



LOCAL GOVERNMENT UNIT OF TUBAO

CITIZENS CHARTER 2021 1ST EDITION



Republic of the Philippines
Province of La Union
Municipality of Tubao

OFFICE OF THE SANGGUNIANG BAYAN

RESOLUTION NO. 50, S. 2022

RESOLUTION APPROVING THE CITIZEN'S CHARTER 2021 OF LOCAL GOVERNMENT UNIT OF TUBAO, LA UNION.

WHEREAS, RA 9485, also known as the Anti-Red Tape Act mandates for the formulation of Citizen's Charter in every LGU and other government offices to hasten all government transactions and efficient service to clients;


WHEREAS, the Local Government of Tubao, La Union had previously formulated its existing Citizen's Charter but it needs updating for fast and efficient service delivery to our clients when they transact business with the LGU;

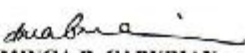
WHEREAS, the updated Citizen's Charter is an official document that serves as guide for clients when having official business transactions with the offices concerned, hence it needs adoption of the Sangguniang Bayan to be legally and effectively implemented;

APPROVED this 21st day of March, 2022.


CONCURRING:

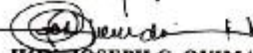

HON. MARY-MERLE M. VERCELES
Vice-Mayor/Presiding Officer


HON. DOMINGO S. ESTOESTA
SB Member


HON. DOMINGA R. CABURIAN
SB Member


HON. MICHAEL M. MAPALO
SB Member


HON. ESTEL M. GAYO
SB Member



HON. JOSEPH G. QUIMADO
SB Member

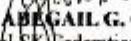

HON. WILLIAM F. MARIÑAS
SB Member


ATTY. JUDYLYN O. GARCIA
SB Member


HON. GERALYN G. BULAO
SB Member


HON. HIPOLITO F. SAOYAO JR.
IPMR


HON. LOLITA S. GARCIA
Liga ng mga Barangay President


HON. ABIGAIL G. GARCIA
Municipal SK Federation President

Attested:

MODESTO R. LAROYA
Secretary to the Sangguniang Bayan

Approved:


ATTY. JONALYN G. FONTANILLA-PIAYAS
Municipal Mayor



TUBAO CITIZEN'S CHARTER
Republic of the Philippines
Province of La Union
Municipality of Tubao



OFFICE OF THE MUNICIPAL MAYOR

MESSAGE

It is indeed my pride and honor that our municipality was able to prepare our updated Tubao Citizen's Charter that will provide the necessary information and requirements for the constituents who needs basic services. This Citizen's Charter serves as a guidelines for all the towns' people of Tubao who avails all the basic services/ necessities that the LGU provides in all sectors of the society. Furthermore, it will aid them properly in accessing such services in the municipality. Also, this Citizen's Charter creates greater awareness among the constituents of this municipality.

For the Municipal Government, it promotes transparency, availability and commitment towards excellence in local governance because its simplifies and facilitates transactions.

With this, I would like to convey my heartfelt thanks and gratitude to all the Department Heads that contributed in the making of this Citizen's Charter and the HRMO Designate who consolidated and finalized the said Charter and other stakeholders who made this Citizen's Charter possible.

We commit integrity and steadfast to all endeavors of the LGU. Abante TUBAO!!!

ATTY. JONALYN G. PONTANILLA-PIAYAS
Municipal Mayor



TUBAO CITIZEN'S CHARTER

I. Mandate:

Local Government Code of 1991 gives the local government powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

II. Vision:

Tubao as a component city with God-loving, empowered and responsible people who live consciously in a clean, green, balanced, well-planned, attractive and safe environment with sustainable and diversified economy which is globally competitive under a firm, dynamic, transparent, accountable, consultative and participative leadership.

III. Mission:

The Municipal Government of Tubao shall initiate people's participation in promoting programs, projects and activities which will make the community economically balanced with God-centered and morally upright citizens.

IV. Service Pledge:

We, the officials and employees of the Municipal Government of Tubao, do hereby swear and pledge to aim for EXCELLENCE in public service, value our constituents and our clients by taking care of their needs with integrity and satisfaction. We further pledge to build people-centered governance and to create a client-friendly environment. We will aim high and fulfill our commitments in the Citizen's Charter as our means to achieve EXCELLENCE in the public service. We commit to attend to all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to, So help us God.

E-Enterprising governance

E-Exemplary performance of local government functionaries

C-Competence of its human resources

E-Empowerment through public participation and education
L-Legislations to promote and protect general public welfare

L-Leadership by example

E-Effectiveness and efficiency in responding to the needs of our clients

N-No partiality in dealing with our clients

C-Camaraderie among the members of the LGU organization

E-Ethical



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Office of the Mayor
External Services



TUBAO CITIZEN'S CHARTER

1. Filing of Complaints/Recommendation/Feedback

To ensure that the Local Government Unit of Tubao will continue to provide efficient public service to all clients availing of any of the services. Anyone regardless of status are free to file their complaints regarding the services availed or share their recommendations and feedbacks to the Public Assistance and Complaints Desk Officer.

Office or Division	Office of the Mayor			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Customers/Employees/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up form and/or letter of complaint or call the hotline 8888		Public Assistance and Complaints Desk		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Drop at the box the letter of complaints/recommendations/feedback	1. The Public Assistance and Complaints Desk Officer will open the box, evaluate, record and submit the letter of complaints at the Office of the Mayor	None	2 Minutes	Rufino Alva
	1.1 Immediately respond to the complainant thru investigation and forward the complaint to the respective office for their explanation.	None	8 Hours	
	1.2 Prepare a report after the investigation and submit to the Municipal Mayor	None	30 Minutes	
	1.3 Prepare and submit reports to the DILG regarding the findings of the complaints	None	15 Minutes	
	TOTAL:		8 Hours and 47 Minutes	



TUBAO CITIZEN'S CHARTER

2. Issuance of Endorsement/Recommendation

Recommendation/Endorsements is given to individuals and organizations to support their intentions for a purpose.

Office or Division	Office of the Mayor			
Classification	Simple Document			
Type of Transaction	G2B-Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/ Request		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present Letter of Intent/Request	1. Receive letter and evaluate/review	None	2 Minutes	Rufino Alva
	1.1 Prepare Endorsement /Recommendations and Letter	None	5 Minutes	
	1.2 Approve and sign the endorsement/recommendation letter by the Municipal Mayor	None	5 Minutes	
2. Receive the Endorsement/ Recommendation Letter	2. Release the Endorsement/Recommendation Letter	None	1 Minute	
	TOTAL:		13 Minutes	



TUBAO CITIZEN'S CHARTER

3. Issuance of Mayor's Clearance

The Mayor's Office Clearance is issued to individuals needing this document that states that he/she/has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information.

Office or Division:	Office of the Mayor			
Classification:	Simple Document			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Concerned		
Police Clearance		Tubao Police Station		
Court Clearance (if applicable)		Municipal Trial Court		
Official Receipt		Office of the Municipal Treasurer		
Community Tax Certificate		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. File request and submit complete requirements	1. Receive request and complete requirements and advice client to pay the required fees at the Municipal Treasurer's Office	None	1 Minute	Jocelyn A. Flores RCC I
2. Pay required fees at Municipal Treasurer's Office	2.1. Issuance of Official Receipt	PHP 130.00	3 Minutes	Edlyn Jeane G. Agbuya Admin Aide I
Present the Official Receipt at the Office of the Mayor	2.2. Prepare Mayor's Clearance and forward to the Mayor for approval	None	5 Minutes	Jocelyn A. Flores RCC I
	2.3 Approval of Mayor's Clearance	None	1 Minute	Jocelyn A. Flores RCC I
3. Claim approved Mayor's Clearance	3.1 Record, file for office copy and release Mayor's Clearance to the client	None	2 Minutes	Jocelyn A. Flores RCC I
	TOTAL:	PHP 130.00	12 Minutes	



TUBAO CITIZEN'S CHARTER

4. Issuance of Mayor's Permit

The Office of the Mayor issues Mayor's Permit to individuals and business establishments in the municipality as one of requirements in putting up their business, building constructions and other related services that needs Mayor's Permit.

Office or Division	Office of the Mayor			
Classification	Simple Document			
Type of Transaction	G2B- Government to Citizen			
Who may avail	Individuals, business establishments and owners of buildings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Office of the Mayor		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present Letter of Request for evaluation	1. Receive documents and check all documents needed and advice client to pay the required fees at the Municipal Treasurer's Office	None	2 Minutes	Jocelyn A. Flores RCC I
2. Pay required fees at the Municipal Treasurer's Office present the Official Receipt at the Office of the Mayor	2.1. Issuance of Official Receipt	Please refer to the computation of BPLO	3 Minutes	Romy Llobrera Admin Aide IV Designate BPLO
	2.2. Prepare Mayor's Permit and forward to the Mayor for approval	None	5 Minutes	Jocelyn A. Flores RCC I
	2.3 Approval of Mayor's Permit	None	1 Minute	Jocelyn A. Flores RCC I
3. Claim approved Mayor's Permit	3. Record, file an office copy and release approved Mayor's Permit	None	1 Minute	Jocelyn A. Flores RCC I
	TOTAL:		12 Minutes	



TUBAO CITIZEN'S CHARTER

5. Issuance of Special Permit

The Office of the Mayor issues Special Permits to individuals and organizations to support their activities or any purpose.

Office or Division	Office of the Mayor			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter of request	1. Receive letter of request and evaluate documents	None	2 Minutes	Rufino C. Alva
	1.1. Prepare Special Permit and forward to the Mayor for approval	None	5 Minutes	
	1.2 Approval of Special Permit	None	1 Minute	
2. Claim the approved Special Permit	2. Record, file an office copy and release approved Special Permit	None	1 Minute	
	TOTAL:		9 Minutes	



Human Resource Development Division

Internal Services



TUBAO CITIZEN'S CHARTER

1. Application for Leave

The application for leave is a proof that the employee's absent from his/her office. It might be on the account of sickness on the part of the employee or any member of his immediate family or for personal reasons.

Office or Division:	Human Resource Development Division			
Classification:	Simple Documents			
Type of Transaction:	Application for Leave of Absences			
Who may avail:	All permanent, co-terminous, casual and elective officials of the local government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up requisition form		Human Resource Development Division		
Letter of Intent (for the monetization of leave)		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up requisition form	1. Receive the filled up requisition form and record it at the index of leave cards	None	3 Minute	<i>Ma. Christmas Amando Admin Aide</i> <i>Norma E. Pangod OIC-HRMO</i>
	1.1 Encode and print the Leave Application Form (CSC Form No. 6)	None	3 Minute	
2. Secures the signature of his/her immediate supervisor	2. Receive the signed application for leave form and the HRMO certifies as to the actual leave credits and forward the same at the LCE/VM Office for action	None	3 Minutes	<i>Ma. Christmas Amando Admin Aide</i> <i>Norma E. Pangod OIC-HRMO</i>
3. Claim the approved Application for Leave	3. File for office copy and release the approved Application for Leave to the concerned personnel	None	15 Minute	<i>Ma. Christmas Amando Admin Aide</i> <i>Norma E. Pangod OIC-HRMO</i>
	TOTAL:		24 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements.



TUBAO CITIZEN'S CHARTER

2. Authentication of Photocopied Documents

This service involves the legalization of documents in the absence of the original documents per available record in the employees' 201 file or data presented.

Office or Division	Human Resource Development Division			
Classification	Simple Documents			
Type of Transaction	G2C-Government to Citizen			
Who may avail	LGU Tubao officials and employees (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up requisition form		Human Resource Development Division		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up requisition form	1. Receive the filled up requisition form	None	1 Minute	<i>Ma. Christmas Amando Admin Aide Norma E. Pangod OIC-HRMO</i>
	2.1 Retrieve and photocopy the document.	None	2 Minutes	<i>Ma. Christmas Amando Admin Aide Norma E. Pangod OIC-HRMO</i>
	2.2 The HRMO authenticates the document requested	None	1 Minute	<i>Ma. Christmas Amando Admin Aide Norma E. Pangod OIC-HRMO</i>
3. Claim the authenticated document	3. Record and release the authenticated document	None	1 Minute	<i>Ma. Christmas Amando Admin Aide Norma E. Pangod OIC-HRMO</i>
	TOTAL:		8 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuingtime, volume of requests factor and/or compliance of incomplete requirements



TUBAO CITIZEN'S CHARTER

3. Issuance of Service Record

The Human Resource Development Division issues Service Records indicating the inclusive dates of actual service rendered, designation, status of appointment annual salary and its adjustment records of leave without pay

Office or Division	Human Resource Development Division			
Classification	Simple Document			
Type of Transaction	Issuance of Service Record			
Who may avail	All LGU officials and employees (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up requisition form		Human Resource Development Division		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up requisition form	1.1 Receive the filled up requisition form	None	2 Minutes	<i>Ma.Christmas Amando Admin Aide Norma E.Pangod OIC-HRMO</i>
	1.2 Print the Service Record and forward to the HRMO for signature	None	10 minutes	<i>Ma.Christmas Amando Admin Aide Norma E.Pangod OIC-HRMO</i>
	1.3 The HRMO certifies the correctness of the printed service record	None	1 Minute	<i>Norma E.Pangod OIC-HRMO</i>
3. Claim the Service Record	3. Record and release the certified Service Record	None	2 Minutes	<i>Ma.Christmas Amando Admin Aide</i>
	TOTAL:		15 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements.



TUBAO CITIZEN'S CHARTER

4. Issuance of Various Certifications

Certification is issued to individual needing this document per available record in this office. Information indicated on the face of the certification depends on the needed data.

Office or Division	Human Resource Development Division			
Classification	Simple Document			
Type of Transaction	Issuance of Various Certifications			
Who may avail	All permanent, coterminous, casual and elective officials of the local government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up requisition form		Human Resource Development Division		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up requisition form	1.1 Receive the filled up requisition form	None	2 Minutes	<i>Ma.Christmas Amando Admin Aide</i>
	1.2 Verify records and print the requested certification	None	3 Minutes	<i>Ma.Christmas Amando Admin Aide</i>
	1.3 The HRMO will check the correctness and signs the requested certification	None	1 Minute	<i>Norma E.Pangod OIC-HRMO</i>
2. Claim the certification requested	2.1 Record and release the certification	None	2 Minutes	<i>Ma.Christmas Amando Admin Aide</i>
	TOTAL:		8 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements.



TUBAO CITIZEN'S CHARTER

5. Preparation of Service Contracts for Job Order workers

This is a solidify agreement for a piece of work between the Local Government Unit of Tubao being the first party and the service provider as the second party.

Office or Division	Human Resource Development Division			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All offices of this agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Manpower Requisition Form (signed by all signatories)		Department/Division/Section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit approved Manpower Requisition Form	1. Receive approved Manpower Requisition Form	None	1 Minute	Office Concern/Liaison Officer
	1.1 Prepare and print Service Contract.	None	5 Minutes	
	1.2 The HRMO checks the accuracy of the Service Contract and signs it	None	2 Minutes	Norma E. Pangod OIC-HRMO
	1.3 Forward the contract to other signatories	None	30 Minutes	Office Concern/Liaison Officer
	1.4 Forward to Public Attorney's Office for the notarization of the service contract	None	30 Minutes	
	1.5 File for office copy and forward another copy at the Office of the Municipal Accountant	None	2 Minutes	Liaison Officer
	TOTAL:		1 Hour and 10 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements



TUBAO CITIZEN'S CHARTER

6. Processing of Travel Order Request

Travel Orders pass through the personnel division to record such and to ensure that the travel is official or work related. Helps HR division in tracking employees' whereabouts.

Office or Division	Human Resource Development Division			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	LGU Tubao Officials, Employees and Job Order workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Travel Order form		Client		
Letter of request to travel		Client		
Invitation Letter		Training/Event Organizer		
Program of Activities of the Seminar		Training/Event Organizer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the accomplished Travel Order form with the required attachments	1. Receive, review if documents are complete and record in the Travel Order logbook	None	1 Minute	<i>Ma.Christmas Amando Admin Aide</i>
	1.1 Evaluate for recommended action (Official business/official time)	None	1 Minute	<i>Ma.Christmas Amando Admin Aide</i>
	1.2 Forward the documents and advice client to followup at the Office of the Mayor	None	2 Minutes	<i>Ma.Christmas Amando Admin Aide</i>
	TOTAL:		4 Minutes	



TUBAO CITIZEN'S CHARTER

7. Receiving of Application Letters

This is a service where the HR has to look into the completeness of the documents beingsubmitted by the applicants. The action may be denied or accepted.

Office or Division	Human Resource Development Division			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All walk-in applicants, LGU employees for promotion, Job Order workersapplying for permanent position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Applicant		
Fully accomplished Personal Data Sheet(CS Form No.212 Revised 2017)		Download form from the CSC website		
Performance rating in the last rating period(if applicable)		Previous employer or current agency connected with		
Photocopy of Certificate of Eligibility, rating/license (if applicable)		Applicant		
Photocopy of Transcript of Records		Applicant		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit application letter with complete supporting documents to the Office of the Mayor and forward it to the HRD	1. Receive application letter with complete requirements	None	1 Minute	Rufino C. Alva Private Secretary
	1.1 Check completeness and accurateness of information in the application letter and Personal Data Sheet against supporting documents.	None	4 Minutes	Ma.Christmas Amando Admin Aide Norma E.Pangod OIC-HRMO
	1.2 Conduct initial assessment and advice qualified applicant for the schedule of the HRMPSB Screening.	None	15 Minutes	
	TOTAL:		20 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuingtime, volume of requests factor and/or compliance of incomplete requirements



Office of the Local Disaster Risk Reduction Management Officer

External Services



TUBAO CITIZEN'S CHARTER

1. Disaster Preparedness Orientation/Training

The Office of the Local Disaster and Risk Reduction Management provides disaster preparedness orientation and trainings to establish and strengthen capacities of communities to anticipate, cope and recover from the negative impacts of emergency occurrences and disasters.

Office or Division:	Office of the Local Disaster and Risk Reduction Management Officer			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G -Government to Government			
Who may avail:	All Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter of request	1. Conduct risk assessment/ mapping/profiling	None	1 Day	MPDC, MEO, MSWDO MAO, LDRRMO II
	1.1 Crafting of barangay/ municipal disaster plan	None	3 Days	LDRRMC/BDRRMC
TOTAL			4 Days	

2. Disaster Rehabilitation and Recovery

The Office of the Local Disaster and Risk Reduction Management helps to restore and improve facilities, livelihood and living condition and organizational capacities of affected communities and reduce disaster risks in accordance with "the building back better" principle. Restore infrastructures and improve facilities in accordance to safety and resilience standards, implement appropriate programs for livelihood and living conditions and alleviate organizational capacities of affected communities and provide adequate and appropriate risk protection measures in accordance with the building back better principle.

Office or Division:	Office of the Local Disaster and Risk Reduction Management Officer			
Classification:	Simple Document			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of affected areas		Office of the Local Disaster and Risk Reduction Management Officer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1. Conduct Damage Assessment Needs Analysis to determine the extent of damage	None	1 Day	MSWDO, MEO, LDRRMO, MAO, MHO
	1.1 Purchase of needed assistance/ materials to the victims of calamity	None	1 Day	MBO, MTO, ACCTG.
	1.2 Distribution of assistance and materials	None	1 Day	MSWDO
TOTAL:			3 Days	



TUBAO CITIZEN'S CHARTER

2. Disaster Response

The Office of the Local Disaster and Risk Reduction Management provides immediate response to any disaster or calamities to preserve life and meet the basic subsistence needs of affected population based on acceptable standards during or immediately after a disaster.

Office or Division:	Office of the Local Disaster and Risk Reduction Management Officer			
Classification:	Simple Document			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Occurrence of disaster or any emergency situations				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Barangay DRRM report to MDRRMO	1. Verify/ validate the reported cases of disaster	None	1 Hour	NORMA PANGOD LDRRMO II
	1.1 Convene the Rapid Damage Assessment Needs Analysis team	None	1 Hour	LDRRMC
	1.2 Conduct Rapid Damage Assessment Needs Analysis to determine the needed resources for response	None	1 Day	LDRRMC
	1.3 Purchase relief goods (food and non-food for distribution)	None	3 Hours	MSWDO, MBO, MTO, ACCTG
	1.4 Relief Distribution	None	1 Day	MSWDO, LDRRMO, LCR
	TOTAL:		2 Days and 5 Hours	



Public Employment Services

External Services



TUBAO CITIZEN'S CHARTER

1. Application for OWWA Scholarship

The OWWA scholarship is provided to OFW's dependent. Procedures of application, qualifications and requirements are in accordance to OWWA guidelines. The PESO-Tubao will only assist the applicant.

Office or Division	Public Employment Services Office (PESO)			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Must be a child of a married OWWA member or brother/sister of an unmarried OWWA member; Must be 21 years old or below; Must be a Filipino citizen; Be in good health and with good moral character and must have an average grade of at least 80% and belong to the upper 20% of the graduating class			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1"x 1" ID pictures (2 original copies)		Applicant		
Proof of relationship to Member (copy of Birth Certificate of applicant and of the Member if related as brother or sister duly certified by the Local Civil Registrar or PSA) (1 original copy and 1 photocopy)		Office of the Municipal Civil Registrar/Philippine Statistic Authority (PSA)		
Form 137 or Transcript of Records with Principal's Certification on Scholastic Standing.(2 photocopies)		School where the applicant studied		
Accomplished application forms (2 original copies)		Overseas Workers Welfare Administration (OWWA)/PESO		
Proof of OWWA membership (i.e. Official Receipt of OWWA Contribution/Certification from OWWA Membership Processing Center)(1 original and 1 photocopy)				
Health Certificate attesting to physical fitness of applicant (Form B) (2 original copies)				
Certificate of Good Moral Character issued by the School Principal/Guidance Counselor (Form C) (1 original copy and 1 photocopy)				
Certification that applicant belongs to upper 20% of graduating class issued by school principal (1 original copy and 1 photocopy)				
Statement of applicant that he/she has not earned units in any post-secondary/undergraduate course (Form E) (2 original copies)				
Sworn Statement that he/she has no pending application for resident immigrant status in any country and does not have dual citizenship signed by parent or legal guardians (Form F) (2 original copies)		Overseas Workers Welfare Administration (OWWA)/PESO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present the requirements.	1. Evaluate the requirements. Scan and send the soft copies of the requirements through email address of OWWA- RO I for initial Assessment.	None	*15 Minutes	MARJORIE D. GALISTE MDO
2. Submit all requirements to Overseas Workers Welfare Administration(OWWA) Region 1	2. Receive and evaluate requirements. Give schedule of examination.	None	15 Minutes	OWWA-RO I
3. Take an exam.	3. Conduct examination.	None	1 Day	
	3.1. Check examination and conduct final evaluation.	None	20 Days	
	3.2. Inform the passer for further instruction.	None	5 Minutes	
TOTAL:			21 Days and 35 Minutes	



TUBAO CITIZEN'S CHARTER

2. Issuance of Certificate of Registration of Workers Association (RWA)

The service rendered by the PESO is only to facilitate or assist labor/workers association to register with the Department of Labor and Employment (DOLE). The procedures and requirements are subject to the rules and guidelines of DOLE. The Certificate is issued by DOLE Regional Office - 1

Office or Division	Public Employment Services Office (PESO)			
Classification	Highly Technical			
Type of Transaction	G2B - Government to Business			
Who may avail	Labor/Workers Organizations/Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Sample forms of all mentioned requirements can be requested from PESO.				
Application for Registration (4 original copies)		Client		
Community Profile (4 original copies)		Client		
Notarized Constitution and By-Laws (4 original copies)		Client		
Minutes of the Organization Meeting/Ratification of the CBL (4 original copies)		Client		
Official List of Officers and Members (4 original copies)		Client		
Organization Profile (4 original copies)		Client		
Members Profile with 1 x 1 ID picture (colored) (4 original copies)		Client		
Registration Fee		Client		
Notarized BLR Forms (4 original copies)		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present the requirements.	1. Scan and send via email the soft copies of the requirements to the DOLE-LUFO for initial evaluation.	None	*10 Minutes	Designate PESO Manager Public Employment Services Office
2. Submit the requirements to DOLE-LUFO and pay the required fee.	2. Receive and evaluate documents submitted. Check RWA applicant into the system for duplicate entries. Issue order of payment. Receive payment and issue official receipt. Indorse RWA application and documents to DOLE-LUFO	PHP 70.00	7 Days	Technical Staff DOLE-LUFO
	2.1. Evaluate all necessary documents. Approve application and issue Certificate of Registration. Send Certificate of registration to DOLE-LUFO	None	7 Days	Office of the Regional Director DOLE-Region 1
	2.2. Notify the association of the date of release of the Certificate of Registration.	None	5 Minutes	Technical Staff DOLE-LUFO
3. Receive the Certificate of Registration.	3. Release Certificate of Registration.	None	5 Minutes	Technical Staff DOLE-LUFO
	TOTAL:	PHP 70.00	14 Days and 20 Minutes	



TUBAO CITIZEN'S CHARTER

3. Filing of Complaint for OFW Welfare

This service can be availed by the OFW or his/her relative regarding employment status, salary or other related concern. Procedures of filing complaint are OWWA guidelines. The PESO-Tubao will only assist the complainant.

Office or Division	Public Employment Service Office (PESO)			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen			
Who may avail	OFW, relative or representative of the OFW			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any proof employment of the OFW.		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present the facts and issues.	1. Record the information. Prepare the Case Report and transmit to OWWA Regional Office 1 through e-mail	None	30 Minutes	MARJORIE GALISTE MDO
2. Follow-up status of the complaint.	2. Inform the client about the action taken.	None	7 Days	MARJORIE GALISTE MDO
	TOTAL:		9 Days and 1 Hour	



TUBAO CITIZEN'S CHARTER

4. Issuance of Certificate of No Objection

The certificate is issued to recruitment agencies/companies permitting them to conduct a Special Recruitment Activity (SRA) in the Municipality of Tubao whether for overseas or local employment.

Office or Division	Public Employment Services Office (PESO)			
Classification	Simple Document			
Type of Transaction	G2B - Government to Business			
Who may avail	Any Registered Recruitment Agency/Company			
A. CHECKLIST OF REQUIREMENTS FOR OVERSEAS			WHERE TO SECURE	
Letter Request/Intent address to Mayor thru PESO Manager (1 original copy)			Client	
POEA License (1 photocopy)			Philippine Overseas Employment Administration(POEA)	
Affidavit of Undertaking (1 original copy)			Client	
Authorization from the General Manager of the Agency (1 original copy)			Client	
Special Recruitment Authority (SRA) from the POEA (1 photocopy)			Philippine Overseas Employment Administration(POEA)	
Special Recruitment Authority (SRA) from the DOLE (1 photocopy)			Department of Labor and Employment (DOLE)	
List of Job Orders Available (current balance, salary, country destinations, principal employers) (1 original copy)			Philippine Overseas Employment Administration(POEA)	
B. CHECKLIST OF REQUIREMENTS FOR LOCAL			WHERE TO SECURE	
Letter Request/Intent address to Mayor thru PESO Chief Labor and Employment Officer(1 original copy)			Client	
SEC/DTI Registration (1 photocopy)			Securities and Exchange Commission (SEC)/ Department of Trade and Industry (DTI)	
List of Job Vacancies (with list of qualifications & requirements) (1 original Copy)			Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the requirements and receive order of payment.	1. Evaluate the documents submitted and issue order of payment.	None	5 Minutes	<i>PESO designate</i>
2. Proceed to the Municipal Treasury Office and present the order of Payment ;pay the required fees and receive Official Receipt (OR).	2. Receive payment and issue Official Receipt (OR).	It depends on the Computation of BPLO	5 Minutes	<i>MTO-BPLO</i>
3. Present the Official Receipt (OR) to PESO and receive the Certificate of No Objection and Special Permit.	3. Prepare a Certificate of No Objection and indorse to the Office of the Mayor for approval.	None	5 Minutes	PESO DESIGNATE
	3.1. Approve Certificate of No Objection and issue Special Permit.	None	10 Minutes	Office of the Mayor
	3.3. Release the Certificate of No objection, Special Permit and the Official Receipt (OR).	None	5 Minutes	PESO MANAGER-DESIGNATE
TOTAL:			40 Minutes	



TUBAO CITIZEN'S CHARTER

5. Issuance of Referral

This is issued to any jobseekers/applicants requesting for a referral to a company for possible employment.

Office or Division	Public Employment Services Office (PESO)			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent or Cover/Application Letter (1 original copy and 1 photocopy)		Client		
Resume or Bio Data (1 original copy and 1 photocopy)		Client		
TOR or Evaluation Form or School Card (1 original copy and 1 photocopy)		School where the client studied		
Diploma (1 original copy and 1 photocopy)		School where the client studied		
NBI/Police Clearance (1 copy and 1 photocopy)		National Bureau of Investigation (NBI)/Philippine National Police (PNP)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the requirements and fill-up DOLE-NSRP form.	1. Evaluate the requirements and issue DOLE NSRP Form.	None	10 Minutes	PESO- MANAGER DESIGNATE
2. Submit the DOLE-NSRP form and response to an interview.	2. Receive the DOLE- NSRP form and conduct an initial interview. Prepare a draft referral letter and indorse to PESO Chief Labor and Employment Officer.	None	10 Minutes	PESO- MANAGER DESIGNATE
	2.1. Conduct a final interview and sign the referral letter.	None	5 Minutes	PESO- MANAGER DESIGNATE
3. Receive the referral letter.	3. Release the referral letter.	None	5 Minutes	PESO- MANAGER DESIGNATE
	TOTAL:		30 Minutes	



TUBAO CITIZEN'S CHARTER

6. Special Program for the Employment of Student (SPES)

This program is provided to poor but deserving student, out of school youth, or dependent of displaced or would be displaced worker. Procedures of application, qualifications, and requirements are pursuant to RA 7323 otherwise known as the Special Program for the Employment of Students, as amended by RA 9547 and further amended by RA 10917.

Office or Division	Public Employment Service Office (PESO)			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	High School Graduating Students, Out-of-School Youths (OSY), College Students/Drop-Outs or Dependents of displaced or would be displaced workers who are 15-30 years old, whose combined income after tax of parents does not exceed the latest threshold level for a family of six (6).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Income Tax Return (ITR) or Certificate of Indigence (1 original copy)		BIR/ Barangay where applicant resides/ DSWD		
Form 138/Transcript of Records (TOR)/Latest Grade Report (1 original copy)		School where client studied		
Birth Certificate (1 original copy)		Philippine Statistic Authority (PSA)		
School ID (1 original copy)		School where client studied		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible <i>PESO MANAGER- DESIGNATE /</i> Public Employment Services Office
1. Submit the requirements and fill- up the registration form. Log in at DOLE SPES portal and upload the requirements. Wait for the schedule of exam.	1. Evaluate the requirements and issue application form.	None	10 Minutes	
	1.1. Announce the schedule of exam.	None	7 Days	
2. Take the exam.	2. Prepare the examination.	None	4 Hours	
	2.1. Check exam, post the result and announce the schedule of final interview for the passers.	None	7 Days	
	2.2. Submit shortlist of qualified applicants to the Office of the Mayor for final selection.	None	7 Days	
	2.4 Submit the finalist of SPES beneficiaries to the DOLE-LUFO	None	1 Day	
3. Attend the orientation and sign contract.	3. Conduct an orientation and execute contract.	None	4 Hours	
	TOTAL:		23 Days and 10 Minutes	



Office of the Municipal Civil Registrar

External Services



TUBAO CITIZEN'S CHARTER

1. Application for Change of First Name under RA 9048

An Act Authorizing the City or Municipal Civil Registrar or the Consul General to correct a clerical error or typographical error in an entry and/or Change of First Name or Nickname in the Civil Register without need of a Judicial Order, Amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Registry Documents to be corrected (PSA & LCRO copy) - (3) photocopies		Client		
At least (2) or more of the following:				
Baptismal Certificate - (3) photocopies		Client		
School Records - (3) photocopies		Client		
Voters Certification - (3) photocopies		Client		
Others, authentic documents w/c support the correct entries				
NBI & POLICE CLEARANCE- (1) original, (2) photocopies		Client		
Employment Certification, if employed - (1) original, (2) photocopies		Client		
Affidavit of Non-Employment, if not employed - (1) original, (2) photocopies		Client		
Newspaper Publication:		Client		
Affidavit of Publication - (3) original copy				
Newspaper Clippings (two (2) issues) - (1) original				
Official Receipt		Office of the Municipal Treasurer		
Note: Free filing fee for Indigent Petitioner, Certificate of Indecency		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements	1. Received, verify and review all the requirements	None	5 Minutes	Dolores Cabutotan AA 1
	1.1 Check for the completeness of all requirements attached and record to assign a petition number	None	5 Minutes	Corazon Jaravata MCR
	1.2. Issue the order of payment for the issuance of petition fee	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	PHP 3,000.00	3 Minutes	MTO
	2.1. Prepare and encode the Petition for Change of First to the computer operated format	None	15 Minutes	Dolores Cabutotan AA 1
	2.3. Posting of 10 days (start posting a day after filing and end with a working day)	None	10 Days	Corazon Jaravata MCR
	2.4. Issue a Notice of Posting (issued 1 day after filing)	None	1 Day, 5 Minute s	
	2.5. Issue a Certificate of Posting (issued 1 day after Notice of Posting)	None	1 Day, 5 Minute s	
	2.6. Issue MCR's decision (issued Certificate of Posting after submission of affidavit of publication of clippings)	None	1, Day, 5 Minutes	
3. Receive transmittal and mailing receipt	3. Endorse the Petition to Philippine Statistics Authority, Legal Service, Quezon City (endorsement is done for the next day after the issuance of MCR's decision thru JRS Airmail 1 pounder w/ pre-paid return mail)	None	1 Day, 10 Minutes	Corazon Jaravata MCR
TOTAL:		PHP 3,000.00	14 Days, 1 Hour and 3 Minutes	

Application for Change of First name is under Republic Act No. 9048 and its Implementing Rules and Regulations (IRR)



TUBAO CITIZEN'S CHARTER

2. Application for Correction of Clerical Error under RA 9048

An Act Authorizing the City or Municipal Civil Registrar or the Consul General to correct a clerical error or typographical error in an entry and/or Change of First Name or Nickname in the Civil Register without need of a Judicial Order, Amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Registry Documents to be corrected -(LCRO/PSA copy) - (3) photocopies)		Client		
At least (2) or more of the following:				
Baptismal Certificate		Client		
School Records		Client		
Voters Certification		Client		
Others, authentic documents w/c support the correct entries		Client		
Official Receipt		Municipal Treasurer's Office		
Note: Free filing fee for Indigent Petitioner, Certificate of Indigency		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements	1. Receive, verify and review all the requirements or	None	5 Minutes	Dolores Cabutotan AA 1 Evelyn Rapanut AA Corazon Jaravata MCR
	1.1 Check for the completeness of all attached requirements that supports the Correction of Clerical Error and record to assign a petition number	None	5 Minutes	
	1.2 Issue the order of payment	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	PHP 1,000.00	3 Minutes	Loreta E. Estoque
	2.1. Prepare and encode the Petition for Correction of Clerical Error to the computer operated format	None	15 Minutes	Dolores Cabutotan AA 1 Evelyn Rapanut AA
	2.2. Posting of 10 days (start posting a day after filing and end with a working day)	None	10 Days	Corazon Jaravata MCR
	2.3. Issue a Notice of Posting (issued (1) day after filing)	None	1 Day, 5 Minutes	
	2.4. Issue a Certificate of Posting (issued (1) day after Notice of Posting)	None	1 Day, 5 Minutes	
2.5. Issue MCR's decision (issued (1) day after Certificate of Posting)	None	1, Day, 5 Minutes		
3. Receive transmittal and mailing receipt	3. Indorse the Petition to Philippine Statistics Authority, Legal Service, Quezon City (endorsement is done for the next day after the issuance of MCR's decision thru JRS Airmail 1 pounder/ LBC w/ pre-paid return mail)	None	1 Day, 10 Minutes	Corazon Jaravata MCR
TOTAL:		PHP 1,000.00	14 Days and 58 Minutes	

Application for Change of First name is under Republic Act No. 9048 and its Implementing Rules and Regulations (IRR)



TUBAO CITIZEN'S CHARTER

3. Application for Correction of Clerical Error under RA 10172 (change of Sex/Day and or Month of Birth)

An Act Authorizing the City or Municipal Civil Registrar or the Consul General to correct a clerical error or typographical error in the day and on month in the date of birth or sex of a person appearing in the civil register without need of a judicial order, emending for the this purpose RA 9048.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth to be corrected-LCRO &PSA copy - (3) photocopies		Client		
Earliest School Record (Elementary Form No.137) - (3) photocopies		Client		
Medical Record - (3) photocopies		Client		
Baptismal Certificate - (3) photocopies		Client		
Employment Clearance		Client		
Affidavit of Non-employment, if not employed - (1) original, (2) photocopies		Client		
Police Clearance - (1) original, (2) photocopies		Client		
NBI Clearance - (1) original, (2) photocopies		Client		
Newspaper Publication:				
Affidavit of Publication - (3) original copies		Client		
Newspaper Clippings (two (2) issues) - (1)original copy		Client		
Official Receipt		Municipal Treasurer's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all requirements	1. Receive, verify and review all the required evidences	None	5 Minutes	Dolores Cabutotan AA 1 Evelyn Rapanut AA Corazon Jaravata MCR
	1.1 Check for the completeness of all attached requirements that supports the Change of sex and Day and or Month of Birth and record to assign a petition number	None	5 Minutes	
	1.2. Issue the order of payment for the issuance of Petition fee	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	PHP 3,000.00	5 Minutes	Dolores Cabutotan Evelyn Rapanut Corazon Jaravata
	2.1. Prepare and encode the Petition for Change of Sex and Day to the computer operated format	None	15 Minutes	
	2.2. Issue a Notice of Publication	None	5 Minutes	
	2.3. Posting of 10 days (issued after a day of filing and end with a working day)	None	10 Days	
	2.4. Issue a Notice of Posting (issued (1) day after filing)	None	1 Day, 5 Minutes	
	2.5. Issue a Certificate of Posting (issued (1) day after Notice of Posting)	None	1 Day, 5 Minutes	
3. Receive transmittal and mailing receipt	2.6. Issue MCR's decision (issued (1) day after Certificate of Posting & 2 phases of publication)	None	5 Minutes	
	3. Indorse the Petition to Philippine Statistics Authority, Legal Service, Quezon City (endorsement is done for the next day after the issuance of MCR's decision thru JRS Airmail 1 pounder w/ pre-paid return mail)	None	1 Day, 10 Minutes	
	TOTAL:	PHP 3,000.00	14 Days and 1 Hour	



TUBAO CITIZEN'S CHARTER

4. Application for Marriage License

Marriage License is a document issued authorizing a man and a woman of 18 years old and above to marry each other. It shall be issued by the LCRO of the place where either contracting party formally resides. The LCRO shall post a notice of posting for 10 consecutive days. The License shall be issued after the completion of the publication, unless the LCRO receives information of any alleged impediment to the marriage. The license, once issued, shall be valid in any part of the Philippines for 120 days from the date of issue.

Office or Division	Office of the Municipal Civil Registrar
Classification	Highly Technical
Type of Transaction	G2C-Government to Citizen
Who may avail	Groom and Bride

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of No Marriage (CENOMAR)/groom & bride - (1) photocopy	Client
Certificate of Family Planning/Marriage Counseling - (1) original copy	Client
Parents/Guardian consent or advice for 25 yrs. old below - (2) original copies	Parents/Guardian
Certificate of Live Birth (both party) - (1) photocopy	Client
Official Receipt	Municipal Treasurer's Office
Recent, Community Tax Certificate - (1) photocopy copy	Client
Certificate of Legal Capacity to marry/No Impediment/Passport, if foreigner - (2) photocopies w/ original presented	Client
Certificate of Divorce, Annulment, if applicable - (2) photocopies w/ original presented	Client

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Secure and fill up data sheet and submit all the requirements.	1. Receive and verify the Application for Marriage License w/ all the requirements attached	None	5 Minutes	Dolores Cabutotan AA 1 Evelyn Rapanut AA Corazon Jaravata MCR
	1.1 Check for the completeness of data and requirements and record the Marriage Application to assign a registry number	None	5 Minutes	
	1.2. Prepare and encode the Application for Marriage License to the computer operated format form to print directly to the printed Mun. Form No. 90	None	15 Minutes	
	1.3. Issuance of Notice of Marriage	None	5 Minutes	
	1.4. Posting of 10 days from the date of received	None	10 Days	
	1.5. Issuance of parents advice/consent for below 25 yrs. Old	None	5 Minutes	
	1.6. Issue order of payment	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Please refer to Table of Fees below	3 Minutes	Loreta E. Estoque
3. Return to the Registrar's Office for the releasing of Application for Marriage License	3. Prepare the Marriage License, a day after the compliance of 10 days Posting	None	1 Day, 5 Minutes	Dolores Cabutotan Corazon Jaravata
	3.1 Release the Application for Marriage License to client	None	5 Minutes	Dolores Cabutotan AA 1
TOTAL:			11 Days and 50 Minutes	

Registration of Application for Marriage License is under Administrative Order No. 1, series of 1993 under IRR of Act No. 3753

Table of Fees	
Application for Marriage License	
Marriage Application Fee	P 300.00
Marriage License Fee	P 100.00
Solemnizing Fee (Mayor's Wedding)	P 300.00



TUBAO CITIZEN'S CHARTER

5. Out-of-Town Registration of Certificate of Live Birth (Incoming)

Out-of-town (incoming) reporting of birth occurs when the Certificate of Live Birth is presented to the civil registrar of a municipality which is not the place of birth, not for the municipality but to be forwarded to the civil registrar of the municipality where the birth occurred and where it should be registered.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly prepared Certificate of Live Birth with all there requirements attached from the resident LCRO - (4) original copies		Local Civil Registry Office where the registrant resides		
Official Receipt		Municipal Treasurers Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Deliver via airmail the Certificate of Live Birth with all the requirements attached from resident LCRO	1. Receive and verify the duly prepared Certificate of Live Birth w/ all the requirements attached	None	5 Minutes	Dolores Cabutotan AA 1 Corazon Jaravata MCR
	1.1 Check for the completeness of data and requirements and record the Birth to assign a registry number	None	5 Minutes	
	1.2 Prepare and encode the data in the PhilCRIS (Philippine Civil Registry Information System)	None	15 Minutes	
	1.3 Posting of 10 days from the date of received	None	10 Days	
	1.4 Issuance of Official Receipt	CTC-COLB Fee P 300.00	5 Minutes	Revenue Collection Clerk II Office of the Municipal Treasurer
	1.5 Approval and releasing of registered Certificate of Live Birth	None	5 Minutes	Dolores Cabutotan AA 1 Corazon Jaravata MCR
	1.6 Mail back the registered documents to residents LCRO thru the pre-paid return mail attached	None	10 Minutes	
	TOTAL:	PHP 300.00	10 Days and 45 Minutes	

Registration of Certificate of Live Birth is under Administrative Order No. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

6. Out-of-Town Registration of Certificate of Live Birth (Out-Going)

Out-of-town (out-going) reporting of birth occur when the Certificate of Live Birth is presented to the civil registrar of a municipality which is not the place of birth, not for the municipality but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be registered.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Parents/Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Negative Result from PSA - (1) original, (2) photocopies		Client		
Joint Affidavit of Birth (2 disinterested person) - (3) original copies		Client		
Out-of-town Affidavit (self-affidavit) - (3) original copies		Client		
Certificate of Marriage, if married - (3) photocopies		Client		
Recent, Community Tax Certificate - (1) original copy		Client		
Official Receipt		Municipal Treasurer's Office		
At least two (2) of the following:				
Immunization Card - (3) photocopies		Client		
Baptismal Certificate - (3) photocopies		Client		
School Record form no. 137 - (3) photocopies		Client		
Other evidence of birth, showing re: Full Name, Place of Birth, Date of Birth		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements. Secure data sheet to fill up data and other information (make sure that all needed information are filled up)	1. Receive and verify the duly prepared Certificate of Live Birth w/ all the requirements attached	None	5 Minutes	Dolores Cabutotan AA 1 Evelyn Rapanut AA Corazon Jaravata MCR
	1.1 Check for the completeness of data and requirements and record the Birth to assign a registry number	None	5 Minutes	
	1.2 Prepare and encode the data in the PhilCRIS (Philippine Civil Registry Information System)	None	15 Minutes	
	1.3 Posting of 10 days from the date of received	None	10 Days	
	1.4 Issue the order of payment	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	PHP 300.00	3 Minutes	Loreta E. Estoque
3. Return to the Registrar's Office for the processing and mailing of the Certificate of Live Birth with complete requirements	3. Mail the Out-of-Town Registration to the LCRO of place of birth thru LBC tracking w/ pre-paid return mail	None	10 Minutes	Dolores Cabutotan AA 1 Corazon Jaravata MCR
TOTAL:		PHP 300.00	10 Days and 43 Minutes	

Registration of Certificate of Live Birth is under Administrative Order No. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

7. Registration of Certificate of Live Birth (Timely)

Registration of Certificate of Live Birth (Timely) is complete expulsion or extraction from its mother of a product of conception, irrespective of the duration of the pregnancy, which after such separation, breaths or shows any other evidence of life, such as beating of the heart, pulsation of the umbilical cord, or definite movement of voluntary muscles; each product of such birth is considered live birth. A birth records is a source of vital information and provides legal proof and facts of the identity of an individual. The birth of a child shall be registered within 30 days from the time of birth in the LCRO of the place where it occur.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly prepared Certificate of Live Birth signed by physician/midwife, if born in Hospital or Clinic - (4) original copies, if not fill-up birth data sheet		Hospital/Lying-in Clinic/Birthing Center		
Unwed parents secure (Affidavit to Use Surname of Father/AUSF), pursuant to RA9255, if applicable, please see transaction no. 11 (revised IRR shall apply to all illegitimate children born on or after March 19, 2004) - (3) copies original		Client		
Certificate of Marriage, if married - (1) photocopy		Client		
Recent, Community Tax Certificate - (1) copy original		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements. If born at home, secure data sheet to fill up data and other information (make sure that all needed information are filled up correctly)	1. Receive and verify the duly prepared Certificate of Live Birth w/ all the requirements attached	None	2 Minutes	Dolores E. Cabutotan Evelyn O. Rapanut Corazon G. Jaravata
	1.1 Check for the completeness of data and requirements and record the Birth to assign a registry number	None	3 Minutes	Dolores E. Cabutotan Evelyn O. Rapanut Corazon G. Jaravata
	1.2 Prepare and encode the data in the PhilCRIS (Philippine Civil Registry Information System)	None	15 Minutes	Dolores E. Cabutotan Evelyn O. Rapanut Corazon G. Jaravata
	1.3. Issue the order of payment for the issuance of secretary's fee	None	5 Minutes	Dolores E. Cabutotan Evelyn O. Rapanut
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	CTC W/ COLB PHP 100.00 DOCUMENTARY STAMP PHP 30.00	3 Minutes	Loreta E. Estoque
3. Return to the Registrar's Office for the processing and releasing of Certificate of Live Birth	3. Approval and releasing of registered Certificate of Live Birth to client	None	5 Minutes	Corazon G. Jaravata MCR
TOTAL:		PHP 130.00	33 Minutes	



TUBAO CITIZEN'S CHARTER

8. Registration of Certificate of Live Birth (Delayed)

Registration of Certificate of Live Birth (Delayed) is complete expulsion or extraction from its mother of a product of conception, irrespective of the duration of the pregnancy, which after such separation, breaths or shows any other evidence of life, such as beating of the heart, pulsation of the umbilical cord, or definite movement of voluntary muscles; each product of such birth is considered live birth. A birth records is a source of vital information and provides legal proof and facts of the identity of an individual. If the birth was reported after 30 days from the time of birth it is considered as delayed registration.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Parents/Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Negative Result from PSA - (1) original, (2) photocopies		Client		
Unwed parents secure (Affidavit to Use Surname of Father/AUSF), pursuant to RA9255, if applicable, please see transaction no. 11 (revised IRR shall apply to all illegitimate children born on or after March 19, 2004) - (3) copies original		Client		
Joint Affidavit of Birth (2 disinterested person) - (3) copies original		Client		
Certificate of Marriage, if married - (3) photocopies		Client		
Recent, Community Tax Certificate - (1) copy original		Client		
Official Receipt		Municipal Treasurer's Office		
At least two (2) of the following:				
Immunization Card - (3) photocopies		Client		
Baptismal Certificate - (3) photocopies		Client		
School Record form no. 137 - (3) photocopies		Client		
Other evidence of birth, showing re: Full Name, Place of Birth, Date of Birth		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements. If born at home, secure data sheet to fill up data and other information (make sure that all needed information are filled up correctly)	1. Receive and verify all required documents attached	None	5 Minutes	DOLORES CABUTOTAN EVELYN RAPANUT
	1.1 Check for the completeness of data and requirements and record the Birth to assign a registry number	None	5 Minutes	CORAZON G. JARAVATA MCR
	1.2 Prepare and encode the data in the PhilCRIS (Philippine Civil Registry Information System)	None	15 Minutes	DOLORES CABUTOTAN AA 1
	1.3 Posting of 10 days from the date of received	None	10 Days	EVELYN RAPANUT
	1.4. Issue the order of payment for the issuance of secretary's fee	None	5 Minutes	EVELYN RAPANUT DOLORES CABUTOTAN AA 1
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Delayed Registration Fee P 300.00	5 Minutes	LORETA ESTOQUE RCC 1
3. Return to the Registrar's Office for the processing and releasing of Certificate of Live Birth	3. Approval and releasing of registered Certificate of Live Birth to client	None	5 Minutes	CORAZON G. JARAVATA MCR
TOTAL:		PHP 300.00	10 Days and 40 Minutes	

Registration of Certificate of Live Birth is under Administrative Order No. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

9. Registration of Certificate of Death (Timely)

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place. No human body shall be buried without a certificate of death issued either by the Local Health Officer or attending physician. Registration of Death shall be made in the LCRO of the place where it occurred within 30 days from the time of death.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Nearest Kin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly prepared Certificate of Death w/signed of physician, if died in hospital - (4) original copies		Hospital		
Barangay Certification, if died at home - (2)original copies		Client		
Signature of embalmer, if embalmed - (4)original copies		Embalmer		
Signature of Municipal Health Officer -(4(original copies		Office of the Municipal Health Officer		
Official Receipt		Municipal Treasurer's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements. If died at home, secure datasheet to fill up data and other information(make sure that all needed information are filled up)	1. Receive and verify the duly prepared Certificate of Death w/ all the requirements attached	None	5 Minutes	CORAZON G. JARAVATA MCR DOLORES CABUTOTAN AA 1
	1.1 Check for the completeness of data and requirements and record the Death to assign a registry number	None	5 Minutes	DOLORES CABUTOTAN
	1.2 Prepare and encode the data in the PhilCRIS (Philippine Civil Registry Information System)	None	15 Minutes	
	1.3. Issue the order of payment	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	CTC-DEATH CERTIFICATE PHP 100.00 Documentary stamp PHP 30.00 Burial Permit PHP 200.00	3 Minutes	LORETA ESTOQUE RCC 1
3. Return to the Registrar's Office for the processing and releasing of Certificate of Marriage	3. Approval and releasing of registered Certificate of Death to client	None	5 Minutes	CORAZON G. JARAVATA MCR DOLORES CABUTOTAN AA 1
TOTAL:		PHP 330.00	38 Minutes	

Registration of Certificate of Death is under Administrative Order No. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

10. Registration of Certificate of Death (Delayed)

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place. No human body shall be buried without a certificate of death issued either by the Local Health Officer or attending physician. Registration of Death shall be made in the LCRO of the place where it occurred within 30 days from the time of death. The Death reported later than 30 days after the date of death shall be considered delayed and shall comply with the following requirements for registration:

Office or Division	Office of the Municipal Civil Registrar			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Nearest Kin of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly prepared Certificate of Death w/signed of physician, if died in hospital - (4) original copies		Hospital		
Barangay Certification, if died at home - (3)Original Copies		Client		
Signature of embalmer, if embalmed - (4)original copies		Embalmer		
Signature of Municipal Health Officer - (4)original copies		Office of the Municipal Health Officer		
Affidavit of Death - (3) original copies		Client		
Official Receipt		Municipal Treasurer's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements. If died at home, secure data sheet to fill up data and other information (make sure that all needed information are filled up)	1. Received and verify the duly prepared Certificate of Death w/ allthe requirements attached	None	5 Minutes	CORAZON G. JARAVATA MCR DOLORES CABUTOTAN AA 1
	1.1 Check for the completeness of data and requirements and record the Death to assign a registry number	None	5 Minutes	CORAZON G. JARAVATA MCR DOLORES CABUTOTAN AA 1
	1.2 Prepare and encode the data in the PhilCRIS (Philippine Civil Registry Information System)	None	15 Minutes	DOLORES CABUTOTAN AA 1
	1.3 Posting of 10 days from the date of received	None	10 Days	EVELYN RAPANUT AA
	1.4 Issue the order of payment for delayed registration fee	None	5 Minutes	
2. Pay the required fees at the MunicipalTreasurer's Office	2. Issuance of Official Receipt	Delayed registrationfee PHP 300.00	3 Minutes	LORETA ESTOQUE RCC 1
3. Return to the Registrar's Office for the processing and releasing of Certificate of Marriage	3. Approval and releasing of registered Certificate of Death to client	None	5 Minutes	DOLORES CABUTOTAN AA 1 CORAZON G. JARAVATA MCR
	TOTAL:	PHP 300.00	10 Days and 38 Minutes	



TUBAO CITIZEN'S CHARTER

11. Registration of Certificate of Marriage (Timely)

Marriage is a permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life. It is the foundation of the family and an inviolable social institution whose nature, consequences, and incidents are governed by law and not subject to stipulation, except that marriage settlements may fix the property relations during the marriage within the limits provided by this code. (Article 1, Family Code of the Philippines)

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Solemnizing Officer/Husband/Wife			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly prepared Certificate of Marriage w/ complete signatories - (4) original copies		Solemnizing Officer		
Official Receipt		Municipal Treasurer's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the unregistered Certificate of Marriage for initial assessment and verification	1. Receive and verify the unregistered Certificate of Marriage	None	5 Minutes	DOLORES CABUTOTAN AA 1 CORAZON G. JARAVATA MCR EVELYN RAPANUT AA
	1.1 Check for the completeness of data and record the Marriage to assign a registry number	None	5 Minutes	
	1.2. Prepare and encode the data to PhilCRIS (Philippine Civil Registry Information System)	None	15 Minutes	
	1.3. Issue the order of payment for the issuance of CTC	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	CTC-MC FEE PHP 100.00 Documentary Stamp P30.00	3 Minutes	LORETA ESTOQUE RCC 1
3. Return to the Registrar's Office for the processing and releasing of Certificate of Marriage	3. Approval and releasing of registered Certificate of Marriage to client	None	5 Minutes	CORAZON G. JARAVATA MCR
	TOTAL:	PHP 130.00	38 Minutes	

Registration of Certificate of Marriage is under Administrative Order No. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

12. Registration of Certificate of Marriage (Delayed)

Marriage is a permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life. It is the foundation of the family and an inviolable social institution whose nature, consequences, and incidents are governed by law and not subject to stipulation, except that marriage settlements may fix the property relations during the marriage within the limits provided by this code. (Article 1, Family Code of the Philippines). Marriage reported later than 30 days after the date of marriage shall be considered delayed and shall comply with the following requirements for registration:

Office or Division	Office of the Municipal Civil Registrar			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Solemnizing Officer/Husband/Wife			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly prepared Certificate of Marriage w/complete signatories-(4) original copies		Solemnizing Officer/Owner		
Negative Result - (3) photocopies		Client		
Affidavit of Marriage - (3) original copies		Client		
Official Receipt		Municipal Treasurers Office		
Other evidence showing the date and place of marriage -(3) photocopies		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit and present original copies of all the requirements.	1. Received and verify the duly prepared Certificate of Marriage w/ all the requirements attached	None	5 Minutes	DOLORES CABUTOTAN CORAZON JARAVATA
	1.1 Check for the completeness of data and requirements and record the Marriage to assign a registry number	None	5 Minutes	DOLORES CABUTOTAN EVELYN RAPANUT
	1.2 Prepare and encode the data in thePhilCRIS (Philippine Civil Registry Information System)	None	15 Minutes	DOLORES CABUTOTAN
	1.3 Posting of 10 days from the date of received	None	10 Days	EVELYN RAPANUT
	1.4 Issue order of payment	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Delayed Registration fee Php 300.00	3 Minutes	LORETA E. ESTOQUE
3. Return to the Registrar's Office for the processing and releasing of Certificate of Marriage	3. Approval and releasing of registered Certificate of Marriage to client	None	5 Minutes	CORAZON G. JARAVATA MCR
	TOTAL:	PHP 300.00	10 Days and 38 Minutes	

Registration of Certificate of Marriage is under Administrative Order No. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

13. Registration of Court Order/Decree (Correction of Entry/Cancellation)

Registration of Court Order/Decree is an official proclamation by a judge that defines the legal relationships between the parties to a hearing, a trial, an appeal or other court proceedings which is in relation with civil registration that is need to register to the Local Civil Registry Office of wherethe court is located.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court Order /Decree - (1) original, (3) certifiedtrue copies		Client		
Certificate of Finality - (1) original, (3) certifiedtrue copies		Client		
Certificate of Authenticity - (1) original, (3)certified copies		Client		
Court Order fee - (1) original copy		Municipal Treasury Office (MTO)		
Client Steps	Agency Action	Fees to bepaid	ProcessingTime	Person Responsible
1. Submit all requirements for the registration of Court Order for initial assessment and verification	1. Receive, verify and review the Court Order, Certificate of Finality and Certificate of Authenticity w/ all the attached pages	None	15 Minutes	CORAZON JARAVATA MCR DOLORES CABUTOTAN AA 1
	1.1 Check for the completeness of all attached pages and content and record the Court Order to assign a registry number , book number, page number	None	1 Hour	
	1.2. Prepare and print the registry number, book number, page number at the upper rightside of every pages of the Court Order, Certificate of Finality andCertificate of Authenticity	None	30 Minutes	
	1.3. Issue a Certificate ofRegistration	None	5 Minutes	
	1.4. Issue a Certificate ofAuthenticity	None	5 Minutes	
	1.5. Issue order ofpayment	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Court Order FEE PHP 300.00	3 Minutes	LORETA ESTOQUE RCC 1
3. Return to the Registrar's Office for the processing and releasing of Affidavit to Use Surname of the Father	3. Approval and releasing of registeredCourt Order to client	None	5 Minutes	CORAZON G. JARAVATA MCR
TOTAL:		PHP 300.00	2 Hours and 8 Minutes	

Registration of Court Order/Decree is under Administrative order No. 1, series of 1993 under IRR of Act No. 3753

Table of Fees	
Registration of Court Order	
Change of Name/Correction	P 3,000.00
Legal Separation	P 3,000.00
Annulment	P 3,000.00
Naturalization	P 3,000.00
Adoption	P 3,000.00



TUBAO CITIZEN'S CHARTER

14. Registration of Legal Instrument (Legitimation by Subsequent Marriage of Parents)

Legitimation by Subsequent Marriage of Parents is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered Certificate of Live Birth - (3) photocopies		Client		
Affidavit of Legitimation - (3) original copies		Client		
Certificate of Marriage - (3) photocopies		Client		
Community Tax Certificate (both parent) - (1) original copy		Client		
Official Receipt		Municipal Treasurer's Office		
Certificate of No Marriage (CENOMAR) - (3) photocopies		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all requirements.	1. Receive and verify the duly prepared Affidavit of Legitimation with all the requirements attached	None	5 Minutes	CORAZON G. JARAVATA MCR DOLORES CABUTOTAN AA 1 EVELYN RAPANUT AA
	1.1 Check for the completeness of data and requirements and record the Affidavit of Legitimation to assign a registry number	None	5 Minutes	
	1.2. Prepare and print the Registry Number at the upper right side of the Affidavit of Legitimation	None	5 Minutes	
	1.3. Issue a Certificate of Registration	None	5 Minutes	
	1.4 Issue a copy of annotated and unannotated legitimated birth	None	10 Minutes	
	1.5. Issue the order of payment	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Legitimation fee P 500.00 Documentary stamp P 30.00 CTC- P 100.00	3 Minutes	LORETA ESTOQUE RCC 1
3. Return to the Registrar's Office for the processing and releasing of Affidavit of Legitimation	3. Approval and releasing of registered Affidavit of Legitimation and legitimated copy of birth	None	5 Minutes	CORAZON G. JARAVATA MCR
	TOTAL:	PHP 630.00	43 Minutes	

Registration of Affidavit of Legitimation is under Administrative Order No. 1, series of 1



TUBAO CITIZEN'S CHARTER

15. Registration of RA 9522 (Affidavit to Use Surname of the Father/AUSF)/Revised IRR March 2016

An Act Allowing Illegitimate Children to Use the Surname of their Father, Amending for the Purpose Article 176 of Executive Order No. 209, Otherwise Known as the "Family Code of the Philippines"). This revised IRR shall apply to all illegitimate children born on or after 19 March 2004, the effectivity of this R.A. No. 9255. This includes all unregistered births and registered births under the surname of the mother.

Office or Division	Office of the Municipal Civil Registrar
Classification	Simple Document
Type of Transaction	G2C-Government to Citizen
Who may avail	Parents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth (registered) - (3) photocopies	Client
Certificate of Live Birth (unregistered) - (4) original copies	Client
Affidavit to Use Surname of the Father (AUSF), executed by mother - (3) original copies	Client
Community Tax Certificate (both parent) - (1) original copy	Client
Official Receipt	Municipal Treasurers Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all requirements.	1. Receive and verify the duly prepared Affidavit to Use Surname of the Father/ all the requirement attached	None	5 Minutes	CORAZON G. JARAVATA MCR DOLORES CABUTOTAN AA 1 EVELYN RAPANUT AA
	1.1 Check for the completeness of data and requirements and record the Affidavit to Use Surname of the Father to assign a registry number	None	5 Minutes	
	1.2. Prepare and print the Registry Number at the upper right side of the Affidavit to Use Surname of the Father	None	5 Minutes	
	1.3. Issue Certificate of Registration	None	5 Minutes	
	1.4 Issue a copy of annotated and unannotated birth acknowledge by the father	None	10 Minutes	
	1.5. Issue the order of payment	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	P 500.00 CTC-P 100.00 DS- P 30	3 Minutes	LORETA ESTOQUE RCC 1
3. Return to the Registrar's Office for the processing and releasing of Affidavit to use Surname of the Father	3. Approval and releasing of registered Affidavit to use Surname of the Father and a copy of birth under the surname of the father to client	None	5 Minutes	CORAZON G. JARAVATA MCR
TOTAL:		PHP 630.00	43 Minutes	



TUBAO CITIZEN'S CHARTER

16. Request for Advance Submission of newly registered civil registry documents to Philippine Statistics Authority for SECPA

The request for advance submission of newly registered civil registry documents to Philippine Statistics Authority for SECPA is to endorse the newly registered civil registry documents to the office of the Civil Registrar General (OCRG) in order to request an authenticated copy issued by the Philippine Statistics Authority (PSA).

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
newly registered civil registry documents - (1) Photocopy		Clients		
Postal Money Order (PMO) - (1) originalcopy		Philippine Postal Corporation (PPC)/LBC		
Mailing envelope w/ prepaid - (1) originalcopy		LBC		
PSA result will be (3) three months more or Less				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the civil registry documents.	1. Receive, verify and review the civilregistry documents	None	5 Minutes	CORAZON G. JARAVATA MCR
	1.1 Issue the order of payment for the issuance of Postal Money Order	None	5 Minutes	EVELYN RAPANUT DOLORES CABUTOTAN
2. Proceed to Philippine Postal Corporation Office for the issuance of Postal Money Order/LBC	2 Issuance of Postal Money Order	PHP 130.00	1 HOUR	LBC/PPC AGOO, LA UNION
	2.1 Prepare documents and encode the endorsement letter	None	5 Minutes	DOLORES CABUTOTAN
3. Receive transmittaland mailing receipt	3. Endorse the civil registry documents to Philippine Statistics Authority Quezon City thru LBC (letter envelop w/ pre-paidreturn mail)	None	10 Minutes	CORAZON G. JARAVATA MCR
	TOTAL:	PHP 130.00	1HR & 25Minutes	

Request for advance submission of civil registry documents to PSA is underAdministrative Order No. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

17. Request for Certification/Transcription from civil registry books

A transcription of vital events documents from civil registry book of Live Birth, Death and Marriage for the issuance of Municipal Form No. 1A, 2A and 3A respectively.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
At least one (1) of the following				
Baptismal Certificate - (1) photocopy		Client		
School Record - (1) photocopy		Client		
Voters Certification - (1) photocopy		Client		
Other, showing the full name, date and place of birth		Client		
if the requester is not the owner				
Authorization letter - (1) original copy		Client		
valid ID (both requester and owner)- (1) photocopy w/ original presented		Client		
Official Receipt		Municipal Treasurer's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements.	1. Receive and verify the required documents	None	5 Minutes	CORAZON G. JARAVATA MCR
	1.1. Start to verify the requested civil registry documents in the civil registry book	None	10 Minutes	EVELYN RAPANUT DOLORES CABUTOTAN
	1.2. Prepare and encode to the computer operated format form	None	5 Minutes	
	1.3. Issue order of payment	None	5 Minutes	
2. Pay the required fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Certification Fee P 100.00 Documentary Stamp P 30.00	3 Minutes	LORETA ESTOQUE RCC 1
3. Return to the Registrar's Office for the processing and releasing of requested certification	3. Approval and releasing of requested certification to client	None	5 Minutes	CORAZON G. JARAVATA MCR
TOTAL:		PHP 130.00	33 Minutes	

Issuance of certification from civil registry book is under Administrative Order No. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

18. Request for the endorsement of Affidavit of Legitimation/AUSF/AAP to PSA for SECPA

This request is to endorse the civil registry documents with the Affidavit of Legitimation (AOL), Affidavit to Use Surname of the Father (AUSF)/or Affidavit of Admission of Paternity (AAP) forwarded to the office of the Civil Registrar General (OCRG) to have it available at PSA database.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered Affidavit of Legitimation/AUSF or AAP - (2) certified copies		Client		
Certificate of Registration of Affidavit of Legitimation/AUSF or AAP - (2) original copies		Office of the Municipal Civil Registrar		
Annotated Certificate of Live Birth - (2) original copies		Office of the Municipal Civil Registrar		
Unannotated Certificate of Live Birth - (2) original copies		Office of the Municipal Civil Registrar		
Postal Money Order (PMO) - (1) original copy		Philippine Postal Corporation (PPC)		
Mailing envelope w/ prepaid - (1) original copy		JRS Airmail		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the civil registry documents	1. Receive, verify and review the civil registry documents	None	5 Minutes	CORAZON G. JARAVATA MCR
	1.1 Issue the order of payment for the issuance of Postal Money Order/LBC	None	5 Minutes	EVELYN RAPANUT DOLORES CABUTOTAN
2. Proceed to Philippine Postal Corporation Office for the issuance of Postal Money Order	2. Issuance of Postal Money Order	PHP 130.00	1 HOUR	PPC/LBC AGOO, LA UNION
	2.1. Issue a copy to the Office of the Civil Registrar General of the civil registry documents to be indorse	None	10 Minutes	CORAZON G. JARAVATA MCR
	2.2. Prepare and encode the endorsement letter	None	5 Minutes	DOLORES CABUTOTAN
3. Receive of transmittal and mailing receipt	3. Indorse the civil registry documents to Philippine Statistics Authority Quezon City thru JRS Airmail (letter envelop w/ pre-paid return mail)	None	10 Minutes	CORAZON G. JARAVATA MCR DOLORES CABUTOTAN
	TOTAL:	PHP 130.00	1HR&35 Minutes	

Request for the endorsement of AOL/AUSF/AAP to PSA is under Administrative Order No.1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

19. Request for endorsement of ANNOTATED CR documents and affirmed petition under RA 9048/10172 to Philippine Statistics Authority for SECPA

This service is to indorse the affirmed petition to Philippine Statistics Authority archives, Quezon City to request for the annotation of the corrected civil registry document issued by the Philippine Statistics Authority.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of affirmed petition - (3) photocopies		Office of the Municipal Civil Registrar		
Certified copy of CRG's decision - (3) photocopies		Office of the Municipal Civil Registrar		
Certificate of Finality - (3) original copies		Office of the Municipal Civil Registrar		
Annotated civil registry documents - (3) originalcopies		Office of the Municipal Civil Registrar		
Unannotated civil registry documents - (1) original copy		Office of the Municipal Civil Registrar		
Postal Money Order (PMO) - (1) original copy		Philippine Postal Corporation (PPC)/LBC		
Mailing envelope w/ prepaid - (1) original copy		LBC		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements	1. Receive, verify andreview all required documents	None	5 Minutes	CORAZON G. JARAVATA MCR
	1.1 Issue the order of payment for the issuance of Postal Money Order	None	5 Minutes	CORAZON G. JARAVATA MCR
2. Proceed to Philippine Postal Corporation Office for the issuance of Postal Money Order/LBC	2. Issuance of Postal Money Order	PHP 130.00	1HOUR	PPC/LBC AGOO, LA UNION
	2.1. Issue the annotated and unannotated copy ofcivil registry documents	None	10 Minutes	CORAZON G. JARAVATA MCR
	2.2. Prepare and encode the endorsement letter	None	5 Minutes	
3. Receive transmittal and mailing receipt	3. Endorse the civil registry documents to Philippine Statistics Authority Quezon City thru JRS Airmail (letter envelop w/ pre-paid return mail)	None	10 Minutes	
	TOTAL:	PHP 130.00	1HOUR & 35 Minutes	

Request for endorsement of affirmed petition to PSA is under Administrative Order No. 1,series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

20. Request for the endorsement of court order/decree to Philippine Statistics Authority (PSA)

This request is to indorse the court order to Philippine Statistics Authority, Quezon City to request for the annotation of the corrected civil registry document issued by the Philippine Statistics Authority.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Court Order (RTC) - (2) certifiedcopies		Client		
Certificate of Finality (RTC) - (2) certified copies		Client		
Certificate of Authenticity (RTC) - (2) certifiedcopies		Client		
Certificate of Registration (LCRO)- (2) certifiedcopies		Client		
Certificate of Authenticity (LCRO) - (2) certifiedcopies		Client		
Annotated civil registry documents (LCRO) - (2)original copies		Office of the Municipal Civil Registrar		
Unannotated civil registry documents (LCRO) - (1) original copy		Office of the Municipal Civil Registrar		
Postal Money Order (PMO) - (1) original copy		Philippine Postal Corporation (PPC)/LBC		
Mailing envelope w/ prepaid - (1) original copy		LBC		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit all the requirements	1. Receive, verify andreview all required documents	None	5 Minutes	CORAZON G. JARAVATA MCR
	1.1 Issue the order of payment for the issuance of Postal Money Order	None	5 Minutes	
2. Proceed to Philippine Postal Corporation Office for the issuance of Postal Money Order/LBC	2. Issuance of Postal Money Order/LBC	PHP 130.00	1HOUR	LBC/PPC AGOO, LA UNION
	2.1. Issue the annotated and unannotated copy of civil registry documents	Annotated/ DS Php 130.00	10 Minutes	CORAZON G. JARAVATA MCR
	2.2. Prepare and encode the endorsement letter	None	5 Minutes	
3. Received transmittal and mailing receipt	3. Endorse the civil registry documents to Philippine Statistics Authority Quezon City thru PPC/LBC (letter envelop w/ pre-paid return mail)	None	10 Minutes	
	TOTAL:	PHP 260.00	1HOUR &35 Minutes	

Request for the endorsement of court order/decree to PSA is under Administrative OrderNo. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

21. Request for Endorsement of negative result from PSA but registered at LCRO

This request is to endorse the civil registry documents from the records of Local Civil Registry Office (LCRO) which has no record from Philippine Statistics Authority (PSA) forwarded to the office of the Civil Registrar General (OCRG) to have it available at PSA database.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Negative Certification - (2) photocopies		Client		
Certified copy or Certification of civil registry documents issued to OCRG - (2) original copies		Office of the Municipal Civil Registrar		
Postal Money Order (PMO) - (1) original copy		Philippine Postal Corporation (PPC)		
Mailing envelope w/ prepaid - (1) original copy		JRS Airmail		
PSA result will be (3) three months more or less				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the civil registry documents	1. Receive, verify and review the civil registry documents	None	5 Minutes	CORAZON G. JARAVATA MCR
	1.1. Issue the order of payment for the issuance of Postal Money Order	None	5 Minutes	
2. Proceed to Philippine Postal Corporation Office for the issuance of Postal Money Order/LBC	2. Issuance of Postal Money Order	PHP 130.00	1 HOUR	PPC/LBC AGOO, LA UNION
	2.1. Issue a copy to the Office of the Civil Registrar General of the civil registry documents to be indorse	CTC PHP 100.00 DS PHP 30.00	10 Minutes	CORAZON G. JARAVATA MCR
	2.2. Prepare and encode the endorsement letter	None	5 Minutes	DOLORES CABUTOTAN
3. Receive transmittal and mailing receipt	3. Indorse the civil registry documents to Philippine Statistics Authority Quezon City thru PPC/LBC (letter envelop w/ pre-paid return mail)	None	10 Minutes	
	TOTAL:	PHP 260.00	1 HOUR & 35 Minutes	

Request for Endorsement of negative result from PSA but registered at LCRO is under Administrative Order No. 1, series of 1993 under IRR of Act No. 3753



TUBAO CITIZEN'S CHARTER

22. Request for endorsement of supplemental report to Philippine Statistics Authority

This request is to endorse the civil registry documents with supplemental report of the omitted entry/ies forwarded to the office of the Civil Registrar General (OCRG) to have it available at PSA database.

Office or Division	Office of the Municipal Civil Registrar			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Parent/Guardian or the party concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LCRO and PSA copy of civil registry documents - (2) photocopy		Office of the Municipal Civil Registrar		
Certified True Copy of civil registry documents - (2) Original copy		Office of the Municipal Civil Registrar		
Affidavit of supplemental report - (2) OriginalCopies		Client		
atleast two (2) evidence showing the omittedentry/ies re:				
Baptismal Certificate - (2) photocopies		Client		
School Records Form No. 137 - (2) photocopies		Client		
Voters Certification, etc - (2) photocopies		Client		
Postal Money Order (PMO) - (1) original copy		Philippine Postal Corporation (PPC)		
Mailing envelope w/ prepaid - (1) original copy		PPC/LBC		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the civil registry documents	1. Receive, verify and review the civil registry documents	None	5 Minutes	CORAZON G. JARAVATA MCR
	2. Issue the order of payment for the issuance of Postal Money Order	None	5 Minutes	
2. Proceed to Philippine Postal Corporation Office for the issuance of PostalMoney Order/ LBC	2. Issuance of PostalMoney Order/ LBC	PHP 130.00	1 HOUR	PPC/LBC AGOO, LA UNION
	2.1. Issue a copy of certified transcription and copy of supplemental report indicated the omitted entry	CTC-PHP 100.00 DS-PHP 30.00	10 Minutes	CORAZON G. JARAVATA MCR
	2.2. Prepare and encodethe endorsement letter	None	5 Minutes	DOLORES CABUTOTAN
3. Receive transmittal and mailing receipt	3. Endorse the civil registry documents to Philippine Statistics Authority Quezon City thru JRS Airmail (letter envelop w/ pre-paid return mail)	None	10 Minutes	
	TOTAL:	PHP 260.00	1 HOUR & 35 Minutes	

Request for endorsement of supplemental report to PSA is under Administrative Order No.1, series of 1993 under IRR of Act No. 3753



Office of the Municipal Budget Officer

Internal Services



TUBAO CITIZEN'S CHARTER

1. Budget Preparation

The Budget Preparation provides a framework for more informed resource allocation and management for strengthening policy-based budgeting pursuant to the pertinent provisions of RA No. 7160 and its Implementing Rules and Regulations.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU of Tubao Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Proposal per office (2 original copies)		Office of the Municipal Budget Officer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the Annual Budget Proposals per office.	1.Review and consolidate Annual Budget Proposals of the different offices of the LGU	None	20 Minutes	Monica Elysa B. Magwa Mun. Budget Officer
2. Submit Letter Request for Supplemental Budget	2.Review and consolidate proposals for Supplemental Budget of the different offices of the LGU	None	5 Days	
	2.1 Prepare and review of Proposed Annual Budget of the LGU	None	30 Days	
	2.2 Submit Proposed Annual Budget Documents to the Office of the Mayor / Sangguniang Bayan (Submission before October 15)	None	5 Minutes	
	2.3 Prepare and submit of Proposed Supplemental Budget of the LGU to the Office of The Mayor, Sangguniang Bayan	None	3 Days	
	TOTAL:		38 Days and 25 Minutes	

Budget Preparation is covered under LBC No. 112 dated June 10, 2016 pursuant to Sec. 354 of Republic Act (RA) No. 7160.



TUBAO CITIZEN'S CHARTER

2. Certify As To The Availability of Appropriation

This certifies the existence and availability of appropriation that the Local Budget Officer tracks the appropriation released through allotments and subsequently obligated and disbursed by the various departments and offices. This ensures that the funds are used exclusively for the specific purposes pursuant to Sections 336 and 305 (a) of RA No. 7160.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple Document			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU of Tubao Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request and Complete Supporting Documents (1 original copy, 2 photocopies)		Office of the Municipal Budget Officer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit Letter Request for Additional Release	1. Receive Letter Request from requesting office	None	1 Minute	Monica Elysa B. Magwa Municipal Budget Officer
	1.1 Prepare and encode the additional release requested.	None	3 Minutes	
	1.2 Signed by the Municipal Budget Officer	None	2 Minutes	
	1.3 Approve by the Local Chief Executive	None	2 Minutes	<i>Atty. Jonalyn G. Fontanilla-Piayas</i> Municipal Mayor
	1.4 Distribute file copies to Municipal Accounting Office, Municipal Treasurer Office and Mayor's Office.	None	5 Minutes	Monica Elysa B. Magwa Municipal Budget Officer
2. Submit Obligation Request with complete supporting documents. (Program of Works, Purchase Request, Sealed Canvass, Abstract of Canvass, Purchase Order, Inspection and Acceptance Report, Supplies Availability Inquiry, Disbursement Voucher)	2. Receive Obligation Request with complete supporting documents.	None	3 Minutes	
	2.1 Recording the Obligation Request received to its respective ledger.	None	5 Minutes Upon receipt	
	2.2 Approve and sign by the Municipal Budget Officer.	None	3 Minutes	
	2.3 Affix the control number of the Obligation Request and recording of outgoing documents.	None	5 Minutes	
	TOTAL:		29 Minutes	

Budget Preparation is covered under LBC No. 112 dated June 10, 2016 pursuant to Sec. 354 of Republic Act (RA) No. 7160.



TUBAO CITIZEN'S CHARTER

3. Review the Annual & Supplemental Budget of Barangays

To review the Annual and Supplemental Budget of Barangays to ensure that the availability of appropriations and allotments to which expenditures and obligations may be properly charged pursuant to Section 344, RA No. 7160.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple Document			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU of Tubao Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Plans and Programs		Municipal Budget Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the Annual and Supplemental Budget of the Barangays of the LGU.	1. Receive the Annual and Supplemental Budget of Barangays and Sangguniang kabataan budgets from the Sangguniang Bayan	None	1 Minute	<i>Monica Elysa B. Magwa</i> Municipal Budget Officer
	1.2 Review the Proposed Annual and Supplemental Budget	None	30 Days	
	1.3 Prepare Endorsement Letter to the Office of the Sangguniang Bayan	None	10 Minutes	
	1.4 Signed Endorsement Letter to the Office of the Sangguniang Bayan	None	2 Minutes	
	1.5 Endorse the Proposed Annual and Supplemental Budget to the Office of the Sangguniang Bayan	None	3 Minutes	
	TOTAL:		30 days and 16 Minutes	

Budget Preparation is covered under LBC No. 112 dated June 10, 2016 pursuant to Sec. 354 of Republic Act (RA) No. 7160.



TUBAO CITIZEN'S CHARTER

MUNICIPAL AGRICULTURE OFFICE EXTERNAL SERVICES



TUBAO CITIZEN'S CHARTER

MUNICIPAL AGRICULTURE OFFICE

CITIZEN CHARTER

VISION: The Municipal Agriculture Office envision for a profitable & competitive farmer's in the field of Agriculture.

MISSION: To develop and empower farmers economically and socially.

- GOALS:**
1. To increase production of crops, Fishery, livestock & poultry through:
 - Maximum land Utilization
 - Use of high yielding varieties (Hybrid & Inbred)
 - Use of appropriate technologies (IPM, INM, & Palay Check)
 - Use of Modern machineries & Equipment's
 - Use of agri-infrastructure facilities
 - Use of artificial insemination
 - Use of crossbreed animals and hybrid chicken
 2. To empower farmers through FA's & FO's and organization/reactivation
 3. To generate livelihood & employment opportunities.
 4. To ensure long-term sustainability of the environment through organic farming technique.

Registry System for Basic Sectors In Agriculture (RSBSA) Validation/Updating

A validation and updating activity in coordination with DA for a centralized registration system of local rice farmers to facilitate their availment of DA funded projects and/or programs.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
2. Latest 2x2 ID picture		Client		
3. Xerox copy of tax declaration/title		Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Brings to the Municipal Agriculture Office all the requirements and request for RSBSA validation/updating	1.1 Checks the completeness of requirements and assign AT to interview client	None	5 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
2. Accomplishes the RSBSA Form	2.1 Interviews and facilitate filling out of RSBSA form	None	10 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
	2.2 Assigns client RSBSA Code, encode client data, and forward to DA the client's RSBSA Form	None	10 minutes	
TOTAL		None	25 minutes	



TUBAO CITIZEN'S CHARTER

Rice Crop Manager (RCM) Fertilizer Recommendation

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Rice Farmers			
CHECKLIST OF RE QUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
2. Assigned RSBSA Code		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Municipal Agriculture Office to request for RCM interview schedule	1. Schedules the RCM interview and assign a field technician	None	5 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
2. Accomplishes the RCM questionnaire	2.1 Coordinates the schedule with the requesting party	None	2 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
	2.2 Interviews and processes the data for fertilizer recommendation	None	6 minutes	
3. Receives the RCM fertilizer recommendation for personal farm use	3. Let the farmer sign the receiving copy	None	2 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
	3.2 Follow-ups if the farmer was able to use the recommendation	None	5 minutes	
TOTAL		None	20 minutes.	



TUBAO CITIZEN'S CHARTER

Rice Competitiveness Enhancement Fund (RCEF) Seed Distribution

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Rice Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
2. Assigned RSBSA Code		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Municipal Agriculture Office to request for RCEF premaster listing schedule	1. Coordinates the schedule with the requesting party	None	5 minutes	<i>Rice coordinator (Rice Program)</i>
2. Accomplishes the RCEF pre-master list	2.1 Conducts the RCEF premaster listing	None	3 minutes	<i>Rice coordinator (Rice Program)</i>
	2.2 Coordinates the schedule of RCEF orientation & distribution schedule	None	2 minutes	
3. Attends the RCEF orientation and distribution schedule and receives the certified rice seeds	3.1 Orients the guidelines of the RCEF program with the client	None	15 minutes	<i>Rice coordinator (Rice Program)</i>
	3.2 Releases the RCEF rice seeds	None	10 minutes	
TOTAL		None	35 minutes	



TUBAO CITIZEN'S CHARTER

Availment of crop insurance of PCIC

Office or Division:	<i>Municipal Agriculture Office</i>			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
2. Assigned RSBSA Code		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Municipal Agriculture Office to request for crop insurance	1. Check requirements and conducts interview	None	5 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
2. Sign the accomplished form	2. Check for errors in the accomplished form	None	1 minute	<i>AEW assigned to the barangay (Rice Program)</i>
3. Photocopied accomplished insurance form	3. Advised the farmer the farmer to have a photocopy of the accomplished insurance form	None	1 minute	<i>AEW assigned to the barangay (Rice Program)</i>
4. Wait for PCIC confirmation about the insurance	4. Prepare masterlist of all accomplished insurance and wait for the field officer of PCIC to get the forms.	None	2 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
TOTAL			9 minutes	



TUBAO CITIZEN'S CHARTER

Crop Insurance Indemnity Claim

Office or Division:	<i>Municipal Agriculture Office</i>			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
2. Assigned RSBSA Code		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports damage occurrence to the field technician	1. Files the notice of loss (NOL) to PCIC	None	2 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
2. Accomplishes and signs the NOL documents	2.1 Checks, processes and submits NOL to PCIC	None	3 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
	1.1 Checks, processes and submits NOL to PCIC\		2 minutes	
3. Attends and guides the PCIC adjuster to affected area	2.2 Coordinates the schedule of adjustment with client	None	5 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
	3. Assist PCIC adjuster and lets client sign the adjustment documents		2 minutes	
	1.2 Coordinates the approval or disapproval of claims with client		2 minutes	
4. Attends the indemnity claim schedule and receives his/her claim check	3.3 If claim is approved , coordinates the schedule of claim with client	None	2 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
	4. Assists the PCIC personnel during indemnity claim distribution		5 minutes	
TOTAL			21 minutes	



TUBAO CITIZEN'S CHARTER

**PROVISION OF CERTIFIED INBRED, HYBRID SEEDS ,
VEGETABLE SEEDS AND FOLIAR FERTILIZERS**

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued Valid ID			Client	
2. Assigned RSBSA Code			Municipal Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the distribution pre -scheduled by the MAO	1. Prepare attendance and the list of farmers with RSBSA No.	None	2 minute	<i>AEW assigned to the barangay (Rice Program)</i>
2. Sign the attendance and other documents	2.1 Check the name of the farmer for verification and check for RSBSA No. 1.1 List the farmer in the post masterlist 2.2 Let the farmer signed necessary documents	None	3 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
3. Claim the seeds/foliar fertilizer	3.1. Release the seeds/foliar fertilizer 3.2. Documentation	None	2 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
TOTAL			7 minutes	



TUBAO CITIZEN'S CHARTER

REQUEST FOR DIAGNOSIS OF PEST AND DISEASES & CONTROL MEASURES

Office or Division:	<i>Municipal Agriculture Office</i>			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for pest diagnosis control measures	1. Assist client -Conduct interview/dialogue -refer to concern AEW -Gather information.	None	5 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
2.1. Sign the logbook	2.1 Conduct field inspection and monitoring	None	2 hours	<i>AEW assigned to the barangay (Rice Program)</i>
2.2. Assist the AEW in the field	2.2. Gives recommendation on control measures Submit report on Pest Monitoring to OPAG & request pesticides			
TOTAL			2 hours and 5 minutes	



TUBAO CITIZEN'S CHARTER

ASSISTANCE TO FARMERS COOP AND ASSOCIATION S(FCAs) IN THE REQUEST FOR AGRIMACHINERY IN PHILMECH AND DA-REGION

Office or Division:	<i>Municipal Agriculture Office</i>			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Farmers Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook and request forms for the application of agri-machinery	1. Assist client -Conduct interview/dialogue -refer to concern AEW -Gather information.	None	5 minutes	<i>Officer of the day (Rice Program)</i>
2.1. Sign necessary documents 2.2. Give the requirements that were required by the Philmech and DA-Region	2.1 Prepare forms for the request of agri-machinery 2.2. Give the accomplished request forms and other documents to the clients and advised them to personally submit their requests to the agency concern or via email.	None	15 minutes	<i>AEW assigned to the barangay (Rice Program)</i>
3. Prepare the documents to be submitted to the Philmech or DA-Region	3. Photo copy their request for safekeeping		1 minute	<i>AEW assigned to the barangay (Rice Program)</i>
TOTAL			21 minutes	



TUBAO CITIZEN'S CHARTER

PROVISION OF TILAPIA FINGERLINGS

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Farmers and Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook	1. Assist client	None	1 minute	Officer of the day (Rice Program)
2. Request for fingerlings	2. Refer to AEW concerned Gather information Request for fingerlings at BFAR Get/procure tilapia fingerlings	None	5 minutes 1 month	AEW assigned to the barangay (Rice Program)
3. Received fingerlings	3. Release fingerlings		2 minutes	AEW assigned to the barangay (Rice Program)
	TOTAL		1 month and 8 minutes	



TUBAO CITIZEN'S CHARTER

ANIMAL HEALTH SERVICES

Office or Division:	<i>Municipal Agriculture Office</i>			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Tubao Livestock Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook	1. Assist client	None	1 minute	<i>Officer of the Day (Rice Program)</i>
2. Request for assistance	2. Refer to AEW concerned Gather information and conduct interview	None	5 minutes	<i>Livestock Inspector (Rice Program)</i>
3. Assist the AEW	3. Provides technical assistance to the request of the client and record the assistance conducted		1 hour	<i>Livestock Inspector (Rice Program)</i>
TOTAL			1 hour 6 minutes	



TUBAO CITIZEN'S CHARTER
SEED GROWER'S APPLICATION FOR SEED CERTIFICATION & LABORATORY ANALYSIS

Office or Division:	<i>Municipal Agriculture Office</i>			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Seed Growers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID	Client			
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook	1. Assist client	None	1 minute	<i>Officer of the day (Rice Program)</i>
2. Assist the Seed Inspector	2. Refer to AEW concerned and conduct interview Conduct preliminary field inspection	None	5 minutes 2 hours	<i>Seed Inspector the barangay (Rice Program)</i>
3. Pay the corresponding fees	3. Submit application for Seed Grower & remit payment	300.00 to be remitted to Provincial Seed Lab	½ day	<i>Seed Inspector the barangay (Rice Program)</i>
4. Assist the Seed Inspector	4. Collect seed Samples	None	1 hour	<i>Seed Inspector the barangay (Rice Program)</i>
5. Wait for the results	5. Prepare Sample Label & Inspection Report	None	30 in	<i>Seed Inspector the barangay (Rice Program)</i>
6. Wait for the results	6. Submit to NSQCS	None	½ day	<i>Seed Inspector the barangay (Rice Program)</i>
7. Wait for the results	7. Collect result	None	15 working days	<i>Seed Inspector the barangay (Rice Program)</i>
8. Claim the result	8. S.I Released result	None	2 min	<i>Seed Inspector the barangay (Rice Program)</i>
TOTAL				



Office of the Municipal Treasurer

External Services



TUBAO CITIZEN'S CHARTER

1. Issuance of Community Tax Certificate (CEDULA)

The Community Tax Certificate is issued to all residents of this Municipality.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Document			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Residents of this Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished form		Office of the Municipal Treasurer		
Valid ID		Client		
Barangay Clearance (optional)		Barangay Concern		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill up form for Community Tax Certificate	1. Receive filled up form	None	4 Minutes	<i>Marife Estal</i>
2. Payment of Community Tax Certificate	2. Issuance of Official Receipt or Community Tax Certificate	Please refer to computation guide below	3 Minutes	Carlito Estal Perla Baldeomor
	TOTAL:		4 Minutes	
Individual				
A. Basic Community Tax		P 5.00		
B. Additional Community Tax		P 1.00 for every P 1,000.00		
Corporate				
Basic Community Tax		P 500.00		
Additional Community Tax		P 2.00 for every P 5, 000.00		



TUBAO CITIZEN'S CHARTER

2. Issuance of Official Receipts on Business Licenses

The Issuance of Official Receipts for all Business Licenses is to legalize all business entity of this Municipality.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Document			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Business Permit and Licensing Division		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present Order of Payment and pay required fees at the Municipal Treasurer's Office	1. Receive and evaluate filled up form or Unified Business Form and issuance of Official Receipt	Based on the computation of the Business Permit and Licensing Division	5 Minutes	Marife Estal Carlito Estal Perla Baldeomor ROMY LLOBRERA Designate BPLO
	TOTAL:		5 Minutes	
a. Mayor's Permit Fee	Based on the classification/ category of business			
Form and Sticker	P 100.00			
Sanitary Inspection Fee	P 200.00			
Plate	P 200.00* for new Business			
Business Tax	Based on Gross receipts			
	Based on the computation of the Business Permit and Licensing Division			



TUBAO CITIZEN'S CHARTER

3. Issuance of Official Receipts on Building Permit Fees and other Fees

The Office of the Municipal Treasurer issues Official Receipts for cash received as payment for all Building Permit fees for new erected building and other fees.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Document			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment (Building Permit)		Office of the Municipal Engineer		
Order of Payment (Zoning Clearance)		Office of the Municipal Planning and Development Coordinator		
Order of Payment (Bid Documents)		Bid and Awards Committee Secretariat		
Order of Payment (Correction of Clerical Errors)		Office of the Municipal Civil Registrar		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Payment of corresponding fees	1. Issuance of Official Receipt	Based on the computation of respective offices	3 Minutes	ROMY LLOBRERA BPLO- Designate
	TOTAL:		3 Minutes	

4. Issuance of Official Receipts on Burial Permit Fees

The Office of the Municipal Treasurer issues Official Receipts for cash received as payment for all Burial Permits.

Office or Division	Office of the Municipal Treasurer			
Classification	Simple Documents			
Type of Transaction	G2C- Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Office of the Municipal Registrar		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Payment for Burial Permit fee	1. Issuance of Official Receipt	P200.00	3 Minutes	Perla Baldemor Carlito Estal Marife Estal
	TOTAL:		3 Minutes	



TUBAO CITIZEN'S CHARTER

5. Issuance of Official Receipts for Franchise of Motorized Vehicle(Tricycle)

The Office of the Municipal Treasurer issues Official Receipts to cash received as payment for the Franchise of Motorized Vehicle.

Office or Division	Office of the Municipal Treasurer			
Classification	Simple Document			
Type of Transaction	G2C- Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished application form		Municipal Tricycle Franchising & Regulatory Board		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present Order of Payment	1. Issuance of Official Receipt	Please refer to table of fees below	10 Minutes	Perla Baldemor Carlito Estal Marife Estal
	TOTAL:		10 Minutes	
Table of Fees				
1. Mayors Permit			P 3000.00	
2. Form Sticker			P 200.00	
3. Application			P 50.00	
4. Franchise			P 100.00	
5. MTFM			P 60.00	
	(25% penalty)			



TUBAO CITIZEN'S CHARTER

5. Issuance of Official Receipts on Marriage License, Marriage Application and Other Fees

The issuance of Official Receipts to all application for Marriage License, Marriage Application and Burial Permits.

Office or Division	Office of the Municipal Treasurer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of payment		Office of the Municipal Registrar		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present order of payment	1. Issuance of Official Receipt	Marriage Application Fee P 300.00	3 Minutes	Perla Baldemor Carlito Estal Marife Estal
		Marriage License Fee P100.00		
	TOTAL:		3 Minutes	

6. Issuance of Official Receipts on Mayor's Clearance Fees

The Office of the Municipal Treasurer issues Official Receipts to all payments for application for Mayor's Clearance.

Office or Division	Office of the Municipal Treasurer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate		Municipal Treasurer's Office		
Barangay Clearance		Barangay Hall		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Payment for Mayors Clearance fees	1. Issuance of Official Receipt	P100.00 P 30.00 doc. stamp	3 Minutes	Perla Baldemor Carlito Estal Marife Estal
	TOTAL:		3 Minutes	



TUBAO CITIZEN'S CHARTER

7. Issuance of Official Receipts on Mayor's Permit for Cattle, Swine Transport and Cockfights (Derby)

The issuance of Official Receipts to all fees for clients securing Mayor's Permits for Caravan/Caroling/Cattle Swine Transport and Cockfights (Derby).

Office or Division		Office of the Municipal Treasurer		
Classification		Simple Document		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Payment of corresponding fees	1. Issuance of Official Receipt	Please see table of fees below	3 Minutes	Perla Baldemor Carlito Estal Marife Estal
	TOTAL:		3 Minutes	
Cattle Swine Transport Fees		P 50.00/ head Cattle Hog P55.00		
Cockfight (Derby) Fees		Special cockfights/ special derby- P 750.00 2 cocks P 3,000.00 3 cocks P 4,000.00 4 cocks P5,000.00 5 cocks P 6,000.00		

8. Issuance of Official Receipts on Police Clearance Fees

The Office of the Municipal Treasurer issues Official Receipts for all payments made for Police Clearance fees to augment all purposes.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple Document		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Barangay Clearance		Barangay Hall		
Community Tax Certificate		Municipal Treasurer's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Payment of Police Clearance Fee	1. Issuance of Official Receipt	Local Purpose P100.00 Doc stamp P30.00 Personal/ Abroad Passport LTO Purposes P 200.00 Doc stamp 30.00	3 Minutes	Perla Baldemor Carlito Estal Marife Estal
	TOTAL:		3 Minutes	



TUBAO CITIZEN'S CHARTER

9. Issuance of Official Receipts on Real Property Taxes

The issuance of Official Receipts to all Real Property Tax Owner, Tax Clearance and Tax Declaration to satisfy the ownership of the property.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Document			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Real Property Tax Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration as to Ownership of Real Property		Office of the Municipal Assessor		
Previous Real Property Tax Payments		Previous Tax Payments/Owners File		
Tax Clearance		Office of the Municipal Treasurer		
Real Property Tax Billing		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present complete requirements and pay the required fees	1. Issuance of Official Receipt	P100.00 Doc stamp 30.00	3 Minutes	Perla Baldemor Carlito Estal Marife Estal Loreta Estoque Edlyn Jeane Agbuya Teresita S. Cadano
		Based on Real Property Tax Billing		
	TOTAL:		3 Minutes	



TUBAO CITIZEN'S CHARTER

10. Issuance of Official Receipts for Registration Fee of Large cattle and Swine

The Office of the Municipal Treasurer issues Official Receipts for cash received as payment for the registration of all Large Cattle and Swine in the municipality.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Document			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay certification for large cattle		Barangay concern		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Payment for Registration of Large Cattle and Swine	1. Issuance of Official Receipt	Please refer to table of fees below	10 Minutes	Manolito Aruelo
	TOTAL:		10 Minutes	

REGISTRATION FEE OF LARGE ANIMALS	
Certificate of Ownership (Large Animal)	P220.00/head
Certificate of Transfer of Ownership (Large Animal)	P330.00/head
Branding (Large Animal)	P500.00/head

SLAUGHTER	
Ante-Mortem - Cattle	P60.00/head
Ante-Mortem - Hog	P30.00/head



TUBAO CITIZEN'S CHARTER

11. Issuance of Official Receipts on Traffic Violations

The Office of the Municipal Treasurer issues Official Receipts for cash received as payment for traffic violations all motorists in the municipality.

Office or Division	Office of the Municipal Treasurer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Traffic Violation Citation Ticket		Apprehending Traffic Enforcer or PNP Officer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Payment for corresponding fees	1. Issuance of Official Receipt	Please refer to the Table of Fees	3 Minutes	Manolito Aruelo Romy Llobrera
	TOTAL:		3 Minutes	

Note: Please refer to violation Ordinance- SB Office



TUBAO CITIZEN'S CHARTER

12. Issuance of Official Receipts for Weight and Measure Registration Fee

The Office of the Municipal Treasurer issues Official Receipts for cash received as payment for all Weight and Measures at the Public Market and Outside.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple Document			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration of weighing scale		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Payment of corresponding fees	1. Issuance of Official Receipt	Please refer to table of fees below.	3 Minutes	Manolito Aruelo
	TOTAL:		3 Minutes	

Table of Fees	
Weight & Measures w/ sticker	P 50.00



TUBAO CITIZEN'S CHARTER

13. Payment of Salaries and Wages and Honorariums

The processing of payment of approved checks for Salaries and Wages and Honorarium.

Office or Division	Office of the Municipal Treasurer			
Classification	Simple Document			
Type of Transaction	G2C- Government to Citizen			
Who may avail	BHW, Daycare workers, National Line Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved check for encashment		Office of the Municipal Treasurer		
Payroll		Office Concern		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Encashment of Checks at the LBP	1. Releasing of salaries and wages and honorariums	None	3 Minutes	Samuel G. Padilla MTO
	TOTAL:		3 Minutes	



TUBAO CITIZEN'S CHARTER

14. Processing of Disbursement Vouchers and Issuance of Checks

The Office of the Municipal Treasurer process disbursement vouchers for issuance of checks.

Office or Division	Office of the Municipal Treasurer			
Classification	Simple Document			
Type of Transaction	G2G - Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement vouchers with complete supporting documents		Office of the Municipal Accountant		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Forward disbursement vouchers with complete supporting documents for signature of the Municipal Treasurer	1. Review as to the correctness and certify funds available	None	5 Minutes	Samuel G. Padilla Mun. Treasurer
	1.1 Forward to the Municipal Treasurer for approval of DV	None	2 Minutes	Office of the Mayor Office of the Vice Mayor
	1.3 Preparation of check	None	5 Minutes	Romy Llobrera
	1.4 Forward check to the Office of the Mayor/Vice Mayor for signature	None	10 Minutes	Office of the Mayor Office of the Vice Mayor
	1.5 Forward check to the Municipal Treasurer for signature	None	2 Minutes	Samuel G. Padilla Mun. Treasurer
	1.8 Record check in the corresponding checks register	None	3 Minutes	
	1.9 Releasing of checks to payees	None	2 Minutes	
	TOTAL:		10 Minutes	



TUBAO CITIZEN'S CHARTER

Office of the Municipal Assessor

External Services



TUBAO CITIZEN'S CHARTER

1. ISSUANCE OF CERTIFIED COPY OF TAX DECLARATION/FAAS/SUPPORTING DOCUMENTS/TAX MAP (SIMPLE)

- Who may avail the service** : Property Owners and or authorized representative; if deceased, descendants or ascendants or authorized representative
- Service Schedule** : Monday - Friday (8:00 AM – 5:00 PM)
- Requirements** : 1. Tax Declaration and or property details and description
2. SPA if authorized representative
3. Latest tax receipt
4. Authorization/Special Power of Attorney/Identification card
5. Letter request of owner or authorized representative; if deceased, descendants or ascendants or authorized representative
6. Valid ID
- Fee/s** :
- Service Duration** : Maximum of 3 days

How to avail the service:

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
1	Fill-up the logbook while observing health protocols.	Initial interview on the client on what transaction needed	5 minutes	Guard/Staff-on-duty		
2	Proceed to the Office concerned.	Advice client to proceed to the receiving area.	5 minutes	Guard/Staff-on-duty		
3	Fill out the request slip.	Interview the client on the transaction needed and provide the request slip. Assist if needed in filling out the request slip.	10 minutes	Staff-on-duty		Request Slip
4	Submit request slip.	Record and indicate tracking number then give back the slip for payment of fees to the Municipal Treasurer's Office.	5 minutes	Staff-on-duty		



TUBAO CITIZEN'S CHARTER

5	Proceed to the Municipal Treasurers Office and pay the corresponding fee.	Receive payment and issue Official Receipt (OR).	10 minutes	Revenue Collection Clerk		
6	Submit request slip together with the O.R.	Receive O.R. and record the O.R. number and amount.	2 minutes	Staff-on-duty		
7		Print the TD, stamp Certified Printed Copy (CPrC).	5 minutes	Staff-on-duty		
8		Final review and affix signature on the printed machine copy of TD.	2 minutes	Municipal Assessor		
9	Receive the requested document/s.	Release the Tax Declaration to the client.	1 minute	Staff-on-duty		
TOTAL			45 minutes			
End of Transaction						

Note: 45 minutes for every 1 Tax Declaration requested.

2. ISSUANCE OF CERTIFIED PHOTOCOPY (CPhC) OF OLD TAX DECLARATION (TD) (SIMPLE)

- Who may avail the service** : Property Owners and or authorized representative; if deceased, descendants or ascendants or authorized representative
- Service Schedule** : Monday - Friday (8:00 AM – 5:00 PM)
- Requirements** :
 1. Tax Declaration and or property details and description
 2. SPA if authorized representative
 3. Latest tax receipt
 4. Authorization/Special Power of Attorney/Identification card
 5. Letter request of owner or authorized representative; if deceased, descendants or ascendants or authorized representative
 6. Valid ID
- Fee/s** :
- Service Duration** : Maximum of 3 days

How to avail the service:



TUBAO CITIZEN'S CHARTER

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
1	Fill-up the logbook while observing health protocols.	Initial interview on the client on what transaction needed	5 minutes	Guard/ Staff-on-duty		
2	Proceed to the Office concerned.	Advice client to proceed to the receiving area.	5 minutes	Guard/ Staff-on-duty		
3	Fill out the request slip.	Interview the client on the transaction needed and provide the request slip. Assist if needed in filling out the request slip.	10 minutes	Staff-on-duty		
4	Submit request slip.	Record and indicate tracking number then give back the slip for payment of fees to the Municipal Treasurer's Office.	5 minutes	Staff-on-duty		
5	Proceed to the Municipal Treasurers Office and pay the corresponding fee.	Receive payment and issue OR.	10 minutes	Staff-on-duty		
6	Submit request slip together with the O.R.	Receive OR and record the OR number and amount.	2 minutes	Revenue Collection Clerk		
7 8		Review and verify the TD. Photocopy and stamp CPhC of TD and affix initial.	14 minutes	Staff-on-duty		
9		Final review and affix signature on the photocopy of TD.	2 minutes	Staff-on-duty		
10		Get the duly signed TD and record.	1 minute	Staff-on-duty		
11	Receive the requested document/s.	Release the TD to the client.	1 minute	Staff-on-duty		
TOTAL			55 minutes			

Note: 55 minutes for every 1 Certified Photocopy of Old Tax Declaration requested.



TUBAO CITIZEN'S CHARTER

3. CERTIFICATIONS (SIMPLE)

- Who may avail the service** : Property Owners and or authorized representative; if deceased, descendants or ascendants or authorized representative
- Service Schedule** : Monday - Friday (8:00 AM – 5:00 PM)
- Requirements** :
 1. Tax Declaration and or property details and description
 2. SPA if authorized representative
 3. Latest tax receipt
 4. Authorization/Special Power of Attorney/Identification card
 5. Letter request of owner or authorized representative; if deceased, descendants or ascendants or authorized representative
 6. Valid ID
- Fee/s** :
- Service Duration** : Maximum of 3 days

How to avail the service:

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
1	Fill-up the logbook while observing health protocols.	Initial interview on the client on what transaction needed	5 minutes	Guard/Staff-on-duty		
2	Proceed to the Office concerned.	Advice client to proceed to the receiving area.	5 minutes	Guard/Staff-on-duty		
3	Fill out the request slip.	Interview the client on the transaction needed and provide the request slip. Assist if needed in filling out the request slip.	10 minutes	Staff-on-duty		
4	Submit request slip.	Record and indicate tracking number then give back the slip for payment of fees to the Municipal Treasurer's Office.	5 minutes	Staff-on-duty		



TUBAO CITIZEN'S CHARTER

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
5	Proceed to the Municipal Treasurer's Office and pay the corresponding fee.	Receive payment and issue O.R.	10 minutes	Municipal Treasurer's Staff		
6	Submit request slip together with the O.R.	Receive OR and record the OR number and amount.	2 minutes	Staff-on-duty		
7		Review and verify in the system for the Total land holdings of the declarant. Encode and print Certification of Total Land Holdings.	20 minutes	Staff-on-duty		
8		Final review and affix signature on the Certification of Total Land Holdings.	2 minutes	Municipal Assessor		
9	Receive the requested document/s.	Release the Certification of Total Land Holdings to client.	1 minute	Staff-on-duty		
TOTAL			1 hour			
End of Transaction						



TUBAO CITIZEN'S CHARTER

4. PREPARATION OF DOCUMENTS FOR REVISION/ TRANSFER OF OWNERSHIP (SIMPLE)

- Who may avail the service** : Property Owners and or authorized representative; if deceased, descendants or ascendants or authorized representative
- Service Schedule** : Monday - Friday (8:00 AM – 5:00 PM)
- Requirements** :
1. TRANSFER OF OWNERSHIP
 - Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
 - SPA if authorized representative
 - Transfer Fee Receipt
 - Current Tax receipt/ Cert. issued by Municipal Treasurer (MT)
 - CPrC of latest TD issued by OPAss
 - Mode of Conveyance duly registered at ROD.
 - Cert. Electronic copy of Title from ROD, if any
 - BIR Certification of Authorizing Registration (CAR)others:
 - Tax Map Maintenance/ Blue Print copy of sketch plan
 - Special Power of Attorney
 - Affidavit of Publication (If Deceased Owner)
 - Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
 - Agreement of Subdivision/ Partition
 - Certified Electronic copy of Title from ROD, if any
 - Blue print copy of Consolidation/ Subdivision plan/ Sketch plan
 - Current Tax receipt/ Certification issued by MT
2. REVISION
 - Unrevised TD/ Correction of typographical error (name, area, market value, assessed value):
 - Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
 - SPA if authorized representative
 - Current Tax receipt/ Cert. issued by Municipal Treasurer (MT)
 - CPrC of latest TD issued by OPAss
 - Mode of Conveyance duly registered at ROD.
 - Cert. Electronic copy of Title from ROD, if any
 - Birth certificate
 - Current/ Old Tax Declaration
 - Affidavit of two dis-interested persons



TUBAO CITIZEN'S CHARTER

- Marriage certificate
- Affidavit of Inclusion or Exclusion duly registered
- others:
 - Tax Map Maintenance/ Blue Print copy of sketch plan(if applicable)
 - Certified Electronic copy of Title from ROD, if any

Fee/s :

Service Duration : Maximum of 3 working days

How to avail the service:

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
1	Fill-up the logbook while observing health protocols.	Initial interview on the client on what transaction needed	5 minutes	Guard/Staff -on-duty		
2	Proceed to the Office concerned.	Advice client to proceed to the receiving area.	5 minutes	Guard/Staff -on-duty		
3	Fill out the request slip.	Interview the client on the transaction needed and provide the request slip. Assist if needed in filling out the request slip.	10 minutes	Staff-on-duty		
4	Submit the required documents.	2.1 Receive the documents and check the given requirements on the Checklist of Requirements. 2.2. Process the documents and prepare Field Appraisal and Assessment Sheet. 2.3. Forward to the Municipal Assessor for review and signature. 2.4. Submit the documents to the provincial Office for approval.	30 minutes 8 hours 30 minutes	Staff-on-duty		



TUBAO CITIZEN'S CHARTER

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
TOTAL			9 hours and 40 minutes (1 day, 1 hour and 40 minutes)			
End of Transaction						

*Note: Depending on the volume of transactions and other activities as the needs arise.

5. PREPARATION OF DOCUMENTS FOR SUBDIVISION/TRANSFER OF OWNERSHIP (COMPLEX)

Who may avail the service : Property Owners and or authorized representative; if deceased, descendants or ascendants or authorized representative

Service Schedule : Monday - Friday (8:00 AM – 5:00 PM)

Requirements :

- 1. TRANSFER OF OWNERSHIP
 - Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
 - SPA if authorized representative
 - Transfer Fee Receipt
 - Current Tax receipt/ Cert. issued by Municipal Treasurer (MT)
 - CPRC of latest TD issued by OPAss
 - Mode of Conveyance duly registered at ROD.
 - Cert. Electronic copy of Title from ROD, if any
 - BIR Certification of Authorizing Registration (CAR)
- others:
 - Tax Map Maintenance/ Blue Print copy of sketch plan
 - Special Power of Attorney
 - Affidavit of Publication (If Deceased Owner)
- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Agreement of Subdivision/ Partition
- Certified Electronic copy of Title from ROD, if any
- Blue print copy of Consolidation/ Subdivision plan/ Sketch plan
- Current Tax receipt/ Certification issued by MT



TUBAO CITIZEN'S CHARTER

Fee/s : None

Service Duration : Maximum of 7 working days

How to avail the service:

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
1	Fill-up the logbook while observing health protocols.	Initial interview on the client on what transaction needed	5 minutes	Guard/Staff-on-duty		
2	Proceed to the Office concerned.	Advice client to proceed to the receiving area.	5 minutes	Guard/Staff-on-duty		
3	Fill out the request slip.	Interview the client on the transaction needed and provide the request slip. Assist if needed in filling out the request slip.	10 minutes	Staff-on-duty		
4	Submit the required documents.	2.1 Receive the documents and check the given requirements on the Checklist of Requirements. 2.2. Process the documents and prepare Field Appraisal and Assessment Sheet. 2.3. Forward to the Municipal Assessor for review and signature. 2.4. Submit the documents to the provincial Office for approval.	30 minutes 24 hours 30 minutes	Staff-on-duty		



TUBAO CITIZEN'S CHARTER

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
TOTAL			(3 days, 1 hour and 20 minutes)			
End of Transaction						

*Note: 3 days, 1 hour and 20 minutes for every one transaction depending on the number of tax declarations received.

6. PREPARATION OF DOCUMENTS FOR SUBDIVISION WITH MULTIPLE BUILDINGS/TRANSFER OF OWNERSHIP (HIGHLY TECHNICAL)

Who may avail the service : Property Owners and or authorized representative; if deceased, descendants or ascendants or authorized representative

Service Schedule : Monday - Friday (8:00 AM – 5:00 PM)

Requirements :-Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID

- SPA if authorized representative
- Transfer Fee Receipt
- Current Tax receipt/ Cert. issued by Municipal Treasurer (MT)
- CPRC of latest TD issued by OPAss
- Mode of Conveyance duly registered at ROD.
- Cert. Electronic copy of Title from ROD, if any
- BIR Certification of Authorizing Registration (CAR)

others:

- Tax Map Maintenance/ Blue Print copy of sketch plan
- Special Power of Attorney
- Affidavit of Publication (If Deceased Owner)
- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Agreement of Subdivision/ Partition
- Certified Electronic copy of Title from ROD, if any
- Blue print copy of Consolidation/ Subdivision plan/ Sketch plan
- Current Tax receipt/ Certification issued by MT

Fee/s : None

Service Duration : Maximum of 10 working days

How to avail the service:



TUBAO CITIZEN'S CHARTER

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
1	Fill-up the logbook while observing health protocols.	Initial interview on the client on what transaction needed	5 minutes	Guard/Staff -on-duty		
2	Proceed to the Office concerned.	Advice client to proceed to the receiving area.	5 minutes	Guard/Staff -on-duty		
3	Fill out the request slip.	Interview the client on the transaction needed and provide the request slip. Assist if needed in filling out the request slip.	10 minutes	Staff-on-duty		
4	Submit the required documents.	2.1 Receive the documents and check the given requirements on the Checklist of Requirements. 2.2. Process the documents and prepare Field Appraisal and Assessment Sheet. 2.3. Forward to the Municipal Assessor for review and signature. 2.4. Submit the documents to the provincial Office for approval.	30 minutes 40 hours 30 minutes	Staff-on-duty		
TOTAL			(7 days, 1 hour and 20 minutes)			
End of Transaction						

*Note: 7 days, 1 hour and 20 minutes for every one transaction depending on the number of tax declarations received.

Allowable period for extension due to unusual, unavoidable and highly technical circumstances: Maybe extended for another 10 days (Section 9 (b) (1) of R.A. 11032); for complying additional requirements/ inconsistencies found in the transaction, same will be endorsed back to the Provincial Assessor for review and approval.



TUBAO CITIZEN'S CHARTER

7. PREPARATION OF DOCUMENTS OF ASSESSMENT OF LAND, BUILDINGS AND MACHINERIES AND OTHER TAX MAPPING RELATED OPERATIONS (HIGHLY TECHNICAL)

Who may avail the service : Property Owners and or authorized representative; if deceased, descendants or ascendants or authorized representative

Service Schedule : Monday - Friday (8:00 AM – 5:00 PM)

Requirements : 1. REVISION

Unknown Owner/ Correction of location:

- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
 - SPA if authorized representative
 - Copy of current TD/ PRF- Copy of unrevised TD
 - Joint Affidavit of the owners of the affected lots
 - Affidavit of ownership with conformity of adjacent boundary owners attested by Barangay Captain
 - Affidavit of waiver duly notarized
 - Affidavit of 2 disinterested persons (if applicable)
 - Affidavit of Correction duly registered
 - Certified Electronic Copy of Title from ROD- Field validation by the OPAss Inspection Team
 - Certification of the 2 Barangay Captain wherein the property was previously located
 - Copy of Birth Certificate/ Marriage Contract/ Valid ID, if necessary
- Others:
- Current tax receipt/ Certification issued by the MT
 - Bureau of Land Form (BL Form) V-37/ Blue print copy/ CM/Tax Map Maintenance

2. RECLASSIFICATION

LAND

- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Compliance to Section 217 of R.A. 7160 and BLGF Memorandum Circular No. 35-2015
- Copy of TD of land and its structure, if necessary
- Current Tax receipt/ Certification issued by MT
- DAR **Clearance/ Certification** if applicable



TUBAO CITIZEN'S CHARTER

- Picture of the lot

3. DECLARED NEW

a) Unregistered Land

- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Affidavit of Ownership attested by the Barangay Captain with conformity of the boundary owners duly registered
- Barangay Council Resolution attesting and conforming the ownership of the declarant duly registered
- Certified BL Form V-37
- Affidavit of Waiver duly notarized, if any
- Sketch Plan with Community Environment and Natural Resources Office (CENRO) Certificate of alienable & disposable

b) Titled Land

- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Certified Electronic copy of Title issued by the ROD
- **Mode of Conveyance**

c) Building

- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Notice of inspection addressed to the owner (in the absence of a letter request)
- Building Permit, if any
- Certificate of Occupancy, if any
- Floor Plan, if any
- Picture of building
- Tax Declaration of lot

d) Machineries

- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Notice of inspection addressed to the owner (in the absence of a letter request)



TUBAO CITIZEN'S CHARTER

- Book value/ Financial statement to include receipts/ acquisition cost, machinery descriptions & life sworn statement
- Machine lay-out (for big plants/ factories)
- Picture of the machinery
- Tax Declaration of the lot

4. RE-ASSESSMENT:

- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Building Permit, if any
- Current Tax receipt/ Certification issued by MT
- Picture of the building
- Tax Declaration of the lot

5. DEMOLISHED:

- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Certified Printed copy of TD wherein "Cancelled for being demolished" was annotated thereon
- Current Tax receipt/ Certification issued by MT
- Certification from Barangay Captain
- Picture of the lot

6. CONSOLIDATION/ SUBDIVISION

- Letter request of the owner or authorized representative; if deceased, descendants or ascendants or authorized representative with valid ID
- Agreement of Subdivision/ Partition
- Certified Electronic copy of Title from ROD, if any
- Blue print copy of Consolidation/ Subdivision plan/ Sketch plan
- Current Tax receipt/ Certification issued by MT

Fee/s :

Service Duration : Maximum of 10 working days (extended up to another 10 days depending on the Findings)

How to avail the service:



TUBAO CITIZEN'S CHARTER

STEP	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	UNIT/ PERSON-IN-CHARGE	FEES	FORM
1	Fill-up the logbook while observing health protocols.	Initial interview on the client on what transaction needed	5 minutes	Guard/ Staff-on-duty		
2	Proceed to the Office concerned.	Advice client to proceed to the receiving area.	5 minutes	Guard/ Staff-on-duty		
3	Fill out the request slip.	Interview the client on the transaction needed and provide the request slip. Assist if needed in filling out the request slip.	10 minutes	Staff-on-duty		
4	Submit the required documents.	2.1 Receive the documents and check the given requirements on the Checklist of Requirements. 2.2. Conduct field verification/ Inspection. 2.3 Preparation of field investigation report. 2.4. Process the documents and prepare Field Appraisal and Assessment Sheet. 2.5. Forward to the Municipal Assessor for review and signature. 2.6. Submit the documents to the provincial Office for approval.	2 hours 8 hours 8 hours 24 hours 8 hours	Staff-on-duty		
TOTAL			50 hours and 20 minutes (6 days, 2 hours and 20 minutes)			
End of Transaction						

*Note: Depending on the availability of the inspector/ schedule of inspection and weather condition.
*Authorization letter in simple transactions is enough if you are the direct descendant or ascendant of the declared owner otherwise, SPA is required.



Office of the Municipal Engineer

External Services



TUBAO CITIZEN'S CHARTER

1. Issuance of Building, Electrical Permit & Plumbing/ Sanitary Permit

No person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building is located or the building work is to be done.

Office or Division	Office of the Municipal Engineer			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen/G2B-Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lot Title (5 Copies Photocopy)		National Land Titles and Deeds Registration Administration		
Tax Declaration (5 Copies Photocopy)/Tax Clearance		Office of the Municipal Assessors/Office of the Municipal Treasurer		
Plans & Estimates (5 Copies Photocopy)		Licensed Architect or Civil Engineer (Private)		
Lease Contract (If renting) (5 Copies Photocopy)		Owner of the Building		
Building Permit Form (5 Copies Original)		Office of the Municipal Engineer		
Electrical Permit Form (5 Copies Original)		Office of the Municipal Engineer		
Plumbing/Sanitary Permit Form (5 Copies Original)		Office of the Municipal Engineer		
General Conditions & Specifications (5 Copies Original)		Licensed Architect or Civil Engineer (Private)		
Structural Analysis (For Two-Storey Up) (5 Copies Original)		Licensed Architect or Civil Engineer (Private)		
Construction Safety & Health Program (DOLE) (5 Copies Photocopy) ECC /CNC		Department of Labor & Employment DENR (as need arises)		
2 Long Brown Envelope Folder		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up building permit application form and requirements.	1. Receive accomplished Building Permit application form 1.1 Review & evaluate documents as to its completeness. 1.2 Assess & print of Order of Payment 2.3 Endorse to BFP for Fire Safety Inspection	None	15 Minutes	MARJORIE GALISTE RICARDO PANELO RENATO MILO ENGR. ROSEMARY MAGWA
2. Pay required fees at the Municipal Treasurer's Office	2. Issue Official Receipt	Based on the National Building Code of the Philippines of PD 1096	3 Minutes	TREASURY
	2.1 Receive Official Receipt, logbook entry & prepare Building Permits	None	15 Minutes	MARJORIE GALISTE RENATO MILO
	2.2 Approve Building Permit	None	2 Minutes	ENGR. ROSEMARY MAGWA
3. Claim approved Building Permit	3. Release approved Building Permit	None	5 Minutes	RICARDO PANELO ENGR. ROSEMARY MAGWA
TOTAL:			40 Minutes	



TUBAO CITIZEN'S CHARTER

2. Issuance of Demolition Permit

The systematic dismantling or destruction of a building/structure, in whole or in part.

Office or Division	Office of the Municipal Engineer			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen/G2B-Government to Business			
Who may avail	Building Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lot Title (5 Copies Photocopy)		National Land Titles and Deeds Registration Administration		
Subdivision Plan/Sketch Plan/Locational Plan (5 Copies Original)		Licensed Architect or Civil Engineer (Private)		
Barangay Clearance (5 Copies Photocopy)		Barangay Hall/Office of the Barangay Captain		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled-up Demolition Permit Form and requirements	1. Receive accomplished Demolition Permit Form Review & evaluate documents as to its Completeness. 1.2 Assess & print of Order of Payment	None	15 Minutes	MARJORIE GALISTE RICARDO PANELO RENATO MILO ENGR. ROSEMARY MAGWA
2. Pay required fees at the Municipal Treasurer's Office	2. Issue Official Receipt	Based on the National Building Code of the Philippines of PD 1096	3 Minutes	TREASURY
	2.1 Received Official Receipt, Logbook Entry & Preparation of Demolition Permit Form	None	15 Minutes	MARJORIE GALISTE RICARDO PANELO
	2.2 Approve Demolition Permit	None	2 Minutes	ENGR. ROSEMARY MAGWA
3. Claim approved Demolition Permit	3. Release approved Demolition Permit	None	5 Minutes	RICARDO PANELO ENGR. ROSEMARY MAGWA
	TOTAL:		40 Minutes	

Note: Waiting time not included in the process

Demolition Permit is covered under National Building Code of the Philippines of PD 1096



TUBAO CITIZEN'S CHARTER

3. Issuance of Fencing Permit

Permit is required to all fencing structure to be constructed.

Office or Division	Office of the Municipal Engineer			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen/G2B-Government to Business			
Who may avail	Building Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lot Title (5 Copies Photocopy)		National Land Titles and Deeds Registration Administration		
Subdivision Plan/Sketch Plan/Locational Plan (5 Copies Original)		Licensed Architect or Civil Engineer (Private)		
Plans & Estimates (5 Copies Original)		Licensed Architect or Civil Engineer (Private)		
Barangay Clearance (5 Copies Photocopy)		Barangay Hall/Office of the Barangay Captain		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled-up Fencing Permit Form and requirements	1. Receive accomplished Fencing Permit Form 1.1 Review & evaluate documents as to its completeness. 1.2 Assess & print Order of Payment	None	15 Minutes	MARJORIE GALISTE RICARDO PANELO RENATO MILO ENGR. ROSEMARY MAGWA
2. Pay required fees at the Municipal Treasurer's Office	2. Issue Official Receipt	Based on the National Building Code of the Philippines of PD 1096	3 Minutes	TREASURY
	2.1 Receive Official Receipt, logbook entry & prepare Fencing Permit Form	None	15 Minutes	MARJORIE GALISTE RICARDO PANELO
	2.2 Approve Fencing Permit	None	2 Minutes	ENGR. ROSEMARY MAGWA
3. Claim approved Fencing Permit	3. Release the approved Fencing Permit	None	5 Minutes	RICARDO PANELO ENGR. ROSEMARY MAGWA
	TOTAL:		40 Minutes	

Note: Waiting time not included in the process

Fencing Permit is covered under National Building Code of the Philippines of PD 1096



TUBAO CITIZEN'S CHARTER

4. Issuance of Occupancy Permit

Occupancy Permit is required before any building/structure is used or occupied. It is usually secured after the completion of a structure.

Office or Division	Office of the Municipal Engineer			
Classification	Simple Document			
Type of Transaction	G2C-Government to Citizen/G2B-Government to Business			
Who may avail	Building Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Completion		Office of the Municipal Engineer		
Building Permit		Office of the Municipal Engineer		
Log book of daily activities		Licensed Architect/Civil Engineer		
As built plan		Licensed Architect/Civil Engineer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled-up Certificate of Completion Form and requirements	1. Receive accomplished Certificate of Completion Forms and requirements 1.1 Review & evaluate documents as to its completeness. 1.2 Assess & print of Order of Payment	None	15 Minutes	MARJORIE GALISTE RICARDO PANELO RENATO MILO ENGR. ROSEMARY MAGWA
2. Pay required fees at the Municipal Treasurer's Office	2. Issue Official Receipt	Based on the National Building Code of the Philippines of PD 1096	3 Minutes	TREASURY
	2.1 Receive Official Receipt, Logbook Entry & prepare of Certificate of Occupancy	None	15 Minutes	RICARDO PANELO ENGR. ROSEMARY MAGWA
	2.2 Approve Certificate of Occupancy	None	2 Minutes	ENGR. ROSEMARY MAGWA
3. Claim approved Certificate of Occupancy	3. Release approved Certificate of Occupancy	None	5 Minutes	RICARDO PANELO ENGR. ROSEMARY MAGWA
	TOTAL:		40 Minutes	

Note: Waiting time not included in the process

Occupancy Permit is covered under National Building Code of the Philippines of PD 1096



Office of the Municipal Planning and Development Coordinator

External Services



TUBAO CITIZEN'S CHARTER

1. Frontline Service (Municipal Statistical Data / Document/Map)

Research assistance on Municipal Data / Documents is provided to any individual / organization.

Office or Division	Office of the Municipal Planning and Development Coordinator			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Any individual /organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Client		
Filled up request form		Office of the Municipal Planning and Development Coordinator		
Any valid identification card.		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill up visitors logbook and submit letter of request or fill-up request form	1. Receive letter of request or filled-up request form and issues Order of Payment	None	5 Minutes	JOVELYN S. PADILLA JOSEPHINE V. NIEVA
2. Pay corresponding fees at the Municipal Treasurer's Office present the Official Receipt at the Office of the Municipal Planning and Development Coordinator	2. Issuance of Official Receipt	It depends on the Treasury	3 Minutes	PERLA P. BALDEMOR MARIFE ESTAL
	2.1. Prepare data/document requested	None	20 Minutes	JOVELYN S. PADILLA JOSEPHINE V. NIEVA
3. Receive requested data/document and return borrowed documents thereafter, if any	3. Release requested data/document	None	1 Minute	
	3.1 Receive borrowed documents, if any	None	1 Minute	
TOTAL:			30 Minutes	



TUBAO CITIZEN'S CHARTER

2. Issuance of Bidding Documents

Bidding documents are issued to suppliers, contractors and consultants for the procurement of goods, infrastructure and consultancy services in Accordance with R.A 9184 & its IRR.

Office or Division	Office of the Municipal Planning and Development Coordinator -Bids and Awards Committee			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Any Contractors, Suppliers and consultants organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
Pre-Qualification statements (Eligibility, Technical and Legal documents)		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit Letter of Intent and requirements	1. Receive Letter of Intent and requirements. 1.1 Assess submitted requirements 1.2 If qualified, issue Order Of Payment	None	10 Minutes	JOVELYN S. PADILLA JOSEPHINE V. NIEVA
2. Pay corresponding fees at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Depending on ABC -500,000.00 and Below(500.00) -More than 500,000.00 up to 1million (1,000.00) -more than 1million upto 5million (5,000.00) -more than 5million up	3 Minutes	PERLA P. BALDEMOR MARIFE ESTAL
		to 10million (10,000.00) -more than 10million up to 50million (25,000.00) -more than 50million up to 500 million (50,000.00) -more than 500 million (75,000.00)		
3. Present Official Receipt to BAC Secretariat	3. Release of Bid Documents	None	6 Minutes	LORETA E. ESTOQUE
	TOTAL:		19 Minutes	



TUBAO CITIZEN'S CHARTER

3. Issuance of Development Permit / Location Clearance for Cell Site

A Development Permit / Locational Clearance is required prior the establishment of a Cell Site in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance. The Development Permit / Locational Clearance can be secured at the Office of the Municipal Planning and Development Coordinator.

Office or Division	Office of the Municipal Planning and Development Coordinator
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may avail	Any person / legal entity who wish to apply for a Development Permit / Locational Clearance for the purpose of establishing a Cell Site in the Municipality of Tubao, La Union
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly accomplished Locational Clearance application form	Client / Office of the Municipal Planning and Development Coordinator
Vicinity Map	Client / Surveyor
Site Development Plan	Client / Surveyor
Certified True Copy of Transfer Certificate of Title and Certified True Copy of Tax Declaration not more than three (3) months old upon filing of application. In the absence of the foregoing, a Contract to Sell or Lease; or written and duly notarized owners consent to use.	Client / Registry of Deeds
Current tax receipt on Non-Tax Delinquency Certificate	Client / Office of the Municipal Assessor
Survey Plan of the lot/s as described in the Certificate of Title of lots subject of the application	Client / Surveyor
Certified true copy of National Telecommunications Provisional Authority (PA). In the absence of the foregoing Certificate of Public Convenience and Necessity (CPCN) or Certificate of Registration to provide Telecommunication Services which may operate the wireless communication	Client / National Telecommunications Commission
Environmental Compliance Certificate (ECC)	Client / Department of Environment and Natural Resources - Environmental Management Bureau
Conversion Order from the Department of Agrarian Reform (DAR) if the project is located within agricultural area/zone.	Client / Department of Agrarian Reform
Radiation evaluation Report from the Radiation Health Service of the Department of Health.	Client / Department of Health
Written consent	Client
Subdivision Plan	Client
Approval of the governing body/board of the duly constituted Homeowners Association (HOA) if base station is located within a residential zone with established HOA and including all members whose properties are adjoining the proposed site of the base station.	Client / Homeowners Association
In the absence of an established HOA, consent/ affidavit of non-objection from majority of actual occupants and owners of properties within a radial distance equivalent to the height of the proposed base station measured from its base, including all those whose properties is adjoining the proposed base site of the base station	Client / Homeowners Association
1. Buildings	Client
a. If base station shall be constructed of an unoccupied building, consent from the owner/developer.	Client / Owner/Developer
b. If base station shall be constructed of an occupied building, the following shall be obtained;	Client
b.1 Consent / affidavit on non-objection from owner / developer unless he has divested himself from all interest in the building and turned over ownership of common areas to the condominium or building association.	Client / Owner/Developer
b.2 Approval of the governing board / body of the duly constituted condominium, association including all tenants occupying the top most floor directly below the base station and in addition the consent of the owner and majority of tenants of the adjoining building.	Client / Housing and Land Use Regulatory Board
b.2.a. Barangay Council Resolution favorably endorsing the base station and recommending for the approval of the proposed project as a result of a conducted Public Hearing.	Client / Barangay Council
b.2.b. Bill of Materials and Cost Estimates	Client / Civil Engineer
b.2.c. Authorization of persons allowed to follow-up the clearance.	Client



TUBAO CITIZEN'S CHARTER

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit accomplished application form and complete requirements	1. Receive the accomplished application form and complete requirements	None	1 Minute	JOVELYN S. PADILLA
	1.1 Evaluate / Review application and documents submitted	None	10 Days	FEDERICO D. GARCIA JR.
	1.2 Conduct ocular inspection, prepare and submit Zoning Report, application and documents to the Mayor's Office	None	4 Hours	
	1.3 The Office of the Mayor endorses the documents to the Office of the Sangguniang Bayan	None	15 Minutes	RUFINO C. ALVA
	1.4 The Office of the Sangguniang Bayan deliberates on the approval / denial of Development Permit (through Resolution) and furnish a copy thereof to the Office of the Municipal Planning and Development Coordinator	None	7 Days	SANGGUNIANG BAYAN MEMBERS
	1.5 Issuance of Order of Payment.	None	1 Minute	FEDERICO D. GARCIA JR.
2. Pay corresponding fees at the Municipal Treasurer's Office and present the Official Receipt at the Office of the Municipal Planning and Development Coordinator	2. Issuance of Official Receipt	<i>Please refer to attached Table. Permit Fees on Special Uses / Special Projects</i>	6 Minutes	PERLA P. BALDEMOR MARIFE P. ESTAL
	2.1 Prepare Development Permit/Location Clearance	None	20 Minutes	JOVELYN S. PADILLA
	2.2 Approve Development Permit / Locational Clearance	None	5 Minutes	FEDERICO D. GARCIA JR
3. Claim the Development Permit / Locational Clearance	3. Record, file for office copy and release the Development Permit / Locational Clearance to client	None	1 Minute	JOVELYN S. PADILLA JOSEPHINE V. NIEVA
	TOTAL:		17 Days, 5 Hours and 22 Minutes	

Permit Fees for Special Uses / Special Projects, the project cost of which is:

Below P 2M	P 7,200.00
Over P2M/10 of 1% of cost in excess of P2M	P 7,200.00 + 10%



TUBAO CITIZEN'S CHARTER

4. Issuance of Land Use Zoning Certification

Land Use Zoning Certificate is requested by a taxpayer and/or any individual for them to know the land use of the lot they own, whether residential, commercial, industrial or institutional. This is being issued for the purpose of ensuring compliance to the Comprehensive Land use Plan and Zoning Ordinance of the Municipality. The Zoning Certification can be secured at the Office of the Municipal Planning and Development Coordinator.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple Document			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of this municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized application form		Office of the Municipal Planning & Development Coordinator		
Certified True Copy of Title		Registry of Deeds		
Certified True Copy of Tax Declaration		Office of the Municipal Assessor		
Certified True Copy of Current Tax Receipt		Office of the Municipal Treasurer		
Letter Request (optional)		Client		
Vicinity map indicating clearly and specifically the exact location of the proposed site and the existing land uses and/or landmarks within a radius of at least 500 meters duly signed by a licensed geodetic engineer		Geodetic Engineer		
Lot Plan duly signed by a Geodetic Engineer		Geodetic Engineer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit notarized application form and submit complete requirements	1. Receive notarized application form, review submitted requirements and schedule a date for site inspection	None	10 Minutes	FEDERICO D. GARCIA JR OIC-MPDC
	1.1 Conduct Site Inspection and prepare inspection report thereafter	None	4 Hours	
	1.2 Issuance of Order of Payment	P265.00 plus 1% UP Legal Research Fee but not less than P12.00	7 Minutes	
2. Pay corresponding fees at the Municipal Treasurer's Office present the Official Receipt at the Office of the Municipal Planning and Development Coordinator	2. Issuance of Official Receipt	None	3 Minutes	PERLA P. BALDEMOR MARIFE P. ESTAL
	2.1 Prepare Zoning Certification	None	5 Minutes	JOVELYN S. SOTELO JOSEPHINE V. NIEVA
	2.2 Approve Zoning Certification	None	3 Minutes	FEDERICO D. GARCIA JR OIC-MPDC
3. Claim Zoning Certification	3. Record, file for office copy and release the Zoning Certification to client	None	1 Minute	JOVELYN S. SOTELO JOSEPHINE V. NIEVA
TOTAL:			4 Hours and 48 Minutes	



TUBAO CITIZEN'S CHARTER

5. Issuance of Locational Clearance for Building Construction

An enterprise and private person constructing a new building or applying for expansion / renovation is required to secure a Locational / Zoning Clearance at the Municipal Planning and Development Office (Zoning Division) prior to the application for Building Permit per Zoning Ordinance No. 035, s. 2013

Office or Division:	Office of the Municipal Planning & Development Coordinator			
Classification:	Simple Document			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any person, whether natural or juridical, with lot / property within the municipality and have the intention to apply for Building Permit. Locational Clearance is a requirement for securing Building Permit.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished and Notarized Locational Clearance Application Form		Office of the Municipal Planning and Development Coordinator / Notary Public		
<i>Any of the following requirements relative to right over land:</i>				
Photocopy of the certificate of title, in case registered in the name of the applicant;		Registry of Deeds		
In the absence of existing certificate of title in the name of the applicant, submit:				
Certified true copy of the Latest Tax Declaration		Municipal Assessor		
Duly Accomplished Pro-Form a Affidavit Form		Office of the Municipal Planning and Development Coordinator / Notary Public		
Copy of Transfer Certificate of Title		Registry of Deeds		
Deed of Sale if applicable		Client		
Affidavit of consent if applicable		Client		
Contract of Lease if applicable		Client		
Blue Print copy of Building Plan containing Perspective / Site Development Plan and Vicinity Map duly signed and sealed by an Architect or Civil Engineer		Architect / Civil Engineer		
Bill of Materials		Architect / Civil Engineer		
Road-Right-of-Way Clearance from DPWH or PEO (if applicable)		Department of Public Works and Highways		
Authority to process and follow-up application if applicant is not the owner		Client		
Copy of Zoning Certificate or apply for Zoning Certification if no copy on hand		Zoning Administrator / Municipal Planning and Development Coordinator		
Certificate of Non-Coverage (if applicable)		Department of Environment and Natural Resources - Environmental Management Bureau Online		
Environmental Compliance Certificate (if applicable)		Department of Environment and Natural Resources - Environmental Management Bureau		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up application form and complete requirements.	Receive filled up application form and complete requirements	None	1 Minute	JOVELYN S. SOTELO JOSEPHINE V. NIEVA
	1.1 Initial review and validation of submitted documents.	None	30 Minutes	FEDERICO D. GARCIA JR OIC-MPDC
	1.2 Crosschecking of location against CLUP and Zoning Map	None	5 Minutes	
	1.3 Conduct On-site Inspection for Other Land Use Except for Commercial Areas	None	4 Hours	
	1.4 Assessment and issuance of Order of Payment for Locational Clearance and Zoning Certificate	None	5 Minutes	
2. Pay required fees at the Municipal Treasurer's Office and present Official Receipt at the Office of the Municipal Planning and Development Coordinator	2. Issuance of Official Receipt	<i>Please refer to attached Table. Permit Fees on Real Estate</i>	3 Minutes	PERLA P. BALDEMOR MARIFE P. ESTAL



TUBAO CITIZEN'S CHARTER

	2.1 Preparation of Locational Clearance	None	10 Minutes	JOVELYN S. SOTELO JOSEPHINE V. NIEVA
	2.2 Approval of Locational Clearance	None	3 Minutes	FEDERICO D. GARCIA JR OIC-MPDC
3. Claim Locational Clearance	3. Record, file for office copy and release the Locational Clearance to client	None	5 Minutes	JOVELYN S. SOTELO JOSEPHINE V. NIEVA
	TOTAL:		5 Hours and 3 Minutes	
Locational Clearance Fees for Building Construction				
A. Residential Structures: Single or detached	P288.00 for project cost of P100,000 and below			
	P720.00 for project cost of Over P100,000 to P200,000			
	P720.00 + 1/10 of 1% of cost in excess of P200,000 regardless of the number of doors for project cost of over P200,000			
B. Apartment/Town House	P1,440.00 for project cost of P500,000 to P2,000,000			
	P2,160.00 for project cost of P500,000 to P2,000,000			
	P3,600.00 + 1/10 of 1% of cost in excess of P2,000,000 regardless of the number of doors for project cost of Over P2,000,000			
C. Dormitories	P3,600.00 for project cost of P2,000,000 and below			
	P3,600 + 1/10 of 1% of cost in excess of P2,000,000 regardless of the number of doors for project cost of Over P2,000,000			
D. Institutional	P2,880.00 for project cost of Below P2,000,000			
	P2,880 + 1/10 of 1% of cost in excess of P2,000,000 for project cost of over P2,000,000			
E. Commercial, Industrial, Agro-Industrial	P1,440.00 for project cost of below P100,000			
	P2,160.00 for project cost of Over P100,000 to P500,000			
	P2,880.00 for project cost of over P500,000			
	P4,320.00 for project cost of Over P1,000,000 to P2,000,000			
	P4,320.00 for project cost of over P1,000,000 to P2,000,000			
F. Special Uses / Special Projects	P7,200.00 + 1/10 of 1% of cost in excess of P2,000,000 for project cost of over P2,000,000			
	P7,200.00 for project cost Below P2,000,000			
G. Alteration/Expansion (Affected Areas)	Cost of Expansion is the same as the original application			



TUBAO CITIZEN'S CHARTER

6. Issuance of Preliminary Approval of Subdivision Development Plan/Locational Clearance for PD 957 & BP 220 Residential Subdivisions, Farmlot, industrial, Memorial Parks & Cemetery Projects

An enterprise/private person developing any kind of above mentioned project is required to apply for an Approval of Subdivision Development Plan/Locational Clearance addressed to the Sangguniang Bayan but submitted to the Office of the MPDC / Zoning Administrator for review of documents and processing of the approval. If all requirements are satisfactory, application will be endorsed to the LCE for endorsement to the Sangguniang Bayan for the approval of the said subdivision development plan.

Office or Division:	Office of the Municipal Planning and Development Coordinator
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Any person / legal entity with lot/property within the municipality and have the intention to undertake any of the above-mentioned projects.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. For Application for Preliminary Approval of Subdivision Development Plan and Locational Clearance:	Client
a. Duly accomplished and notarized Application Form	Office of the Municipal Planning and Development Coordinator
b. Two (2) sets of Site Development Plan (schematic plan) at a scale ranging from 1:200 to 1:2,000 showing the proposed lay-out of streets, lots, parks and playgrounds and other features duly signed and sealed by any licensed and registered Architect, Environmental Planner, Civil Engineer or Geodetic Engineer.	Architect / Environmental Planner / Civil or Geodetic Engineer
c. A set of the following documents duly signed and sealed by a licensed geodetic engineer:	Client / Civil Engineer
c.1. Vicinity Map	
c.2. Topographic plan	
c.3. Survey plan of the lot(s) as described in the title	
d. At least 2 copies of certified true copy of title(s) and current tax receipts	Registry of Deeds and Municipal Treasurer's Office
e. Right to use or deed of sale of right-of-way for access road	Client
NOTE: Additional requirements may be required after inspection and evaluation of documents. All documents should not be more than 3 months old upon filing.	Client

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit accomplished application form and complete requirements	1. Receive accomplished application form and complete requirements	None	1 Minute	JOVELYN S. SOTELO JOSEPHINE V. NIEVA
	1.1 Evaluate and review application form and documents submitted	None	7 Days	FEDERICO D. GARCIA JR OIC-MPDC
	1.2. Conduct ocular inspection, prepare and submit Inspection Report, application and documents to the Office of the Mayor	None	4 Hours	
	1.3. The Office of the Mayor endorses the documents to the Office of the Sangguniang Bayan	None	15 Minutes	RUFINO C. ALVA
	1.4 The Office of the Sangguniang Bayan deliberates on the Approval / Denial of Development Permit (through Resolution) and furnish a copy thereof to Office of the Municipal Planning and Development Coordinator.	None	7 Days	SB MEMBERS
	1.5. Issue Order of Payment	None	1 Minute	FEDERICO D. GARCIA JR
2. Pay corresponding fees at Municipal Treasurer's Office present the Official Receipt at the Office of the Municipal Planning and Coordinator	2. Issuance of Official Receipt	Please refer to attached Table. Permit Fees on Real Estate Development	3 Minutes	PERLA P. BALDEMOR MARIFE P. ESTAL
	2.1 Prepare PALC & Development Permit	None	20 Minutes	JOVELYN S. SOTELO JOSEPHINE V. NIEVA
	2.2 Approve PALC & Development Permit	None	5 Minutes	FEDERICO D. GARCIA JR
3. Claim the approved PALC & Development Permit	3. Record, file for office copy and release the approved PALC & Development Permit to client	None	1 Minute	JOVELYN S. SOTELO JOSEPHINE V. NIEVA
	TOTAL:		14 Days, 5 Hours and 15 Minutes	



TUBAO CITIZEN'S CHARTER

7. Issuance of Zoning Certification for Land Conversion

All owners, individuals / persons / corporations and / or developers who wish to apply for land useconversion are required to secure a clearance from the Municipal Government and subsequently conversion clearance if applicable from the Department of Agrarian Reform.

Office or Division:	Office of the Municipal Planning & Development Coordinator
Classification:	Simple Document
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Lot owners, individuals/persons/corporations and/or developers who wish to apply for Land Use Conversion from a particular use to other uses.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certified True Photocopy of Title plus Three (3) photocopies	Department of Environment and Natural Resources
Certified True Copy of Tax Declaration plus Three (3) photocopies (for land use conversion/Agricultural landreclassification)	Municipal Assessor's Office
Certification from the Department of Agriculture that such land has ceased to be economically feasible and sound for agricultural purposes.	Office of the Municipal Agriculturist
Barangay Clearance from the Barangay Concerned	Barangay Government Unit concerned
Three (3) blue print copies of the Sketch Plan with Vicinity Map duly signed by a registered geodetic engineer.	Geodetic / Civil Engineer
Site inspection of the subject lot	Zoning Administrator / Zoning Staff
Official Receipt of Payment of Processing Fees	Municipal Treasurer's Office

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up application form and complete requirements	1. Receive filledup application form and complete requirements	None	1 Minute	
	1.1 Review and validate submitted requirements to assess the eligibility of application	None	30 Minutes	
	1.2 Cross checking of Location against CLUP and Zoning Map	None	5 Minutes	
	1.3 Conduct On- site Inspection for Other Land Use Except for Commercial Areas	None	4 Hours	
	1.4. Assessment of Zoning Fee and issuance of Order of Payment	None	5 Minutes	
2. Payment of zoning fee at the Municipal Treasurer's Office and present the Official Receipt at the Office of the Municipal Planning and Development Coordinator	2. Issuance of Official Receipt	PHP 720.00/ Hectare	3 Minutes	
	2.1 Preparation of Zoning Certificate	None	10 Minutes	
	2.2 Approval of Zoning Certificate	None	3 Minutes	
3. Claim the approved Zoning Certificate	3. Record, file for office copy and release the Zoning Certificate to client	None	1 Minute	
	TOTAL:	PHP 720.00/ Hectare	5 Hours and 37 Minutes	



**OFFICE OF THE MUNICIPAL ACCOUNTANT
INTERNAL SERVICES**



TUBAO CITIZEN'S CHARTER

1. PROCESSING OF DISBURSEMENT VOUCHERS: SUPPLIERS, TRAVELLING, SEMINARS, PAYROLL, REMITTANCES & OTHERS

This process requires thorough review of the required documents to be attached on the vouchers which depends on the nature of the disbursement. Aside from this, the transaction is depends upon the availability of funds and checks for approval.

Office or Division	OFFICE OF THE MUNICIPAL ACCOUNTANT
Classification	COMPLEX
Type of Transaction	G2G - GOVERNMENT TO GOVERNMENT
Who May Avail	SUPPLIERS & MUNICIPAL EMPLOYEES

CHECK LIST OF REQUIREMENT	WHERE TO SECURE
PURCHASE OF SUPPLIES/PROJECTS	BY OFFICE/DEPARTMENT
DISBURSEMENT VOUCHERS	BY OFFICE/DEPARTMENT
OFFICIAL RECEIPT	BY OFFICE/DEPARTMENT
DELIVERY RECEIPT	BY OFFICE/DEPARTMENT
PURCHASED REQUEST	BY OFFICE/DEPARTMENT
CERTIFICATION	BY OFFICE/DEPARTMENT
PURCHASED ORDER	BY OFFICE/DEPARTMENT
CANVASS	BY OFFICE/DEPARTMENT
BAC RESOLUTION ABRACT OF BIDS AS READ/CALCULATED	BY OFFICE/DEPARTMENT
ACCEPTANCE AND INSPECTION REPORT	BY OFFICE/DEPARTMENT
PROGRAM OF WORK	BY OFFICE/DEPARTMENT
PHILGEPS	BY OFFICE/DEPARTMENT
COMMITTEE ON AWARDS	BY OFFICE/DEPARTMENT
REPORTS OF INSPECTION	BY OFFICE/DEPARTMENT
ACKNOWLEDGEMENT RECEIPTS & EQUIPMENT	BY OFFICE/DEPARTMENT
OBLIGATIONS REQUEST	BY OFFICE/DEPARTMENT
BIR FORMS, GSIS, PHILHEALTH, HDMF, PLDT	BY OFFICE/DEPARTMENT
FOR TRAVELLING/SEMINARS	
DISBURSEMENT VOUCHERS	BY OFFICE/DEPARTMENT
CERTIFICATE OF APPEARANCE	BY OFFICE/DEPARTMENT
TRAVEL ORDER	BY OFFICE/DEPARTMENT
ITINERARY	BY OFFICE/DEPARTMENT
COMMUNICATION LETTER	BY OFFICE/DEPARTMENT
OBLIGATIONS REQUEST	BY OFFICE/DEPARTMENT
FOR PAYROLL	
DISBURSEMENT VOUCHERS	BY OFFICE/DEPARTMENT
MUNICIPAL PAYROLL	BY OFFICE/DEPARTMENT
DTR	BY OFFICE/DEPARTMENT
OBLIGATIONS REQUEST	BY OFFICE/DEPARTMENT
ACCOMPLISHMENT/CERTIFICATION FOR THE RHU	BY OFFICE/DEPARTMENT
FOR TERMINAL LEAVE	
DISBURSEMENT VOUCHERS	BY OFFICE/DEPARTMENT
COMPLETE SERVICE RECORD	BY OFFICE/DEPARTMENT
CLEARANCE	BY OFFICE/DEPARTMENT
ASSETS	BY OFFICE/DEPARTMENT
OBLIGATIONS REQUEST	BY OFFICE/DEPARTMENT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLLE
FOR THE MUNICIPAL TRANSACTION				
Forward Disbursement vouchers (DV) w/ complete documents	Check the completeness, legality of documents before CHECKS	none	2 minutes	ARLYN M. GARCIA MUNICIPAL ACCOUNT
	Records the barangay transaction in withdrawals form which include date, check # , particulars & amount	none	2 minutes	NERILYN P. ESTOQUE ADM AIDE IV
Monthly Report	Receive and check the monthly transmittal of 18 brgy before submission to COMMISSION ON AUDIT (COA)	none	30 minutes	IMELDA S. PANELO RCCIII
		TOTAL	34 minutes	



TUBAO CITIZEN'S CHARTER

2. ISSUANCE OF ACCOUNTANT'S ADVICE FOR CHECKS ISSUED

The Accountant's Advice is the final step in the releasing of checks, the payee's name and amount and the check number, and check date.

The said document upon approval by the Accountant will be submitted to the Land Bank of the Philippines for recording purposes.

Office or Division	OFFICE OF THE MUNICIPAL ACCOUNTANT
Classification	SIMPLE DOCUMENTS
Type of Transaction	G2G - GOVERNMENT TO GOVERNMENT
Who May Avail	Supplier & Employees
CHECK LIST OF REQUIREMENT	WHERE TO SECURE
COMPLETE VOUCHERS W/ SUPPORTING DOCUMENTS	OFFICE OF THE MUNICIPAL ACCOUNTANT
CHECKS	OFFICE OF THE MUNICIPAL TREASURER
ADVICE OF CHECKS ISSUED	OFFICE OF THE MUNICIPAL ACCOUNTANT

CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON RESPONSIBLE
		PAID	TIME	
1. Checks with VOUCHERS w/ complete supporting documents	Record the Voucher w/ checks in logbook			CHRISTINE JO D. ESTOESTA ADM. AIDE II ARLYN M. GARCIA MUNICIPAL ACCOUNT
	Prepare Accountant's Advice of Check Disbursement	none	2 minutes	
	Approval of Accountant Advice			
2. Deliver Accountant Advice to the Bank	Receive and VERIFY Accountant Advice	none	30 minutes	Verified LBP AGOO TELLER
	File validated advice of check issued to the Municipal Accounting for REFERENCES	none	1 minute	CHRISTINE JO D. ESTOESTA ADM. AIDE II
		TOTAL	33 minutes	

3. PRE-AUDITING AND RECORDING OF COLLECTIONS AND DEPOSITS

The said process is required before recording the details in the Accounting System. The Officials Receipts and Deposit Slips is thoroughly with attached summary of collections and deposits.

Office or Division	OFFICE OF THE MUNICIPAL ACCOUNTANT
Classification	COMPLEX
Type of Transaction	G2G - GOVERNMENT TO GOVERNMENT
Who May Avail	MUNICIPAL EMPLOYEES (Treasury Office)
CHECK LIST OF REQUIREMENT	WHERE TO SECURE
All Accountable Forms	OFFICE OF THE MUNICIPAL TREASURER
Journal Entry Vouchers	OFFICE OF THE MUNICIPAL ACCOUNTANT

CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON RESPONSIBLE
		PAID	TIME	
1. Forward Collections and Deposits	Receive and record collection report, Official Receipts and deposit slips	none	2 minutes	ARLYN M. GARCIA MUNICIPAL ACCOUNT
	Pre-Audit and Prepare the Journal Entry Voucher collection	none	2 minutes	
	Segregation of receipts from original to duplicate before submission to COMMISSION ON AUDIT (COA)		30 minutes	
		TOTAL	34 minutes	



TUBAO CITIZEN'S CHARTER

4. PREPARATION OF FINANCIAL STATEMENTS				
Office or Division	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification	HIGH TECHNICAL			
Type pf Transaction	G2G - GOVERNMENT TO GOVERNMENT			
Who May Avail	EMPLOYEES			
CHECK LIST OF REQUIREMENT			WHERE TO SECURE	
TRIAL BALANCE			OFFICE OF THE MUNICIPAL ACCOUNTANT	
BALANCE SHEET			OFFICE OF THE MUNICIPAL ACCOUNTANT	
STATEMENT OF INCOME & EXPENSES			OFFICE OF THE MUNICIPAL ACCOUNTANT	
PRE & POST CLOSING TRIAL BALANCE			OFFICE OF THE MUNICIPAL ACCOUNTANT	
STATEMENT OF CASH FLOW			OFFICE OF THE MUNICIPAL ACCOUNTANT	
NOTES OF FINANCIAL STATEMENTS			OFFICE OF THE MUNICIPAL ACCOUNTANT	
STATEMENT OF MANAGEMENT RESPONSIBILITY			OFFICE OF THE MUNICIPAL ACCOUNTANT	
CONSOLIDATED STATEMENTS			OFFICE OF THE MUNICIPAL ACCOUNTANT	
STATEMENT OF GOVERNMENT EQUITY			OFFICE OF THE MUNICIPAL ACCOUNTANT	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLLE
	Prepare Financial reports by funds detailed and condense.			ARLYN M. GARCIA
	Pre and Post Closing reports finalization	none	3 minutes	MUNICIPAL ACCOUNT
	Print all Financial Reports	none	20 minutes	NERILYN P. ESTOQUE ADM AIDE IV
	Segregation from original to duplicate before submission to COMMISSION ON AUDIT (COA), Provincial Auditor and Office Concerned.	none	10minutes	IMELDA S. PANELO RCCIII
		TOTAL	33 minutes	



TUBAO CITIZEN'S CHARTER

5. PROCESSING OF DISBURSEMENT VOUCHERS: SUPPLIERS, TRAVELLING & SEMINARS, HONORARIA & OTHERS

This process requires thorough review of the required documents to be attached on the vouchers which depends on the nature of the disbursement. Aside from this, the transaction is depends upon the availability of funds and checks for approval.

Office or Division	OFFICE OF THE MUNICIPAL ACCOUNTANT
Classification	HIGH TECHNICAL
Type pf Transaction	G2G - GOVERNMENT TO GOVERNMENT
Who May Avail	BARANGAY

CHECK LIST OF REQUIREMENT	WHERE TO SECURE
PURCHASE OF SUPPLIES/PROJECTS	
DISBURSEMENT VOUCHERS WITH CHECKS	BY THE BARANGAY
OFFICIAL RECEIPT	BY THE BARANGAY
DELIVERY RECEIPT	BY THE BARANGAY
PURCHASED REQUEST	BY THE BARANGAY
CERTIFICATION	BY THE BARANGAY
PURCHASED ORDER	BY THE BARANGAY
CANVASS	BY THE BARANGAY
BAC RESOLUTION ABRACT OF BIDS AS READ/CALCULATED	BY THE BARANGAY
ACCEPTANCE AND INSPECTION REPORT	BY THE BARANGAY
PROGRAM OF WORK	BY THE BARANGAY
PHILGEPS	BY THE BARANGAY
COMMITTEE ON AWARDS	BY THE BARANGAY
REPORTS OF INSPECTION	BY THE BARANGAY
ACKNOWLEDGEMENT RECEIPTS & EQUIPMENT	BY THE BARANGAY
OBLIGATIONS REQUEST	BY THE BARANGAY
BIR FORMS MONTHLY TRANSACTION	BY THE BARANGAY
SWA	BY THE BARANGAY
FOR TRAVELLING/SEMINARS	
DISBURSEMENT VOUCHERS	BY THE BARANGAY
CERTIFICATE OF APPEARANCE	BY THE BARANGAY
TRAVEL ORDER	BY THE BARANGAY
ITINERARY	BY THE BARANGAY
COMMUNICATION LETTER	BY THE BARANGAY
OBLIGATIONS REQUEST	BY THE BARANGAY
FOR PAYROLL	
DISBURSEMENT VOUCHERS	BY THE BARANGAY
PAYROLL WARRANT	BY THE BARANGAY
ACCOMPLISHMENT REPORT	BY THE BARANGAY
DTR	BY THE BARANGAY
OBLIGATIONS REQUEST	BY THE BARANGAY

CLIENT STEPS	AGENCY ACTION	FEES TO BE		PERSON RESPONSIBLLE
		PAID	PROCESSING TIME	
FOR THE BARANGAY & SK TRANSACTION				
Forward Disbursement vouchers w/ complete documents for withdrawals	Check the completeness, legality of documents Preparation of Journal Entry Vouchers Approval of the Municipal Accountant	none	5 minutes	ARLYN M. GARCIA MUNICIPAL ACCOUNT
	Record all transaction in their barangay withdrawals Assist monthly, annually report for the 18 brgy for their BIR Remittances.	none	2 minutes	NERILYN P. ESTOQUE ADM AIDE IV
	Prepare Monthly & Annual Report to be submitted in COA			ARLYN M. GARCIA MUNICIPAL ACCOUNT
Submit monthly Report Brgy Transmittal Report W/ supporting documents	Receive and check the COMPLETENESS OF VOUCHERS before submit to COA	none	2 minutes	ARLYN M. GARCIA MUNICIPAL ACCOUNT
	Segregation of VOUCHERS from original to duplicate before submission to COMMISSION ON AUDIT (COA)	none	2 minutes	Barangay Treasurer SK Treasurer
		TOTAL	11 minutes	



Office of the Municipal Social Welfare and Development Officer

External Services



TUBAO CITIZEN'S CHARTER

Frontline Services: 1 – Provision of Assistance to Individuals in Crisis Situation (AICS)

Goal: To provide a timely and appropriate aid to individuals / families in extreme difficulty brought about stressful situation.

Objective: To be able to provide appropriate services

STEPS/PROCESSES		Duration	Required Forms/Documents	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
All constituents of the municipality who are in needs of assistance	Assists clients and conduct brief interview.	2 mins.	Intake forms for Medical Certificate/ Burial Assistance Certificate Referral / Approval letter	NONE	Christopher Ted A. Padilla Isabel N. Padilla, RSW MSWDO
	Refer the client and submit documents at the office of the Mayor for approval.	5 mins.			
	Ask for the supporting documents	3 mins.			
	Interview and prepare the General Intake Sheet (GIS)	10 mins.			
	Prepare voucher and submit to the office of the Mayor for approval and instruct client to wait for the approve voucher and release of financial assistance	10 mins.			

Time may vary depending on the number of transaction.



TUBAO CITIZEN'S CHARTER

Frontline Services: 2 - Assistance to Victims of VAWC

Goal: To protect women and children against all forms of abuses and threats to their personal safety and security.

STEPS/PROCESSES		Duration	Required Forms/Documents	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
Victim requested for assistance from the MSWDO	Conducts interview, gather information Conducts home visits	1 hr. 1 hr.	Intake forms for VAWC Recordings	NONE	Isabel N. Padilla, RSW MSWDO
Victim to share and decide what actions to be undertaken with regards to situation.	Provide counseling services and other supporting services Make the necessary referrals to appropriate entities/authorities based on assessment assist victim arrive at decisions.	2 hrs. 30 mins.	Referral letters or request letters	None	MSWDO
Victim applies for BPO and agrees on it. She can apply also for TPO if she desires	Refer to Brgy. Captains for BPO issuance	10 mins.	VAWC form BPO	None	MSWDO Brgy. Captain
Victim reports to PNP police blotter	MSWDO assist victim in her request for police blotter	5 mins.	Police blotter report	None	MSWDO women child deed office
Victims submits for medical examination	MSWDO assist victim to undergo medical examination	5 mins.	Referral letter Medical certificate	None	MSWDO, Women and Children Protection Unit, PNP
	Referral to DSWD/shelter agencies for protective custody if necessary for the safety of victim and her children	5 mins.			
	MSWDO monitors and evaluates BPO implementation Based on report of Brgy. Officials		-Monitoring and evaluation reports -reports of brgy. Captain/Kagawad Re: implementation	None	MSWDO, Brgy. Capt./Kagawads



TUBAO CITIZEN'S CHARTER

Frontline Services: 3 - Assistance to Children in Conflict to the Law (CICL) Child at Risk (CAR)

Goal: To address the issue of children in conflict with the law through the provision of appropriate proceedings to ensure their normal growth and development without entering formal court proceedings

Objective: To extend program and service for prevention, discussion and rehabilitation to CICL.

To address the plight of CICL's and help prevent its incidence through diversion program and other activities.

STEPS/PROCESSES		Duration	Required Forms/Docu ments	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
CICL is turned over by the PNP to the office.	Conduct interview and assist in gathering data to prove minority. If CICL is below 15 yrs. old. -MSWDO releases him/her to the parent's custody of the assessing capability and capacity of parents.	1 hr.	Intake forms Birth certificates	None	Isabel N. Padilla, RSW MSWDO
Client/CICL and his/her parents participate in the formulation of intervention activate.	-Calls the attention of BCPC for the formulation of intervention plans -Solicits suggestions of offended party of possible intervention or diversion activities for inclusion to the diversion contract.	30 mins. 10 mins.	Recordings	None	Isabel N. Padilla, RSW MSWDO
If CICL is above 15 but below 18 yrs. old and penalty is more than 6 years imprisonment and acted without discernment.	-MSWDO conducts interview and assessment and prepares funding that CICL acted without discernment.	45 mins.	Assessment report showing CICL acted without discernment		Isabel N, Padilla, RSW MSWDO
CICL, Parents, BCPC and offended party to participate in the formulation of diversion program.	Release CICL to the custody of parents and attention of BCPC is called for the formulation of diversion programs through the assistance of MSWDO.	2 hrs.	Diversion contract duly signed by concerned persons.		Isabel N. Padilla, RSW MSWDO Brgy. Council for Protection of Children
If CICL is 15 but below 18 yrs old with penalty more than 6 years and acted with discernment	-Prepare funding that CICL acted with discernment. -Submit to prosecutor the assessment report for the conduct of preliminary investigation and diversion proceedings	30 mins. 20 mins.	-Diversion contract duly signed by concerned persons - Assessment report indicating action done with discernment	None None	Isabel N. Padilla, RSW MSWDO
If client fails to comply with intervention/diversion activities.	MSWDO refers case to the protection for preliminary investigation.	10 mins.	-Certificate of failure of diversion	None	MSWDO
Client complied to all intervention and diversion contract	Monitors and evaluates compliance improvement of CICL extend other support services needed	As the need arises 1hr/once a month	-Monitoring and evaluation report -Terminal report	None	MSWDO



TUBAO CITIZEN'S CHARTER

Frontline Services: 4 - Pre Marriage Counseling

Goal: To be able to prevent early marriages and to prepare these couples to be entered married like productively by equipping them with the necessary knowledge and proper attitudes and skills.

Objective: Provide counseling to prospective couples

STEPS/PROCESSES		Duration	Required Forms/Documents	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
Would be couples applies for pre marriage counseling	-Register them in the PMC logbook	5 min.	PMC form marriage license application form duly filled up.	None	Clerk
Would be couples answer the expectation inventory	-Orients them on how to answer the marriage expectation inventory which they have to accomplish as basis for assessment of their readiness or level of preparedness	45 mins.		Marriage expectation inventory	None
Clients would be couples attend seminar gets the PMC certificate	-Conducts PMC seminar	3 hrs.	PMC Certificate	None	MSWDO
	-Signs and issue the then no Certificate of compliance / PMC certificate (by accredited PMC counselor)	10 mins.		None	MSWDO

Frontline Service: 5 - Marriage Crisis Counseling

Goal: To guide couples agree in resolving their conflicts and embark on an effortful, joint and continuing marital growth process for the best welfare and interest of family.

Objective: To experience the process of emotional and psychological healing and identify areas for change and improvement and reinforcement.

STEPS/PROCESSES		Duration	Required Forms/Documents	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
-Clients ask for assistance to resolve differences and conflicts existing in their marital relationship -Participate in the formulation of treatment plans.	-Interview and treat client in privacy and confidentiality.	45 mins.	Intake Form Recording	None	Isabel N. Padilla, RSW
	-Provide counseling services.	15 mins.	Assessment Report	None	MSWDO
	-Assess situation and prepare action plan with clients participation	45 mins.	Action Plan	None	MSWDO
	-Conduct activities based on treatment plans.	15 mins.	Recordings	None	
	-Conduct conjoint or individual session with each spouse		Referral letter assessment report	None	
	-Make necessary referral if the need to be professional psychologist, marital therapist				



TUBAO CITIZEN'S CHARTER

Frontline Services: 6 - Day Care Service

Goal: To provide opportunities for social, emotional, spiritual and physical development of pre- schools 3 to 5 years old who maybe potentially neglected or whose parents are unable to take care for them during part of the day.

Objective: To provide supplemental parental care. To enhance the development of domains of preschooler through different activities – Music, Arts and Crafts, Poem, Songs, Story Telling, etc.

STEPS/PROCESSES		Duration	Required Forms/Docu- ments	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
Pre – schooling 3-5 years old are registered. Parent/guardian answers intake form	-Review filled up intake / make necessary recommendations	30 mins.	-Intake form for DCC -Registration list	None	MSWDO Christopher Ted A. Padilla ECCD- Focal Person
	-MSWDO monitors/supervises conduct of Day Care Service Sessions by CDW	30 mins.	Session plans recordings	None	Christopher Ted A. Padilla ECCD- Focal Person
	-Conducts monthly meeting of CDW to discuss issues and concerns re: DCS implementation	30 mins.	Minutes of Meetings	None	Christopher Ted A. Padilla ECCD- Focal Person

Frontline Services: 7 – Emergency Shelter Assistance.

Goal: To help Families whose houses were damaged by disaster to be able to rebuild, restore their houses.

Objective: Provide limited financial assistance to augment the rebuilding of their damaged houses.

STEPS/PROCESSES		Duration	Required Forms/Docu- ments	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
Victims of calamities	-Review documents being submitted	5 mins.	-Intake form for DCC	None	Isabel N. Padilla Christopher Ted A. Padilla Other volunteer / staff LDRRMC
	Conduct of house to house visit for evaluation	Depends on the area affected	-Certificate of eligibility -Pictures of affected individual / house		



TUBAO CITIZEN'S CHARTER

Frontline Services: 8 – Referrals to Hospital, PCSO, Government Agencies of Families for Assistance.

Goal: To address the plight of families /immediate in need of medication, requiring much financial consideration.

Objective: To help Families/individuals suffering from financial limitation which mar them from availing medication.

STEPS/PROCESSES		Duration	Required Forms/Docu- ments	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
Client request for referral to appropriate agency from the MSWDO	-Interviews client -Conducts home visits to validate client situation and eligibility for assistance	30 mins. 30 mins.	Intake Form Recordings	None	MSWDO
Client submits documents to support his/her referral to said agency.	MSWDO reviews documents then prepare the Social Case Study Report for Endorsement by the Mayor	40 mins.	Medical certification, clinical abstract, certificate of indigency, personal letter of client, Assessor's certificate, Social Case Study Report.	No fees require by MSWDO but to the other documents from hospital and assessor fees are required	MSWDO
Clients get documents and forwards these or brings these personally to appropriate agencies	Releases the document to client or his/her representative to bring these to the appropriate agency	10 mins.	Endorsement letter from the Mayor with supporting documents attached		MSWDO

Frontline Services: 9 – Issuance of Senior Citizens Identification Card, Purchase Booklet for Medicine and Groceries

Goal: To enable Senior Citizen 60 years old and above be given I.D.'s to avail of discounts/benefits for Senior Citizens.

Objectives: Issue Identification Cards to Senior Citizens.

STEPS/PROCESSES		Duration	Required Forms/Docu- ments	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
Client applies for I.D. of the OSCA Office/MSWD Office	Provides application form and assist Senior Citizen in filling up form	5 mins.	Application Form	None	Liaison Officer of the SC Federation
Client Fills up the application form and submit requirements	Issues I.D. cards after validation of records submitted	5 mins.	Birth certificate		Liaison Officer Mun. Fed. Pres.



TUBAO CITIZEN'S CHARTER

<p>Clients Waits for communication to get I.D. Cards.</p>	<p>-Records approved I.D. cards on log book after signing of I.D. by the Mayor - releases to the President of Brgy. S.C. Organization the signed I.D. Cards or to the Senior Citizen personally</p>	<p>30 mins. 5 mins.</p>	<p>Endorsement letter from the Mayor with supporting documents attached</p>	<p>MSWDO Liaison Officer Fed. Pres.</p>
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Frontline Services: 10 – Provision of Identification Cards to SOLO Parents

Goal: To help solo parents have access to benefits under the Solo Parent Welfare Act. Of 2000 – R.A. 8972

Objective: To issue Solo Parents Identification Card

STEPS/PROCESSES		Duration	Required Forms/Documents	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
<p>Solo Parent applies for an I.D.</p>	<p>Interviews solo parent and requires him/her to fill up application form and submit needed documents for review and assessment. -Processes I.D. cards and records in log book.</p>	<p>10 mins.</p>	<p>-Application Form -Certificate -Residency and Brgy. certification of being a Solo Parent -Death Certificate of Spouse -Certification of Employment(if employed) -Birth certificate of minor</p>	<p>No fees required by this office</p>	<p>Christopher Ted A. Padilla</p>
<p>Gets I.D. and goes to the Mayor for his/her signature on card</p>	<p>Issues I.D. cards on client</p>		<p>I.D. Card</p>	<p>None</p>	



TUBAO CITIZEN'S CHARTER

Frontline Services: 11 – Issuance of Certificate of Indigency

Goal: To enable the indigent individual or families avail of free processing of the following;

- a. Correction of clerical order in Birth Certificate
- b. Issuance of Birth Certificate to families of 4Ps
- c. Medical Services to Higher Medical Institution / Welfare agencies such as PCSO
- d. Scholarship grants

STEPS/PROCESSES		Duration	Required Forms/Documents	Fees	Person/s Responsible
CLIENT	SERVICE PROVIDER				
Requests Certificate of Indigency	Assist clerk and conduct interview	2 mins.	Barangay Certificate of Indigency coming from the Barangay, duly signed by the barangay captain or authorized signatory and master list of validated indigent per barangay	None	Isabel N. Padilla
Gets ID – Identification Card	Present requirements	1 min.			
	Prepare the needed discount	3-5 mins.			
	Issues Certificate of Indigency	30 secs.			



OFFICE OF THE SECRETARY TO THE SANGGUNIANG BAYAN

EXTERNAL SERVICES

OFFICE OR DIVISION: OFFICE OF THE SANGGUNIANG BAYAN

CLASSIFICATION: SIMPLE DOCUMENT

TYPES OF TRANSACTION: Processing of Renewal Chapter Motor and Transfer of Ownership and Tricycle Franchise

WHO MAY AVAIL: Clients from the locality

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Accomplished application form by the operator, duly notarized and the following:</p> <ul style="list-style-type: none"> a. Barangay Clearance b. CTC (Cedula) c. Previous Mayor's Permit (original) d. Previous Franchise (original) e. Prof. Driver's License (Xerox copy) f. OR/CR of motorcycle (old and new) g. Picture Franchise (Original) <p>Change Motor:</p> <ul style="list-style-type: none"> a. Items of renewal b. Item b of change motor c. Deed of Absolute Sale/ Donation (Note: Transfer should be whole unit motorcycle and sidecar). Body number is prohibited d. Franchise Surrender form e. Body number must be surrendered 				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
Sign in client logbook	Staff accepts and review up application form and requirements	3 mins	Order of Payment	Arnold Gayo Wilfreda Doctolero
Submit duly filled up application form and requirement for review	Wait for the preparation of the franchise and get order of payment	10mins	Official Receipt	Modesto D. Laroya
	Pay the required fees at the Mun. Treasury Office	2 mins	Clearance fee- 100.00 Doc. Stamp- 30.00	Treasurer's Office
	Wait for review, approval and signing of Franchise by Com. On Transportation			
	Return after 1 day and get order of payment while the clearance is prepared. Note: Skip 6.7 and 8 for renewal and change motor	1 day	Official Receipt	Treasurer's Office
	Pay the required fees at the Treasurer's Office	1 min/ franchise	Official Receipt Official Registration form LTO (Original Xerox) and Official Receipt	Treasurer's Office



TUBAO CITIZEN'S CHARTER

	Wait for the approval of Clearance, then proceed to Land Transportation Office and have the new motorcycle converted into tricycle for hire	5 mins		Treasurer's Office
	Get Clearance and/or franchise	1 min		Modesto D. Laroya
	Issue official receipt/s		Schedule of fees: Renewal Fee- P325.00 Franchise Fee- P250.00 Service Fee- P75.00 Transfer Fee- P 1,000.00 (Transfer w/in 1 st degree of consanguinity exempt)	Treasurer's Office
	Staff prepares clearance			Arnold Gayo Wilfreda Doctolero
	Issue Clearance Certificate			Arnold Gayo Wilfreda Doctolero



OFFICE OF THE MUNICIPAL HEALTH OFFICER
EXTERNAL SERVICES



TUBAO CITIZEN'S CHARTER

1. Adolescent Health and Development Program Services

This program provides preventive and curative services to adolescents (10-19) years of age who are residents of Tubao and neighboring municipalities to render safe place where adolescents could avail a better adolescent –age- sensitive services

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip / Note (1 Original Copy) <i>(Optional)</i>		Barangay Health Stations; from Department of Education District Nurses; School Guidance Office		
ITR/Family Folder		Rural Health Unit –Records Room		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present requirements upon admission such as Referral Slip (optional from BHS, DepEd Nurse, Guidance Office, MSWDO and others)	1. Receive of Referral Slip then Retrieval or creation of medical record and interview with vital sign taking	None	15 Minutes	Nurse/Midwife on Duty
2. Proceed to Medical Consultation Room	2. Physical examination and actual medical consultation	None	15 Minutes	JANICE C. ARELLAGA,M.D.
3. If needed, upon the physician's requests, the client proceeds for further AHDP Counseling and Laboratory Services	3. Adolescent counseling using HEADDSSS and Psychosocial Assessment form	None	20 Minutes	AHYDP Trained Counsellor on Duty
	3.1. If needed, proceed to laboratory section for further examinations	None	30 Minutes	Michelle Fangonil,RMT
	3.2. If pertinent findings reveal after AHDP Counseling and laboratory Examination, proceed to Medical Consultation Room for further assessment and treatment	None	10 Minutes	JANICE C. ARELLAGA,M.D
4. Proceed to Pharmacy Window for releasing of Medicines and other recommended medical supplies	4. Provision of medicines, supplies and medicine education then discharge	None	5 Minutes	NURSE ON DUTY
	TOTAL:		1 Hour and 35 Minutes	



TUBAO CITIZEN'S CHARTER

2. Dental Health Program Services

This service caters residents of Tubao and nearby municipalities who has dental problem which are manageable by primary health care professional.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip / Note (1 Original Copy) (Optional)		Barangay Health Stations		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present referral slip from BHS upon admission and vital signs taking	1. Accept Referral Slips and prepare Medical Dental Record	None	10 Minutes	Nurse /Midwife On Duty
2. Proceed to Office of the Municipal Treasurer for payment	2. Issuance of Official Receipt	PHP100.00	45 Minutes	SAMUEL G. PADILLA, TREASURER
3. Return to Dental Health Section for Dental Health Services	3. Accept Official Receipt and record of data	None	10 Minutes	Dental Aide
	3.1. Provision of dental services (oral exam, dental health counseling, oral prophylaxis, restorative filling, & tooth extraction) and issuance of prescription	None	45 Minutes	Shyra Jane Doloso, DMD
	3.2. Dispensing of drugs/medicines and giving of instructions	None	5 Minutes	Shyra Jane Doloso, DMD
	TOTAL:	PHP 100.00	1 Hour and 55 Minutes	

3. Issuance of Death Certificate

This service caters residents and non-residents of Tubao but who died in this municipality, either at home or in health facility.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate (4pcs Original Copy) Medical Records from Hospital (Optional)		Rural Health Unit- RSI Section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Interview of Immediate Kin of the Deceased (the informant)	1. RSI encode/prepare the Death Certificate	None	15 Minutes	



TUBAO CITIZEN'S CHARTER

	2. Review of Cause of Death and other pertinent data; and Interview of Significant Others; Signing of Death Certificate	None	5 Minutes	
	3. Release of Signed Death Certificate	None	5 Minutes	
	TOTAL:		25 Minutes	

4. Issuance of Medical Certificate for Medico - Legal, Senior Citizen, and Person with Disability

This service caters residents of Tubao and nearby municipalities who needs medical attention and certificate for legal purposes for Senior Citizen and Persons with Disability for their claim of ID's so as to avail of their benefits.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Report		Tubao Police Station		
Barangay Certificate		Barangay where the client belong / resides		
Valid ID, Latest Picture of Senior Citizen / Person with Disabilities		Commission on Elections; Municipal Social Welfare Development Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presentation of complete requirements upon admission	1. Receive of Complete Requirements and Taking of vital signs	None	10 Minutes	Nurse on Duty
2. Proceed to Medical Consultation Room	2. Interview, physical examination and medical consultation	None	20 Minutes	JANICE C. ARELLAGA, M.D.
	2.1. Issuance of Medical Certificate	None	10 Minutes	<i>NURSE ON DUTY</i>
	TOTAL:		40 Minutes	



TUBAO CITIZEN'S CHARTER

5. Issuance of Pre - Employment Medical Certificate

For general clients who need medical certificates for pre-employment, individual health certificate, athletics, scholarship, bonding, and any other related health concerns of a client.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete filled - out Application Form		Company where they will apply; School enrolled; Office		
Official Receipt		Municipal Treasurer's Office		
Community Tax Certificate		Barangay where they belong		
Specimens		Client		
X - ray Result		Facility with Xray Machine		
Drug Test Results		DOH Accredited Laboratory		
Result of Neuro Exam		Licensed Neuro Clinics		
Result of Required Laboratory Exams		RHU Laboratory		
Client Steps	Agency Action	Fees to bepaid	ProcessingTime	Person Responsible
1. Present complete requirements upon admission	1. Receive complete requirements and taking of vital signs	None	10 Minutes	Nurse/Midwife on Duty
2. Proceed to Medical Consultation Room	2. Interview, physical examination and medical consultation	None	20 Minutes	JANICE C. ARELLAGA,M.D.
3. Claim Pre Employment Medical Certificate and/or Health Certificate	2.1. Release Pre Employment Medical Certificateand/or Health Certificate	None	10 Minutes	Nurse /Midwife on Duty
	TOTAL:		40 Minutes	

6. Issuance of Pre - Employment Medical Certificate

For general clients who need medical certificates for pre-employment, individual health certificate, athletics, scholarship, bonding, and any other related health concerns of a client.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			



TUBAO CITIZEN'S CHARTER

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete filled - out Application Form		Company where they will apply; School enrolled; Office		
Official Receipt		Municipal Treasurer's Office		
Community Tax Certificate		Barangay where they belong		
Specimens		Client		
X - ray Result		Facility with Xray Machine		
Drug Test Results		DOH Accredited Laboratory		
Result of Neuro Exam		Licensed Neuro Clinics		
Result of Required Laboratory Exams		RHU Laboratory		
Client Steps	Agency Action	Fees to bepaid	ProcessingTime	Person Responsible
1. Present complete requirements upon admission	1. Receive complete requirements and taking of vital signs	None	10 Minutes	Nurse/Midwife on Duty
2. Proceed to Medical Consultation Room	2. Interview, physical examination and medical consultation	None	20 Minutes	JANICE C. ARELLAGA, M.D.
3. Claim Pre Employment Medical Certificate and/or Health Certificate	2.1. Release Pre Employment Medical Certificate and/or Health Certificate	None	10 Minutes	Nurse /Midwife on Duty
TOTAL:			41 Minutes	

7. Issuance of Pre - Employment Medical Certificate

For general clients who need medical certificates for pre-employment, individual health certificate, athletics, scholarship, bonding, and any other related health concerns of a client.

Office or Division	Office of the Municipal Health Officer		
Classification	Simple Document		
Type of Transaction	G2C - Government to Citizen		
Who may avail	Residents of Tubao and nearby Municipalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Complete filled - out Application Form		Company where they will apply; School enrolled; Office	
Official Receipt		Municipal Treasurer's Office	
Community Tax Certificate		Barangay where they belong	
Specimens		Client	
X - ray Result		Facility with Xray Machine	
Drug Test Results		DOH Accredited Laboratory	
Result of Neuro Exam		Licensed Neuro Clinics	



TUBAO CITIZEN'S CHARTER

Result of Required Laboratory Exams		RHU Laboratory		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present complete requirements upon admission	1. Receive complete requirements and taking of vital signs	None	10 Minutes	Nurse/Midwife on Duty
2. Proceed to Medical Consultation Room	2. Interview, physical examination and medical consultation	None	20 Minutes	JANICE C. ARELLAGA, M.D.
3. Claim Pre Employment Medical Certificate and/or Health Certificate	2.1. Release Pre Employment Medical Certificate and/or Health Certificate	None	10 Minutes	Nurse /Midwife on Duty
TOTAL:			42 Minutes	

8. Medical Laboratory Section Services

This is where tests are usually done on specimens to get information about the health of the patients. The services are provided to clients from Tubao and other nearby municipalities who are in need of laboratory examination to confirm their illnesses. These include - CBC, Hgb determination, Platelet Count, Urinalysis, Fecalalysis, and Sputum.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Specimens in separate containers for Urine, Stool, or Sputum		Client		
Specimen for Blood Workout		Client (To be extracted by the Medical Technologist on duty)		
Official Receipt (1 Original Copy)		Office of the Municipal Treasurer		
Referral Slip / Note (1 Original Copy) (Optional)		Barangay Health Stations; Medical Consultation Room		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present requirements upon admission such as Specimens and Referral Slip/Laboratory Request	1. Receive of Specimens and Referral Slip	None	3 Minutes	Michelle Fangonil Medical Technologist Cleofe P. Laroya, Lab Tech
	1.1. Interview then taking of pertinent data	None	5 Minutes	
	1.2. Issue a services slip and instruct where to pay the required services	None	5 Minutes	
	1.3. Start the Medical Laboratory Examination	None	30 Minutes	
2. Proceed to Office of the Municipal Treasurer for payment (varies on required services)	2. Issuance of Official Receipt	Urinalysis-40.00 Fecalalysis -40.00 CBC- 60.00 PT Cnt- 50.00 BT – 50.00 FBS – 100 RBS – 100 Cholesterol- 150 Uric Acid-100 HBsAG – 150.00 Serum PT – 250 Urine PT – 100	45 Minutes	Samuel Padilla/ Treasurer



TUBAO CITIZEN'S CHARTER

		HIV Test- FREE Syphilis t – FREE RDT – FREE LeprosySSS- FREE DSSM –FREE GeneXpert-FREE		
3. Present Official Receipt to Medical Laboratory Room	3. Obtain the Official Receipt, then record the code for security purposes	None	-5 Minutes	Michelle Fangonil Medical Technologist Cleofe Laroya/ Lab Tech
	3.1 Release the official laboratory results and original copy of receipts to clients	None	5 Minutes	
	3.2. Instruct client to return to Barangay Health Station and/or Medical Consultation Room for further assessment	None	10 Minutes	
	TOTAL:		1 Hour & 48 Minutes	

9. Tubao Birthing Home (Bahay Paanakan) Services

The facility serves pregnant women of Tubao and nearby municipalities who are about to deliver who do not belong to the high risk group (primigravida, below 18 years old, more than Gravida 5).

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip / Note (1 Original Copy)(Optional)		Barangay Health Stations		
Prenatal Book (Mother - Baby Booklet)		Client		
Latest Ultrasound Result		Client's Ultrasound Facility Provider of Choice		
Birth Certificate of Newborn & Marriage Contract		Office of the Municipal Civil Registrar / Philippine Statistics Authority		
Newborn Screening Specimen (24 Hours after delivery)		Tubao Birthing Home - Newborn Screening Section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present referral slip from the RHM /BHS / BHW with Prenatal Book and Latest UTZ Result	1. Receive records and Classify patient if qualified to deliver based on DOH PHIC Standards	None	15 Minutes	Midwife on Duty Dr. Janice Arellaga Office of the Municipal Health Officer
	1.1. Admission Process (Assessment / History taking / vital signs taking / recording)	None	10 Minutes	
	1.2. After thorough Assessment, if found out High Risk, Refer (If Needed) by using Referral Slips	None	15 Minutes	



TUBAO CITIZEN'S CHARTER

	1.4. Inform the Physician on duty then Request for Doctor's Order	None	15 Minutes	<i>Dr. Janice Arellaga</i> Office of the Municipal Health Officer
	1.5. Labor watch and Normal Delivery	None	1 Day	<i>Midwife On Duty</i> <i>Dr. Janice Arellaga</i> Office of the Municipal Health Officer
	1.6. If unable to descend, Refer clients and if after Delivery client is unstable, refer immediately (If Needed)	None	30 Minutes	
	1.7. After delivery, Transfer of Client from Delivery Room to Recovery Room	None	15 Minutes	
	1.8. Post-delivery Vital Signs Monitoring and watch for unusualities	None	1 Day	
2. Completion of philhealth requirements	2.1 Acceptance of Completed Philhealth requirements	None	30 Minutes	<i>Nurse II</i> <i>Dr. Janice Arellaga</i> Office of the Municipal Health Officer
3. Submit newborn for Newborn Screening Test before discharge (24 Hours after birth)	3.1. Perform Newborn Screening Test to Newborn	None	30 Minutes	<i>NBS Trained Staff</i> <i>Dr. Janice Arellaga</i> Office of the Municipal Health Officer
	3.2. Health Education, Final Instructions and Dispensing of Medicines	None	15 Minutes	
4. Post-partum check-up before discharge	4.1 Giving instructions for the next post-partum check up	None	15 minutes	Midwife on duty Nurse on duty
	TOTAL:		1 Day and 2 Hours & 55 Minutes	



TUBAO CITIZEN'S CHARTER

10.National Leprosy Control Program

This service caters residents of Tubao and nearby municipalities who has leprosy and other skin problems who needs assessment, diagnosis, treatment, and are manageable by primary health care facility.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip / Note (1 Original Copy) <i>(if available)</i>		Barangay Health Stations; Dermatologists		
Leprosy SSS Result		RHU Laboratory		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present referral slip from BHS/private dermatologists upon admission	1. Receive Referral Form and creation / retrieval of Medical Record	None	5 Minutes	Nurse on Duty Midwife on Duty
2. Proceed to Medical Consultation Room	2. Medical Consultation (Diagnosis/Doctor's Order)	None	20 Minutes	
3. Return to National Tuberculosis Program Section	3. Carry out doctor's order: initiate treatment and observed for adverse reactions; provision of remaining medicines with instruction	None	30 Minutes	
	3.1. Education, Counseling and final instruction to patient for the next follow up and re supply of leprosy medicines	None	5 Minutes	Public Health Nurse
	TOTAL:		60 Minutes	



TUBAO CITIZEN'S CHARTER

11. National Immunization Program Services

This service provides vaccination for 0 - 12 months babies of Tubao and nearby municipalities. Vaccination gives protection against immunizable diseases. The following are the vaccines that are given to babies: BCG, OPV, Penta, PCV, Measles, and IPV.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip / Note (1 Original Copy)(Optional)		Barangay Health Stations		
Mother - Baby Booklet / ImmunizationBooklet		Client		
ITR		Records Section of RHU/BHS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present referral slip / ImmunizationBooklet	1. Receive ReferralForm and creation /retrieval of MedicalRecord at Target Client List	None	15 Minutes	Nurse/ Midwife on Duty
	1.1. Check immunization card history, do physical examination to the client, Ht,wt taking and provision of health education	None	45 Minutes	Nurse/ Midwife on Duty
	1.2. Administrationof vaccine	None	15 Minutes	Nurse/ Midwife on Duty
	TOTAL:		1 Hour and 15 Minutes	



TUBAO CITIZEN'S CHARTER

12. National Tuberculosis Control Program (Smear Negative but X - Ray Positive)

This program caters children and adult residents of Tubao and nearby municipalities who are complaining of cough for 2 weeks or more and with or without other signs and symptoms of tuberculosis and are manageable by DOTS. Patients with referral from hospitals and clinics are being catered.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		Barangay Health Stations; Private Physicians; Hospitals Physician		
Xray Result		Xray Facility		
Direst Sputum Smear Microscopy -DSSM Result		Rural Health Unit Laboratory		
Gene Xpert Result		Rural Health Unit Laboratory		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present referral slip and results of DSSM, CXR, EXPERT (Smear negative but chest x-ray positive client	1. Receive Referral Form and creation / retrieval of Medical Record then interview client, record data, and taking of vital signs	None	15 Minutes	Nurse on Duty TB Coordinator
	1.1. Check documents without EXPERT; refer to Rural Health Unit Laboratory for GEN-EXPERT Testing/give referral slip; DR-TB Screening Form	None	10 Minutes	Nurse on Duty
	1.2. With EXPERT result negative but for treatment - copy sputum positive action - 1	None	30 Minutes	MARIA CRISTINA M. TAVAS, RN TB DOTS NURSE
	1.3. Register client in the TB registry and dispensing logbook, then allocate TB drugs for distribution of NTP clients	None	5 Minutes	MARIA CRISTINA M. TAVAS, RN TB DOTS NURSE
	TOTAL:		60 Minutes	



TUBAO CITIZEN'S CHARTER

13. National Tuberculosis Control Program (Sputum Positive or Gen-Expert Positive)

This program caters children and adult residents of Tubao and nearby municipalities who have cough for 2 weeks or more and with or without other signs and symptoms of tuberculosis and are manageable by DOTS. The program also caters patients with positive result on sputum exam from public and private hospitals and private clinics.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		Barangay Health Stations; Private Physicians; HospitalsPhysician		
Direst Sputum Smear Microscopy -DSSM Result		Rural Health Unit Laboratory		
ITR		RHU Records Section		
Gene Xpert Result		Rural Health Unit Laboratory		
Client Steps	Agency Action	Fees to bepaid	Processin gTime	Person Responsible
1. Present referral slip with results of DSSM or Gene Xpert	1. Receive Referral Form and creation / retrieval of Medical Record then Interview client, record data,and Take Vital Signs	None	5 Minutes	Nurse on Duty
2. Proceed to Medical ConsultationRoom	2. Medical Consultation (Diagnosis / Doctor's Order)	None	20 Minutes	<i>Dr. Janice Arellaga</i> Office of the Municipal Health Officer
	2.1 Refer patient for Counselling and Diabetes Mellitus and HIV Screening	None	15 Minutes	HIV Counselor/ TB DOTS Nurse
3. Return to National Tuberculosis Program Section	3. Carry out doctor's order and initiate treatment as stipulated on the TB on TB DOTS manual 6 th edition	None	20 Minutes	MARIA CRISTINA M. TAVAS, RN TB DOTS NURSE
	3.1. Fill up the NTP Form 4b. DS-TB treatment Card and Form 5. TB and TPT Patient Booklet	None	15 Minutes	
	3.2. Registration of client in the TB registry and encode to ITIS. Allocate the 6mos TB Drugs of Client for weekly/ monthly dispensing	None	15 Minutes	
	TOTAL:		1 Hour and 30 Minutes	



TUBAO CITIZEN'S CHARTER

14. Out - Patient Department - Medical Consultation Services

This service caters residents of Tubao and nearby municipalities who has medical problem like cough, difficulty of breathing, increased Blood Pressure, wounds, and other problems which are manageable by primary health care professionals.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip / Note (1 Original Copy) (Optional)		Barangay Health Stations		
Individual Treatment Record/ ITR		RHU Records section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present referral slip from the BHS upon admission	1. Receive Referral Slip then Retrieval or Creation of medical record (ITR)	None	5 Minutes	Nurse/Midwife on Duty
	1.1. Interview then taking of pertinent vital signs	None	10 Minutes	
2. Proceed to Medical Consultation Room	2. Physical examination, actual medical consultation and Diagnosis	None	30 Minutes	JANICE C. ARELLAGA, M.D.
	2.1. If needed, issue a referral slip to client to proceed to higher facility for further assessment	None	5 Minutes	
3. Proceed to Pharmacy Window for Releasing of Medicines and other recommended medical supplies AND further instructions to patient	3. Provision of medicines, supplies and medicine education then discharge	None	10 Minutes	Nurse on Duty
	TOTAL:		60 Minutes	



TUBAO CITIZEN'S CHARTER

15. Responsible Parenthood and Reproductive Health Services

This service/program is given to clients who are of reproductive age and are residents of Tubao and nearby towns who wish to control and limit the number of children they will have and also for those who wanted to have birth spacing.

Office or Division	Office of the Municipal Health Officer			
Classification	Simple Document			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Residents of Tubao and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip / Note(1 Original Copy)(Optional)		Barangay Health Stations		
Family Planning Card (for Current Family Planning User)		Client		
ITR		RHU Records Section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presentation of referral slip from the BHS (If available) and Family Planning Card (for Current User)	1. Receive Referral Form and creation / retrieval of Medical Record and Target Client List	None	15 Minutes	Midwife on Duty Nurse on Duty
	1.1. Do physical examination and History Taking to the client, and provision of health education	None	30 Minutes	
	1.2. Provision of chosen Family Planning Method and Services	None	1 Hour	Nurse/ Midwife on Duty
	TOTAL:		1 Hour and 45 Minutes	



TUBAO CITIZEN'S CHARTER

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk.
How feedbacks are processed	Every Friday, the Human Resource Management Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of receipt of the feedback. The answers of the office is then relayed to the citizen.
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk. Complaints can also be filed via telephone. Make sure to provide the following information: Name of person being complained, Incidents, Evidence.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p>
How complaints are processed	The complaints officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the complaints officer shall start the investigation and forward the complaint to the relevant office for their explanation. The complaints officer will create a report after the investigation and shall submit it to head of Agency for appropriate action. The complaints officer will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number:..
Contact Information of CCB, PCC, ARTA	ARTA: complaints @arta.gov.ph :1-ARTA (2768) PCC: 8888 CCB:0908-881-6565



TUBAO CITIZEN'S CHARTER

CLIENT FEEDBACK FORM

Thank you for visiting Municipality of Tubao, LA Union and availing our services. Because we want to serve you better, please answer the following questions relevant to your visit.

Name: _____
Address: _____
Office/ Department Visited: _____
Services Availed: _____

YES

NO

OUR OFFICE

Is the Office easy to locate?	_____	_____
Is the Office clean and orderly?	_____	_____
Did you feel comfortable?	_____	_____
Was there a long waiting line of clients?	_____	_____
Was there an appropriate signage of directions	_____	_____

OUR FRONTLINERS

Is the employee in -charge available?	_____	_____
Is the employee in-charge knowledgeable?	_____	_____
Is the employee in-charge accommodating?	_____	_____
Were you received properly?	_____	_____
Were you needs attended to promptly ?	_____	_____
Were you made to wait long?	_____	_____

REQUIREMENT

Were you made aware of the requirements?	_____	_____
Were there so many additional requirements?	_____	_____
Were you given proper information on how to get the requirements?	_____	_____

OUR OFFICERS

Were there authorized official's available?	_____	_____
Did it take him/her long to sign the documents?	_____	_____
Nagpa-importante ba?	_____	_____

OUR INFORMATION

Is the needed document available?	_____	_____
Is the document well organized?	_____	_____
Is the data complete?	_____	_____
Is the data relevant to your request?	_____	_____
Are instructions clear, brief and concise?	_____	_____

Other comments/suggestions:

TUBAO CITIZEN'S CHARTER



TUBAO CITIZEN'S CHARTER



List of Offices

OFFICE	Address	Contact Information
Human Resource Development Division	Poblacion, Tubao, La Union	09485745436
Office of the Local Disaster Risk Reduction Management Officer	Poblacion, Tubao, La Union	09485745436
Office of the Mayor	Poblacion, Tubao, La Union	09381455645
Office of the Municipal Accountant	Poblacion, Tubao, La Union	09399043497
Office of the Municipal Agricultural Officer	Poblacion, Tubao, La Union	09636324004
Office of the Municipal Assessor	Poblacion, Tubao, La Union	09177035312
Office of the Municipal Budget Officer	Poblacion, Tubao, La Union	09274502590
Office of the Municipal Civil Registrar	Poblacion, Tubao, La Union	09187496150
Office of the Municipal Engineer	Poblacion, Tubao, La Union	09298165362
Office of the Municipal Health Officer	Poblacion, Tubao, La Union	09997880606
Office of the Municipal Planning and Development Coordinator	Poblacion, Tubao, La Union	09062952456
Office of the Municipal Social Welfare and Development Officer	Poblacion, Tubao, La Union	09957695003
Office of the Municipal Treasurer	Poblacion, Tubao, La Union	09205403970
Office of the Secretary to the Sangguniang Bayan	Poblacion, Tubao, La Union	09487746275
Public Employment Services	Poblacion, Tubao, La Union	09465745436

Approved:

ATTY. JONALYN PONTANILLA-PIAYAS
Municipal Mayor