<b>Office or Division:</b>	Municipal Accounting Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government; G2C-Government to Client			
<b>Who may avail:</b>	Suppliers, Contractors, Employees & Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Disbursement vouchers with complete supporting documents.		Suppliers, Contractors, Employees and Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly accomplished Disbursement Voucher with complete supporting documents.	1. Receives & initially reviews the Disbursement Voucher for the specific claim together with the supporting documents.	None	10 minutes (more complex transaction, requires a long period of time to review)	Susan A. Alferez (Bookbinder II)
	2. Assigns transaction control number & records the same in the logbook.	None	2 minutes	Susan A. Alferez (Bookbinder II)
	3. Reviews & signs the Disbursement Voucher.	None	3 minutes	Emma C. Monzales (Municipal Accountant)
	4. Detaches supporting documents from DV for safekeeping.	None	1 minute	Susan A. Alferez (Bookbinder II)
	5. Transmits the signed Disbursement Voucher to the Municipal Treasurers Office.	None	2 minutes	Susan A. Alferez (Bookbinder II)
<b>TOTAL:</b>				

## 2. Issuance Of Accountant's Advice

The Municipal Accounting Office prepares Municipal Accountant's advice with checks & endorses it to the depository banks.

<b>Office or Division:</b>	Municipal Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government; G2C-Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. List of duly signed checks.		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Mayor's Office staff endorses the list of the duly signed checks for the preparation of the Municipal Accountant's advice.	1. Receives Disbursement Vouchers with duly signed checks.	None	2 minutes	Roceli V. Faura <i>(Data Controller I)</i>
	1.1. Prepares the Municipal Accountant's advice.	None	5 minutes (preparation may vary depending on the no. of checks)	Roceli V. Faura <i>(Data Controller I)</i>
	1.2. Prepares the BIR Forms 2306 & 2307.	None	5 minutes (preparation may vary depending on the number of suppliers with withholding taxes)	Roceli V. Faura <i>(Data Controller I)</i>
	1.3. Reviews & signs the Accountant's advice and BIR forms 2306 & 2307	None	2 minutes	Emma C. Monzales <i>(Municipal Accountant)</i>
	1.4. Transmits the Municipal Accountant's advice with the DV's and the duly signed checks to the Municipal Treasurer's Office.	None	2 minutes	Susan A. Alferez <i>(Bookbinder II)</i>
<b>TOTAL:</b>				

### 3. Barangay Affairs

Government Accounting & Auditing Manual provides that the Municipal Accounting Office shall assist in the financial accountabilities in the barangays.

<b>Office or Division:</b>	Municipal Accounting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	COA & LGU Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Accounts & Financial Records.		Barangay Treasurers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay Treasurers submits segregated (COA file & Accounting file) barangay accounts & financial records to the Mun. Accounting Office.	1. Receives & reviews barangay accounts & financial records and prepares Journal Entry Vouchers.	None	everyday	Emma L. Prima (Bgy. Bookkeeper)
	1.1. Records financial transactions in the journals.	None	everyday	Emma L. Prima (Bgy. Bookkeeper)
	1.2. Posts transactions in the General Ledgers.	None	everyday	Emma L. Prima (Bgy. Bookkeeper)
	1.3. Prepares Trial Balances; Statements of Financial Position, Financial Performance, Changes in Net Assets/Equity, Cash Flow and Statement Comparison of Budget & Actual Amounts.	None	22 days	Emma L. Prima (Bgy. Bookkeeper)
	2. Reviews Barangay Trial Balance & other related reports.	None	7 days	Emma C. Monzales (Municipal Accountant)
	3. Transmits to the resident COA Auditor the Bgy. Accounts(COA file) & Financial statements & other related reports & records.	None	1 day	Emma L. Prima (Bgy. Bookkeeper)
	<b>TOTAL:</b>			



# **OFFICE OF THE MUNICIPAL TREASURER**

## **External Services**

# 1. Business Registration (New/Renewal)

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>New</b> Brgy. Clearance Brgy. Business Clearance Police Clearance Real Property Tax Payment Application Form DTI, SEC REG. Lease Contract (if leasing)		Office of the Barangay Captain Office of the Barangay Captain PNP Municipal Treasurer's Office Municipal Treasurer's Office DTI, SEC Lessor		
<b>Renewal</b> Brgy. Clearance Brgy. Business Clearance Police Clearance Real Property Tax Payment Application Form		Office of the Barangay Captain Office of the Barangay Captain PNP Municipal Treasurer's Office Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verification	Approved	None	<b>New</b> 2 Days  <b>Renewal</b> 25 minutes	Allan M. Sta. Ana <i>Tax Mapping Aide – Assessor's Office</i>
2. Assessment		None	<b>New</b> 5 minutes  <b>Renewal</b> 5 minutes	Leiylandi S. Anacin <i>Revenue Collection Clerk II</i>
3. Payment / Releasing		Based on the Revenue Code of Milaor, Cam. Sur	<b>New</b> 10 minutes  <b>Renewal</b> 10 minutes	Stephen M. Rivera, Jr. <i>Process Server</i> or Emmarie A. Menes <i>Administrative Assistant II (Budgeting Assistant)</i> or Himedita Baduya <i>Revenue Collection Clerk II</i>
<b>TOTAL:</b>				

**2. Community Tax Certificate /  
Certificate of Tax Payment and other Certificate /  
Police Clearance**

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	All residents of the Philippines, any person who has property or legal transaction in the municipality & resident of Milaor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID		Any government or private entity		
2. Proof of ownership or SPA with xerox of ID of owner if other person is transacting		Client		
3. Valid Barangay Clearance		Office of the Barangay Captain		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present to the cashier the necessary requirements in (1, 2 and 3)	Approved	For Community Tax Certificate:  P 5.00 plus P 1.00 for every P 1,000.00	5 minutes	Venus B. Casin <i>Administrative Aide IV (Bookbinder II)</i>
2. Cashier evaluates / computes the corresponding payment		For Certificate of Tax Payment and other Certificate:	15 minutes	Himeditha Baduya <i>Revenue Collection Clerk II</i>
2. Pay corresponding amount		Local P 80.00  Abroad P 180.00  For Police Clearance:  P 90.00	5 minutes	Stephen M. Rivera, Jr. <i>Process Server</i>
<b>TOTAL:</b>			25 minutes	

**3. Payment of Water Bill /  
Payment for MILAWUD Reconnection /  
MILAWUD Membership Application**

<b>Office or Division:</b>		Municipal Treasurer's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2G		
<b>Who may avail:</b>		MILAWUD Members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill		MILAWUD Office		
Computation of Arrears		Treasury Office – Himedita B. Baduya and Pedro Olaño, Jr.		
Accomplished MILAWUD Application Form		MILAWUD Office – Noel Amarod and Lauro Rentoria		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the water bill / computation of arrears / accomplished MILAWUD Application Form to Window 3	Approved	Payment of Water Bill P 125.00 min.	Payment of Water Bill 2 minutes	Himedita Baduya <i>Revenue Collection Clerk II</i>
2. Pay the corresponding amount		Payment for MILAWUD Reconnection P 400.00 plus arrears	Payment for MILAWUD Reconnection 10 minutes	
		MILAWUD Membership Application P 2,100.00	MILAWUD Membership Application 10 minutes	
<b>TOTAL:</b>				



#### 4. Real Property Tax Payment

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Real Property Owners or his / her duly Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Tax Declaration Number Previous Official Receipt if available		Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Tax Declaration No.	None	P 65.00	5 minutes	Allan M. Sta. Ana <i>Tax Mapping Aide – Assessor's Office</i>
2. Computation	Computation of Taxes	None	10 minutes	Venus B. Casin <i>Administrative Aide IV (Bookbinder II)</i> or Leiylani Anacin <i>Revenue Collection Clerk II</i>
3. Payment	Issuance of O.R.	1% Basic Tax  1% SEF  plus 2% per month	10 minutes	Venus B. Casin <i>Administrative Aide IV (Bookbinder II)</i> or Leiylani S. Anacin <i>Revenue Collection Clerk II</i>
<b>TOTAL:</b>			25 minutes	

## 5. Securing Bicycle, Padyak, Motorized, Banca and Tractor Permit / Large Cattle Registration and Transfer Fee

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Resident or non-resident of Milaor, Camarines Sur who owns Bicycle, Padyak, Motorized Padyak, Banca & Tractor and Large Cattle within the Municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Securing Padyak, Motorized, Banca and Tractor Permit</b>		Municipal Treasurer's Office and Police Traffic Division		
1. Community Tax Certificate				
2. Approved Inspection Report		Large Cattle Owner and Respective Barangay Captain		
<b>For Large Cattle Registration and Transfer Fee</b>				
1. Large Cattle mother title				
2. Certification from Brgy. Captain				
3. Facsimile				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Application Form and attach the Approved Inspection	Approved	<b>Bicycle:</b> <b>New</b> P 292.00 <b>Renewal</b> P 210.00	10 minutes	Venus B. Casin <i>Administrative Aide IV (Bookbinder II)</i>
2. Cashier evaluates / computes the corresponding payment		<b>Padyak:</b> <b>New</b> P 495.00 <b>Renewal</b> P 260.00		Himeditha Baduya <i>Revenue Collection Clerk II</i>
2. Pay the corresponding amount		<b>Motorized:</b> <b>New</b> P 485.00 <b>Renewal</b> P 320.00  <b>Tractor less than 10hp:</b> P 125.00 <b>10hp or more:</b> P 175.00  <b>Banca:</b> <b>less than 1/2 gr ton</b> P 30.00 <b>1/2 to 3 tons</b> P 45.00		Stephen M. Rivera, Jr. <i>Process Server</i>

		<b>3 tons or more</b> P 85.00  <b>Motorized Banca:</b> <b>less than 1/2 gr ton</b> P 100.00 <b>1/2 to 3 tons</b> P 150.00 <b>3 tons or more</b> P 200.00		
<b>TOTAL:</b>			10 minutes	



# **OFFICE OF THE MUNICIPAL ASSESSOR**

## **External Services**

**1. Issuance Of Certificate (Aggregate Landholdings, No Properties, With Improvements, No Improvements, Current/Latest And Existing Tax Declaration)**

<b>Office or Division:</b>		Municipal Assessor's Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Property Owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Request Slip	1. Research and verify on file (Ownership Record Form/ORF)		2 minutes	Rogel D. Avanceña <i>Draftsman I</i> Municipal Assessor's Office
2. Pay Corresponding Fees	1. Issue Official Receipt	P 95.00	3 minutes	Venus B. Casin <i>Administrative Aide IV (Bookbinder II)</i> Municipal Treasurer's Office
3. Present the Official Receipt	3.1. Prepare requested documents (encoding & printing)	None	10 minutes	Jayzell Ramboyong <i>Administrative Aide</i> OR Bayani P. Gases <i>Clerk</i> Municipal Assessor's Office
	3.2. Affix signature / approves the documents	None	3 minutes	Maria Victoria DG. Tapel <i>Municipal Assessor</i> Municipal Assessor's Office
	3.3. Record the documents for release	None	3 minutes	Rogel D. Avanceña <i>Draftsman I</i> Municipal Assessor's Office
4. Receive the approved documents	-	None	-	-
<b>TOTAL:</b>		P 95.00	21 minutes	

## 2. Property Appraisal (New Building)

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Floor plan</li> <li>Occupancy permit / building permit and certificate of completion</li> </ul>		Municipal Engineer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request (optional)	1. Conduct ocular inspection	None	Depends on the location of property	Maria Victoria Tapel <i>Municipal Assessor</i> OR Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office
	2. Prepare FAAS & Tax Declaration	None	90 minutes	
	2.1. Compute the market value and assessed value	None		Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office
	2.2. Encode and print the documents	None		Jayzell Ramboyong <i>Administrative Aide</i> OR Bayani P. Gases <i>Clerk</i> Municipal Assessor's Office
	2.3. Prepare Notice of Assessment	None		Jayzell Ramboyong <i>Administrative Aide</i> OR Bayani P. Gases <i>Clerk</i> Municipal Assessor's Office
	2.4. Affix signature and recommend the new tax declaration for approval of the Provincial Assessor	None		Maria Victoria Tapel <i>Municipal Assessor</i> Municipal Assessor's Office
<b>TOTAL:</b>		None	90 minutes	

### 3. Re-Classification

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Certificate of Tax Payment</li> <li>• Payment for ocular inspection</li> <li>• Letter request of owner (optional)</li> </ul>		Municipal Treasurer's Office Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up request slip and submits letter of request	1. Research the concern lot from tax map and tax declaration	None		Maria Victoria Tapel <i>Municipal Assessor</i> OR Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office
2. Pay corresponding fee	2.1. Issue Official Receipts	P 100.00	3 minutes	Venus B. Casin <i>Administrative Aide IV (Bookbinder II)</i> Municipal Treasurer's Office
	2.2. Conduct Ocular Inspection for verification	None		Maria Victoria Tapel <i>Municipal Assessor</i> OR Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office
	2.3. Revised Tax Declaration based on actual use / actual condition of the property			Maria Victoria Tapel <i>Municipal Assessor</i> OR Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office
	2.4. Submit Tax Declaration to the Provincial Office for approval			Maria Victoria Tapel <i>Municipal Assessor</i> OR Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office
<b>TOTAL:</b>		P 100.00		

#### 4. Transfer Of Ownership (Titled / Untitled Properties)

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(For Titled Property/ies) <ul style="list-style-type: none"> <li>• Electronic Copy of Title</li> <li>• Registered Deed of Conveyance</li> <li>• BIR Clearance</li> <li>• Transfer Tax (Except for CLOA &amp; EP)</li> <li>• Certificate of Tax Payment (RPT)</li> <li>• Certification from Municipal Agrarian Reform Officer (MARO) (If title is CLOA or EP)</li> <li>• Approved Plan (If subdivided)</li> </ul> (For Untitled Property/ies) <ul style="list-style-type: none"> <li>• Processing Fee</li> <li>• Certified True Copy of Deed of Conveyance</li> <li>• Status Certification of said lot</li> <li>• Approved Survey</li> <li>• Cert. of Tax Payment</li> </ul>		<ul style="list-style-type: none"> <li>• Register of Deeds</li> <li>• Register of Deeds</li> <li>• Bureau of Internal Revenue</li> <li>• Provincial Treasurer's Office</li> <li>• Municipal Treasurer's Office</li> <li>• Department of Agrarian Reform (San Fernando)</li> <li>• Land Management Bureau or Register of Deeds</li> <li>• Municipal Treasurer's Office</li> <li>• Department of Environment &amp; Natural Resources (DENR)</li> <li>• DENR</li> <li>• Land Management Bureau or CENRO</li> <li>• Municipal Treasurer's Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Request Slip	Brief the client about the service and request client to pay processing fee	P 100.00	3 minutes	Rogel D. Avanceña <i>Draftsman I</i> Municipal Assessor's Office
			2 minutes	Venus B. Casin <i>Administrative Aide IV (Bookbinder II)</i> Municipal Treasurer's Office
2. Apply for transfer of ownership and submit the necessary documents based on checklist	2.1. Review the documents	None	90 minutes	Maria Victoria Tapel <i>Municipal Assessor</i> Municipal Assessor's Office
	2.2 Prepare FAAS & Tax Dec	None		Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office
	2.2.a. Assign PIN & ARP	None		Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office



	2.2.b. Compute the market value and assessed value	None		Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office
	2.2.c. Encode data in Field Appraisal Assessment Sheet and Tax Dec.	None		Jayzell Ramboyong <i>Administrative Aide</i> OR Bayani P. Gases <i>Clerk</i> Municipal Assessor's Office
	2.2.d. Prepare Notice of Assessment	None		Jayzell Ramboyong <i>Administrative Aide</i> OR Bayani P. Gases <i>Clerk</i> Municipal Assessor's Office
	2.2.e. Draw land sketch on FAAS	None		Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office OR Rogel D. Avanceña <i>Draftsman I</i> Municipal Assessor's Office
	2.2.f. Affix signature and recommend the new tax declaration for approval of the Provincial Assessor	None		Maria Victoria Tapel <i>Municipal Assessor</i> Municipal Assessor's Office
	<b>TOTAL:</b>	P 100.00	1 hour, 35 minutes	



# **OFFICE OF THE MUNICIPAL ENGINEER**

## **External Services**

# 1. Issuance Of Building Permit

(Application for Concrete Building)

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C & G2B			
<b>Who may avail:</b>	Any transacting public & Business entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) 1 pc. Long size Brown Envelope & 1 pc. Logbook	Applicant			
2.) 6 pcs. Lot Plan	Civil Engineer			
3.) 6 sets Building Plan				
4.) 6 sets Bill of Materials & Estimate & Specification				
5.) 6 pcs. Certification of tax Payments	Municipal Treasurer's Office			
6.) 6 pcs. TCT ( Photocopy)	Applicant			
7.) 6 pcs. Deed of Sale (Photocopy)				
8.) 6 pcs. Tax Declaration	Municipal Assessor's Office			
9.) 6 pcs. Structural Computations (2 storey & Up)	Civil Engineer			
10.) Zoning/Locational Clearance	MPDC Office			
11.) Fire Clearance (1st Endorsement)	BFP Office			
12.) 2 pcs. Plate Load Analysis Test Result (for 3 storey)				
13.) 2 pcs. Soil Boring Test Result (4 storey Building & up or 3 storey w/ deck roof).				
14.) 3 pcs. Barangay Clearance	Place where the project being constructed			
15.) Application Forms	Engineering Office			
15.1.) 6 pcs. Building Permit				
15.2.) 6 pcs. Electrical Permit				
15.3.) Sanitary Permit				
15.4.) 6 pcs. Mechanical permit				
15.5.) 6 pcs. Electronics Permit				
15.6.) 6 pcs. Fencing Permit				
16.) CSHP for DOLE	DOLE Office (Naga City)			
17.) Commercial/Industrial:	DENR Office (Legazpi City)			
17.1.) 2 pcs. ECC				
17.2.) Permit to Operate				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get a Requirements- Checklist and application forms from the Office of the Municipal Building Official.	Review all forms of the applicant if already fill-up and signed of the authorized signatories	N/A	5 working days upon Endorsement to the Bureau of Fire Protection.	Edwin F. Reyes <i>Municipal Engineer</i>
2. Properly filled-up application forms duly signed				Engr. Rodrigo Camarote  Arturo A. David  Richard B. Aligang

and sealed by engineers concerned.				Jamaellah Itay
3. Submit all forms and documents needed for the transaction to the Office of Building Official.				
4. Released Order of Payment	Prepare & released Order of Payment			
5. Payment Receipt at the Municipal Treasurer's Office		c/o : MTO		
6. 1st Endorsement Process to the BFP Office and Zoning Clearance at MPDC Office	Prepare 1st Endorsement	c/o : BFP		
7. Building Permit Approval	Signed & Approval			
8. Issuance of Building Permit to the Applicant	Released of Building Permit Number			
<b>TOTAL:</b>				

## 2. Issuance Of Certification Of Road Right Of Way

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Any transacting public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter with Purpose			Applicant	
2. Tax Declaration			Assessor's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter	Received request letter, and verify the purpose	n/a	3 minutes	Edwin F. Reyes <i>Municipal Engineer</i>
2. Payment for Certification Fee		c/o: MTO		
3. Get a Tax Declaration to the Assessor's Office	Verification for the existing records	n/a		
4. Issuance of Certification	Signed and Released			
<b>TOTAL:</b>				

### 3. Issuance Of Clearance For Electrical Connection

(Application for Indigenous Building)

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C & G2B			
<b>Who may avail:</b>	Any transacting public & Business entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete forms fill-up & signed by the Applicant		Applicant and Professional Electrical Engineer.		
2. Picture of Residential Building		Applicant		
3. TESDA Certificate NC II		Person with NC II Certificate		
4. Payment Receipt		Municipal Treasurer's Office		
5. Tax Declaration		Assessor's Office		
6. Zoning Clearance		MPDC Office		
7. Electrical Certification		Municipal Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Complete forms signed by the Applicant, any Person with NC II Certificate and Professional Electrical Engineer.	Review forms of the applicant if already filled-up and signed by the authorized signatories.	N/A	3 minutes	Eric P. Claro Jose B. Cataneo Richard B. Aligang Edwin F. Reyes <i>Municipal Engineer</i>
1.2. Picture of Residential Building.	Check the printed picture if Indigenous or concrete. Then the Inspection Officer will approve if the residential is subject for Inspection or not			
1.3. TESDA Certificate NC II	check the TESDA Certificate if it is Valid or Expired			
2. Payment of Receipt at the Municipal Treasurer's Office.		c/o : MTO		c/o : Municipal Treasurer's Office
3. Tax Declaration at the Assessor's Office				
4. Zoning Clearance at the MPDC Office.				
5. Certification from Municipal Engineering Office	Issued Certification			
6. Certification from Bureau of				

Fire Protection Office				
7. Notary Public (Mayor's Office or any Lawyer)				
Proceed to the Office of CASURECO II				
<b>TOTAL:</b>				

#### 4. Issuance Of Inspection Report For Business Permit

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C & G2B			
<b>Who may avail:</b>	Any transacting public & Business entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Order of Payment		Municipal Treasurer's Office		
2.) Previous Inspection Report and Order of Payment.		Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Payment Receipt coming form Municipal Treasurer's Office	verify/check the Order of Payment	Depends upon the nature of Business	5 minutes upon inspection	Edwin F. Reyes <i>Municipal Engineer</i>
				Arturo A. David
				Richard B. Aligang
2. Prepare computerize Inspection Report Certificate	Prepared and signed Inspection Report to the Municipal Building Official			Franklin P. Gases
		Jamaellah Itay		
3. Inspection Process	Subject or Schedule for Inspection			Eric P. Claro
				Jose B. Cataneo
				Engr. Rodrigo Camarote
4. Approval & Issuance of Inspection Report for Business Permit	Signed of Municipal Engineer, Client Received and Issuance of Inspection Report			Edwin F. Reyes <i>Municipal Engineer</i>
				Richard B. Aligang
				Franklin P. Gases
<b>TOTAL:</b>				

## 5. Issuance Of Occupancy Permit (After Completion of the Building)

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C & G2B			
<b>Who may avail:</b>	Any transacting public & Business entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. As built Plan	Civil Engineer			
2. Logbook				
3. Receipt	Municipal Treasure's Office			
4. Forms - Certificate of Completion	Engineering Office			
5. 2nd Endorsement				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get a form and fill-up Certificate of Completion to the office of Engineering, duly signed and sealed by engineers concerned	Review all forms of the applicant if already fill-up and signed of the authorized signatories	n/a	5 working days upon Endorsement to the Bureau of Fire Protection.	Edwin F. Reyes <i>Municipal Engineer</i>  Richard B. Aligang
2. Prepare and submit As Built Plan together with a complete logbook to the Office of Engineering				
3. Payment Receipt at the Municipal Treasurer's Office.	Photocopy of Receipt	c/o : MTO		
4. 2nd Endorsement to the BFP Office	Prepare 2nd Endorsement	c/o : BFP		
5. Release of Occupancy Permit	Signed & Approval			
<b>TOTAL:</b>				



## 6. Issuance Of Program Of Works (Pow)

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Any government agency, government employee or official			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Price Quotation/List & Canvass of Materials.		Supplier		
2. Complete checklist of information such as: A.) Name of Project B.) Project Location C.) Project Description D.) Appropriation E.) Source of Fund F.) With or Without Labor Cost.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Price Quotation/List & Canvass of Materials with appropriate fill up of information.  <i>Name of Project</i> <i>Project Location</i> <i>Project Description</i> <i>Appropriation</i> <i>Source of Fund</i> <i>With or Without Labor Cost.</i>	* Check and Verify the submitted Price Quotation /List & Canvass of Materials.  * Conduct inspection if necessary.	N/A	10 minutes	Edwin F. Reyes <i>Municipal Engineer</i>
2. Prepare computerize submitted quotation.	Encoded Information			Engr. Rodrigo Camarote
3. Signed with approval of Municipal Engineer and MPDC Officer.	Prepared and Recommended			Richard B. Aligang
4. Ready for issuance of Program of Work.	Received and Released			Franklin P. Gases  Jamaellah Itay
<b>TOTAL:</b>			10 minutes	



# **OFFICE OF THE RURAL HEALTH UNIT**

## **External Services**

## 1. Availing Oral / Dental Examination And Tooth Extraction Services

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Patient of Milaor Camarines Sur.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PHILHEALTH-MDR (Member Data Record)		PhilHealth Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits the Health Center	1. Get the data needed and the vital signs of the client	None	5 minutes	Fiona Kay Iza R. Sagarino <i>Dental Aide</i>
2. Proceeds to the Dental Clinic and register at the Dental log book	2. Asks for the Chief Complaint and review the medical history of the client	None	5 minutes	Rica C. Asis <i>Dentist</i>
3. Submits himself to the Dentist for Oral / Mouth Examination	3. 1. Conducts Oral/Mouth Examination;  3.2. Further Assessment and Evaluation of the tooth to be extracted;  3.3. Issue Tooth Extraction Fee	None	10 minutes	Rica C. Asis <i>Dentist</i>
4. Proceed to Milaor-Treasury Office and pay the Tooth Extraction Fee	4. Issue an Official Receipt	Tooth Extraction Fee-Php 100.00 Maximum of two anesthetics	5 minutes	Milaor-Treasury Office Collecting Officer
5.1. Go back to the Dental Office and present the Official receipt  5.2. Submits himself to the Dentist for Tooth Extraction	5.1. Check the Official Receipt ;  5.2. Perform the necessary Tooth Extraction procedure;  5.3. Gives further medical advise and Prescribes medicine  5.4. Dismiss the patient	None	30 minutes	Rica C. Asis <i>Dentist</i>
<b>TOTAL:</b>		Php 100.00	55 minutes	

## 2. Medical Consultation (Barangay Health Station)

<b>Office or Division:</b>		Barangay Health Station		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Patient / Client		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Philhealth Number – for 4Ps member		Philhealth MDR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Philhealth No. – for 4Ps member	Barangay Health Station	None	10 minutes	Nurse / Midwife assigned in BHS
2. Admit patient Take vital signs Chief complaints Assess patient				
3. Dispensed Medicines				
4. For referral Refer to MHC for further management  Physician Request for Laboratory Exam  Program Coordinator			5 minutes	
<b>TOTAL:</b>			15 minutes	

### 3. Medical Consultation (Municipal Health Office)

<b>Office or Division:</b>	Municipal Health Office				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C				
<b>Who may avail:</b>	Patient / Client				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Referral form		Barangay Health Station			
For Laboratory - Present Request form and fee		Barangay Health Station/ MTO – for issuance of receipt			
For Medical Certificate - Fee ( Receipt)		MTO – for issuance of receipt			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Present referral form from BHS	MHC	None	2 minutes	Fe Marie Sergio	
2. Assessment of patients		None	5 minutes	<i>Nurses:</i> Ma. Glenda T. Luceña Lanel B. Daluro	
3. Consultation Prescription /Lab. Request (if Necessary) /  Refer to the following Program Coordinators:		None	10 minutes	Dr. April Romulo <i>MHO</i>	
NTP			15 minutes	Mary Shienna P. Buenaobra	
STD/HIV/ AIDS			15 minutes	Diane Irene Menes	
Mental Health			15 minutes	Glyza Melody Canuel	
Nutrition			15 minutes	Ma. Glenda Luceña / Rosemarie Federizon	
Family Planning			15 minutes		
Medical certificate/Medical or Legal Certificate			P 50.00	8 minutes	Dr. April P. Romulo
4. Pharmacy – present prescription				3 minutes	Nancy F. Nota
-Urinalysis			P 50.00	1 hour	Ann Frances V. Barrosa <i>Medical Technologist</i>
-FBS			P 50.00	10 minutes	
-Fecalalysis			P 50.00	1 hour	
-CBC			P 50.00	1 hour	
- Sputum Exam (as scheduled)			P 50.00	3 days	
<b>TOTAL:</b>					

#### 4. Request for Inspection (Complaint)

<b>Office or Division:</b>	Municipal Health Office / Environmental Sanitation Division			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Clients with Sanitation Complaint			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter from the Punong Barangay requesting for intervention on the unsettled complaint		Barangay Captain (Punong Barangay)		
Minutes of barangay intervention/settlement by and between the complainant and respondent (xerox copy)		Barangay Captain (Punong Barangay)		
Official MTO receipt of payment for complainant's request for inspection		Office of the Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit necessary requirements	1. Set date of ocular inspection 2. Inform both parties of findings noted and violations committed 3. Inform respondent of necessary actions to correct said violations 4. Issue Sanitary Order if needed 5. Recommend stoppage of operation due to failure to comply on Sanitary Orders issued	MTO official receipt for Complaint Inspection	15 days	<i>Sanitation Inspectors:</i>  Fe I. Jacar / Rosario A. Valeros  <i>Municipal Health Officer:</i>  April P. Romulo, MD.
<b>TOTAL:</b>			15 days	

## 5. Request for Water Sampling

<b>Office or Division:</b>	Municipal Health Office / Environmental Sanitation Division			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	Water Peddlers, Water Refilling Stations, Ice Plant & Tube Ice Retailers, Local Waterworks, Bawasa, Schools, Private Household			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up Request Form for Water Sampling		Municipal Health Office		
Official Receipt of Payment for Water Sampling from accredited laboratories		Metro Naga Waterworks District (MNWD) / Environmental Health Laboratory (EHL)		
Sterilized bottles for sampling		MNWD Laboratory / Environmental Health Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit necessary requirements	1. Set date of water sampling (Monday and Tuesday only) 2. Collect water sample 3. Submit water sample collected to accredited laboratories within 6 hours	Official Receipt from accredited laboratories  Php 300 (MNWD Bacteriological) Php 350 (EHL Bacteriological)  Php 300 (MNWD HPC) Php 250 (EHL HPC)  Php 3,000 (MNWD PhyChem 9 parameters) Php 3,500 (EHL PhyChem 13 parameters)	1 week (Bacteriological Analysis / HPC)  1 month (Physical / Chemical Analysis)	<i>Sanitation Inspectors:</i>  Fe I. Jacar / Rosario A. Valeros
<b>TOTAL:</b>				

## 6. Securing Sanitary Permit

<b>Office or Division:</b>	Municipal Health Office / Environmental Sanitation Division			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	Clients with Existing Business And Working Within The Municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Business Clearance (1 Xerox Copy)		Barangay Captain (Punong Barangay)		
Zoning Clearance (1 Xerox Copy)		Municipal Planning & Development Office (MPDO)		
Environmental Compliance Certificate (Piggery, Poultry, Ricemill) (1 Xerox Copy)		Department of Environment and Natural Resources ( DENR )		
Initial / Updated Operational Permit (Water Refilling Station, Ice Plant, Tube Ice) (1 Xerox Copy)		Department of Health (DOH)		
Laboratory Examination (Original Copy) <ul style="list-style-type: none"> <li>➤ X-Ray Result</li> <li>➤ Fecalysis (food handlers/water peddlers)</li> <li>➤ Hepa - A Screening</li> <li>➤ Gram Staining (entertainers)</li> <li>➤ HIV Exam Result (entertainers)</li> </ul>		Municipal Health Office (MHO)		
Medical Certificate (food handlers, water peddlers, entertainers)(xerox copy)		Any preferred laboratory by the client (Private Lab / MHO Lab)		
NSO Birth Certificate (entertainers) (Original Copy)		Philippines Statistics Authority (PSA)		
Mayor's Permit (Entertainer's Individual Xerox Copy)				
Health Card ID (Original Copy) <ul style="list-style-type: none"> <li>➤ Pink Card (entertainers)</li> <li>➤ Blue Card (food handlers/water peddlers)</li> <li>➤ Cream Card (non-food handlers)</li> </ul>				
Water Sampling Result (water peddlers, ice plant, tube ice, water refilling stations) (Original Copy)		Metro Naga Waterworks Development Authority (MNWDA)		
Official MTO Receipt of Payment		Office of the Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit completed requirements to the processing division / officials	1. Process and issue Sanitary Permit	MTO official receipt for Sanitary Permit and Sanitary Inspection of Establishments	10 minutes	<i>Sanitation Inspectors:</i> Fe I. Jacar / Rosario A. Valeros



				<p><i>Medical Technologist:</i> Ann Frances V. Barrosa</p> <p><i>Municipal Health Officer:</i> April P. Romulo, MD.</p>
<b>TOTAL:</b>			10 minutes	



# **OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER**

## **External Services**

## 1. Provision of Assistance to Individuals in Crisis Situations (AICS)

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Individuals/Families in Need			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Medical Assistance</b> -Doctor's Prescription -Brgy. Cert. of Indigency and Residency of the Client -Valid ID of the Client		Rural Health Unit Barangay where he/she resides Client		
<b>Burial Assistance</b> -Death Certificate -Brgy. Cert. of Indigency and Residency of the Client -Valid ID of the Client		Local Civil Registrar's Office Barangay where he/she resides Client		
<b>Food Assistance</b> -Brgy. Cert. of Indigency and Residency of the Client -Valid ID of the Client		Barangay where he/she resides Client		
<b>Transportation Assistance</b> -Brgy. Cert. of Indigency and Residency of the Client -Valid ID of the Client		Barangay where he/she resides Client		
<b>Educational Assistance</b> -Brgy. Cert. of Indigency and Residency of the Client -Valid ID of the Client		Barangay where he/she resides Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook, conduct of Intake Interview & Assessment	The clerk will conduct an interview and assessment to the client and typed it using the Certificate of Eligibility '	No Fees to be collected	5 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
2. Review & Recommendation and Signature for Approval	The social worker will review the documents and recommend it for approval		1 minute	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
3. Petty Cash Voucher Preparation and Signature for Approval	The clerk will prepare and type it using the petty cash voucher and the Social worker will sign the petty cash voucher		2 minutes	Office of the Mayor Staff (Preparation),  Maria H. Ondis, <i>MSWDO</i>

				Mayor Anthony R. Reyes for Signature and Approval
4. Encashment at the Treasury Office	The client will proceed to window 3 for the encashment		1 minute	Himeditha B. Baduya <i>Revenue Collection Clerk II</i> or Naneth F. Tena <i>Local Revenue Collection Officer II</i>
<b>TOTAL:</b>			9 minutes	

## 2. Issuance Of Certificate Of Indigency

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Individuals In need of the Certification to avail assistance from other Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Referral to Public Attorney's Office</b> -Photocopy of Petition / Affidavit of the Case -Brgy. Cert.of Indigency and Residency of the Client -Valid ID of the Client		PNP / Court where the case is filed  Barangay where he/she resides  Client		
<b>Referral to National Statistics Office</b> -Certification from LCR on Errors to be corrected -Brgy.Cert.of Indigency and Residency of the Client -Valid ID of the Client		Local Civil Registrar's Office  Barangay where he/she resides  Client		
<b>Referral to School</b> -Certificate of Enrolment -Brgy.Cert.of Indigency and Residency of the Client -Valid ID of the Client		School  Barangay where he/she resides  Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook, conduct of Intake Interview & Assessment	The clerk will conduct an interview and assessment to the client and review the requirements	No Fees to be collected	5 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
2. Preparation of Social Case Study Report	The social worker will type and prepare the social case study report		10 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i>
3. Review & Signature for Approval	The MSWDO or social worker will review the social case study report and sign it for approval		2 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
4. Release of the Social Case Study Report	The client will receive the social case study report and sign in the logbook		1 minute	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
<b>TOTAL:</b>			15 minutes	

### 3. Issuance Of Social Case Study Report

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Individuals In need of the Social Case Study Reports to avail assistance from other Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Referral to Philippine Charity Sweepstakes Office, Bicol Medical Center, Malasakit Center, and any other agencies</b> Medical Abstract (photocopy and original) Brgy.Cert.of Indigency and Residency of the Client Valid ID of the Client		Hospital where the beneficiary is confined Barangay where he/she resides Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook, conduct of Intake Interview & Assessment	The clerk will conduct an interview and assessment to the client and review the requirements	No Fees to be collected	2 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
2. Preparation of Social Case Study Report	The social worker will type and prepare the social case study report		10 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i>
3. Review & Signature for Approval	The MSWDO or social worker will review the social case study report and sign it for approval		2 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
4. Release of the Social Case Study Report	The client will receive the social case study report and sign in the logbook		1 minute	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
<b>TOTAL:</b>			15 minutes	

#### 4. Enlisting And Issuance Of Identification Cards And Purchase Booklets (Medicines And Groceries)

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	PWD's, Senior Citizens, Older Persons and Solo Parent			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Brgy.Cert.of Indigency and Residency of the Client		Barangay where he/she resides		
Filled-Up Application Form		MSWD Office		
2 Copies of 1x1 Picture with White Background		Client		
Valid ID of the Client		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook, conduct of Intake Interview & Assessment	The clerk will conduct an interview and assessment to the client and review the requirements	No Fees to be collected	2 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
2. Typing of ID and Purchase Booklet (Medicines and Groceries)	The clerk will type and prepare ID and Purchase of Booklets		5 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
3. Review & Signature for Approval	The MSWDO or social worker will review the entry and sign it for approval		2 minutes	Maria H. Ondis <i>MSWDO</i> and Anthony R. Reyes <i>Municipal Mayor</i>
4. Release of the ID and Purchase Booklet	The client will receive the ID and Purchase Booklet and sign in the logbook		1 minute	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
<b>TOTAL:</b>			10 minutes	

## 5. Conduct of Pre-Marriage Counselling and Marriage Counselling (Schedule Every 2nd and 4th Wednesday of the Month)

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical Transactions			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Would be Couples and Couples in Marital Conflict			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Brgy.Cert.of Indigency and Residency of the Client		Barangay where he/she resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook, conduct of Intake Interview & Assessment	The clerk will conduct an interview and assessment to the client and review the requirements (Schedule: Every 2nd and 4th Wednesday of the Month)	No Fees to be collected	5 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
2. Counseling Session	The social worker will conduct the counseling		2 hours	The PMC Team
	The clerk will type and prepare the Certificate		2 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
3. Logbook Signing and Receiving of Certificate of Completion	The client will sign in the logbook after the counselling session and will receive the Certificate of Completion		5 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide IV (Clerk II)</i>
<b>TOTAL:</b>				2 hours and 12 minutes



## 6. Community-Based Services For Children In Conflict With The Law

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical Transactions			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Child at Risk and Child in Conflict with the Law			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral from PNP of the Act Committed/Complaint		PNP/School		
Filled-Up Intake Sheet Form		MSWD Office		
Birth Certificate of the CAR or CICL		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook, conduct of Intake Interview & Assessment	The social worker will conduct an intake interview to the client and review the requirements	No Fees to be collected	20 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
2. The CAR or CICL will undergo counseling	The social worker will conduct counseling session and provides psychosocial support		30 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
	The social worker will conduct discernment using the discernment tool		30 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
3. The client will go to PNP	Preparation of the Result by the social workers and The result of the Discernment will be given to PNP for proper disposition of the case		15 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
<b>TOTAL:</b>			1 hour and 35 minutes	

## 7. Violence Against Women and Children (VAWC Cases)

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical Transactions			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Women and Children victims of abuse			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral from PNP/Complaint Blotter		PNP/School		
Filled-Up Intake Sheet Form		MSWD Office		
Birth Certificate of the CAR or CICL		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook, conduct of Intake Interview & Assessment	The social worker will conduct an intake interview to the client and review the requirements	No Fees to be collected	30 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
2. The victim/s will undergo counseling sessions	The social worker will conduct counseling session and provides psychosocial support		30 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
	The social worker will refer the client for brgy. protection order at the brgy. where the client and perpetrator resides or the client will go to the PNP for the proper disposition of the case		1 hour	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>
<b>TOTAL:</b>			2 hours	



# **OFFICE OF THE MUNICIPAL AGRICULTURIST**

## **External Services**

## 1. Agricultural Production Support Services

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Agricultural Services (G2C)			
<b>Who may avail:</b>	Registered Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verified Master listed Farmers		Office of the Municipal Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Agricultural technologist assigned in the respective barangay regarding the request farm inputs.	1. Confirm Farmers Profile and make an schedule for area validation	None	15 minutes	Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural Technologists</i> Municipal Agriculturist Office
2. Wait for the validation report and the approval of the Municipal Agriculturist.	2. Provide the requested farm inputs of the farmer	None	1 day	Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural Technologists</i> Municipal Agriculturist Office
<b>TOTAL:</b>			1 day and 15 minutes	

## 2. Agricultural Extension Services

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Agricultural Services (G2C)			
<b>Who may avail:</b>	Registered Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verified Master listed Farmers		Office of the Municipal Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consult the Assigned Agricultural Technologist regarding New Package of technologist	1. Provide brochures, reading materials or possibly enroll to the farmers training being conducted.	None	15 minutes	Dick B. Botin <i>Municipal Agriculturist</i> OR Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural Technologists</i> Municipal Agriculturist Office
<b>TOTAL:</b>			15 minutes	

## 3. Linkaging Services

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Agricultural Services (G2C)			
<b>Who may avail:</b>	Registered Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verified Master listed Farmers		Office of the Municipal Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request/application to the attached agencies.	1. Validate the requesting party; review checklist of requirements and make an endorsement for processing of the application.	None	1 day	Dick B. Botin <i>Municipal Agriculturist</i> OR Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural Technologists</i> Municipal Agriculturist Office
<b>TOTAL:</b>			1 day	

#### 4. Organizational Empowerment

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Agricultural Services (G2C)			
<b>Who may avail:</b>	Registered Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verified Master listed Farmers		Office of the Municipal Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the assistance in establishing Farmers Organization	1. Orient the Farmers Group	None	1 day	Dick B. Botin <i>Municipal Agriculturist</i> OR Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural Technologists</i> Municipal Agriculturist Office
<b>TOTAL:</b>			1 day	

#### 5. Technical Consultation Services

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Agricultural Services (G2C)			
<b>Who may avail:</b>	Registered Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verified Master listed Farmers		Office of the Municipal Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire to the Assigned Farm	1. Interview farmer(s) regarding the problems and make an ocular inspection to the farm or commodity	None	1 day	Dick B. Botin <i>Municipal Agriculturist</i> OR Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural Technologists</i> Municipal Agriculturist Office
2. Discuss the problems encountered in the Agricultural Production Process				
<b>TOTAL:</b>			1 day	

## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Fill up and / or answer the Client's Feedback Form and drop it at the designated drop box located at the lobby, Ground Floor of the Main Municipal Building.
How feedback is processed	At the close of office hours every Friday, the designated Information Officer opens the Complainant Drop Box and records at the logbook all the complaints and/or suggestions contained in the box, reports it at the HR Office or to the Office of the Mayor. Then, the following Monday during flag raising ceremonies, all valid feedbacks and complaints are being announced / discussed by the HR or by the Mayor, and directs / addresses the concerned departments / offices regarding the matter and lets them answer the concerns in writing.
How to file a complaint	<p>Answer the Client's Complaint Form and drop it at the designated drop box located at the lobby Ground Floor, Main Municipal Building. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>*For inquiries and follow-ups, Clients may contact the telephone numbers 881-9264 or 881-9239</p>
How complaints are processed	<ul style="list-style-type: none"> <li>- The designated Complaints Officer opens the complaints box on a weekly basis and evaluates / validates the same.</li> <li>- The Complaints Officer shall investigate and then after, make a written report to the HR or to the Mayor for their action.</li> <li>- Then the Complaint Officer shall give a feedback to the Client regarding the action of the agency to his complaint.</li> </ul>



## VII. List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	2nd Floor, Main Municipal Building	881-92-39 / 0917 505 4307
Office of the Human Resource Management Officer	Ground Floor, Main Municipal Building	881-92-64 / 0995 900 0015
Office of the Municipal Disaster Risk Reduction and Management Officer	Barlin St., Del Rosario, Milaor, Camarines Sur	881-93-47 / 0921 962 5784
Office of the Waterworks System (MILAWUD)	Sto. Domingo St., Milaor, Camarines Sur	881-93-42 / 0998 356 4818
Office of the Municipal Planning and Development Coordinator	Ground Floor, Main Municipal Building	881-93-21 / 0918 922 1896
Office of the Municipal Civil Registrar	Ground Floor, Main Municipal Building	881-93-22 / 0999 998 0109
Office of the Municipal Budget Officer	2nd Floor, Main Municipal Building	881-95-58 / 0919 231 2899
Office of the Municipal Accountant	2nd Floor, Main Municipal Building	881-93-23 / 0908 864 8225
Office of the Municipal Treasurer	Ground Floor, Main Municipal Building	881-93-24 / 0920 948 1139
Office of the Municipal Assessor	Ground Floor, Main Municipal Building	881-93-53 / 0917 708 3942
Office of the Municipal Engineer	Ground Floor, Main Municipal Building	881-93-55 / 0918 922 1892
Office of the Rural Health Unit	Sto. Domingo St., Milaor, Camarines Sur	881-93-49 / 0947 443 2191
Office of the Municipal Social Welfare and Development Officer	2nd Floor, Main Municipal Building	881-93-41 / 0920 900 0926
Office of the Municipal Agriculturist	Sto. Domingo St., Milaor, Camarines Sur	881-93-44 / 0998 511 0462