LOCAL GOVERNMENT OF SOGOD, SOUTHERN LEYTE

CITIZEN'S CHARTER

2023 (3rd EDITION)

I. VISION

A GROWING ECONOMIC AND EDUCATIONAL HUB WITH VIRRANT COMMERCE AND TRADE, DIVERSIFIED AGRICULTURAL INDUSTRY IN SOUTHERN LEYTE WITH CLEAN, GREEN, SAFE ENVIRONMENT INHABITED BY EMPOWERED AND DISASTER-RESILIENT COMMUNITY, GOVERNED BY DYNAMIC AND RESPONSIVE LEADERS.

II. MISSION

- PURSUE ENHANCE REVENUE GENERATION SYSTEM
- IMPROVE AGRICULTURE PRODUCTIVITY
- ADVANCE INSFRASTRUCTURE DEVELOPMENT IN SUPPORT TO AGRICULTURE
- PROVIDE LIVEHOOD OPPORTUNITIES
- PERIODIC REVIEW OF BUSINESS AND ECONOMICPROGRAMS AND POLICIES
- ENHANCED BASIC INTEGRATED HEALTH, EDUCATION AND
- OTHER SOCIAL SERVICES
- PROMOTE PEACE AND ORDER
- PURSUE DEVELOPMENT ACTIVITIES FOR THE PROTECTION & MANAGEMENT OF ENVIRONMENT
- PROMOTE CLIMATE CHANGE ADAPTION, DISASTER AWARENESS AND PREPAREDNESS IN THE COMMUNITY
- IMPROVE THE EMPLEMENTATION OF SOLID WASTE MANAGEMENT PROGRAM.

III. PERFORMANCE PLEDGE

We, the officials and employees of the Municipal Government of Sogod, do hereby pledge that we will:

Commit ourselves to provide prompt, proactive, and efficient services with utmost courtesy by authorized personnel in proper uniform and identification, Mondays to Fridays from 8:00 a.m. to 5:00 p.m.;

Assure to be attuned to all programs, projects, and activities of the Municipal Government of Sogod through bulletin boards and radio station;

Respond to your grievances / complaints filed with our Public Assistance Desk on our services and implement corrective measures;

Ensure the effective implementation and enforcement of laws; and

Supply a functional, preventive, responsive social services in a clean and healthy environment.

SERVICE STANDARDS

ON PERSONAL QUERIES:

- walk-in clients should be acknowledged within 1 minute of entry
- provide directions to visitors who are unfamiliar with the office premises
- waiting area should have enough chairs for clients
- refer clients to a maximum of only two (2) personnel
- officers should identified by ID cards
- clients should be accommodated within 10 minutes of agreed time of any appointment while 30 minutes should be allotted for those clients without personal interruptions incurred
- service with a sincere smile
- clean rest rooms

ON TELEPHONE QUERIES:

- calls should be answered within 3 rings
- customers should not be transferred to more than 2 employees
- staff should assist the clients by first identifying themselves followed by referring the call to the designated officer

LIST OF SERVICES

MUNICIPAL TREASURER'S OFFICE
EXTERNAL SERVICES

I. BUSINESS PERMIT AND LICENSING

Applying/Renewing a Business Permit.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	Government-to-Businesses
Who may avail:	Owner/Proprietor/Representative/Bookkeeper of Business Establishment
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Unified Application Form	Business Permit and Licensing Office
2. Community Tax Certificate (Individual or Corporate)	Barangay Treasurer / Corporate Main Office
3. Registration from DTI / SEC / CDA	DTI-Sogod Satellite Office/ Security and Exchange Comm./ Coop Development Authority
4. Certificate of Registration (Form 2303)	Bureau of Internal Revenue-Satellite Office
5. Locational Clearance/ MPDO Certificate	Municipal Planning and Development Coordinator Office
6. Sanitary Permit	Municipal Health Office
7. Fire and Safety Inspection Certificate	Bureau of Fire Protection Office
8. Building Permit/ Certification & Occupancy Permit	Municipal Engineering'sOffice of the Building Officials
9. Certification for LGU-Owned Property Lessee	Sogod Integrated Public Market Office

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
Step1. Apply	1.1. Submission of fully accomplished Unified Application Form, along with all requirements (walk-in and online applications) 1.2. Verification of walk-in and online applications 1.3. Approval and assessment 1.3.1 All Endorsing Officer reviews and approves applications;	15 minutes 10 minutes	BPLO Staff iBPLS Encoders: Brenda L. Bravo Evelyn A. Dapidran Runyl C. Albert Felixberto P. Bagares Charlie P. Cabales Licensing Officer I Endorsing Officers: Mun. Planning and Development Officer Mun. Building Officer	None	None

	and add charges fee in the assessment. 1.3.2 Assessment of applications and generate Tax Order of Payments	60 minutes 20 minutes	Mun. Health Officer Fire and Safety Inspection Officer Charlie P. Cabales Licensing Officer I	None	None
Step 2. Payment	2.1 Payment of Business Taxes, Fees and other charges.	10 minutes	Anita B. Estrellado Revenue Collector	Business Tax Mayors Permit Garbage/Environmental Fee Sanitary Inspection Fee Local Inspection Fee Electrical Inspection Fee Signage/ Billboard Fee Occupancy Tax Fixed Tax Police Clearance Fire & Safety Clearance Medical Certificate Service Fee Other Service Income Weight and Measure Health Card (for Food Business Establishment) Barangay Clearance	Base on Line of Business Base on Line of Business Base on Line of Business Base on Area of Business Base on Area of Business Base on Area of Business ₱320.00 ₱102.24 (per employee) Base on Line of Business ₱55.00 ₱10.00 ₱61.00 (per employee) ₱50.00 ₱270.00 Base on type of weight and measure ₱200.00 (per employee) ₱300.00
Step 3. Release	3.1 Releasing of Business Permit	5 minutes	BPLO Staff: Narciso T. Rio Jelito A. Omandam	None	None

II. RETIRING A BUSINESS LICENSE

(Service Information)

Office or Division:			**Business Permit and Licensing Office**		
Classification:			Simple		
Type of Transaction:			Government-to-Businesses		
Who may avail:			Enterprises that have closed or ceased to exist or whose ownership has changed		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Letter of Closure			Applicant/Client		
2. Barangay Certification			Barangay		
3. Previous Permit of License (to be surrendered)			Applicant/Client		
4. Sworn Statement of Gross Sales/receipts			Applicant/Client		
5. Certification for LGU-Owned Property Lessee			Sogod Integrated Public Market Office		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1. Apply	1.1. Submission of fully accomplished business retirement application form, along with all requirements 1.2. Schedules an inspection to verify closure of business or changes in nature or ownership.	10 minutes 1 day	BPLO Staff and iBPLS Encoders: Brenda L. Bravo Evelyn A. Dapidran Runyl C. Albert Narciso T. Rio Charlie P. Cabales Licensing Officer I	None	None
Step 2. Pay	2.1 Payment of business taxes, fees and other charges ownership.	5 minutes	Anita B. Estrellado Revenue Collector	Business Tax for Closure Certification Fee Service Fee	Based on Line of Business ₱220.00 ₱ 50.00
Step 3. Issue	3.1 Issuance and releasing of certification	5 minutes	BPLO Staff: Jelito A. Omandam Felixberto P. Bagares	None	None

III. MARKET SERVICES

(Service Information)

Office or Division:			**Mun. Treasurer's Office**		
Classification:			Simple		
Type of Transaction:			Government-to-Businesses		
Who may avail:			All registered stallholders/lease of all Municipal Public Enterprise (Sogod Public Market, Wet Market, Bul-anons…etc)		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Updated Market Rental and License (OR)			Sogod Integrated Public Market Office		
2. Updated Market Rental and License (OR)			Sogod Integrated Public Market Office		
3. Updated Real Property Tax (OR)			Municipal Treasurer's Office		
4. Photocopy Mayor's Permit/Contract of Lease			Municipal Mayor's Office		
5. ID picture 2x2			Applicant/ Client		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1. Verify	1.1. Approach records section for their Market Occupant Rental Record for verification and update of monthly rental payment.	5 minutes	Marian Daguplo Market Supervisor Designate	None	(Note: Failure of non-payment on or before the due date forestalled surcharge or 25% of the total rent due plus interest upon unpaid amount at the rate of per annum from the date until the charge is fully paid.)

Step 2. Payment	2.1. Proceed to the Collection section for computation, payment and issuance of Official Receipt. 2.2. Return to the Records Section for posting of payment.	10 minutes	Market Collectors: Johnathan Colar Leonilo Tingcoy Jomar Tubilla Jade Vasquez	Lot Rental Stall Rental	2.00 per sq.m.per day Based on the area of the stall per month
Step 3. Release	3.1. Release of Lease Contract	5 minutes	Marian Daguplo – Market Supervisor Designate	None	None

IV. PAYMENT OF RENTAL

(Service Information)

Office or Division:			Mun. Treasurer's Office		
Classification:			Simple		
Type of Transaction:			Government-to-Businesses		
Who may avail:			All registered stallholders/lease of all Municipal Public Enterprise (Sogod Public Market, Wet Market, Bul-anons…etc)		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Application Form to Lease			Sogod Integrated Public Market Office		
2. Contract of Lease			Sogod Integrated Public Market Office		
3. ID Card & ID Picture			Applicant/ Client		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1	1.1. For new Stall Holders Applicants. Fill up the Application of Lease form.	5 minutes		Application to Lease Fee	500.00

Step 2	2.1. Notarize the said application and then submit a copy to the market supervisor and market collector.	5 minutes	Marian S. Daguplo Market Supervisor Designate	None	
Step 3	3.1. Submission of Requirements (Submit requirements to the Record Section for the preparation of the Contract of Lease after their 1st quarter payment of business License of every year)	5 minutes		None	None
Step 4	4.1. The Contract will be notarized and will be returned to the Market Office for the submission to the Records Section.	1-3 days		None	None
Step 5	5.1. Release of Lease Contract	5 minutes		None	None

V. CALIBRATION OF WEIGHING SCALE

(Service Information)

Office or Division:			Mun. Treasurer's Office		
Classification:			Simple		
Type of Transaction:			Government-to-Businesses		
Who may avail:			All business establishments/owners		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Business permit			Business Permit and Licensing Office		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1	1.1 Testing of Weighing Scale 1.1.1. Present weighing scale for	5 minutes	Jelito A. Omandam Runyl C. Albert	None	None

	testing..		Felixberto P. Bagares		
Step 2	2.1 Payment of Fees 5.1.1. After precise testing, weighing scale will be sealed and corresponding amount shall be paid to the market Collector for the issuance of OR.	5 minutes	Revenue Collectors: Anita B. Estrellado Mathew C. Libres	Sealing of Weights and Measures	Based on the type of weights and measure

VI. OTHER TAXES, FINES AND ADMINISTRATIVE FEES

(Service Information)

Office or Division:			Mun. Treasurer's Office		
Classification:			Simple		
Type of Transaction:			Government to Citizen, Government-to-Businesses, Government-to-Government		
Who may avail:			Walk-in clients		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1	1.1 Request for Certification	15 minutes	Revenue Collectors: Anita B. Estrellado Mathew C. Libres Benamor I. Gamayon Carlou S. Senoc	Certification Fee Service Fee	220.00 50.00
Step 2	2.1 Payment of CTC 2.1.1. Issuance of CTC	5 minutes	Revenue Collectors: Anita B. Estrellado Mathew C. Libres	None	Individual 1. Basic Tax=P 500.00 2. For every 1,000 of gross income =P1,000 but not exceed P5,000

VII. PAYMENT OF FINES BY APPREHENDED VENDING GUIDELINES VIOLATORS

(Service Information)

Office or Division:			Mun. Treasurer's Office		
Classification:			Simple		
Type of Transaction:			Government-to-Businesses, Government-to- Citizens		
Who may avail:			Vendors who are apprehended for violating vending guidelines		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Citation ticket					
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1	1.1 Request for the service 1.1.1. Write name and address	2 minutes	Revenue Collectors: Anita B. Estrellado Mathew C. Libres Benamor I. Gamayon Carlou S. Senoc	None	None
Step 2	2.1 Payment of fines Pay the corresponding fines at the Treasurer's Office. You will be issued an official receipt.	5 minutes		Squatting or Illegal Vending Fine Other Penalties: 2nd Offense 3rd Offense Use of Defective weighing Scale Fine	P 1,000.00 P 1,500.00 P 2,500.00 P 880.00
Step 3	3.1 Release of goods/weighing scale Show the official receipt to the market enforcer who will record the violation and release the confiscated goods or weighing scale.	2 minutes	Felixberto P. Bagares Jelito A. Omandam Runyl C. Albert	None	None

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE
EXTERNAL SERVICES

I. SECURING ZONING CLEARANCE FOR BUSINESS PERMIT

(Service Information)

Office or Division:			Mun. Planning and Development Office		
Classification:			Simple		
Type of Transaction:			Government-to-Businesses		
Who may avail:			Owners/representatives of business enterprises, walk-in clients		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Business License Application			Business Permit and Licensing Office		
2. Barangay Clearance			Barangay		
3. Certification from Official Building Official *(1 copy)*			Municipal Engineering Office		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1	1.1 Approach a frontline staff	1 minute	Anie N.Paler Project Development Assistant	Fees integrated to the Business Permit	Fees integrated to the Business Permit
Step 2	2.1 Verification and Evaluation 2.2 Payment of Fees 2.3 Preparation of Zoning Clearance	13 minutes			
Step 3	3.1 Signing of the Zoning Certification after final verification	1 minute	RUEL E. ALTEJAR MPDC		

II. SECURING ZONING CLEARANCE FOR BUILDING PERMIT

(Service Information)

Office or Division:	Mun. Planning and Development Office
Classification:	Simple
Type of Transaction:	Government-to-Businesses
Who may avail:	Persons who are planning to construct new, expand, renovate building/s, walk-in clients
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**

1. Barangay Certification *(1 copy)*			Barangay		
2. Plan and Specification/ Bill of materials *(1 copy)*			Private Engineer/ Architect		
3. Photocopy of Title/Proof of Ownership *(1 copy)*			Register Of Deeds		
4. Photocopy of Tax Declaration *(1 copy)*			Municipal Assessor		
5. Updated RPT payment (OR) *(1 copy)*			Municipal Treasurer Office		
6. **Lease Contract (**Lessor from Private properties) *(1 photocopy)*			Private Law Office		
7. **Authority to Use (NOTARIZED)** (*with consent of lot owner)*			Private Law Office		
8. **Barangay Certification For Building Permit** *(1 copy)*			Barangay		
9. **Easement Certification** *(1 copy)*			Department of Public Works & Highway		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1	1.1 Approach a frontline staff 1.2 Verification and Evaluation 1.3 Payment of Fees; 1.1 Preparation of Zoning Clearance	18 minutes	Anie N.Paler Project Development Assistant	Zoning Certification Service Fee	220.00 50.00
Step 2	2.1 Signing of the Zoning Certification after final verification	1 minute	Ruel E. Altejar MPDC		

III. PROVISION OF NON-STATISTICAL DATA/INFORMATION

(Service Information)

Office or Division:	Mun. Planning and Development Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Walk-in clients
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Request Letter	From the requester Agency

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
Step 1	1.1 Approach a frontline staff who will refer you to the person in charge of the data being requested.	1 minute	Anie N. Paler Project Dev. assistant	NONE	NONE
Step 2	2.1 Persons in charge verify if information required is available. 2.2 If data is available, you will be requested to wait while the person in charge accesses the information. Otherwise, you will be referred to the other probable sources in information.	7 minutes	Pedro D. Llantino Draftsman II	NONE	NONE
Step 3	1.1For photocopying/reproduction of documents, leave ID card with the staff and take-out the material/s to be photocopied.	5 minutes	Ruel E. Altejar MPDC	NONE	NONE
Step 4	4.1 Digital copy of documents. 4.2 If you need a digital copy of documents, you will be asked to provide CD/ USB for the needed documents.	10-20 minutes	Pedro D. Llantino Draftsman II Anie N.Paler Project Development Assistant	NONE	NONE
Step 5	5.1Payments 5.2 If you need to get a copy of documents. Pay a required cost to the cashier (Miscellaneous Docs) upon return present. The Official receipt for recording of needed Information in the logbook.	5 minutes		Certification fee Service Fee	220.00 50.00
Step 6	6.1 Registered in the logbook 6.1.1. Sign in logbook for record purposes, if documents were photocopied. Retrieve your ID card after photocopying.	2 minutes		NONE	NONE

IV. PROVISION OF STATISTICAL DATA/INFORMATION

(Service Information)

Office or Division:			Mun. Planning and Development Office		
Classification:			Simple		
Type of Transaction:			Government-to- Citizens		
Who may avail:			Walk-in clients		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
Duration:			30 minutes		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Request Letter			Client		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
1	1.1 Approach a frontline staff	1 to 2 minutes	Anie N.Paler Project Development Assistant	NONE	NONE
2	2.1 If data is available, advice in what format you want the information to be given to you (electronic, soft copy, computer print-out form, photocopy) Note: All materials are available for room-use only. Clients may photocopy the requested materials 2.2 If a soft copy is needed, provide a CD/USB where requested information will copied/stored.	1 to 2 minutes 10 to 20 minutes	Pedro D. Llantino Draftsman II Anie N.Paler Project Development Assistant	NONE	NONE
3	3.1 For photocopies of requested information, fill-in your name in the office logbook and leave an ID card until the materials is returned. 3.2 Sign in the logbook	5 minutes 1 minute		NONE	NONE

V. SECURING TOMBSTONE PERMIT

(Service Information)

Office or Division:	Mun. Planning and Development Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	All persons constructing tombstone either New, Annex, etc.
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	20 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Burial Permit	

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
1	1.1 See the cemetery caretaker for the location of tomb	1 minute	Cristobal Simbolas/Buac Gamay Normelito Lacerna/Tampoong	None	None
2	2.1 Proceed to the MPDC Office see the PDA or MPDC for verification of the location and type of construction.	10 minutes	Ruel E. Altejar MPDC	NONE	NONE
3	3.1 Payment of Fees	3 minutes	Cashier/MTO RCC	Tomb Stone Permit Service fee	55.00 50.00
4	4.1 Preparation of Tombstone Permit	5 minutes	Anie N.Paler Project Development Assistant	NONE	NONE
5	5.1 Signing Tombstone Permit	1 minute	Ruel E. Altejar/MPDC	NONE	NONE

MUNICIPAL ENGINEERING OFFICE
EXTERNAL SERVICES

I. SECURING BUILDING PERMIT

(Service Information)

Office or Division:	Mun. Engineering Office

Classification:	Simple
Type of Transaction:	Government-to-Businesses
Who may avail:	Owners/representatives of building, walk-in clients
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	1 day
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Notarized Unified Building Permit Application Form	Municipal Engineering Office
2. Ancillary Permits Application Form	Municipal Engineering Office
3. Accessory Permits Application Form	Municipal Engineering Office
4. 5 Sets of Survey Plans, Design Plans Architectural Documents Civil/ Structural Documents Electrical Documents Mechanical Documents Sanitary Documents Plumbing Documents Electronics Documents Geodetic Documents Others	Owner
5. 3 Photocopies of Valid Licenses (PRC ID, PTR, TIN ID, CTC) of all involved professionals.	Municipal Engineering Office
6. Notarized Estimated value of the Building Structure	Municipal Engineering Office
7. Zoning Certification	Municipal Planning and Development Coordinator Office
8. Original Certification of Title (OCT) Transfer Certificate of Title (TCT), or Deed of Absolute Sale or Lot Locational Plan from LRA (if lease, Contract Lease), Tax Dec, Barangay Clearance, Tax Receipt	Owner
9. Other Agency Certification	Other Agency (e.g. DPWH, DAR, DENR, EMB etc.)

10. Construction Safety and Health Program	Owner
11. Affidavit of Undertaking	Owner
12. Soil Test for 3 Storey Above	Owner
13. Structural Analysis for 2 Storey Above	Owner

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
1	**1.1 Secure Building Permit Application Forms** 1.1.1. Ask for Building application Forms with the list of requirements. 1.1.2. Document Verification 1.1.3. Endorsement other offices or Agencies	4 hrs	Engr. Aileen A. Oliamot Municipal Engineer / Building Official Engr. Robee Grace C. Colar (Office Engineer) Jefferson Bendulo (Data Encoder) Reah Olaco (Data Encoder)	**Based on the iBPLS Documentary Requirements** 1. Notarized Unified Application Form for Building Permit (Documentary Forms Documents) 2. Accomplished Ancillary Permit Forms (Documentary Forms Documents) 3. Original Certificate of title (OCT) or Transfer of Certificate of Title (TCT), or Deed of Absolute Sales, or Lot Location Plan from LRA (if lease, Contract of Lease) (Documentary Forms Documents) 4. Photocopies of valid licenses (PRC ID) of all involved professionals (Documentary Forms Documents) **5.** Notarized estimated value of the building or structure to be erected as declared by the owner (Documentary Forms Documents) 6. Construction Safety & Health Program required by DOLE (Documentary Forms Documents) 7. Affidavit of Undertaking (Documentary Forms Documents) 8. Soil Test (if applicable) (Documentary Forms Documents)	Fees are based on NBCP and its RIRR
2	**2.1 Evaluation and Inspection** 2.1.1. Evaluation of Plans and Specification 2.1.2. Site Inspection	3 hrs.	Engr. Aileen A. Oliamot Municipal Engineer/ Building Official Engr. Robee Grace C. Colar (Office Engineer) Jefferson P. Bendulo		

			(Data Encoder) Reah Olaco (Data Encoder)	9. Vicinity Map or Location Plan within a Two (2) Kilometer Radius (Architectural Documents) 10. Site Development Plan (Architectural Documents) 11. Perspective (Architectural Documents) 12. Floor Plans (Architectural Documents) 13. Elevations, AT LEAST FOUR (4) (Architectural Documents) 14. Sections, AT LEAST TWO (2) (Architectural Documents) 15. Ceiling Plans Showing Lighting Fixtures and Diffusers (Architectural Documents) 16. Details of Ramps, Parking for the Disabled, Stairs, Fire Escapes, Cabinets and Partitions (Architectural Documents) 17. Schedule of Doors and Windows 18. Schedule of Finishes for Floors, Ceilings and Walls (Architectural Documents) 19. Architectural Interior (Architectural Documents) 20. Specifications (Architectural Documents) 21. Cost Estimate (Architectural Documents) 22. Others (Specify) (Architectural Documents) 23. Civil or Structural Designs Computations, Plans and Specifications (Civil/Structural Documents) 24. Bill of Materials (Civil/Structural	
3	**3.1 Assessment** 3.1.1. Assessment of Fees Based on the Impose new charges by the National Building Code. 3.1.2. Payment of Fees to One Stop Shop Cashier	30 minutes	Engr. Aileen A. Oliamot Municipal Engineer / Building Official Engr. Robee Grace C. Colar (Office Engineer) Jefferson Bendulo (Data Encoder) Reah Olaco (Data Encoder)		
4.	**4.1 Issuance** 4.1.1. Issuance of Building Permit and Ancillary Permits (e.g Architectural, Civil/ Structural, Sanitary, Plumbing, Electronics, Electrical, Mechanical Permits etc.)	30 mins	Engr. Aileen A. Oliamot Municipal Engineer/ Building Official		

	4.1.2. Accessory Permits. (e.g Fencing Permit etc.)			Documents) 25. Cost Estimates (Civil/Structural Documents) 26. Others (Specify) (Civil/Structural Documents) 27. Electrical Plans and Specifications (Electrical Documents) 28. Special Fixtures and Equipment (Electrical Documents) 29. Proposed Starting date of Installation or Construction (Electrical Documents) 30. Expected Date of Completion/ Installation/ Construction (Electrical Documents) 31. Others Specify (Electrical Documents) 32. Mechanical Plans and Specification (Mechanical Documents) 33. Bill of Materials (Mechanical Documents) 34. Cost Estimates (Mechanical Documents) 35. Others Specify (Mechanical Documents) 36. Sanitary Plans and Specifications (Sanitary Documents) 37. Bill of Materials (Sanitary Documents) 38. Cost Estimates (Sanitary Documents) 39. Others (Specify) (Sanitary Documents) 40. Plumbing Plans and Specifications (Plumbing Documents) 41. Bill of Materials (Plumbing Documents) 42. Cost Estimates (Plumbing	

	Documents) 43. Others (Specify) (Plumbing Documents) 44. Electronics Plans and Specifications (Electronics Documents) 45. Bill of Materials (Electronics Documents) 46. Cost Estimates (Electronics Documents) 47. Others (Specify) (Electronics Documents) 48. Lot Survey Plans and Specifications (Geodetic Documents) 49. Others (Specify) (Geodetic Documents) 50. Zoning Certificate (Zoning Office Documents) 51. Fire Safety Evaluation Clearance (Documentary Forms Documents) 52. Real Property Tax (Treasury Office Documents) 53. Tax Declaration (Asessors Office Documents) 54. Architectural Plan (Architectural Documents) 55. Barangay Clearance (Zoning Office Documents) 56. Tax Declaration (Zoning Office Documents) 57. Proof of ownership (if the tax Declaration not name of the Application) (Zoning Office Documents) 58. Updated Tax Receipt (Zoning Office Documents)	

	59. Deed of Sale (Zoning Office Documents)	

II. SECURING AN OCCUPANCY PERMIT

(Service Information)

Office or Division:	Mun. Engineering Office
Classification:	Simple
Type of Transaction:	Government-to-Businesses
Who may avail:	Owners/representatives of building, walk-in clients
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. 5 Copies Unified Occupancy Permit Application Form	Municipal Engineering Office
2. 5 Sets of As Built Plan, Signed and Sealed Plan by the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision	Owner
3. Construction Logbook, signed and sealed by the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision	Owner
4. Accessory Permits Application Form	Municipal Engineering Office

5. 5 Copies Notarized Certificate of Completion			Municipal Engineering Office		
6. Copy of Building Permit			Owner		
7. Copy of FSEC (Fire Safety Evaluation Clearance)			Owner		
8. 3 Copies of Valid Licenses (PRC I.D, PTR, TIN ID, CTC) of all involved professionals			Owner		
9. CTC (Community Tax Certificate) by Owner			Owner		
10. 5 Sets Notarized Estimated value of the building structure					
11. Captioned Photographs of Site and Completed Building/Structure showing front,sides and rear areas			Owner		
12. Yellow Card issued by the Electrical Service Provider			Electrical Service Provider (SOLECO)		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
1	**1.1 Secure Occupancy Permit Application Forms** 1.1.1. Ask for Occupancy application Forms with the list of requirements. 1.1.2. Document Verification 1.1.3. Endorsement other offices or Agencies	4 hrs	Engr. Aileen A. Oliamot Municipal Engineer /Building Official Engr. Robee Grace C. Colar (Office Engineer) Jefferson Bendulo (Data Encoder) Reah Olaco (Data Encoder)	**Based on the iBPLS Documentary Requirements** 1. Construction Logbook, signed and sealed by the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision 2. Issued Fire Safety Evaluation Clearance (FSEC) 3. Locational Clearance 4. 3 copies of Certificate of Completion, duly notarized 5. As Built Plans, signed and sealed by the Owner's Architect or Civil Engineer who undertook full time inspection and supervision 6. 1 Photocopy of the valid licenses of all involved professionals 7. Captioned photographs of site and	Fees are based on NBCP and its RIRR

				completed Building/Structure showing front, sides, and rear areas 8. Yellow Card issued by the Electrical Service Provider	
2	**2.1 Evaluation and Inspection** 2.1.1. Evaluation of Plans and Specification 2.1.2. Site Inspection	3 hrs	Engr. Aileen A. Oliamot Municipal Engr/OBO Head Engr. Robee Grace C. Colar (Office Engineer) Jefferson P. Bendulo (Data Encoder) Reah Olaco (Data Encoder)		
3.	**3.1 Assessment** 3.1.1. Assessment of Fees Based on the Impose new charges by the National Building Code. 3.1.2. Payment of Fees to One Stop Shop Cashier	30 mins	Engr. Aileen A. Oliamot Municipal Engineer Building Official Engr. Robee Grace C. Colar (Office Engineer) Jefferson Bendulo (Data Encoder) Reah Olaco (Data Encoder)		

4.	**4.1 Issuance** 4.1.1. Issuance of Building Permit and Unified Application Form	30 mins	Engr. Aileen A. Oliamot Municipal Engineer / Building Official		

MUNICIPAL AGRICULTURE SERVICES OFFICE
EXTERNAL SERVICES

I. REQUESTING FOR TECHNICAL TRAINING ON AGRICULTURE & FISHERY

Office or Division:	Mun. Agriculture services Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	➢ Farmers, hobbyists, walk-in clients
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	10 minutes+(technical training: depending on service requested and schedule)

CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Letter of Intent 2. Minimum of 20 farmers/fisherfolks 3. RSBSA Registered	Agricultural Services Office

STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGER**	**FEES**
Step 1. 1. Let farmer sign-in the client logbook and ask him/her the specific service needed	1.1 Inform Officer of the Day (OD) regarding the request Training on: ➢ Rice Production ➢ Poultry and Livestock Raising ➢ Corn & Abaca Production ➢ High Value Crops Production ➢ Bangus and Tilapia Production ➢ Organic Agriculture	5 minutes	**Agricultural Technicians Incharge:** ➢ Maria Francisca G. Ayco - Rice ➢ Gremer T. Edurece - Rice ➢ Patrick L. Tan - Poultry & Livestock ➢ Novy Jean C. Beler - Corn ➢ Fortunato J. Bitang - HVCDP ➢ Alvin Calimbas - Fishery ➢ Elvira D. Ocular - Organic	None	None
Step 2. 2. Scheduling of the service requested	2.1 Depending on the type of training requested & setting of date, time, venue of the training requested.	5 mins	Agricultural Technician in charge of	None	None

Step 3. **3.** Request for Approval	3.1 Provision of service	3 minutes	Julito V. Abihay OIC-MA	None	None

II. ACCESSING TECHNICAL ASSISTANCE ON CROP PRODUCTION AND BUDGET PREPARATION

Office or Division:	Mun. Agriculture services Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	➢ Farmers, hobbyists, walk-in clients
Schedule of Availability of Service:	➢ Mondays to Fridays/8:00 am to 5:00 pm ➢ also in the barangays, Agriculture Technologists (ATs) have field assignment and are have barangay assignments)
Duration:	10 minutes+ (technical training: depending on service requested and schedule)
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
Valid Identification Card RSBSA Number	

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1 1. Clients specifies the service needed and clearly indicate in the	1. Inform the AT assign in the barangay regarding the request		**JULITO V. ABIHAY** OIC, MA		

client logbook form the name and address of the farmer/group requester	Services Provided: ➢ Farm Plan and Budget Preparation ➢ Seed Selection ➢ Pest Management ➢ Irrigation Management ➢ Post harvest Facilities ➢ Technical Information ➢ Promotion and Development ➢ Fresh Water Fish ➢ Technology Transfer and Demonstrative Trial	25 minutes	Novy Jean Beler AT Corn & Abaca Maria Francisca G. Ayco AT Rice & Farmers Organization Gremer T. Edurece AT Rice & 4H Club Patrick Tan AT Livestock Fortunato J. Bitang AT HVCDP Alvin Calimbas AT Fishery Elvira D. Ocular AT Organic	None	None
Step 2. 2. Scheduling of the Services	2.1 Provision of Technical Assistance to farmer clientele depending on the crop to be assisted and assessing him/her in the budget preparation	2 days			

III. ACCESSING TECHNICAL ASSISTANCE ON SOIL ANALYSIS

Office or Division:	Mun. Agriculture services Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	➢ Farmers, hobbyists, walk-in clients
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	15 working days and 17 minutes

CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Farmers Information	MASO

STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGER**	**FEES**
Step 1 1. Sign the Client Logbook, clearly indicate the name and address	1.1 Inform AEW assigned in the barangay regarding the request	5 minutes	**JULITO V. ABIHAY** OIC, MA Novy Jean Beler AT Corn & Abaca Maria Francisca G. Ayco AT Rice & Farmers Organization Gremer T. Edurece AT Rice & 4H Club Patrick Tan AT Livestock Fortunato J. Bitang	None	None
Step 2 2. Provide information about the request	2.1 The Agricultural Extension Worker assigned inform the client on how to conduct proper soil sampling, the soil sampling technique, the farm equipment needed and how to collect the spot samples	1 hour			
Step 3					

3. Farmer to provide the soil samples to be tested	3.1 AEW receive the Soil Sample indicating the Name of Farmer; Farm Area; Crops planted 3.2 AEW submit the Soil Samples for analysis 3.3 AEW brings the samples to the DA ROF8 : samples are analyzed; and released	5 minutes 5 minutes 1 month	AT HVCDP Alvin Calimbas AT Fishery Elvira D. Ocular AT Organic		

IV. AVAILING DOG VACCINATION SERVICES

Office or Division:	Mun. Agriculture services Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	➢ All Dog Owner within the Municipality of Sogod
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	5-10 minutes

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
1. Dog Vaccination	Municipal Agricultural Services Office

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1 1.1 Sign the Client Logbook, clearly	1.1 Interview the owner about the vaccination history of dog.	5 minutes	AEW		

indicate the name and address				None	None
Step 2 2.1 Assessment	2.1 Quick Assessment if the Dog is eligible for vaccination 2.2 Administration of Anti rabies Vaccine	2 minutes 3 minutes	AEW		

V. AVAILING OF SUBSIDIZED FARM INPUTS

Office or Division:			Mun. Agriculture services Office		
Classification:			Simple		
Type of Transaction:			Government-to- Citizens		
Who may avail:			Farmers, Walk-in Clients		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
Duration:			2 days and 10 minutes		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. RSBSA Number if individual/ SEC or DOLE Registration # for group or farmers organization					
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1 1. Sign the Client Logbook, clearly indicate the name and address	1.1 AEW give assistance specification to farmer client. 1.2 (Assistance comes in the form of subsidy on hybrid/certified	10 minutes	**Julito V. Abihay** Municipal Agriculturist, OIC **Patrick L. Tan** AT Dairy/Livestock **Maria Francisca G. Ayco**		

	seeds of rice, corn and fertilizers (although the use of organic fertilizers is being encourage).		AT Rice/ CSO **Novy Jean C. Beler** AT Corn/Abaca **Alvin H. Calimbas** AT Fishery **Gremer T. Edurece** AT Rice/4H Club **Fortunato J. Bitang** AT HVCDP	None	None
Step 2 2. The farmer will present his/her farmer registry system as recorded in the Registry System for Basic Sector in Agriculture	2.1 AEW In charge together with the farmer client will conduct field validation, the AEW will visit the farm and validates the requested for assistance.	1 day			
Step 3 3. Wait for the processing of Request	3.1 The AEW will processed the request and submit his/her recommendations to the Municipal Agriculturist for the request to be processed and approved. If approve the Release Order is given to the Agricultural Extension Worer who, in turn, will give the same to the farmer client.	1 day	**Julito V. Abihay** Municipal Agriculturist, OIC **Patrick L. Tan** AT Dairy/Livestock **Maria Francisca G. Ayco** AT Rice/ CSO **Novy Jean C. Beler** AT Corn/Abaca **Alvin H. Calimbas** AT Fishery **Gremer T. Edurece** AT Rice/4H Club **Fortunato J. Bitang** AT HVCDP		
Step 4 **4.** Grant the Release of Farm Inputs					

VI. AVAILING OF THE ANIMAL DISPERSAL PROGRAM

Office or Division:	Mun. Agriculture services Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	➢ Farmers who would like to raise livestock may avail of the program
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	2 days
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
Step 1 Request and initial assessment	1.1 Approach the Agricultural Technologist and submit the requirements and does initial assessment	15 minutes	Julito V. Abihay Maria Francisca G. Ayco Patrick Tan	None	None
Step 2 Field Validation	2.1 AEW validates whether you can provide: a. Adequate budget for feeds b. Potable water supply c. Suitable housing (for swine dispersal) Suitable grazing area (for cattle and carabao dispersal)	1 Day	Julito V. Abihay Maria Francisca G. Ayco Patrick Tan Fortunato J. Bitang		
Step 3 Final Assessment	3.1 AEW submits "Request for Dispersal" report to the Municipal Agriculturist. If the Ats findings are favorable, you will be requested to pay for livestock insurance.	15 minutes	Patrick Tan Maria Francisca Ayco Fortunato Bitang	None	None
	4.1 Pay for the livestock insurance	25 minutes	Philippine Crop Insurance		

Step 4 Insurance premium payment	premium. This serves as your equity.		Corporation (PCIC)		
Step 5 Contract Approval	5.1 A contract between you and the local government unit will be prepared. This should be signed by the Municipal Mayor.	20 minutes	Municipal Mayor	None	None
Step 6 Release of Livestock	6.1 Request for release schedule. Livestock are released as designated by the AT (for cattle and carabaos) and at the Sogod	30 minutes	Julito V. Abihay	None	None

VII. ABATTOIR SERVICES (Slaughter of Livestock and Issuance of Meat Inspection Certificate)

Office or Division:	Mun. Agriculture services Office
Classification:	Simple

Type of Transaction:	Government-to-Businesses
Who may avail:	➢ Livestock raisers (To bring the animals for observation before they are slaughtered)
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	1 Hour and 50 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Personal Identification 2. Barangay Certificate 3. Certificate of Ownership/ Transfer 4. Veterinary Health	

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
Step 1 Registration of Livestock	1.1 Register at the guard on duty	2 minutes	**Roger Mondala** NCA Guard Team Leader	None	None
Step 2 Ante- Mortem Inspection and Presentation of Documents	2.1 Present documents and livestock for Ante-Mortem Inspection	2 minutes	**Reynaldo Aguillon** Meat Inspector		
Step 3 Animal Observation and Animal Surveillance	3.1 Abattoir personnel place the livestock in holding pen for further observation	10 minutes	**Ruelo Condes** **Rodulfo Hinampas**		
Step 4 Butchering of Livestock	4.1 Hogs Cow, carabao and horse (Large Ruminants)	36 minutes 50 minutes	**Assigned Butcher**		

Step 5 Post- Mortem Inspection and Branding	5.1 Meat is inspected for possible diseases (post-mortem inspection) Afterwards, meat is branded to show that the livestock was slaughtered at the abattoir.	3 minutes	**Reynaldo Aguillon**		
Step 6 Weighing and Assessment of Fees	6.1 Meat is weighed, meat weigher is issuing a Gate Pass showing the amount to be paid by the client		**Ruel Torion** **Meat Weigher**		
Step 7 Payment of Fees and Egress from Abattoir	7.1 Show the Gate Pass to the collectors, a and pay the required fees, you will be issued Official Receipt	2 minutes	**Jonathan Colar** **Assigned Collector**	Ante-Mortem Fee 1.00/kilo Post Mortem Fee 1.25/kilo Coral Fee 5.00/head/day Permit Fee 50.00/head	Large Cattle 15.00/head 10.00/kilo 20.00/head 100.00/head
Step 8	8.1 The guard on duty will be get your gate pass and inspect the	1 minutes	**Roger Mondala** **Guard on Duty**	None	

Release of Carcass	required fees. You will be issued an Official Receipt. 8.2 The guard on duty will get your Gate Pass and Inspect the Official Receipt before you will allow to bring Slaughtered livestock out of the abattoir.				

VIII. VETERINARY RELATED SERVICES AND PROVISION OF BIOLOGIC

Office or Division:		Mun. Agriculture services Office			
Classification:		Simple			
Type of Transaction:		Government-to- Citizens			
Who may avail:		All Livestock Farmer			
Schedule of Availability of Service:		Mondays to Fridays/8:00 am to 5:00 pm			
Duration:		35 minutes			
CHECKLIST OF REQUIRMENTS		**WHERE TO SECURE**			
Veterinary Related Services		Municipal Agriculture Office			
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1. Farmer Logbook	1.1 Farmer will be interviewed regarding the status of the animal 2.1 Farm Visit, Animal will be				None

	Diagnose 3.1 After the Problem had been identified. The Provincial Veterinarian will be contacted for the proper biologics to be administer/given	35 mins	Livestock Technician	None	

9.1 ISSUANCE OF LIVESTOCK INSPECTION CERTIFICATE

Office or Division:		Mun. Agriculture services Office			
Classification:		Simple			
Type of Transaction:		Government-to-Businesses			
Who may avail:		Any person who wants to ship their livestock to other Municipality			
Schedule of Availability of Service:		Mondays to Fridays/8:00 am to 5:00 pm			
Duration:		20 minutes			
CHECKLIST OF REQUIRMENTS		**WHERE TO SECURE**			
Veterinary Related Services		Municipal Agriculture Office			
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
Step 1. Farmer Logbook	1.1 Farmer will be interviewed regarding the status of the animal 2.1 Farm Visit, Animal will be Diagnose 3.1 After the Problem had been identified. The Provincial Veterinarian will be contacted for the proper biologics to be administer/given	35 mins	Livestock Technician	None	None

1.1 AVAILING OF ABACA SUCKERS

Office or Division:	Mun. Agriculture services Office
Classification:	Simple
Type of Transaction:	Government-to-Businesses, Government-to- Citizens
Who may avail:	Abaca Farmer and Associations
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	1 day
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
Registration System for Basic Sector in Agriculture Number (RSBSA)	MASO

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
Step1 Sign in the client's logbook	1.1 Assist and endorse the farmers to Focal person/Project in charge	1 minute	Novy Jean Beler	None	None
Step 2 Talk on how to avail the services	2.1 Interview the clients and discuss the requirements in availing the services.	5-10 minutes	Novy Jean Beler		
Step 3 Wait for the schedule of survey and also wait for the approval of Municipal Agriculturist	3.1 Schedule the validation to conduct site validation 3.2 Conduct area validation 3.3 Endorse the farmers/clients to the Municipal Agriculturist for the approval of request	2 minutes 1 day	Novy Jean Beler Novy Jean Beler Fortunato Bitang Abaca Technicians Julito V. Abihay		
Step 4 Receive the needed request services	4.1 Follow -up and notify the schedule of request 4.2 Facilitate and Release the abaca Suckers	1 minute 1 Day	Novy Jean Beler Abaca Technicians		

MUNICIPAL ASSESSOR OFFICE
EXTERNAL SERVICES

I. ISSUANCE OF CERTIFICATION OF PROPERTY HOLDINGS and CERTIFICATION OF NO/WITH IMPROVEMENTS

Office or Division:	Municipal Assessor's Office
Classification:	Simple / Complex
Type of Transaction:	Government-to-Citizens, Government-to-Business, Government-to-Government
Who may avail:	Real property owners/representatives of building/machinery, buyers, consultants, realtors and other parties of interest
Schedule of Availability of Service:	Mondays to Fridays / 8:00 am to 5:00 pm
Duration:	25 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Duly filled-up Request Slip	Municipal Assessor's Office
2. Photo copy of valid ID	Owner
3. Additional requirements for authorized representative requesting: - Owner's authorization / special power of attorney - Photo copy of valid ID	Owner/ Authorized Representative

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1 1. Request for service	1.1.1. 1.1 Inform receiving clerk regarding the request	1-2 minutes	Fortunato Emberda *Clerk*	None	None
Step 2 2. Submit request slip	1.1.2. Submit duly filled-up Request Slip with the required documents to the receiving clerk and wait for the request to be verified / evaluated.	1-2 minutes	Fortunato Emberda *Clerk*	None	None
Step 3 3. Pay correspondi ng fee	1.1.3. 3.1 Proceed to the Office of the Municipal Treasurer for the payment of the required fees.	2-3 minutes	Revenue Collectors (MTO)	Certification Fee Service Fee	P 220.00 50.00

Step 4 4. Present the corresponding official receipt	4.1 Present the official receipt to the personnel in charge of the requested certification. 4.2 Wait while the personnel in charge is verifying the property being requested and encoding/typing the requested certification. a. 4.3 The document will be forwarded to the Municipal Assessor for review and approval.	15 minutes	Melchor Eviota *Clerk* Eva Marie A. Delon *OIC-Municipal Assessor*	None	None
Step 5 5. Receive copy of the certification	1.1.1. 5.1 The personnel in charge will issue the document.	1 minute	Melchor Eviota *Clerk*	None	None

II. CANCELLING, REVISING OR CORRECTING ASSESSMENTS

(Service Information)

Office or Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens, Government-to-Businesses
Who may avail:	Owners/representatives of properties
Schedule of Availability of Service:	Mondays to Fridays / 8:00 am to 5:00 pm
Duration :	1-2 days and 17 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Request Slip	Municipal Assessor's Office
2. Letter of Request for Cancellation, Revision or Correction of Assessment	Municipal Assessor's Office
3. Current Real Property Tax Receipt	Owner

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1. 1. Request for the service	1.1 Inform receiving clerk regarding the request. 1.1.1. 1.2 Receiving clerk provides the Request Slip for endorsement to the personnel-in-charge	1 minute	Fortunato Emberda *Clerk*	None	
Step 2: 2. Submit filled-up request slip	2.1.1. Submit the Request Slip together with the required documents to personnel-in-charge, and wait for the request to be evaluated.	2 minutes	Nenita Medilo *Clerk*	None	
Step 3 3. Site inspection	3.1.1. 3.1Field Appraisal Assessment Sheet (FAAS) is prepared.	2 to 3 hours	Eva Marie A. Delon *OIC-Municipal Assessor*	None	
Step 4 4. Preparation of New Tax	4.1 4.1The personnel-in-charge will prepare new Tax Declaration / Notice of Cancellation and other	1 minute	Eva Marie A. Delon *OIC-Municipal Assessor*	None	

Declaration / Notice of Cancellation	supporting documents				
Step 5 5. Processing of New Tax Declaration / Notice of Cancellation	5.1The personnel-in-charge will evaluates and signs the Notice of Cancellation, Revision or Correction. 5.2Municipal Assessor reviews the Notice. 5.1.3. 5.3Provincial Assessor approves and signs the Notice of Cancellation / New Tax Declaration	5 minutes 3 minutes 1-2 days	Eva Marie A. Delon *OIC-Municipal Assessor* Norman Victor M. Ordiz *Provincial Assessor*	None	
Step 6. 6. Issuance of Notice of Cancellation / New Tax Declaration	6.1.1. The Notice of Cancellation, Revision or Correction is recorded and a copy is issued to the client.	5 minutes	Nenita Medilo *Clerk*	None	

III. SECURING UPDATED TAX DECLARATION

Office or Division:	Mun. Assessor's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens, Government-to-Businesses
Who may avail:	Owners/representatives of properties, walk-in clients
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration :	1-2 days and 33 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Request Slip	Municipal Assessor's Office
2. Certification	Municipal Assessor's Office
3. Duly Filled-ups Land/Building form	Municipal Assessor's Office

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
1.Request for the Service	2.1 Inform the receiving clerk regarding the request, receiving clerk in turn provides a Request Slip.	1 minute	Fortunato Emberda *Clerk*	None	None
2.Submit Request Slip	1.1.1. Submit Request Slip with the Required documents to the personnel-in-charge and wait for the request to be verified / evaluated.	3 minutes		None	
3.Preparation of Tax Declaration	3.1Personnel-in-charge prepares the following: a. Field Appraisal Assessment (FAAS) b. Tax Declaration c. Notice of Assessment	15 minutes	Nenita Medilo *Clerk*	None	
4.Processing of TD	4.1Personnel-in-charge update the Tax Declaration	15 minutes	Nenita Medilo *Clerk*	None	

	4.2Municipal Assessor reviews the updated Tax Declaration 4.3Provincial Assessors approves and signs the Tax Declaration.	1-2 days	Eva Marie A. Delon *OIC-Municipal Assessor* Norman Victor M. Ordiz *Provincial Assessor*		

IV. ISSUANCE OF COMPUTER PRINT – OUT TAX DECLARATION

Office or Division:			Municipal Assessor's Office		
Classification:			Simple		
Type of Transaction:			Government-to-Citizens		
Who may avail:			Real property owners/representatives of building/machinery, buyers, consultants, realtors and other parties of interest		
Schedule of Availability of Service:			Mondays to Fridays / 8:00 am to 5:00 pm		
Duration :			12 minutes		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Duly filed-up Request Slip			Municipal Assessor's Office		
2. Photocopy of Valid ID			Owner		
3. Additional requirements for authorized representative requesting: - Owner's authorization / special power of attorney - Photo copy of valid ID			Owner/ Authorized Representative		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGER**	**FEES**
Step 1 Request for service	1.1Inform receiving clerk regarding the request	1-2 minutes	Fortunato Emberda *Clerk*	None	None

Step 2 Submit request slip	2.1.1. Submit duly filled-up Request Slip with the required documents to the Officer of the Day and wait for the request to be verified / evaluated.	1-2 minutes	Fortunato Emberda *Clerk*	None	None
Step 3 Pay corresponding fee	3.1 Proceed to the Office of the Municipal Treasurer for the payment of the required fee. 3.1.1.	2-3 minutes	Revenue Collectors (MTO)	Service Fee	P 50.00
Step 4 Present the corresponding official receipt	4.1 Present the official receipt to the personnel in charge. 4.2 Personnel in charge will generate thru computer the requested document. 4.3 Personnel in charge records the official receipt number and attaches the receipt to the document requested.	5 minutes	Melchor Eviota *Clerk*	None	None
Step 5 Receive copy of the requested document.	5.1 The personnel in charge will release computer print-out together with the official receipt.	1 minute	Melchor Eviota *Clerk*	None	None

MUNICIPAL HEALTH OFFICE (Rural Health Unit)
EXTERNAL SERVICES

I. AVAILING OF OUTPATIENT CONSULTATION AND TREATMENT

Office or Division:	Mun. Health Office (RHU)
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	1. All patient needing outpatient consultation, assessment, evaluation and treatment. 2. Referred Cases from barangay health station/other health facilities
Schedule of Availability of Service:	**Mondays to Fridays/8:00 am to 5:00 pm**
Duration :	37 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Mother and Child Book- under 5 years old	Health Care Facilities
2. Referral Slip	Referring Health Care Facility

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1	1.1 Sign-in the client logbook and fill up the Individual Treatment Record (ITR) 1.2 Quick Assessment and Issuance of Priority Number 1.3 Profiling, Vital Signs and History Taking of Illness 1.4 Consultation of the Patient 1.5 Prescribe ancillary procedures/laboratory exams if needed 1.6 Counselling based on current needs or health education 1.7 Dispense of Medicines, Information education on dosages route and schedule of intake of medicine	2 mins 2 mins 5 mins 10 mins 10 mins 8 mins	NURSES AND MIDWIFE DOCTOR	NONE	NONE

II. AVAILING OF NATIONAL IMMUNIZATION PROGRAM

Office or Division:	Mun. Health Office (RHU)
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	All eligible children
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration :	27 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Under 5 card	NURSE AND MIDWIFE
2. Mother and Child Book	NURSE AND MIDWIFE

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1 Sign in the client in the TCL	1.1 Register and Issue number to client	2 mins	NURSES AND MIDWIVES	NONE	NONE
Step 2 Submit for immunization'	2.1 Check the profile, vital signs	5-10 mins			
Step 3 Proceed to the immunization area	3.1 Performs assessment and provide NIP services 4.1 Conduct health education on NIP and related topics and remind follow up schedule	10-15 mins			

III. AVAILING OF FAMILY PLANNING SERVICES

Office or Division:	Mun. Health Office (RHU)
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	1. Any person who wants to avail FP Commodities and other services to ensure proper child spacing, optimum economic and physical health requirements for child bearing and other matter related to family planning Referred cases from barangay health stations and other facilities.
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration :	1-3 days and 20 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Maternal and Child Book	Health Care Facilities

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1 Sign in the client logbook	1.1 Register and issue to client	2 mins	NURSES AND MIFWIVES	NONE	NONE
Step 2 Submit for admission or family planning counselling	2.1 Profiling, and vital signs taking	5-10 mins			
Step 3 Proceed to family planning corner	3.1 Perform assessment and provide family planning services 3.1 Conduct health education on family planning and related topics 3.3 Remind follow up schedule 3.4 Dispense needed family planning supplies, IEC on dosages route and schedule of intake of medicines	10-30 mins			

VII. AVAILING OF NATIONAL TUBERCULOSIS CONTROL PROGRAM AND HIV COUNSELLING AND SCREENING

Office or Division:	Mun. Health Office (RHU)
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	1. Any person, who presenting signs and symptoms of tb who needs to avail of standardized Short Course Chemotherapy (SCC) with Directly Observed Treatment Short Course (DOTS) 2. Referred cases from Barangay Health Stations and other facilities and private practitioner
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration :	30 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Check X-ray film with official reading if any	Any licensed/accredited laboratory
2. Gene Expert Result/ Referral Slip	Rapid TB Diagnostic Laboratory/ Referring Facility

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1 Sign in the client NTB Treatment Card	1.1 Screen for Counselling and HIV Testing 1.2 Information Education on NTP treatment plan	15 minutes	Nurses and MedTech	None	None
Step 2 Proceed to Initiation of Treatment	2.1 Counselling of patient's treatment plan 2.2 NTP Registry 2.3 Registration to IT IS 2.4 Dispense of medicines, IEC on dosages route and schedule of intake of medicines 2.5 Remind follow up schedule	15 minutes	Nurses and MedTech Nurse Nurse Nurse Nurse		

V. AVAILING OF MATERNAL HEALTH CARE SERVICES

Office or Division:	Mun. Health Office (RHU)
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Pregnant or Postpartum women who wants to avail of the services
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration :	30 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Mother and Child Book	Health Care Facilities

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1 Sign in the client logbook	1.1 Register and issue number of client	15 minutes	Nurses and MedTech	None	None
Step 2 Proceed to Maternal and Child Corner	2.1 Profile, vital signs taking 2.2 Perform assessment and management plan for the client 2.3 Conduct health education on proper nutrition and maternal care 2.4 Administer immunization if needed 2.5 Collect specimen and process specimen if needed 2.6 Dispense medicines, IEC on dosages route and schedule of intake of medicine 2.7 Maternal Health Care 2.8 Remind follow up schedule/ refer as needed	15 minutes	Nurses and MedTech Nurse Nurse Nurse		

VI. AVAILING OF CHILD CARE SERVICES

Office or Division:	Mun. Health Office (RHU)
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	➢ Newborns, infants, under 5 children, school age children and children of older age groups including management of sick children ➢ Referred cases from barangay health station/ other health facilities
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration :	30 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
Mother and Child Book	Health Care Facilities

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1 Sign in the client logbook	1.1 Register and issue number of client	15 minutes	Nurses and MedTech	None	None
Step 2 Proceed to Maternal and Child Corner	2.1 Profile, vital signs taking 2.2 Perform assessment and management plan for the client 2.3 Conduct health education on proper nutrition and maternal care 2.4 Administer immunization if needed 2. 5 Collect specimen and process specimen if needed 2.6 Dispense medicines, IEC on dosages route and schedule of intake of medicine 2.7 Maternal Health Care	15 minutes	Nurses and MedTech Nurse Nurse Nurse Nurse		

	2.8 Remind follow up schedule/ refer as needed				

VIII. ISSUANCE OF MEDICAL CERTIFICATE

Office or Division:			Mun. Health Office (RHU)		
Classification:			Simple		
Type of Transaction:			Government-to- Citizens		
Who may avail:			➢ All patients needing medical certificates ➢ Referred cases from Barangay Health Station/Other Health Facilities		
Schedule of Availability of Service:			Mondays to Fridays/8:00 am to 5:00 pm		
Duration :			42 minutes		
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Original and photocopy of Laboratory Results			Any licensed and accredited laboratories		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGER**	**FEES**
Step 1 Sign in the client logbook	1.1 Register and issue number of client	2 minutes	Nurses	None	None
Step 2 Proceed to Consultation/Physical Examination Room	2.4 Profile, vital signs taking 2.5 Preparation of physician notes, appointment and order form 2.6 Evaluation of Laboratory Results 2.4 Performs physical	10-30 minutes	Medical Doctor		

	checkup/examination				
Step 3 Pay the required fees	3.3 Process medical certificate 3.2 Accept the payment based on the order of payment 3.3 Issued medical certificate	5-10 minutes			

IX. ISSUANCE OF SANITARY PERMIT

Office or Division:	Mun. Health Office (RHU)
Classification:	Simple
Type of Transaction:	Government-to-Businesses
Who may avail:	➢ Any person or entity operating food or nonfood (public and industrial establishment in the municipality of Sogod
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration :	22 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. FOOD: a. Updated Health Certificate of all Employees b. Food Handler's Class for operators on food sanitation c. Unified Application Form 2. NON-FOOD: a. Updated Health Certificate of all employees (Industrial) b. Unified Application Form	 RHU RHU BPLO Office RHU BPLO Office

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGER	FEES
Step 1 Accomplish Application form	1.1 Receive application form	1 minutes	RSI/Designation Clerks		

Step 2 Submit requirements for Sanitary Permit as appropriate	2.1 Evaluate/Verify the Requirements	5-15 minutes	RSI/Designation Clerks	None	None
Step 3 Wait for evaluation processes	3.1 Processing of Sanitary Permit	5 minutes	RSI/Designation Clerks		
Step 4 Claim the Sanitary Permit	4.1 Release the Sanitary Permit	1 minutes	RSI/Designation Clerks		

X. ISSUANCE OF HEALTH CERTIFICATE FOR SANITARY PERMIT

Office or Division:	Mun. Health Office (RHU)
Classification:	Simple
Type of Transaction:	Government-to-Businesses
Who may avail:	➢ Employees of any business establishment and ambulant vendors engaged in food and non-food (public and industrial in the municipality of Sogod ➢ Any person in any food, public or industrial establishment
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration :	15 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. **FOOD:** a. Updated Health Certificate of all Employees b. Food Handler's Class for operators on food sanitation c. Unified Application Form **2. NON-FOOD:**	 RHU RHU BPLO Office

a. Updated Health Certificate of all employees (Industrial) b. Unified Application Form			RHU BPLO Office		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGER**	**FEES**
Step 1 Get the priority number	I. Issue Client number	1 minutes	RSI/Designated Clerk	None	None
Step 2 Submit requirements to Sanitation Inspector	2.1 Evaluate/Verify the Requirements 2.2 Process Health Certificate	5-10 minutes	RSI/Designated Clerk		
Step 3 Pay the required fees (make sure to secure OR)	3.1 Accept the payment based on the order of payment 3.2 Issued official receipt	3 minutes	C/O MTO		
Step 4 Claim Health Certificate	4.1 Release Health Certificate and Record	1 minutes	RSI/Designated Clerk		

XI. ISSUANCE OF DEATH CERTIFICATE / EXHUMATION PERMIT/TRANSFER OF CADAVER

Office or Division:	Mun. Health Office (RHU)
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	➢ Immediate Family Members of the Deceased
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration :	36 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Death Certificate	➢ Municipal Civil Registrar Office

2. Certification from Barangay Official on Duty indicating the of the deceased, date of death, place of residence, not attended by MD, due to natural cause			➢ Barangay Hall		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGER**	**FEES**
Step 1 Get the priority number	1.1 Issue client priority number	1 minutes	RSI/Designated Clerks	None	None
Step 2 Submit requirements to Sanitation Inspector	2.1 Evaluate/Verify the Requirements	1-5 minutes	RSI/Designated Clerks		
Step 3 Proceed to consultation room	3.1 Performs history talking and interview to the immediate family member	10-20 minutes	Medical Doctors		
Step 4 Wait for evaluation/processing	4.1 Processing (encoding and signing) of death permit)	5 minutes	RSI/Designated Clerks		
Step 5 Claim death certificate	5.1 Release death certificate and record	5 minutes	RSI/Designated Clerks		

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE
EXTERNAL SERVICES

MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

I. ISSUANCE OF INDIGENCY CERTIFICATE

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Indigent clientele who needs services from Hospital, PAO, LCR, and other welfare institutions
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	1 day and 40 minutes

CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Barangay Indigency Certificate 2. Valid I.D 3. Assessor Certificate 4. Intake Sheets	Barangay Client Municipal Assessor Office Municipal Social Welfare and Development Office

STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
1	1.1 Client proceeded to MSWD office and verbalize request.	10 minutes	DINA DIONALDO SWO - II	None	None
2	2.1 Client undergoes interview	30 minutes	EUFRECINA PATRICIO Office Staff		
3	3.1 Client will comply the requirements needed.	½ day	DINA DIONALDO SWO - II		
4	4.1 Certificate encoded	½ day	PRINCESS GRACE D. NAVALES MSWDO CRISTINA BASILAN Office Staff		

II. ISSUANCE OF REFERRAL LETTERS

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	Issuance of referral letters
Who may avail:	Indigent clientele who needs assistance to other welfare agencies like, terminal office for drop-in and stranded clienteles, hospitals and Red-cross for indigent patients
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	30 minutes

CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Barangay Indigency Certificate 2. Valid I.D 3. Intake Sheets	Barangay Client Municipal Social Welfare and Development Office

STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
1	1.1 Clientele proceed to MSWD Office to verbalize the needs and problem	10 minutes	DINA DIONALDO SWO - II	None	None
2	2.1 Clientele received referral letter and bring to the agency concern	20 minutes	EUFRECINA PATRICIO Office Staff		

III. SECURING SOCIAL CASE STUDY REPORT FOR COURT RELATED CASES and AICS

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Indigent clientele in availing medical Services at PCSO and to the minor children who are in conflict with the law (CICL,) Children victim of abuses
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	1 day and 25 minutes

CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Barangay Indigency Certificate	Barangay

2. Medical Abstract/Medical Certificate 3. Medical Prescription 4. Request for Medical Laboratory 5. Intake Sheets 6. Birth Certificate 7. Police Blotter & Affidavit			In-charge Physician In-charge Physician In-charge Physician Municipal Social Welfare Office Client Police Station		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
1	1.1 Client proceeds to MSWD office and verbalize the needs and problems. (for victim and abuses)	½ day	DINA DIONALDO SWO II	None	None
2	2.1 Client goes to the police for Blotter and case filing	½ day	PRINCESS GRACE D. NAVALES MSWDO		
3	3.1 Client undergo medical examination	20 minutes	DINA DIONALDO SWO II		
4	4.1 Client Received the social case study report	5 minutes	EUFRECINA A. PATRICIO FELIPA LUZON		

IV. SECURING CASE ASSESSMENT FOR MINOR TRAVELLING ABROAD

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Parents/guardians of children who will be travelling abroad
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	1 day, 2 hours and 30 minutes

CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Photocopy of birth certificate 2. 2x2 picture 7 pcs	Clientele Clientele

3. Medical Certificate 4. Affidavit of Consent 5. Latest Income Tax Return 6. Marriage Certificate	In-charge Physician Public Attorney's Office Clientele Clientele

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
1	1.1 Minor and parents proceed to MSWD office verbalize the purpose of going abroad	½ day	DINA DIONALDO SWO-II PRINCESS GRACE D. NAVALES MSWDO	None	None
2	2.1 S.W. Prepared case assessment report	2 hours	DINA DIONALDO SWO-II		
3	3.1 MSWD clerk encoded/Type case assessment	30 minutes	CRISTINA BASILAN OFFICE STAFF		
4	4.1 Client receives needed case assessment	½ day	EUFRECINA PATRICIO Office Staff		
5	5.1 Client brings assessment reports to DSWD Regional Office		Social Worker from DSWD Field Office VIII		

V. SECURING PRE-MARRIAGE CERTIFICATE

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Couple who want to be married
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	1 day, 2 hours and 30 minutes

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
1. Birth Certificate	LCR

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
1	1.1 Couple to be proceed MSWD office every Tuesday at exactly 8:00 a.m.	10 minutes	FELIPA LUZON OFFICE STAFF	None	None
2	2.1 Couple to be applicant filled up the information sheer and answers questioners	30 minutes	PRINCESS GRACE D. NAVALES MSWDO		
3	3.1 Couple to be will attend the pre-marriage counseling session	1 day	AIDALYN YRAUDA RHU rep. PRICESS GRACE D. NNAVALES MSWD rep. FRANCISCO AYCO D.A rep.		
4	4.1 Couple to be received the pre-marriage certificate	15 minutes	FELIPA LUZON OFFICE STAFF		

VI. ISSUANCE OF SENIOR CITIZEN'S DISCOUNT I.D. CARDS AND PURCHASED SLIP

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Persons 60 years old and above
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	45 minutes

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
1. Birth Certificate	LCR
2. Baptismal Certificate	Parish Church
3. Voter's I.D	COMELEC
4. 2 pcs I.D picture	Clientele

5. Should be registered member of Sr. Cit. Association in their Baragay			Brgy. Senior Citizen Federation President		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
1	1.1 Ask for application form in the barangay, or in the office	10 minutes	FELIPA LUZON OFFICE STAFF	None	None
2	2.1 OSCA clerk/ program in charge issue discount I.D. cards together with the purchase slip	20 minutes	IMMACULADA SEREÑO Sr. Citizen's In Charge		
3	3.1 Program in charge bring I.D. to mayor's office for signature	15 minutes	IMMACULADA SEREÑO Sr. Citizen's In Charge FELIPA LUZON OFFICE STAFF		

VII. AICS Services

Office or Division:	Municipal Social Welfare & Development Office				
Classification:	Simple				
Type of Transaction:	Government-to- Citizens				
Who may avail:	Indigent families who are in extremely difficult situation				
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm				
Duration:	45 minutes				
CHECKLIST OF REQUIRMENTS			**WHERE TO SECURE**		
1. Birth Certificate of Indigency 2. Death Certificate (for Burial Assistance) 3. Funeral Contract 4. Medicine Prescription (for Medicine Assistance) 5. Laboratory Request (for Medicine Assistance) 6. Bureau of Fire Protection BFP-Report (for fire victim) 7. Valid I.D			Barangay Rural Health Unit Funeral In-charge Physician In-charge Physician Bureau of Fire Protection Office Clientele		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND**	**FEES**

				CHARGES	
1	1.1 Indigent Clientele to Proceed to MSWD office to verbalized need and problem			• Brgy. Certificate of Indigency • Death Certificate (for Burial Assistance) • Medicine Prescription (for Medicine Assistance) • Laboratory Request (for Medical Assistance) • Bureau of Fire Protection BFP-Report (for fire victim) Brgy. Certification being fire victim (for fire victim)	None
2	2.1 SW interview and does recording. SW come –up cure findings based on the needs of clientele SW determined which of the following financial assistance client desired ➢ Medicine ➢ Burial ➢ Housing repair for fire victim ➢ Medical assistance 2.2 MSWD clerk prepared voucher with complete supporting documents. 2.1 MSWDO signed the voucher in the log book. MSWD staff attached the routing slip as guide.	15 minutes	DINA S. DIONALDO SWO II EUFRECINA PATRICIO OFFICE STAFF PRINCESS GRACE D. NALES MSWDO		
3	3.1 MSWD staff follow up the vouchers	5 minutes	PACITA GUANTO Clerk		
4	3.1 MSWD staff records the check number in check log book and let the client receive and signed.	5 minutes	PACITA GUANTO Clerk		

VIII. Issuance of PWD ID and purchase booklets

Office or Division:	PERSONS WITH DISABILITY OFFICE
Classification:	Simple
Type of Transaction:	Issuance of PWD ID
Who may avail:	Person who are Person with Disability
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
Duration:	2 days

CHECKLIST OF REQUIRMENTS			WHERE TO SECURE		
1. Medical Certificate specifying what kind of disability 2. 2 pcs 1x1 and 2 pc 2x2 ID picture 3. Must filled up the application form			PWD Office RHU Registered Opthalmologist and EENT		
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE AND CHARGES**	**FEES**
1	Approach the receiving staff	1 minute	Ms. Rosa Bagares PDAO Staff Mrs. Eufrecina A. Patricio SWA Focal	None	None
2	Approach the MHO for the issuance of Medical Certificate	3 minutes	Dr. Isabelita B. Mato MHO Dr. Mejurette Q. Mosot Assistant Municipal Health Officer		
3	Submit all the complete requirements to the receiving staff	1 minute	Ms. Rosa Bagares PDAO Staff Mrs. Eufrecina A. Patricio SWA Focal	None None	None None
4	Proceed to the encoder for the data entry	3 minutes	Ms. Quiolin A. Angcoy PDAO Encoder	None	None
5	Printing of PWD ID and booklet	1 minute	Ms. Quiolin A. Angcoy PDAO Encoder	None	None
6	Releasing of PWD ID and booklet *PWD ID IS FREE UNLESS IT WAS LOST OR DAMAGED*	1 minute	Mrs. Rosemarie D. Arceno PDAO	None	None

MUNICIPAL CIVIL REGISTRAR'S OFFICE
EXTERNAL SERVICES

I. REGISTRATION OF BIRTH CERTIFICATES

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Authorized Persons , Walk = in – clients
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	5 minutes
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Birth Certificates	Hospitals where the child was born
2. One valid ID	Any government offices
3. Affidavit to use the surname of the father (for not married parents)	Any notary public

STEPS	PROCEDURES	TIME	PERSONS IN CHARGE	TAX, FEE & CHARGES	FEES
1	1.1 Presentation of Document 1.1.1. Present documents for registration	30seconds	Norma Torion Cristina Balogo		₱270.00
2	2.1 Examine the document 1.1.1. Employee – in – charge (EIC) examines the document , checking whether it is being submitted on time & entries properly filled up.	1minute	Norma Torion Cristina Balogo		
3	3.1 Signature of Document 1.1.1. The Municipal Civil Registrar signs the documents	1minute	Ceasar Leopoldo A. Regis Market Supervisor II MCR – OIC		
4	4.1 Registration of Document 4.1.1. Registrant returns to the EIC who will assign a registry number to the document 4.1.2. 2 copies of the registered document are retained as a file copy of the office & for PSA ,Manila	2minutes	Norma Torion Cristina Balogo		

II. REGISTRATION OF DEATH CERTIFICATES

:

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Spouse or nearest relative who has knowledge of the death of a person who died without medical assistance – must report the same to within 48 hours Municipal Health Office examines the cause of death, signs the death certificate, and directs the registration of the death certificate with the Office of the Civil Registrar within the reglamentary period of 30 days.
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	53 minutes
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Death Certificate 2. Burial & Tombstone Permit	Hospitals where he/she died Treasurer's Office

STEPS	PROCEDURES	TIME	PERSONS IN CHARGE	TAX, FEE & CHARGES	FEES
1	1.1 PRESENTATION OF DOCUMENTS 1.1.1. For deaths occurring outside a hospitals, clinics, etc. 1.1.1.1. Approach the employee-in-charge at the Municipal Health Office who will prepare the death of deceased. 1.1.1.2. Submit the duly accomplished death certificate to this office for registration	15minutes	Norma Torion Cristina Balogo		₱50.00

	1.1.2. For deaths occurring in the hospitals, clinics, etc. present the death certificate, certified by the attending physician, from the hospital, present it to the (EIC) employee-in-charge				
2	2.1. REVIEW BY THE MUNICIPAL HEALTH OFFICER 2.1.1. Registrant is course to the Mun. Health Officer who will review / examine and sign the document, he will certify as to the cause of death.	15minutes	Dr. Isabelita B. Mato Mun. Health Officer		
3	3.1 EXAMINATION OF DOCUMENTS 3.1.1. (EIC) examines the document presented 3.1.2. (EIC) checks if it is properly filled - up	15minutes	Norma Torion Cristina Balogo		
4	4.1 SIGNATURE OF DOCUMENTS 1.1.1. The Civil Registrar signs the death certificate	3minutes	Ceasar Leopoldo A. Regis Market Supervisor II MCR – OIC		
5	5.1 REGISTRATION OF DOCUMENT 5.1.1. Registrant returns to the (EIC) who will assign a registry number to the document	5minutes	Norma Torion Cristina Balogo		

III. REGISTRATION OF MARRIAGE CERTIFICATES

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Authorized Persons , Walk = in – clients
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	5 minutes
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Duly accomplished Marriage Certificates	Solemnizing officer

STEPS	PROCEDURES	TIME	PERSONS IN CHARGE	TAX, FEE & CHARGES	FEES
1	1.1. Presentation of Document 1.1.1. Present documents for registration	30seconds	Norma Torion Cristina Balogo		
2	2.1. Examine the document 2.1.1. Employee – in – charge (EIC) examines the document, checking whether it is being submitted on time & entries properly filled up.	1minute	Norma Torion Cristina Balogo		
3	3.4 Signature of Document .1.1. The Municipal Civil Registrar signs the documents	1minute	Ceasar Leopoldo A. Regis Market Supervisor II MCR – OIC		
4	3. Registration of Document 3.1.1. Registrant returns to the EIC who will assign a registry number to the document 3.1.2. 2 copies of the registered document are retained as a file copy of the office & for PSA ,Manila	2minutes	Norma Torion Cristina Balogo		

IV. REGISTRATION OF COURT ORDERS / DECREES & REQUEST OF ANNOTATED RECORD

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Authorized Persons, Walk in – clients
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	30 minutes
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. All the documents must be certified true copy from the court. ➢ Court Decision ➢ Court Decree ➢ Certificate of Finality ➢ Certificate of Entry of Final Judgment	COURT

STEPS	PROCEDURES	TIME	PERSONS IN CHARGE	TAX, FEE & CHARGES	FEES
1	1.1 Presentation of Document 1.1.1. Present the required documents to the employee-in-charge (EIC) Note : Reglamentary Period & Place of Registration 1.1.2. In case of a court decree/order concerning the status of a person, it shall be the duty of the clerk of court to advise the successful petitioner to have the decree/order registered in the civil registrar's office where the court is functioning within ten (10) days after the decree/order has	15minutes	Norma Torion Cristina Balogo		₱1,350.00

	become final. 1.1.3. The following shall be recorded in the register of court decrees/order 1.1.3.1. Adoption /Rescission of Adoption; 1.1.3.2. Annulment of marriage/declaration of absolute nullity of marriage/legal separation/court order setting aside the decree of legal separation; 1.1.3.3. Change of name or correction of entry; 1.1.3.4. Civil interdiction; 1.1.3.5. Declaration of presumptive death of absent spouse /judicial declaration of absence; 1.1.3.6. Compulsory recognition of illegitimate child/voluntary recognition of minor illegitimate child; 1.1.3.7. Appointment of guardian/ Termination of guardianship; 1.1.3.8. Judicial determination of fact of reappearance of absent spouse, if disputed; 1.1.3.9. Naturalization certificate/Cancellation of naturalization certificate; 1.1.3.10. Separation of property				

	/Revival or former property regime; 1.1.3.11. Emancipation of orphaned minor; and 1.1.3.12. Other registrable court decrees/orders.				
2	2.1 Examine the document (EIC) examines the presented documents as to authenticity.	10minutes	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		
3	3.1. Recording & Registration of court decree/order & annotation of affected civil registry record (EIC) enters the court decree/order in registry book & annotates the same to the affected record.	2minutes	Norma Torion Crsistina Balogo	.	
4	4.1. Release the documents (EIC) releases the documents to the clients	3minutes	Norma Torion Cristina Balogo		

V. REGISTRATION OF LEGAL INSTRUMENTS / LEGITIMATION OF NATURAL CHILD

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Authorized Persons , Walk = in – clients
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	40 minutes
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. As a general rule, all legal instruments concerning registry documents must be registered in the civil registry of the place where they executed ➢ Affidavit of Admission of Paternity ➢ Joint Affidavit for Legitimation ➢ Affidavit to use the surname of the father		**PSA OFFICE** Any Notary Public			
STEPS	**PROCEDURES**	**TIME**	**PERSONS IN CHARGE**	**TAX, FEE & CHARGES**	**FEES**
1	1.1 PRESENTATION OF DOCUMENTS 1.1.1. Present the requires documents to the employee –in- charge	15minutes	Norma Torion Cristina Balogo		₱ 755.00
2	2.1 EXAMINATION OF DOCUMENTS 2.1.1. (EIC) examines the presented documents as to authentication	10minutes	Norma Torion Cristina Balogo		
3	3.1 RECORDING /REGISTRATION OF LEGAL INSTRUMENTS AND ANNOTATION OF THE AFFECTED CIVIL REGISTRY RECORD 1.1.1. (EIC) enters the legal instruments in the registry book and annotates the same to the affected record	3minutes	Norma Torion Cristina Balogo		
4	4.1 PREPARATION OF ANNOTATED RECORD & ISSUANCE OF CERTIFICATION OF REGISTRATION OF LEGAL INSTRUMENT 1.1.1. Show your official receipt to the (EIC) who records the request in the logbook	5minutes	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		
5	5.1 LCR staff prepares the annotated civil registry records & the certification of registration of legal instruments.	5minutes	Norma Torion Cristina Balogo		

6	6.1 RELEASE THE DOCUMENTS (EIC) release the documents to the client	2minutes	Norma Torion Cristina Balogo		

VI. REQUESTING ENDORSEMENT OF REGISTRY RECORDS TO THE CIVIL REGISTRAR-GENERAL

Office or Division:		Municipal Civil Registrar's Office			
Classification:		Simple			
Type of Transaction:		Government-to- Citizens			
Who may avail:		Authorized Persons , Walk = in – clients			
Schedule of Availability of Service:		Monday to Friday / 8:00am to 5:00pm			
Duration:		7 DAYS & 24 minutes			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
1. PSA Negative Result		PSA OFFICE			
STEPS	**PROCEDURES**	**TIME**	**PERSONS IN CHARGE**	**TAX, FEE & CHARGES**	**FEES**
1	1.1 SUBMIT REQUEST FOR VERIFICATION 1.1.1. Approach the employee –in-charge (EIC) & request for an endorsement of your record to PSA; 1.1.2. Show your PSA Negative Result. This must have been issued within the past 6months; 1.1.3. LCR Staff verifies from the registry book whether the requested record is available; 1.1.4. If the record is not available in the archives then you will be advised to apply for late registration; 1.1.5. If the record is available , you will	15minutes	Norma Torion Cristina Balogo		270.00

	course for an endorsement ;				
2	2.1 PREPARATION OF ENDORSEMENT 1.1.1. (EIC) prepared a true copy of the documents , as well as an endorsement letter to the PSA	2minutes	Norma Torion Cristina Balogo		
3	3.1 REVIEW & APPROVAL 3.1.1. The Civil Registrar review and sign the documents	2minutes	Ceasar Leopoldo Regis Market Supervisor II MCR - OIC		
4	4.1 RELEASE THE DOCUMENTS 4.1.1. Secure a copy of the true copy and the PSA endorsement letter 4.1.2. Mail these documents to PSA Regional Office; & 4.1.3. Follow –up the same at PSA after 1month	5minutes	Norma Torion Cristina Balogo		

VII. DELAYED/LATE REGISTRATION OF CIVIL REGISTRY DOCUMENTS

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Authorized Persons , Walk = in – clients
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	45 minutes
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
FOR BIRTH CERTIFICATES	

1. Duly Accomplished Birth Certificate 2. PSA Negative Result 3. Affidavit of (2) disinterested persons/ Affidavit for delayed registration 4. Baptismal Certificates / School Records / Voters Registration Record 5. Brgy. Certification for delayed registration 6. Marriage Certificates (if married) 7. Affidavit to use the surname of the father (for not married)	Hospital PSA OFFICE Any Notary public Church Office of the Punong Brgy. PSA / MCR Office Any Notary Public
FOR DEATH CERTIFICATE 8. Duly accomplished Death Certificate 9. PSA Negative Result 10. Brgy. Certification signed by the cemetery care taker 11. Certification from the church 12. Affidavit for late registration 13. Burial Permit	Hospitals PSA Office Office of the Punong Brgy. Church Any Notary Public Treasurer's Office
FOR MARRIAGE CERTIFICATE 14. Duly accomplished Marriage Certificate 15. PSA Negative Result 16. Affidavit for late registration (2) disinterested party 17. Marriage Certification from the church	Solemnizing officer PSA Office Any Notary Public Church

STEPS	PROCEDURES	TIME	PERSONS IN CHARGE	TAX, FEE & CHARGES	FEES
1	1.1 Presentation of Documents 1.1.1. Present documents for delayed registration		Norma Torion Cristina Balogo		270.00

	1.1.2. (EIC) verifies from the archives whether the record is already available.	15minutes			
2	2.1 SUBMISSION OF REQUIREMENTS 1.1.1. (EIC) examines and prepares the documents	10minutes	Norma Torion Cristian Balogo		
3	3.1 PUBLICATION / POSTING 3.1.1. Come back after the 10 day reglamentary publication period	10minutes	Norma Torion Cristina Balogo		
4	4.1 REVIEW & APPROVAL 4.1.1. The Municipal Civil Registrar reviews and sign the documents	2minutes	Ceasar Leopoldo A. Regis Market Supervisor II MCR – OIC		
5	5.1 RECORDING / REGISTRATION 5.1.1. The (EIC) put a registry number and records in the registry book	3minutes	Norma Torion Cristina Balogo		
6	6.1 RELEASE THE DOCUMENTS 6.1.1. The (EIC) release the duly signed registered documents	5minutes	Norma Torion Cristina Balogo		

VIII. APPLICATION FOR MARRIAGE LICENSE

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Each of the contracting parties who wanted to be married and parents for below 25 yrs. old applicant
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	45 minutes
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
All documents are original 1. PSA / LOCAL Birth Certificate 2. Pre Marriage Counseling Certificate 3. CENOMAR 4. Parental Consent if the applicant is 18yrs. old but below 21yrs old 5. Parental Advice if the applicant is 21 yrs. old but below 25 yrs. old 6. Certificate / Affidavit of legal capacity if foreign citizen 7. Death Certificate if widow	PSA OFFICE / MCRO MSWDO PSA OFFICE MCRO MCRO Any Notary Public PSA / MCRO

STEPS	PROCEDURES	TIME	PERSONS IN CHARGE	TAX, FEE & CHARGES	FEES
1	1.1 APPLICATION 1.1.1. Present the required supporting documents	15minutes	Norma Torion Cristina Balogo		₱ 770.00
2	2.1 EXAMINATION OF REQUIREMENTS 2.1.1. (EIC) examines submitted supporting documents	15minutes	Norma Torion Cristina Balogo		
3	3.1 PREPARATION OF APPLICATION 3.1.1. (EIC) type the required information on the application form	10minutes	Norma Torion Cristina Balogo		

	3.1.2. Review the typed information on the form afterwards, sign the same . Parents must also sign the form if parental consent / advice is required.				
4	4.1 APPLICANTS IS INSTRUCTED TO PROCEED TO THE MCR 4.1.1. Bring the application form to the MCR 4.1.2. MCR interviews the applicants and parents if consent/advice. Afterwards, he/she administers to oath of the applicants. 4.1.3. Applicant is instructed to come back after 10day publication period for the issuance of marriage license.	2minutes	Ceasar Leopldo A. Regis Market Supervisor II / MCR – OIC		
5	5.1 RELEASE OF LICENSE *(valid only for 120days from the date of issue)* 5.1.1. The applicant is advise to pay the license fee at the Treasurer's Office 5.1.2. The (EIC) releases the duly signed the marriage license	3minutes	Ceasar Leopoldo A. Regis Market Supervisor II MCR – OIC		₱ 492.00

IX. FILING PETITION FOR CHANGE OF FIRST NAME (CFN) / CORRECTION OF CLERICAL ERROR /S RA. 9048 (CCE) , RA 10172 (CCE OF SEX/GENDER & DATE OF BIRTH OF A PERSON)

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	All duly registered persons
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm

Duration:	2weeks & / 10days posting / 2 consecutive weeks for news paper publication
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
All documents are original For : CHANGE OF FIRST NAME 1. PSA / LOCAL Birth Certificate 2. Baptismal Certificate & Voter's Reg. Record 3. Elementary School Records form 137 4. Certificate of Employment / Clearance (if employed) 5. Affidavit of Non Employment (if not employed) 6. NBI Clearance 7. POLICE Clearance 8. Medical Records 9. LCR Form IA 10. News Paper Clippings 11. For CORRECTION OF CLERICAL ERROR 12. PSA Birth Cert. / Marriage Cert. / Death Cert. 13. Baptismal Certificate 14. Voter's Registration Records 15. Marriage Certificate 16. School Records 17. Parents birth Certificate 18. Any documents that can support the error	PSA OFFICE / MCRO MSWDO PSA OFFICE MCRO MCRO Any Notary Public PSA / MCRO

STEPS	PROCEDURES	TIME	PERSONS IN CHARGE	TAX, FEE & CHARGES	FEES
1	1.1 PRESENTATION OF PROBLEM 1.1.2. Approach the (EIC) or the MCR and inform them about the problems in your registry record .	15minutes	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		

2	2.1 DISCUSSION OF REMEDIES 2.1.1. You will be advised with the remedies available whether to file a petition for CFN or a Petition of Clerical Errors	30minutes	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		
3	3.1 LIST OF REQUIREMENTS 3.1.1. MCR or EIC hands over a list of supporting documents required in filing the petition. 3.1.2. Complete the given requirements before proceeding to the next step .	2minutes	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		
4	4.1 SUBMISSION OF REQUIREMENTS 1.1.1. Submit all the required supporting documents to the EIC. The EICs will check if these are authentic, complete and duly - certified	5minutes	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		
5	5.1 PAYMENT OF FEES 5.1.1. CFN 5.1.2. CCE	5minutes	Treasurers Office		₱ 3,000.00 ₱ 1,000.00
6	6.1 Preparation of Petitions	30minutes	Norma Torion Cristina Balogo		
7	7.1 REVIEW AND ADMINISTRATION OF OATH /NOTARIZATION 7.1.1. Bring the petition & all supporting documents to the MCR for review and notarization. 1.1.1. The MCR , any Notary Public . Then administers the oath of the petitioner	30minutes	Ceasar Leopoldo Regis Any Notary Public		
8	8.1 PUBLICATION & POSTING 8.1.1. EIC prepare the required publication. The publication will be posted	CFN - 2weeks CCE - 10days	Southern Leyte Times Southern Leyte Balita		

9	9.1 TRANSMITTAL OF APPROVED PETITIONS 9.1.1. MCR approved the petition or render his decision after the required publication and posting then forwards the same to PSA Legal Division , Manila for AFFIRMATION 1.1.1. After the approval of the petition has become final , the document sought to be corrected is finally annotated with correction, hence , the annotated document is forwarded to PSA Regional Office Tacloban	3minutes	Ceasar Leopoldo Regis Market Supervisor II MCR – OIC		

X. REGISTRATION OF FOUNDLING /ABANDONED CHILDREN

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	*A FOUNDLING* is a deserted or abandoned infant of child found , with parents , guardian , or relatives being unknown , or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage, or abandoned infant or child found, with parents , guardian, or relatives being unknown , or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage . *REGLAMENTARY PERIOD AND PLACE OF REGISTRATION .* The finder /charitable institution within thirty (30) days shall make registration of the foundling in the Office of the Civil Registrar of the city/municipality where the child was found from

	the date of finding /commitment of the child. Any report made beyond the reglamentary period of 30 days shall be considered late , and the concerned party – registrant shall be required top state a sworn statement the circumstances that caused the late reporting of the civil registrar. *PERSONS RESPONSIBLE TO REPORT THE EVENT .* Immediately after finding the foundling , the finder shall report the case to the barangay captain of the place where the foundling was found, or to the police headquarters , whichever is nearer or convenient to the finder . When the report is duly noted, either by the barangay captain or by the police authority , the finder shall commit the child to the care of the Department of Social Welfare and Development or to duly licensed orphanage or charitable or similar institution . Upon commitment , the finder shall give to the charitable institution his copy of the Certificate of Foundling , if he had registered the foundling . In case of the finder is awarded the custody of the foundling g by the proper authority , he shall give a name for the child and shall report the same to the civil registrar of the city / municipality where the child was found . Otherwise, the giving of name to the child and its registration as foundling shall be the responsibility of the Department of Social Welfare and Development or of the orphanage or charitable or similar institution where the child was committed.
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	1 hour
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certification issued by the concerned Barangay Captain 2. Police Clearance 3. Affidavit of the Finder	Office of the Punong Barangay POLICE Any Notary public

STEPS	PROCEDURES	TIME	PERSONS IN CHARGE	TAX, FEE & CHARGES	FEES

1	1.1 PRESENTATION OF DOCUMENTS 1.1.1. Client presents the documents to EIC	20minutes	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		₱270.00
2	2.1 EXAMINATION OF DOCUMENTS 2.1.1. EIC examines the presented documents 2.1.2. EIC prepares the certificate of foundling per data supplemented by the information	20minutes	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		
3	3.1 EVALUATION/REVIEW & APPROVAL OF THE MCR 3.1.1. Client are advised to bring the documents to the MCR for evaluation and approval 3.1.2. Client bring back the documents to EIC after the approval of the MCR	15minutes	Ceasar Leopoldo Regis Market Supervisor II MCR – OIC		
4	4.1 RELEASE OF THE CERTIFICATE 18. Client receives his/her personal copy	5minutes	Norma Torion Cristina Balogo		

XI. AUTHORITY TO USE THE SURNAME OF THE FATHER

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Illegitimate children whose births are either not yet registered or were previously registered under the surname of the mother whether born before or after affectivity of RA 9255. Specifically, illegitimate children born on after August 3, 1988.
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	25 minutes
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA Birth Certificate	PSA Office

2. Affidavit to use the surname of the child 3. Affidavit of admission of paternity		Any Notary Public Any Notary Public			
STEPS	**PROCEDURES**	**TIME**	**PERSONS IN CHARGE**	**TAX, FEE & CHARGES**	**FEES**
1	1.1 Review and evaluate of documents and supporting papers i.e., AUSF, COLB, Affidavit etc. presented by the applicant	15minutes	Norma Torion Cristina Balogo		₱ 590.00
2	2.1 Registration of the Affidavit of 2.1.1. Affidavit of Admission of paternity 2.1.2. Affidavit to use the surname of the child	2minute	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		
3	3.1 Annotation of the COLB 3.1.1. The EIC process the document 3.1.2. Bring all the supporting document to the MCR for review and approval	5minutes	Ceasar Leopoldo Regis Norma Torion Cristina Balogo		
4	4.1 Release of the document 4.1.1. Client receives his/her personal copy	3minutes	Norma Torion Cristina Balogo		

XII. LEGITIMATION OF CHILD

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Children conceived and born outside of wedlock of parents, and subsequently were validly married to each other.
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	25 minutes
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA Birth Certificate	PSA Office

2. PSA Marriage Certificate 3. CENOMAR 4. Affidavit of admission of paternity 5. Joint Affidavit of Legitimation		PSA Office PSA Office Any Notary Public Any Notary Public			
STEPS	**PROCEDURES**	**TIME**	**PERSONS IN CHARGE**	**TAX, FEE & CHARGES**	**FEES**
1	1.1 Review and evaluate of documents and supporting papers i.e. presented by the applicant	15minutes	Norma Torion Cristina Balogo		₱755.00
2	2.1 Registration of the Affidavit of 2.1.1. Affidavit of Admission of paternity 2.1.2. Joint Affidavit of Legitimation	5minute	Norma Torion Cristina Balogo		
3	3.1 Annotation of the COLB 3.1.1. EIC process the documents 3.1.2. Bring all supporting documents to MCR for review and approval	3minutes	Ceasar Leopoldo Regis Market Supervisor II MCR – OIC		
4	4.1 Release of the Documents 1.1.1. Client receives his / her personal copy	2minutes	Norma Torion Cristina Balogo		

XIII. REQUESTING A CERTIFIED TRUE COPY & ISSUANCE OF CERTIFICATIONS OF BIRTHS, DEATHS AND MARRIAGES

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Authorized persons walk - in - clients
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm

Duration:	32 minutes				
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**				
1. ORIGINAL COPY OF THE BIRTH CERTIFICATE, DEATH CERTIFICATE, MARRIAGE CERTIFICATE	Owner of the document				
STEPS	**PROCEDURES**	**TIME**	**PERSONS IN CHARGE**	**TAX, FEE & CHARGES**	**FEES**
1	REQUEST 1.1.1. Go to the EIC and verbalize the request	5minutes	Norma Torion Cristina Balogo	Certification Fee Service Fee	₱ 220.00 ₱ 50.00
2	VERIFICATION 2.1.1. LCR Staff verifies availability of the civil registry documents in the Registry Book.	5minute	Norma Torion Cristina Balogo	Certification Fee Service Fee	₱ 220.00 ₱ 50.00
3	PREPARATION OF REQUESTED CIVIL REGISTRY DOCUMENTS Present your official Receipt to EIC or MCR 3.1.1. EIC will prepare the requested documents	15minutes	Ceasar Leopoldo Regis Market Supervisor II MCR – OIC	None	None
4	AUTHENTICATION 4.1.1. MCR signs the documents	1minute	Ceasar Leopoldo Regis Market Supervisor II MCR – OIC	Certified True Copy Service Fee	₱ 220.00 ₱ 50.00
5	ISSUANCE OF DOCUMENTS 5.1.1. Claim the requested document	1minute	Norma Torion Cristina Balogo	None	None

XIV. REQUESTING SECURITY PAPERS BIRTH CERTIFICATE , DEATH CERTIFICATE, MARRIAGE CERTIFICATE:

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Authorized persons walk - in - clients
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	1 week
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One Valid ID 2. Authorization if Authorize Person	Any government office Owner of the document

STEPS	PROCEDURES	TIME	PERSONS IN CHARGE	TAX, FEE & CHARGES	FEES
1	APPROACH THE EIC & REQUEST FOR SECPA BIRTH CERTIFICATE MARRIAGE CERTIFICATE DEATH CERTIFICATE 1.1 CENOMAR / ADVISORY OF MARRIAGES	1minute	Ryan Aguilar & Revenue Collector	PSA Birth Certificate Service Fee PSA Marriage Certificate Service Fee PSA Death Certificate Service Fee PSA CENOMAR Certificate Service Fee	₱ 235.00 ₱ 235.00 ₱ 235.00 ₱ 310.00
2	2.1 Come back after 1week for releasing of SECPA				

PERSONNEL SERVICE OFFICE
EXTERNAL SERVICES

EXTERNAL SERVICES

I. APPLYING FOR A JOB WITH THE LGU-SOGOD, SOUTHERN LEYTE

Office or Division:	Human Resource Management and Practitioners
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Anyone provided that they meet the qualifications required for the job opening.
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	22 minutes
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Letter 2. Curriculum Vitae with latest 2x2 picture 3. Photocopy of Certificate of Eligibility (ies) 4. Photocopy of transcript of records 5. Other supporting documents, if any	Applicant

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE & CHARGES	FEES
1	1.1 Check for job vacancy 1.1.1. Proceed to Municipal Hall and checks the LGU Bulletin board for any job posting. She/he may also check out the Civil Service Commission Bulletin				
2	2.1 Submit Application 1.1.2. Submit an application letter specifying the position applied for, together with the requirements.	2 minutes	HRMO		
3	3.1 Preliminary Interview 1.1.3. Undergo an interview with the LGU-HRMO upon filing of application. This is done to know whether the applicants meet the minimum qualification standard (QS) requirements for the position.	10 minutes			
4	4.1 Wait for Advice/Notice 4.1.1. Applicant will be advised to come back on a scheduled date when the Personnel	10 minutes			

	Selection Board (PSB) screens the applicants to fill the vacancy. 4.1.2. Only applicants who are able to meet the minimum QS requirements will be called for an interview by the PSB.				
5	4.1 PSB Screening 5.1.1. The PSB screens and interviews the applicants who meet the QS requirements.	Depends on schedule			
6	5.1 Hiring 6.1.1. The applicant selected by the PSB o fill the vacant position is informed about the selection. Hiring/start of employment depends on the Department that has the vacancy.	Depends on schedule	Municipal Mayor		

INTERNAL SERVICES

II. FILING AN APPLICATION FOR LEAVE

Office or Division:	Human Resource Management and Practitioners				
Classification:	Simple				
Type of Transaction:	Government to Government				
Who may avail:	Permanent and casual LGU government employees				
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm				
Duration:	25 minutes				
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**				
1. Application for leave (CSC Form No.1) 3 copies 2. Medical Certificate for sick leave exceeding 5 days. 3. Clearance from money and/or property responsibilities if leave will last for 30 calendar days or more.					
STEPS	**PROCEDURES**	**TIME**	**PERSON IN CHARGE**	**TAX, FEE & CHARGES**	**FEES**

1	Fill up Application for leave form Employee accomplishes 3 copies of an Application for leave Form, and has it approved by the Department Head or Chief of Office.	2 minutes	HRMO		
2	File Application for Leave Form Employee submits the Application for Leave Form together with the requirements above.	2 minutes	HRMO		
3	Processing of Leave Form Employee waits while clerk records Application for leave; makes sure that supporting documents are in order; computes accrued leave credits; and processes Application for leave Form.	15 minutes	HRMO Staff		
4	Approval of Leave Computation LGU Human Resource Management Officer approves the computation on the Application for Leave.	2 minutes	HRMO		
5	Approval of Leave Computation Employee receives the processed Application for leave and submits the form to the LGU Mayor for approval.	2 minutes	Municipal Mayor		
6	Furnish the HRMO a copy of the form after approval by the LGU Mayor.	2 minutes	LCE Staff		

III. SECURING SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT AND OTHER PERSONNEL RECORDS

Office or Division:	Human Resource Management and Practitioners
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Permanent and casual LGU government employees
Schedule of Availability of Service:	Monday to Friday / 8:00am to 5:00pm
Duration:	14 minutes
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	REQUIREMENTS	FEES
1	Register in Logbook Register in the Request for Service Records logbook	1 minute	HRMO		
2	Print Record Wait while HRMO employee-in-charge prints the service record. Certificate of Employment, or other request specified.	10 minutes	HRMO		
3	Approval of the Record Submit the requested record to the LGU Human Resource Management Officer for signature.	2 minutes			
4	Issuance of Record Receive the Requested record from the employee-in-charge.	1 minute			

OFFICE OF THE MUNICIPAL MAYOR
EXTERNAL SERVICES

INTERNAL SERVICES

I. ISSUANCE OF CERTIFICATE OF INCUMBENCY

Office or Division:	**OFFICE OF THE MUNICIPAL MAYOR**
Classification:	Simple
Type of Transaction:	Government-to-Government
Who may avail:	Barangay Officials and Barangay Officials dependents who wished to avail educational benefit
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Copy of Oath of Office of Barangay Official 2. Copy of Birth Certificate 3. Official Receipt of Certification fee	Barangay Hall Client Municipal Treasurer's Office

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
1	1.1 Payment of certification fee	5 mins	Revenue Collector from Municipal Treasurer's Office	Certification fee Service Fee	₱ 220.00 ₱ 50.00
2	2.1 Receiving and checking of required documents: 2.1.1. Copy of Oath of Office of Barangay Official 2.1.2. Copy of Birth Certificate 2.1.3. Official Receipt of Certification fee	5 mins	**ELVIRA M. QUIMSON** In-charge	NONE	NONE
3	3.1 Printing of Certificate	3 mins			
4	4.1 Signature of the Municipal Mayor	10 mins	**SHEFFERED LINO S. TAN** Municipal Mayor		
5	5.1 Attestation by the MLGOO	10 mins	**ATTY. RAFUNZEL S. BERO** MLGOO		

EXTERNAL SERVICES

II. ISSUANCE OF MAYOR'S PERMIT

Office or Division:	**OFFICE OF THE MUNICIPAL MAYOR**
Classification:	Simple
Type of Transaction:	Government-to-Businesses
Who may avail:	Establishments/Individuals who plan to conduct benefit dances, parlor games, product selling activities, motorcades, parades and other related activities
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Official Receipt of Certification fee	Municipal Treasurer's Office
2. Resolution from Barangay (for parlor games, benefit dances, etc)	Barangay Hall
3. Clearance from MHO (For product selling activities)	Municipal Health Office
4. Business Permit (For product selling activities)	Client
5. Letter Request (For motorcades, parades and other related activities)	Client

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
1	1.1 Payment of Certification Fee	5 mins	Revenue Collector from Municipal Treasurer's Office	Certification Fee Service Fee	₱ 220.00 ₱ 50.00
2	2.1 Receiving and checking of required documents	5 mins	**ELVIRA M. QUIMSON** In-charge	NONE	NONE
3	3.1 Printing of Certificate	3 mins		NONE	NONE
4	4.1 Signature of the Municipal Mayor	10 mins	**SHEFFERED LINO S. TAN** Municipal Mayor	NONE	NONE

III. ISSUANCE OF MAYOR'S CLEARANCE

Office or Division:	**OFFICE OF THE MUNICIPAL MAYOR**
Classification:	Simple
Type of Transaction:	Government-to- Citizens
Who may avail:	Individuals who wish to apply for a job, students who plan to undergo on-the-job trainings, individuals applying for passport or visa, and other purposes
Schedule of Availability of Service:	Mondays to Fridays/8:00 am to 5:00 pm
CHECKLIST OF REQUIRMENTS	**WHERE TO SECURE**
1. Barangay Clearance	Barangay Hall
2. Police Clearance	Municipal Police Station
3. Community Tax Certificate (CTC)	Barangay Treasurer/ Municipal Treasurer's Office
4. Official Receipt of Certification fee	Client

STEPS	PROCEDURES	TIME	PERSON IN CHARGE	TAX, FEE AND CHARGES	FEES
1	1.1 Payment of Certification Fee	5 mins	Revenue Collector from Municipal Treasurer's Office	Certification Fee: For Employment For Passport or Visa clearance For Other Purposes Service Fee	 ₱ 110.00 ₱ 220.00 ₱ 110.00 ₱ 50.00
2	2.1 Receiving and checking of required documents	5 mins	**ELVIRA M. QUIMSON** In-charge	NONE	NONE
3	3.1 Printing of Certificate	3 mins			
4	4.1 Signature of the Municipal Mayor	10 mins	**SHEFFERED LINO S. TAN** Municipal Mayor		

Client's Feedback Form

Thank you for visiting the Municipality of Sogod and availing of our services. Because we want to serve you better, please answer the question relevant to your visit:

Name: _____ Address: _____

Office Visited: _____ Service Availed: _____

OFFICE:

Is the office easy to locate?: Yes ☐ No ☐

Is the office clean and orderly?: Yes ☐ No ☐

Did you feel comfortable?: Yes ☐ No ☐

Was there a long waiting line of customers?: Yes ☐ No ☐

Was there an appropriate signage of direction?: Yes ☐ No ☐

PERSONNEL AND OFFICERS:

Is the employee-in-charge available? Yes ☐ No ☐

Is the employee-in-charge knowledgeable? Yes ☐ No ☐

Is the employee-in-charge accommodating? Yes ☐ No ☐

Were you received properly? Yes ☐ No ☐

Were your need attended to promptly? Yes ☐ No ☐

Were you made to wait long?: Yes ☐ No ☐

Did it take the official signatory too long to sign?: Yes ☐ No ☐

Were all the customers given equal treatment?: Yes ☐ No ☐

REQUIREMENTS:

Were you made aware of the requirements?: Yes ☐ No ☐

Was there so many additional requirements?: Yes ☐ No ☐

Were you given proper instructions on how to get requirements?: Yes ☐ No ☐

Were you made aware of the fees you will pay?: Yes ☐ No ☐

Are the instructions brief and concise?: Yes ☐ No ☐

COMMENTS AND SUGGESTIONS: _____

_____

_____

Thank you!