MUNICIPALITY OF PANTABANGAN
PROVINCE OF NUEVA ECIJA

CITIZEN'S CHARTER



CITIZEN'S CHARTER

Human Resource Management Office
MUNICIPALITY OF PANTABANGAN

I. MANDATE

The Municipality of Pantabangan, as a local government unit in the Philippines, derives its authority and responsibility from the Constitution and national laws that empower local autonomy and governance. Foremost among these legal bases is Republic Act No. 7160, otherwise known as the Local Government Code of 1991, which grants municipalities the power to administer local affairs, promote general welfare, and deliver basic services to their constituents. Complementing this are other relevant laws, policies, and issuances from national government agencies that guide transparency, accountability, and efficient public service, including civil service rules and anti-red tape regulations.

II. MISSION

To develop and promote Pantabangan as a renewable energy center and an attractive eco-tourist destination, strengthen the use of appropriate technology toward sustainable agriculture, and ensure the efficiency of the local government machinery, with the end view of increasing agricultural productivity, creating new and more livelihood opportunities, increasing family income, providing meaningful basic social services, and ultimately improving the quality of life of all Pantabangeños.

III. VISION

We envision Pantabangan as the center of renewable energy in Central Luzon, with a God-loving, healthy, self-reliant, resilient, peaceful, and vigilant citizenry who live in an eco-tourism environment and a globally competitive economy with access to all kinds of utilities, guided by competent and progressive leadership.

IV. SERVICE PLEDGE

The Municipality of Pantabangan guarantees the delivery of prompt, efficient, and courteous services to all clients, regardless of status or background. The municipal government commits to act on all applications and requests within the prescribed processing times, provide clear and accurate information, and ensure that all requirements and procedures are transparent and understandable. It pledges to maintain a client-centered approach by listening to feedback, addressing concerns promptly, and upholding the highest standards of public service ethics.

LIST OF SERVICES

MAYOR'S OFFICE

External Services

1. Issuance Mayor's Clearance 2
2. Documents for Municipal Mayor's Signature 3
3. Request for Civil Wedding Schedule 4

VICE MAYOR'S OFFICE

External Services

4. Review of Barangay Ordinances 6
5. Receive and Act on Incoming Communications 8

OFFICE OF THE MUNICIPAL ACCOUNTANT

6. Issuance of Certificate of Premium Contribution and or Certificate of Loan Payment 10

ASSESSOR'S OFFICE

7. Issuance of Tax Declarations for Simple Transfer of Land 12
8. Issuance of Tax Declaration for new discovery of land 14
9. Issuance of Tax Declaration for New Discovery of Improvements 16
10. Issuance of Certificate of No Improvement 18
11. Issuance of Notice od Cancellation of Assessment (Land) 20
12. Declaration and Assessment of Land for taxation 22

BUSINESS PERMIT AND LICENSING OFFICE

13. Motorized Tricycle Operator's Permit (MTOP) New and Renewal 26
14. Issuance of Certifications 28
15. Issuance of Duplicate Copy of Business Permit Card / Authentication Documents 29
16. Business Registration (New/ Renewal) Issuance of Business Permit 31
17. Cessation (Retirement/ Closure) of Business 37

BUDGET OFFICE

18. Preliminary Review of Barangay Budget 41

COOPERATIVE OFFICE

19. New Cooperative and Getting a New License 43
20. Issuance of Certification 44

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

21. Request for Simulation Exercises and Drills 46
22. Request for Emergency Response Team 47

OFFICE OF THE MUNICIPAL ENGINEER

23. Application for Unified Building Permit and Allied Permits 50
24. Application for Building Exemption Permit 52
25. Application for Occupancy Permit 53
26. Application for Excavation Permit 55
27. Application for Building Inspection Certificate 57
28. Request for Engineering Certifications 58
29. Request for Engineering Assistance/Technical Support 60

GENERAL SERVICES OFFICE

30. Issuance of Office, Janitorial, Electrical, and Other Supplies 63
31. Issuance of Acknowledgement Receipt 64

HUMAN RESOURCE MANAGEMENT OFFICE

32. Administration of Leave (Sick, Vacation, Monetization) 66
33. Payment of Terminal Pay 67
34. Certificate of Employment / Leave Credits / No Pending Administrative or Criminal Case 68
35. Applying for Job within the Municipal Government of Pantabangan 69

36. Issuance of Service Record 71
37. Issuance of Certificate of Net Take Home Pay 73
38. Issuance of Certificate of Performance Rating 75
39. Issuance of Certificate of Leave Without Pay Incurred 77
40. Authentication of Photocopied documents 79
41. Processing of Clearance form 81
42. Preparation of Service Contract 85

PANTABANGAN INFIRMARY

43. Handling of letters 92
44. Handling of Invitations and requests 94
45. Providing Assistance to Patients and Relatives 96
46. Attending to Inquiries 97
47. OPD Consultations 98
48. Pagbibigay ng Emergency Department Record 100
49. Discharge Procedure 101
50. Processing of Official Receipt 103
51. Processing of Payment during night shifts 104
52. Admisyon ng Pasyente 105
53. Pagtatama ng Impormasyon ng pasyente 107
54. Pagkuha ng Birth Certificate para sa mga bagong panganak 108
55. Pagkuha ng Late Registration na Birth Certificate 110
56. Pagkuha ng Death Certificate 112
57. Pagpapagawa ng Insurance Claim 115
58. Pagkuha ng Medical Certificate (Out-Patient) 117
59. Pagkuha ng Certificate as per record 118
60. Medico Legal 119
61. Medical Records 121
62. Pagkuha ng OPD Records 123
63. Para sa mga Humihingi ng tulong pinansyal 124
64. Sponsored Philhealth 125

65. Pagaayos ng Hospital Bill 126
66. Pagbibigay ng Certified true copy ng SOA 130
67. Pagaayos ng Philhealth Requirement 131
68. Pagaayos ng Philhealth (OPD Patient) 135
69. Issuance of Official Receipt 139
74. Dispensing of Medicines for in-patients 149
75. Allocation of Medicines in the Ward 152

MUNICIPAL CIVIL REGISTRAR OFFICE

82. Endorsement of Birth, Marriage and Death Certificate to PSA 166
83. Issuance of Civil Registry Documents through BREQS (Batch Request Entry System) 168
84. Issuance of a Marriage License 170
85. Out of town delayed registration of birth certificate 172
86. Migrant Petition for Correction of Clerical Errors/Petition for Correction of Clerical Errors 175
87. Processing Petitions Under Republic Act 9048 (Correction of Clerical Error and Change of Name or Nickname) and Republic Act 10172 (Correction of Clerical Error in the day and month (date of birth) and sex/gender in the COLB 177
88. Registering Births and Issuance of Certificate of Live Birth (COLB) 181
89. Registration of Court Orders 184
90. Registering/Issuance of Death Certificates 186
91. Registration of Legal Instruments 188
92. Registering Marriage Certificate 191
93. Supplemental Report on Birth, Marriage, and Death Certificate 193

MUNICIPAL AGRICULTURE OFFICE

94. Food Production: Technical Assistance 197
95. Food Production: Rice Productivity Encashment (RIPE) Program 198
96. Vegetable Seeds Distribution 199
97. Distribution of High-Quality Rice Seeds 200
98. Provisions of Field Tractor, Facilities and other Machineries 201

99. Permit for Agricultural Machinery 202
100. Distribution / Dispersal of Fingerlings 205
101. Pantabangan Reservoir Aquaculture (Cage) Program 206
102. Fishery License and Permit and other Cages 207
103. Organizing and Capability Building of Farmers / Women and Youth Associations 212

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

104. Inspection and Issuance of Certification / Cutting Permit 215
105. Issuance of Certification for Travel Permit 216
106. Issuance of Business Certification/ Local Environmental Compliance Certificate 217

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

107. Municipal Statistic Data/Documents/Maps 220
108. Zoning Clearance/Certificate 221
109. Locational Clearance 223
110. Issuance Of Development Permit for Subdivision and Condominium Projects, Industrial/Commercial Subdivision, And Memorial Park/Cemetery (Dc No. 2024-005, Series Of 2024) 225

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

111. Certificate of Indignecy 230
112. Philhealth Enrollment 231
113. Intake interview to client (Educational Assistance) 232
114. Pre-Martial Orientation and Counseling 233
115. Assistance to persons in crisis situation 234
116. Issuance of Social Case Study Reoort 235
117. Issuance of solo parent ID 236
118. Processing of Travel Clearance for minors 237

MUNICIPAL TREASURER'S OFFICE

119. Receiving Regulatory Fees, Fines and all kinds of payment 240
120. Collection of Business Tax 241
121. Collection of Community Tax Certificate (CTC) Individual 242
122. Collection of Community Tax Certificate (CTC)- Corporation.....243
123. Collection of Real Property Taxes (RPT).....244
124. Issuance of Real Property Tax Clearance 246
125. Registration of Large Cattle.....247
126. Transfer of Large Cattle 249
127. Issuance of Treasury Certification 251

PUBLIC EMPLOYMENT SERVICE OFFICE

128. Issuance of Referral letter.....253
129. Career Guidance and Employment Orientation 254
130. Special Recruitment Activity (SRA) and Local Recruitment Activity (LRA) 255
131. Job Posting 256

RURAL HEALTH UNIT

132. Out- Patient Medical Consultation 259
133. Maternal And Child Health Program 261
134. Family Planning and Reproductive Health Services..... 263
135. National Immunization Program..... 265
136. Dental Services 266
137. TB Directly Observed- Therapy (TB-DOTS)..... 267
138. Laboratory Services..... 269
139. Provision of Medicine (Dispensary Unit)..... 271
140. Issuance of Medical Certificate 272
141. Issuance of Death Certificate 274

142. Issuance of Health Card, Sanitary Permit, and Attending Sanitary Complaints 275
143. Feedback and Complaints Mechanism 278

TOURISM OFFICE

144. Tourism Activities 280
145. Application for DOT Accreditation 281
146. Request for Tourism Data 282
147. Event Assistance 284

MUNICIPAL VETERINARY DIVISION

148. Anti- Rabies Vaccination 286
149. Anti- Rabies Mass Vaccination 287
150. Animal Treatment and Check- up 289
151. Animal Dispersal 290
152. Butcher's Certification/ Farmer's Certification/ Vaccination Certificate 291
153. Large Cattle Registration/ Certification 292
154. Dog and Cat Registration 293

ANNEXES

155. List of Valid IDs 295
156. Feedback and Complaints Mechanism 296
157. List of Offices 297
158. Complaint Form 298
159. Client Satisfaction Measurement (CSM) 212

Mayor's Office

External Services

1. Issuance Mayor's Clearance

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

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Residents of the Municipality of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Barangay Clearance (1 Original Copy)		Barangay Hall		
Police Clearance (1 Original Copy)		PNP		
Community Tax Certificate (CTC) (1 Original)		Municipal Treasurer's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request together with the requirements.	1.1 Accept the request and evaluate the requirement submitted by the client	None	5 mins	*Private Secretary* Mayor's Office
	1.2 Assess Fees and issue order of payment	None	5 mins	*Private Secretary* Mayor's Office
2. Proceed to the Municipal Treasury office for Payment	2. Accept payment and issue Official Receipt	PHP100.00	10 mins	*Revenue Collection Clerk* Municipal Treasurer's Office
3. Proceed to Mayor's Office and submit official receipt	3.1 Process document	None	5 mins	*Private Secretary* Mayor's Office
	3.2 Approval/Signing of document	None	5 mins	*Municipal Mayor or Authorized Alternate Signatory* Mayor's Office
4. Claim Mayor's Clearance	4. Record and release approved document	None	3 mins	*Private Secretary* Mayor's Office
	TOTAL	PHP100.00	33 mins	

2. Documents For Municipal Mayor's Signature (Financial Documents, Certificates, etc.)

This service involves the review, processing, and signing of official documents that require the approval or authorization of the Municipal Mayor.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Transmittal of Document		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits documents with complete supporting attachments as warranted. * Client shall always secure a receiving copy for easy follow-up regarding the status of their submitted request/document	1. Receives, and checks the completeness of the submitted documents.	None	8 mins	*Administrative Aide* Mayor's Office
2. Wait for the processing of request	2.1 Final review/initials financial documents before the signing of the City Mayor. 2.2 Signing of documents	None None	5 mins 5 mins	*Administrative Aide* Mayor's Office *Municipal Mayor or Authorized Alternate Signatory* Mayor's Office
3. Receive the documents	3.1 Contact the requesting party directly using their contact details. 3.2 Releases documents to the appropriate office or individuals.	None None	5 mins 3 mins	*Administrative Aide* Mayor's Office Administrative Aide Mayor's Office
	TOTAL	None	26 mins	

3. Request For Civil Wedding Schedule

This service facilitates the scheduling of civil wedding ceremonies to be solemnized by the Municipal Mayor or an authorized representative.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Residents of the Municipality of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Marriage License		Local Civil Registry		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the original copy of Marriage License to the Office of the Mayor	1.1 Evaluate the license and conduct an initial interview regarding the marriage license.	None	5 mins	*Administrative Aide* Mayor's Office
	1.2 Collect the contact detail of the applicants.	None	5 mins	*Administrative Aide* Mayor's Office
2. Wait for the text or call for the confirmed schedule.	2.1 Line-up for the next available schedule.	None	5 mins	*Administrative Aide* Mayor's Office
	2.2 Coordinate and inform the client on the available schedule.	None	5 mins	*Administrative Aide* Mayor's Office
	TOTAL	None	20 mins	

Vice Mayor’s Office

External Service

4. Review of Barangay Ordinances

Within ten (10) days after its enactment, the sangguniang barangay shall furnish copies of all barangay ordinances to the sangguniang bayan concerned for review as to whether the ordinance is consistent with law and municipal ordinances.

Office or Division:	Sangguniang Bayan Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Component Barangays of the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Transmittal Letter	Punong Barangay / Barangay Secretary
Copies of the approved Ordinance with attachments (3 original, 10 copies)	Punong Barangay / Barangay Secretary
Minutes and Attendance of Public Hearing or consultation	Barangay Secretary

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
3. Submit all the documents to SB Secretariat	4.1 Received and check the completeness of the documents	None	5 mins	*SB Secretary* Sangguniang Bayan Office
	4.2 Include the matter in the Calendar of Business • Refer to the concerned Committee	None	5 mins	*SB Secretary* Sangguniang Bayan Office
5. Attend Committee Meeting/Hearing	2.1 Conduct Committee Meeting/Hearing	None	1 Hour	*SB Secretary Sangguniang Bayan Office*
	2.2 Render Committee Report	None	1 Session Day	*Concerned Committee* Sangguniang Bayan Office
	2.3 Include Measure for second Reading	None	1 Session Day	*Concerned Committee* Sangguniang Bayan Office
	2.4 Include measure for Third and Final	None	1 Session Day	*Concerned Committee* Sangguniang Bayan Office

	Reading 2.5 Prepare copies of Resolution for signature of the presiding officer and SB Members 2.6 Signing of Final Copies of Resolutions 2.7 Transmit Resolution to the office of the Local Chief Executive for signing and approval 2.8 LCE will sign/ approve the Resolution	None None None None	1 hour 3 days 10 mins 10 mins	Administrative Aide Sangguniang Bayan Office *SB Secretary, SB Members and Presiding Officer* Sangguniang Bayan Office Administrative Aide Sangguniang Bayan Office *Municipal Mayor or Authorized Alternate Signatory* Mayor's Office
6. Return to SB office and receive copy of resolution	3. release copy of Resolution to the client	None	5 mins	*SB Secretary* Sangguniang Bayan Office
	TOTAL	PHP100.00	30 days pursuant to Sec. 57 of RA 7160 *Number of days varies depending on the schedule of Session (1 session per week)	

5. Receive and Act on Incoming Communications

Receive and act on incoming communications addressed to their immediate supervisors and/or that concerning to the latter's respective committees.

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizens G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Receiving copy of incoming communication		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward communications to the Sanggunian Bayan Office.	1. Receive the communication delivered/ submitted/forwarded by the client.	None	5 mins	*Legislative Staff* Office of the Sangguniang Bayan
2. Receive proof of services/copy of endorsement/reply letter.	2. Give feedback and/or instructions as to the client's request or as the case maybe.	None	10 mins	*Legislative Staff* Office of the Sangguniang Bayan
	TOTAL	None	15 mins	

Accounting Office

Internal Service

6. Issuance of Certificate of Premium Contribution and or Certificate of Loan Payment

The Issuance of Certificate of Premium Contribution and/or Certificate of Loan Payment service provides official documentation confirming an individual's premium contributions or loan payments.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees of the Municipality of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter		Principal		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the letter request to Accounting Office.	1.1 Receive the request from the employee	None	10 mins	OMA Staff Accounting Office
	1.2 Check for the availability of the requested information	None	30 mins	OMA Staff Accounting Office
	1.3 If the data is available, prepare the Certification	None	10 mins	OMA Staff Accounting Office
	1.4 Review and sign the Certification	None	10 mins	Municipal Accountant Accounting Office
	TOTAL	None	1 hour	

Assessor’s Office

External Service

7. **Issuance of Tax Declaration for Simple Transfer of Land**

A Tax Declaration is an official document issued by the local government (usually the local assessor's office) that confirms the current ownership, description, and assessed value of a property.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All real property owners in the municipality of Pantabangan or their authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter of the property owner (1 original) *In case of a **representative**, a Notarized Authorization Letter or Special Power of Attorney from the owner, with photocopy of a valid identification card of the owner and representative, with signature (1 original)	Property Owner
Title of the property (1 photocopy with original for verification, or 1 certified true copy)	Property Owner/Registry of Deeds
Notarized/Registered Deed of Conveyance for Sale/Donation/Inheritance (1 photocopy with original for verification)	Notary Public
Certificate Authorizing Registration (CAR) for Capital Gains Tax/Donor's Tax/Estate Tax (1 photocopy with original for verification)	Bureau of Internal Revenue (BIR)
Transfer Tax Receipt/Certification of Payment (1 photocopy)	Office of the Provincial Treasurer
Real Property Tax Receipt/Tax Clearance for the current year (1 original or 1 photocopy)	Office of the Municipal Treasurer
Notarized Sworn Statement of the True and Current Fair Market Value of the Property (1 original)	Property Owner
Field Appraisal and Assessment Report (1 original)	Office of the Municipal Assessor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit request and documentary requirements	2.1 Receive and review completeness of	None	3 mins	Assessment Clerk II Office of the Municipal Assessor

	submitted requirements 2.2 Verify assessment records 2.3 Issue Order of Payment and instruct client to pay at the Office of the Municipal Treasurer	None None	10 mins 5 mins	Assessment Clerk II Office of the Municipal Assessor Assessment Clerk II Office of the Municipal Assessor
3. Pay at the Office of the Municipal Treasurer	8. Issues official receipt	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	10 mins	Revenue Collection Officer Municipal Treasurer's Office
3. Return to Municipal Assessor's Office and present the official receipt to the clerk/staff	3.1. Prepare Tax Declaration and Notice of Assessment 3.2. Review and approve Tax Declaration and Notice of Assessment	None None	5 mins 5 mins	Assessment Clerk II Office of the Municipal Assessor Municipal Assessor Office of the Municipal Assessor
4. Receive Owner's Copy of Tax Declaration and Notice of Assessment	4.Release Owner's Copy of Tax Declaration and Notice of Assessment	None	2 mins	Assessment Clerk II Office of the Municipal Assessor
	TOTAL	P150 Insp. Fee P100 Processing Tax	40 ins	

	*Payment varies depending on the property		

8.Issuance of Tax Declaration for new discovery of land

Service offered by the local government for individuals or entities who have discovered a parcel of land that has not been previously recorded or assessed for taxation.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All real property owners in the municipality of Pantabangan or their authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Discovery Land	
Request letter of the property owner (1 original) *In case of a **representative**, a Notarized Authorization Letter or Special Power of Attorney from the owner, with photocopy of a valid identification card of the owner and representative, with signature (1 original)	Property Owner
Notarized Sworn Statement of the True and Current Fair Market Value of the Property (1 original)	Property Owner
Title of the property (1 photocopy with original for verification, or 1 certified true copy)	Property Owner/Registry of Deeds
Approved Lot Survey Plan (1 original or 1 photocopy)	Land Registration Authority (LRA)
DENR Certification (within Alienable and Disposable Area) (1 original)	Department of Environment and Natural Resources (DENR) Office concerned where the property is located
Barangay Certification for Actual Possession/Occupancy of Land (1 original)	Barangay Hall where the property is located
Field Appraisal and Assessment Report (1 original)	Office of the Municipal Assessor
Zoning Certification (1 photocopy)	Office of the Municipal Planning and Development

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request and documentary requirements	1.1 Receive and review completeness of submitted requirements	None	3 mins	Assessment Clerk II Office of the Municipal Assessor
	1.2 Verify assessment records	None	10 mins	Assessment Clerk II Office of the Municipal Assessor
	1.3 Issue Order of Payment and instruct client to pay at the Office of the Municipal Treasurer	None	5 mins	Assessment Clerk II Office of the Municipal Assessor
2.Pay at the Office of the Municipal Treasurer	2 Issues official receipt	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	10 mins	Revenue Collection Officer Municipal Treasurer's Office
3.Return to Municipal Assessor's Office and present the official receipt to the clerk/staff	3.1 Prepare Tax Declaration and Notice of Assessment	None	5 mins	Assessment Clerk II Office of the Municipal Assessor
	3.2 Review and approve Tax Declaration and Notice of Assessment	None	5 mins	Municipal Assessor Office of the Municipal Assessor
4.Receive Owner's Copy of Tax Declaration and Notice of Assessment	4.Release Owner's Copy of Tax Declaration and Notice of Assessment	None	2 mins	Assessment Clerk II Office of the Municipal Assessor

TOTAL	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	40 ins	

9. Issuance of Tax Declaration for New Discovery of Improvements (Buildings and Other Structures)

Service provided for the registration and assessment of newly discovered or newly constructed improvements on land, such as buildings, houses, commercial establishments, and other permanent structures.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All real property owners in the municipality of Pantabangan or their authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Discovery of Improvements (Buildings and Other Structures)	
Request letter of the property owner (1 original) *In case of a **representative**, a Notarized Authorization Letter or Special Power of Attorney from the owner, with photocopy of a valid identification card of the owner and representative, with signature (1 original)	Property Owner
Notarized Sworn Statement of the True and Current Fair Market Value of the Property (1 original)	Property Owner
Title of the property (1 photocopy with original for verification, or 1 certified true copy)	Property Owner/Registry of Deeds
Certificate of Completion/Occupancy (1 photocopy)	Office of the Municipal Engineer

Approved Building Permit/Building Plan (1 photocopy)		Office of the Municipal Engineer/Licensed Architect/Engineer		
Real Property Tax Receipt for Land/Tax Clearance for the current year (1 original or 1 photocopy)		Office of the Municipal Treasurer		
Barangay Certification for Actual Possession/Occupancy of Land (1 original)		Barangay Hall where the property is located		
Field Appraisal and Assessment Report (1 original)		Office of the Municipal Assessor		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit request and documentary requirements	1.1 Receive and review completeness of submitted requirements 1.2 Verify assessment records 1.3 Issue Order of Payment and instruct client to pay at the Office of the Municipal Treasurer	None None None	3 mins 10 mins 5 mins	Assessment Clerk II Office of the Municipal Assessor Assessment Clerk II Office of the Municipal Assessor Assessment Clerk II Office of the Municipal Assessor
2.Pay at the Office of the Municipal Treasurer	2.Issues official receipt	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	10 mins	Revenue Collection Officer Municipal Treasurer's Office
4. Return to Municipal Assessor's Office and present the official receipt	4.1 Prepare Tax Declaration and Notice of Assessment 4.2 Review and appove Tax	None None	5 mins 5 mins	Assessment Clerk II Office of the Municipal Assessor Municipal Assessor

to the clerk/staff	Decaration and Notice of Assess ment			Office of the Municipal Assessor
5. Receive Owner's Copy of Tax Declaration and Notice of Assessment	4.Release Owner's Copy of Tax Declaration and Notice of Assessment	None	2 mins	Assessment Clerk II Office of the Municipal Assessor
	TOTAL	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	40 ins	

10. Issuance of Certificate of No Improvement

This certifies that a property, land, or parcel of real estate does not contain any improvements such as buildings, structures, or other developments.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All real property owners in the municipality of Pantabangan or their authorized representative
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For New Discovery of Improvements (Buildings and Other Structures)	
Request letter of the property owner (1 original) *In case of a **representative**, a Notarized Authorization Letter or Special Power of Attorney from the owner, with photocopy of a valid identification card of the owner and representative, with signature (1 original)	Property Owner

Title of the property (1 photocopy with original for verification, or 1 certified true copy)		Property Owner/Registry of Deeds		
Real Property Tax Receipt for Land/Tax Clearance for the current year (1 original or 1 photocopy)		Office of the Municipal Treasurer		
Field Appraisal and Assessment Report (1 original)		Office of the Municipal Assessor		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request and documentary requirements	1.1 Receive and review completeness of submitted requirements	None	3 mins	Assessment Clerk II Office of the Municipal Assessor
	1.2 Verify assessment records	None	10 mins	Assessment Clerk II Office of the Municipal Assessor
	1.3 Issue Order of Payment and instruct client to pay at the Office of the Municipal Treasurer	None	5 mins	Assessment Clerk II Office of the Municipal Assessor
2. Pay at the Office of the Municipal Treasurer	2. Issues official receipt	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	10 mins	Revenue Collection Officer Municipal Treasurer's Office
3. Return to Municipal Assessor's Office and present the official receipt to the clerk/staff	1.1 Prepare Certificate of No Improvement	None	5 mins	Assessment Clerk II Office of the Municipal Assessor
	1.2 Review and approve Certificate	None	5 mins	Municipal Assessor

	of No Improvement			Office of the Municipal Assessor
4. Receive Certificate of No Improvement	4. Release Certificate of No Improvement	None	2 mins	Assessment Clerk II Office of the Municipal Assessor
	TOTAL	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	41 ins	

11. Issuance of Notice of Cancellation of Assessment (Land)

This notice indicates that the assessed value or tax declaration of a property is no longer valid due to specific reasons.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All real property owners in the municipality of Pantabangan or their authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Discovery of Improvements (Buildings and Other Structures)	
Request letter of the property owner (1 original) *In case of a **representative**, a Notarized Authorization Letter or Special Power of Attorney from the owner, with photocopy of a valid identification card of the owner and representative, with signature (1 original)	Property Owner
Title of the property (1 photocopy with original for verification, or 1 certified true copy)	Property Owner/Registry of Deeds

Real Property Tax Receipt for Land/Tax Clearance for the current year (1 original or 1 photocopy)		Office of the Municipal Treasurer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit request and documentary requirements	1.1 Receive and review completeness of submitted requirements	None	3 mins	Assessment Clerk II Office of the Municipal Assessor
	1.2 Verify assessment records	None	10 mins	Assessment Clerk II Office of the Municipal Assessor
	1.3 Issue Order of Payment and instruct client to pay at the Office of the Municipal Treasurer	None	5 mins	Assessment Clerk II Office of the Municipal Assessor
2 Pay at the Office of the Municipal Treasurer	2. Issues official receipt	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	10 mins	Revenue Collection Officer Municipal Treasurer's Office
3. Return to Municipal Assessor's Office and present the official receipt to the clerk/staff	3.1 Prepare Notice of Cancellation of Assessment	None	5 mins	Assessment Clerk II Office of the Municipal Assessor
	3.2 Review and approve Notice of Cancellation of Assessment	None	5 mins	Municipal Assessor Office of the Municipal Assessor

4. Receive Notice of Cancellation of Assessment	4. Release Notice of Cancellation of Assessment	None	2 mins	Assessment Clerk II Office of the Municipal Assessor
	TOTAL	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	40 mins	

12. Declaration and Assessment of Land for taxation

Involves the official declaration, valuation, and recording of land for real property taxation purposes.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All real property owners in the municipality of Pantabangan or their authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Discovery of Improvements (Buildings and Other Structures)	
Request letter of the property owner (1 original) *In case of a **representative**, a Notarized Authorization Letter or Special Power of Attorney from the owner, with photocopy of a valid identification card of the owner and representative, with signature (1 original)	Property Owner
Title of the property (1 photocopy with original for verification, or 1 certified true copy)	Property Owner/Registry of Deeds
Real Property Tax Receipt for Land/Tax Clearance for the current year (1 original or 1 photocopy)	Office of the Municipal Treasurer

Any related reference documents (1 original or 1 photocopy)		Property Owner		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request and documentary requirements	1.1 Receive and review completeness of submitted requirements	None	3 mins	Assessment Clerk II Office of the Municipal Assessor
	1.2 Verify assessment records	None	10 mins	Assessment Clerk II Office of the Municipal Assessor
	1.3 Issue Order of Payment and instruct client to pay at the Office of the Municipal Treasurer	None	5 mins	Assessment Clerk II Office of the Municipal Assessor
2. Pay at the Office of the Municipal Treasurer	2.Issues official receipt	P150 Insp. Fee P100 Processing Tax Payment Depending on the property	10 mins	Revenue Collection Officer Municipal Treasurer's Office
3. Return to Municipal Assessor's Office and present the official receipt to the clerk/staff	3.1 Prepare the declaration	None	5 mins	Assessment Clerk II Office of the Municipal Assessor
	3.2 Evaluate and sign the declaration for approval of the Assessor	None	5 mins	Municipal Assessor Office of the Municipal Assessor
4. Receive the Declaration	4. Release the declaration	None	2 mins	Assessment Clerk II Office of the Municipal Assessor

TOTAL	P150 Insp. Fee P100 Processing Tax *Payment varies depending on the property	40 mins	

Business Permit and Licensing Office

External Service

13. Motorized Tricycle Operator's Permit (MTOP) New and Renewal

The Motorized Tricycle Operator's Permit (MTOP) is a document granting franchise or license to any individual with tricycle/s allowing him to ply and operate within the territorial jurisdiction of Pantabangan, Nueva Ecija. The MTOP shall be valid for a period of three (3) years, commencing from the date of its issuance, which is renewable every three years.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Motorized Tricycle Owners/Operators

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
2x 2 Picture (2 pcs) Citizens Tax Certificate Barangay Clearance Police Clearance Certificate of Registration (1Original & 1 Photocopy) Official Receipt (Original & Photo Copy) Certificate from Toda President	Client MTO Barangay Hall Police Station Client Client Client
	Amount of Fee (in Pesos)
Passenger Motorized Tricycle	
Application Fee	PHP 50.00
MTOP Plate	PHP 200.00
Franchise Fee for New Applicant	PHP 300.00
ID Fee	PHP 50.00
Annual Regulatory Fee (Mayor's Permit) for Renewal every year Body Number / Sticker Parking Fee	PHP 200.00 PHP 50.00 PHP 240.00
- Private Motorized Tricycle (Special Franchise Fee)	
Special Franchise Fee (For Private Use) Parking Fee	PHP 200.00 PHP 240.00
OTHER FEES:	
Dropping Fee	PHP 200.00
Change of Unit/ Zone Ownership Replacement of Lost Franchise/ Permit	PHP 200.00 PHP 200.00

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

1. Submit all the requirements to the OIC for review	1.1 Receives and reviews submitted documents 1.2 Issues order of payment 1.3 Directs applicant to pay at the Treasurer's Office	None None None	2 Minutes 2 Minutes 2 Minutes	*OIC BPLO* Business Permit and Licensing Office *OIC BPLO* Business Permit and Licensing Office
2. Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP)	2.1 Receive payment 2.2 Issue Official Receipt	Please refer to the table above for the particular fees	5 Minutes 3 Minutes	*Revenue Collection Clerk/Officer* Busiess Permit and Licensing Office
3. Return to the OIC, present proof of payments for the preparation of Franchise Registration Form and Authority for Tricycle Service	3. Encode data and print Franchise Registration Form and Authority for Tricycle Service, forwards to the Municipal Mayor or its authorized personnel for signature, seals, releases documents including franchise plate and/or sticker	None	15 Minutes	*BPLO Staff* Business Permit and Licensing Office
	TOTAL:	Please refer to the table above for the particular fees	30 Minutes	

14. Issuance of Certifications

-These are documents requested by clientele attesting the status of operation of a certain business establishment whether it exist or not. No fees shall be collected to requesting competent court or other government agencies.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	Government Agencies/Business Owners/General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter addressed to the Municipal Mayor stating nature of request, name and contact number or requesting party	Requesting Government Agencies/Business Owners/General Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter stating the nature/purpose of request or Obtain and fill-up Request Form	1.1 Receives request 1.2 Issue order of payment 1.3 Directs applicant to pay at the Treasurer's Office	None None None	2Minutes 2 Minutes 2 Minutes	*BPLO Staff* Business Permit and Licensing Office *BPLO Staff* Business Permit and Licensing Office
2. Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP)	2.1 Receive payment 2.2 Issue Official Receipt	PHP 200.00 None	5 Minutes 5 Minutes	*Revenue Collection Clerk/Officer* Business Permit and Licensing Office
3. Return to BPLO and present proof of payment for the issuance of Certification	3.1 Encodes data 3.2 Print and sign Certification 3.3 Record in logbook 3.4 Release to requesting party	None None None None	2Minutes 2 Minutes 1 Minute 3 Minutes	*Licensing Officer* Business Permit and Licensing Office *Licensing Officer* Business Permit and Licensing Office
	TOTAL:	PHP 200.00	15 Minutes	

15. Issuance of Duplicate Copy of Business Permit / Authentication of Documents

BPLO may issue a duplicate copy of the Business Permit upon presentation of satisfactory proof that the permit has been lost, stolen or destroyed. Certified copies of documents can also be obtained for official use of the clientele. No fees shall be collected to requesting competent court or other government agencies.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	Government Agencies/Business Owners/General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter addressed to the Municipal Mayor stating nature of request, name and contact number of requesting party (1 Original Copy)	Requesting Government Agencies/Business Owners/General Public
Duly notarized Affidavit of Loss (if permit has been lost or stolen) (1 Original Copy)	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or Obtain and fill-out Request Form	1. Receives request, issues order of payment, and directs applicant to pay at the Treasurer's Office	None	2 Minutes	*BPLO Staff* Business Permit and Licensing Office
2. Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP)	2. Receive payment and issue Official Receipt	PHP 200.00	10 Minutes	*Revenue Collection Clerk/Officer* Business Permit and Licensing Office
3. Return to BPLS and present proof of payment for the issuance of Certification	3.1 Prints duplicate business permit, forwards to the Municipal Mayor or	None	3 Minutes	*Licensing Officer* Business Permit and Licensing Office

	his authorized personnel for signature, seals, records to logbook, releases document to requesting client			
	3.2 Retrieves requested document/s from file, accompanies client in photocopying the document/s	None	5 Minutes	*BPLO Staff* Business Permit and Licensing Office
	3.3 Certifies, signs document/s, seals, records to logbook, releases document/s to client	None	3 Minutes	*Licensing Officer* Business Permit and Licensing Office
	TOTAL:	PHP 200.00	23 Minutes	

16. Business Registration (New/ Renewal) Issuance of Business Permit

The Local Government Code authorizes the LGU to impose taxes, fees and other charges on business entities in order to generate revenue. The Business Permits and Licensing Section (BPLS) under the Office of the Administrator were tasked to implement several provisions of the existing Municipal Tax Ordinance. Its main objective is to require all business establishments to register and secure Business License and pay the required taxes and fees prior start of operations. Said permit shall be renewed annually, before the 20th of January. Business One Stop Shop (BOSS) is being conducted during business renewal period (from 1st working day to last working day of January of each year) participated in by authorized representatives from MTO/BPLO, Assessor, DA, BFP, Sanitary, MENRO,OBO and MPDO.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple/ Complex
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business
Who may avail:	Business Owners-residents and transients/authorized representative (other than a municipal employee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Business Application	
(1) Photocopy of Owner's Valid Identification Card bearing complete name, residence address and picture (for single proprietorship only)	See Annex A for the list of valid IDs
Location Sketch of business and Picture of establishment (at least three (3) photos showing the presence of signboard, main entrance, facilities, sidewalk or property line)	Applicant
PROOF OF BUSINESS REGISTRATION DTI Registration (Single Proprietorship) SEC Registration (Partnership/Corporation) including Articles of Incorporation and By-Laws CDA Accreditation (Cooperative)	DTI, SEC, CDA
Barangay Business Clearance (Locale of Business) with Official Receipt	Barangay where the business is located
List of Regular and/or Casual Employees, with residence address and position, duly certified by the owner/company representative	Owner/Company

NOTE: THESE EMPLOYEES ARE required to secure Working Permits	
Contract of Lease (if Lessee)	Notary Public
RENEWAL OF BUSINESS APPLICATION	
Barangay Business Clearance (Locale of Business) with Official Receipt	Barangay where the business is located
List of Regular and/or Casual Employees, with residence address and position, duly certified by the owner/company representative NOTE: THESE EMPLOYEES ARE required to secure Working Permits	Owner/Company
BASIS FOR COMPUTING TAXES, FEES AND CHARGES: □□Duly Notarized Sworn Statement of Gross Sales or Receipt or □□Certification of Gross Sales/Receipts duly signed by a CPA or authorized company representative BIR (IF EXEMPTED: Certificate of Tax Exemption	BIR
Annual Income Tax Return (ITR) for the preceding year with Audited Financial Statement BIR (IF EXEMPTED: Certificate of Tax Exemption) □□Certificate of Registration (COR-Form 2303) Proof of Payment of Annual Registration Fee for the current year (Form 0605) Note: Payment not later than 31st of January of each year	BIR
Additional Requirements:	
Banks / Pawnshops / Money Changers	Central Bank Authority
Cellular Phone Dealer/Service Center	NTC Permit (per DOTC-NTC Memorandum Circular No. 07-08-2004 and 08-08-2004 in pursuant to the provisions of the Radio Control Law, Act No. 3846, as amended, Executive Order No. 546, and Republic Act 7925)
Dealer of LPG	ERB Permit

Dealer of Rice, Corn and Wheat	National Food Authority (NFA) License
Drugstore	BFAD Permit/PRC License of Pharmacist
Education Institution	Dep-Ed Accreditation
Electronic and Repair Shop	DTI Accreditation
Medical/Dental/Optical Clinics	PRC License of attending Physician
Restaurant/Bakery	BFAD Permit
Telecommunications Services	NTC Clearance
Water Refilling Station	DOH Clearance/Water Analysis Result
Lessor of Commercial/Residential Lot/Building/Space/Machineries	Real Property Tax Clearance
Market Stall Holders	Certificate of Award/Market Clearance/ Deed of Sale (if any)
Newly Constructed Buildings	Building Permit and Occupancy Permit (issued by the Municipal Building Official) & Locational Clearance (issued by the MPDC)
Livestock/Poultry/Aviary Farm/Gasoline Station	Environmental Compliance Clearance (DENR)/LLDA Permit
Franchise	Franchise Agreement

FEES AND CHARGES	***Legal Basis: 2020 The Revenue Code of the Municipality of Pantabangan, Nueva Ecija*** ***Chapter II Taxes on Business*** ***Note*: New Business** – Newly started business entities shall not be subject to and/or liable to the payment of initial business tax and **SHALL ONLY BE SUBJECT OF BUSINESS PERMIT AND OTHER REGULATORY FEES AND CHARGES**. This is in compliance with DOF-BLGF Memorandum Circular No. 01-001-2017 issued on 05 January 2017. (**Chapter II, Article C, Section 13)** **Renewal** – based on gross receipts (Differ on tax schedule e.g. manufacturer, wholesaler/dealer, service, retailer) □ **Mayor's Permit -** Rate depends on type or nature of business (as per schedule) ***Chapter III, Article A, Section 3A.01*** □ **Garbage Fee -** Rate depends on type or nature of business (as per schedule) ***Chapter V, Article C, Section 5C.01*** □ **Sanitary Fee -** Rate depends on type or nature of business (as per schedule) □ ***Chapter IV, Article D Section 2D.01*** □ **Fire Inspection Fee -** 15% of fees **Penalty Imposed on Late Payees:** 25% surcharge (***Chapter VII, Article A, Section 7A.04 & .05***)

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

1. Obtain interview form with checklist of requirements from BPLO (Form 1)	1. Issues Interview Form and guidelines.	None	3 Minutes	*Licensing Officer or Staff* BPLO
2. Accomplish and submit Interview Form including the required documents to BPLS to secure computer generated application form and Tax Order of Payment (TOP)	2.1 Receive and examine application and evaluate submitted documents. 2.2 Verify declared capitalization/gross sales and determines corresponding license fees. 2.3 Encodes data to database, prints application form and TOP, records to logbook and orients applicant on routing procedures.	None None None	2Minutes 2 Minutes 5 Minutes	*Licensing Officer* BPLO *Licensing Officer* BPLO *Licensing Officer* BPLO
3. After payment of required taxes and fees and completion of the routing phase, return to BPLO for submission of accomplished/routed application form with all the requirements	3. Secures accomplished/routed application form, checks completeness of documentary requirements and correctness of taxes and fees paid, prints permit, forwards to the Municipal Mayor or his authorized	Please refer to the fees and charges above	10 Minutes	*BPLO Staff* BPLO *Municipal Mayor Municipal Administrator* Mayor's Office

	personnel for approval and signature, records to logbook and releases Business Permit bearing office seal including Business Plate and/or Sticker to client			
4. Applicant display license in their establishment	4. Conducts inspection, verifies the veracity of the application, prepares inspection report, and takes photo of the establishment showing presence of signboard, main entrance, facilities, and sidewalk or property line. Ensures that license is prominently displayed and open to public view and shall be renewed annually.	None	Varies (Depends on the location and nature of business)	*BPLO Staff* BPLO
5. Proceed to the designated payment window of the Municipal Treasury for payment.	5. Received payment and issued Official Receipt	None	10 Minutes	*Revenue Collection Clerk/Officer* BPLO

6. Wait as the Registration Officer/Clerk release and records the documents.	6. The Registration Officer/Clerk/ and Municipal Civil Registrar signs the prepared COLB. Encodes and assigns registry number to COLB.	None	3 Minutes	*BPLO Staff* BPLO
7. Claim the registered documents.	7. Issues COLB and advise client to safe keep the original copy and photocopy document when needed.	None	3 Minutes	*BPLO Staff* BPLO
	TOTAL:	Please refer to the fees and charges above	38 Minutes (Depends upon the submission of Complete Documentary Requirements)	

17. Cessation (Retirement/ Closure) of Business

Enterprises, upon cessation of operation, shall inform the LGU for the assessment of any tax due. Any person natural or juridical who discontinues, transfer to other locality/ies or close/retire his/her business operation(s) is subject to the taxes, fees and charges on business. Any tax due must first be paid before any business or an undertaking is finally terminated.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who may avail:	Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sworn Statement of the gross sale or receipts for the current calendar year (1 Original)	BIR
Affidavit of Business Closure (1 Original)	Notary Public
Latest permit issued and tin plate (to be surrendered) (1 Original)	Business Owner
Cancellation of Registration from DTI/SEC(1 Original)	DTI / SEC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain business retirement application form and checklist of requirements from BPLS (Form 3)	1.Issue application form	None	3 Minutes	*Licensing Officer* BPLO
2. Accomplish and submit application form including the required documents to BPLS for evaluation.	2.1 Receive and Examine submitted documents and verifies payment of taxes and status of business based on available records.	None	5 Minutes	*Licensing Officer* BPLO
	2.2 Advises applicant to follow up after 1 to 2 working days	None	10 Minutes	*Licensing Officer* BPLO

	(either personal or over the phone).			
	2.3 Conduct actual site inspection within 24 hours to verify the veracity of the application. 2.4 Prepares and submit Inspection Report to the Licensing Officer immediately after actual visitation.	None None	Varies (depends on the location and nature of business)	*License Inspector/ BPLO Staff* BPLO *License Inspector/ BPLO Staff* BPLO
	2.5 Upon submission of Inspection report, evaluates inspection report and determine taxes/fees to be paid. 2.6 Inform applicant on the result of evaluation (over the phone), advises them to schedule payment within 24 hours. 2.7 Issue order of payment to be given to client once they return to BPLO	None None None	5 Minutes 3 Minutes 2 Minutes	*Licensing Officer* BPLO *Licensing Officer* BPLO *Licensing Officer* BPLO
3. Proceed to the Designated payment window of the Municipal Treasury and present Tax	3. Receive payment and Issue Official Receipt	Please refer to the Revised Revenue	10 Minutes	*Revenue Collection Clerk/Officer* BPLO

Order Payment (TOP)		Code (depends on the Nature of business)		
4. Return to BPLS to present proof of payment of corresponding fee and issuance of Certification of Business Retirement	4. Checks correctness of fees paid, prints and signs Certification, seals, records to logbook and releases document to client	None	2 Minutes	*Licensing Officer* BPLO
	TOTAL:	Please refer to the Revised Revenue Code (depends on the Nature of business)	41 Minutes	

Budget Office

Internal Service

18. Budget Management Service - Preliminary Review of Barangay Budget

The Budget Management Service offers a thorough preliminary review of the barangay budget to ensure accuracy, compliance with regulations, and proper allocation of funds.

Office or Division:	Budget Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Barangay Captains of the Municipality of Pantabangan or thru their Barangay Treasurers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Complete Barangay Budget Preparation Forms (Duly Accomplished)	Budget Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
6. Submit duly accomplished Barangay Budget Preparation Forms.	6.1 Check submitted Barangay Budgets as to the completeness of the form, Receive if complete.	None	1 Day	Budget Officer II Budget Office
	6.2 Prepare necessary adjustment/corrections if needed.	None	3 hours	Budget Officer II Budget Office
	6.3 When revision is not needed, prepare recommendations for consideration of the Sanggunian.	None	1 hour	Budget Officer II Budget Office
	TOTAL	None	1 Day and 4 hours	

Cooperative Development Office

External Service

19. New Cooperative and Getting a New License

Support to individuals or groups seeking to establish a new cooperative and secure the necessary government licenses for legal operation.

Office or Division:	Municipal Agriculture Office /Cooperative Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Citizens of Pantabangan who want to build a Cooperative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Pre-Registration Seminar	Client
Pre-membership education seminar	Client
Mandatory Training	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Letter of Intent	1. Endorse the Letter of intent to PCDO	None	1 Day	*ICO-MCDO* *Municipal Agriculturist* Municipal Agriculture Office
2. Provide a venue for the meeting: a. Pre-registration Seminar b. Pre-membership Education Seminar c. Mandatory Training	2.Conduct seminar for building a cooperative based on RA 9520 or Pre-registration Seminar (PMES)	None	1 Day	*ICO-MCDO and MCDO DA Staff* *CDA, PCEDO* Municipal Agriculture Office
3. Prepare for the Issuance of certification attending the seminar based on R.A. 9520 or Pre-registration Seminar (PMES)	3.Begin with the Construction of the Cooperative	None	3 Minutes	*ICO-MCDO and MCDO DA Staff* *CDA, PCEDO* Municipal Agriculture Office
	TOTAL:		2 Days and 3 Minutes	

20. Issuance of Certification

Provides individuals, organizations, and cooperatives with official documents that verify their status, compliance, accomplishments, or participation in specific programs or activities.

Office or Division:	Cooperative Office
Classification:	Simple
Type of Transaction:	Getting Certification
Who may avail:	Citizens of Pantabangan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Financial Statement	Client
Latest Profile	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up Request Form for Certification	1. Asses the financial statement and profile	None	5 Minutes	*ICO- MCD* Municipal Agriculture Office
2. Pay for the Certification Fee	2. Issue Official receipt	100.00	5 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office
3.Receive the certification	3.1 Signing of Certification 3.2 Certification Issue.	None None	5 Minutes 5 Minutes	*ICO-MCDOand MCDO Staff* Municipal Agriculture Office *ICO-MCDOand MCDO Staff* Municipal Agriculture Office
		TOTAL:	20 Minutes	

Municipal Disaster Risk Reduction and Management Office

External Service

21. Request for Simulation Exercises and Drills

Request for a lecture, facilitator and umpires/observers during a simulation exercises or drill.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G-Government to Government			
Who may avail:	All Agency/Schools			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter addressed to Mayor thru LDRRMO		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
7. Sign in Client's Log Book at the information desk at the MDRRM Office.	1. Give the log book to the client at the MDRRM Office	None	1 min	MDRRMO staff
2. Submit request letter to the Municipal Mayor thru LDRRMO	2.1 Receive request letter and check availability of schedule.	None	10 mins	MDRRMO staff
	2.2 Forward copy of letter to Mayor's Office and request for LCE approval.	None	1 day	MDRRMO staff
	2.3 If favorable weather condition and with available personnel, LCE shall approve request.	None	5 mins	MDRRMO staff
3. Follow-up request after 1 day	3.1 Inform client if request is approved or not	None	2 mins	MDRRMO staff
	3.2 Set the appointment for DRRM lecture	None	5 mins	MDRRMO staff
4. Wait for the MDRRM Personnel on scheduled date	4.1 Facilitate conduct of simulation exercises/ drill	None None	1 hour 1 hour	MDRRMO MDRRMO

	4.2 Debrief participants on performance			
TOTAL		None	1 day, 2 hours and 23 minutes	

22. Request for Emergency Response Team

Request for emergency response teams or rescuers during emergencies and disasters.

Office or Division:	Municipal Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G-Government to Government
Who may avail:	All Agency/Barangays

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Relevant of information regarding emergency: Medical Emergency • Name of caller • Name of patient (if known) • Sign & symptoms currently being experienced • Past medical history (if known Vehicular Accident • Name of the Caller • Name of patient (if known) • Site of Incident • Type and number of vehicles involved; • Number of Injured Nearly drowning incident • Name of the caller • Site of the incident • Number of injured	Caller

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call MDRRM Hotline/request personally in the MDRRM Office and provide relevant details regarding the emergency.	1.1 Receive call / Request	None	1 min	MDRRMO staff
	1.2 Conduct interview and information gathering	None	2 mins	MDRRMO staff
	1.3 Record all information or details	None	2 mins	MDRRMO staff

	from the caller. 1.4 Organize and ready rescue team	None	5 mins	MDRRMO staff
2. Wait for Response Team on your location of the incident.	2.1 Preparation of rescue vehicle and paraphernalia needed 2.2 Rescuer proceed to location or site of the incident.	None None	10 mins 20 mins	MDRRMO staff MDRRMO staff
	TOTAL	None	40 mins	

Office of the Municipal Engineer

External Service

23. Application for Unified Building Permit and Allied Permits

-A Building Permit must be secured before undertaking any construction, erection, alteration, major repair, renovation, or conversion of any building or structure, whether owned by government or private entities. The Unified Building Permit process also covers the issuance of allied permits such as Architectural, Structural, Electrical, Plumbing, Mechanical, and Electronics Permits. This ensures that all building activities comply with the National Building Code of the Philippines (PD 1096), as well as local safety, zoning, and environmental standards.

Office or Division:	Office of the Municipal Engineer
Classification:	Varies on services the client needs. (Simple, Complex and Highly Technical)
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	-Any individual, organization, or entity applying for a Permit to construct, erect, alter, repair, renovate, or convert any structure within the municipality. -Owner's duly designated representative(s)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
✓ Complete Approve Plan (Signed and Sealed) 6 copies (3 original copies & 3 photocopies) *(For Two Storey Building and above – Design/Structural Analysis)	- Design Licensed Professionals
✓ Bill of Materials 6 copies (3 original & 3 photocopies)	- Design Licensed Professionals
✓ Proof of Ownership (6 photocopies)	
✓ Authorization Letter (if the Owner is not present)	- Prepared by the Applicant
✓ Professional Licenses (PRC ID and PTR of all designers/engineers) (6 photocopies)	- Prepared by the Applicant - Design Licensed Professionals who signed the Plan and Specifications
✓ BFP Clearance (1 copy)	
✓ CNC/ECC (if applicable) (1 copy)	- Bureau of Fire Protection
✓ Zoning/Locational Clearance (1 original copy)	- Environmental Management Bureau - Municipal Planning & Development Office
✓ Department of Labor and Employment Certificate (1 original copy)	- Department of Labor and Employment

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name and project details in the Client's Logbook and request an application form	1.1 Record applicant's information in the logbook 1.2 Issue checklist of requirements and application forms	None None	20 Seconds 40 Seconds	**Ruby B. Padilla** *Clerk* Office of the Municipal Engineer **Ruby B. Padilla** *Clerk* Office of the Municipal Engineer
2. Submit initial documents and building plans for	2.1 Evaluate and Check completeness of submitted requirements	None	30 Minutes	**Joel I. Uera** *Engineering Aide I*

preliminary evaluation	2.2 Endorse documents to the MPDC for Zoning/Locational Clearance.	None	5 Minutes	Office of the Municipal Engineer **Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer
3. Return to the Engineering Department and submit all required documents together with approved Zoning/Locational Clearance	3.1 Verify submitted documents and clearances 3.2 Assess fees and issue Order of Payment 3.3 Endorse documents to the BFP for Fire Safety Evaluation	None None None	5 Minutes 10 Minutes 5 Minutes	**Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer **Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer **Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer
4. Proceed to Municipal Treasurer's Office for payment	4. Process payment and issue Official Receipt (O.R.)	Fees based on Building Code and Revenue Code	5 Minutes	**Mary Jean Salaysay** *Clerk I* Office of the Municipal Treasurer
5. Return to the Engineering Department and submit all required documents and clearances	5. Verify submitted documents and clearances	None	5 Minutes	**Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer
6. Present the O.R. and claim approved Building Permit	6. Final review, signing, and issuance of Building Permit	None	15 Minutes	**Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer
	TOTAL:	Revenue Code	1 Hour & 21 Minutes	

24. Application for Building Exemption Permit (Section 209. Exemption)

-Under the Presidential Decree No. 1096 (the "National Building Code of the Philippines") and its Implementing Rules and Regulations, certain minor constructions or repairs may be **exempt** from the requirement to secure a full building permit. This exemption applies only where the work does not involve structural changes, does not compromise safety, and is in accordance with the Code's specific criteria and local-government unit regulations.

Office or Division:	Office of the Municipal Engineer
Classification:	Varies on services the client needs. (Simple, Complex and Highly Technical)
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	-Individuals, organizations, or government agencies requesting certification or approval that a proposed construction is exempted from the requirement of a Building Permit, in accordance with Section 209 of the National Building Code.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
✓ Duly accomplished Application for Building Exemption Form	- Municipal Engineering Office
✓ Proof of Ownership (1 photocopy)	- Prepared by the Applicant
✓ Letter of Request stating reason and nature of exemption (e.g., small structure, public/government project, repair works, etc.)	- Prepared by the Applicant
✓ Picture of the Building	
✓ Locational/Zoning Clearance	- Prepared by the Applicant
✓ BFP Clearance	- Municipal Planning & Development Office
✓ Authorization Letter (if the Owner is not present)	- Bureau of Fire Protection
✓ Identification Card (1 Photocopy)	- Prepared by the Applicant - Prepared by the Applicant

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name and project details in the Client's Logbook and request an application form	1.1 Record applicant's information in the logbook 1.2 Issue checklist of requirements and application form	None None	20 Seconds 40 Seconds	**Ruby B. Padilla** *Clerk* Office of the Municipal Engineer **Ruby B. Padilla** *Clerk* Office of the Municipal Engineer
2. Submit all required documents for initial evaluation	2.1 Review and evaluate submitted requirements 2.2 Conduct site inspection to verify actual project and exemption claim	None None	10 Minutes 1 Working Day	**Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer **Rodolfo Nidoy III,** *Engineer I* Office of the Municipal Engineer

3. Wait for fee assessment	3.1 Compute minimal processing fee 3.2 Issue Order of Payment	None None	3 Minutes 1 Minute	**Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer **Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer
4. Proceed to Municipal Treasurer's Office for payment	4. Process payment and issue Official Receipt (O.R.)	Fees based on Building Code and Revenue Code	5 Minutes	**Mary Jean Salaysay** *Clerk I* Office of the Municipal Treasurer
5. Present O.R. and claim the Building Exemption Permit / Certification	6. Final review, approval, and issuance of Building Exemption Permit / Certification signed by the Municipal Building Official	None	15 Minutes	**Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer
	TOTAL:	Revenue Code	1 Day & 35 Minutes	

25. Application for Occupancy Permit

-An Occupancy Permit must be secured **after** construction, renovation, conversion or change in use of a building or structure, and **before** the property is used or occupied. It certifies that the building has been completed in accordance with the approved plans, complies with structural, electrical, fire safety, sanitary/plumbing, zoning and other regulatory requirements, and is therefore safe and fit for its intended occupancy.

Office or Division:	Office of the Municipal Engineer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Any person or entity with a completed structure covered by a valid Building Permit, applying for permission to occupy or use the building.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
✓ Approved Building Permit (1 copy) ✓ Signed and Sealed Duly accomplished Certificate of Completion Form (3 Original Copies) ✓ As-built Plans (if there are changes during construction) (1 original copy) ✓ Fire Safety Inspection (1 copy)	-Municipal Engineering Office -Municipal Engineering Office - Design Licensed Professionals - Bureau of Fire Protection

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name and project details in the Client's Logbook and request for Occupancy Permit Application Form	1.1 Record applicant's information in the logbook 1.2 Issue checklist of requirements and application form	None None	20 Seconds 40 Seconds	**Ruby B. Padilla** *Clerk* Office of the Municipal Engineer **Ruby B. Padilla** *Clerk* Office of the Municipal Engineer
2. Submit completed documents and requirements for evaluation	2.1 Review and evaluate submitted requirements 2.2 Schedule and conduct site inspection of the completed structure	None None	5 Minutes 1 Working Day	**Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer **Rodolfo Nidoy III, Eduardo Uera, Joel Uera, Felipe Largo Jr.** *Engineer I, Electrical Inspector II, Engineering Aide I, Meter Reader II* Office of the Municipal Engineer
3. Secure Fire Safety Inspection Certificate (FSIC) from BFP and submit copy to Engineering Office	3. Verify FSIC and other completion certificates from different disciplines	None	5 Minutes	**Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer
4. Wait for assessment of applicable fees	4.1 Assess corresponding Occupancy Permit fees 4.2 Issue Order of Payment	None None	4 Minutes 1 Minute	**Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer **Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer
5. Proceed to the Municipal Treasurer's Office for payment	5. Process payment and issue Official Receipt (O.R.)	Fees based on Building Code	5 Minutes	**Mary Jean Salaysay** *Clerk I* Office of the Municipal Treasurer
6. Present the Official Receipt and claim the Occupancy Permit	6.1 Final review, approval, and signing by the Building Official 6.2 Release of approved Occupancy Permit	None None	10 Minutes 2 Minutes	**Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer **Jean G. De Guzman** *Municipal Engineer*

				Office of the Municipal Engineer
	TOTAL:	Based on Revenue Code	1 Day & 33 Minutes	

26. Application for Excavation Permit

-An Excavation Permit is required **before** any excavation, ground-cutting, filling or subsurface work is commenced in public places, roads, sidewalks or easements in the territorial jurisdiction of the local government unit. This includes projects undertaken by utility providers and telecommunication companies installing underground cables, conduits or support structures. Permitted excavations must comply with applicable standards for restoration, traffic safety and public infrastructure, and are subject to oversight by the relevant engineering or building official.

Office or Division:	Office of the Municipal Engineer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	Any individual, contractor, or company intending to excavate or open any portion of a public road, sidewalk, or ground for installation, repair, or construction purposes.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
✓ Duly accomplished Excavation Permit Application Form (5 copies)	- Municipal Engineering Office
✓ Letter of Intent stating purpose and location of excavation	- Prepared by the Applicant
✓ Traffic Management Plan (if excavation affects roadways)	- Prepared by the Applicant
✓ Proof of Ownership (1 Photocopy)	- Prepared by the Applicant
✓ Complete Set of Plan / Vicinity Map of the proposed excavation site	- Design Licensed Professionals
✓ Barangay Clearance	-Barangay where the excavation will be conducted
✓ Permit to Dig / Coordination Clearance from concerned utilities (if applicable: water, power, telecom, etc.)	-Respective Utility Companies (e.g., PAMES, PMWS, PLDT, Globe, etc.)
✓ Department of Public Works and Highways Permit	- Department of Public Works and Highways

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name and project details in the Client's Logbook and request for Excavation Permit Application Form	1.1 Record applicant's information in the logbook 1.2 Issue checklist of	None	20 Seconds	**Ruby B. Padilla** *Clerk* Office of the Municipal Engineer **Ruby B. Padilla**

	requirements and application form	None	40 Seconds	*Clerk* Office of the Municipal Engineer
2. Submit completed documents and requirements for initial evaluation	2.1 Check completeness and accuracy of submitted documents and plans 2.2 Schedule site inspection of proposed excavation area	None None	5 Minutes 5 Minutes	**Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer **Rodolfo Nidoy III** *Engineer I* Office of the Municipal Engineer
3. Allow site inspection to be conducted	3. Conduct actual site inspection to verify location, safety, and existing utilities	None	1 Working Day	**Rodolfo Nidoy III, Eduardo Uera, Joel Uera, Felipe Largo Jr.** *Engineer I, Electrical Inspector II, Engineering Aide I, Meter Reader II* Office of the Municipal Engineer
4. Wait for assessment of fees and required bond	4.1 Compute applicable Excavation Fees and Bond (if applicable) per Municipal Ordinance 4.2 Issue Order of Payment	None None	4 Minutes 1 Minute	**Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer **Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer
5. Proceed to the Municipal Treasurer's Office for payment	5. Process payment and issue Official Receipt (O.R.)	Fees based on Building Code and Revenue Code	5 Minutes	**Mary Jean Salaysay** *Clerk I* Office of the Municipal Treasurer
6. Present the Official Receipt and claim the Excavation Permit	6.1 Final review, approval, and signing by the Building Official 6.2 Release of approved Excavation Permit	None None	10 Minutes 2 Minutes	**Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer **Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer

TOTAL:	Based on Revenue Code	1 Day & 33 Minutes

27. Application for Building Annual Inspection Certificate

- The Annual Inspection Certificate is issued after a comprehensive evaluation of any building or structure, confirming that it remains compliant with approved plans, and relevant structural, electrical, plumbing, mechanical, sanitary and fire-safety requirements under the National Building Code of the Philippines (PD 1096) and its Implementing Rules and Regulations. This certificate must be renewed each year to ensure ongoing safety, stability and suitability for occupancy or use.

Office or Division:		Office of the Municipal Engineer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business		
Who may avail:		All building owners, operators, or administrators of existing structures required to maintain a valid Annual Inspection Certificate as per the National Building Code.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Duly Accomplished Renewal Application Form ✓ Building Permit (1 original copy) ✓ Latest Fire Safety Inspection Certificate		-Municipal Engineering Office -Municipal Engineering Office - Bureau of Fire Protection		
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log name and establishment details in the Client's Logbook and request for Annual Inspection Certificate	1. Record applicant's information in the logbook	None	1 Minute	**Ruby B. Padilla** *Clerk* Office of the Municipal Engineer
2. Submit the application Form	2. Check completeness of documents and verify validity of FSIC and Building Permit	None	5 Minutes	**Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer
3. Wait for schedule of site inspection	3. Conduct on-site inspection to verify building safety, maintenance, and compliance with Building Code standards	None	1 Working Day	**Jean De Guzman, Eduardo Uera, Joel Uera, Felipe Largo Jr.** *Municipal Engineer, Electrical Inspector II, Engineering Aide I, Meter Reader II* Office of the Municipal Engineer

4. Wait for computation and assessment of inspection fees	4.1 Assess and compute Annual Inspection Fees based on floor area and building type 4.2 Issue Order of Payment	None None	4 Minutes 1 Minute	**Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer **Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer
5. Proceed to the Municipal Treasurer's Office for payment	5.1 Process payment and issue Official Receipt (O.R.)	Fees based on Building Code and Revenue Code	5 Minutes	**Mary Jean Salaysay** *Clerk I* Office of the Municipal Treasurer
6. Present Official Receipt to Engineering Office and claim the Annual Inspection Certificate	6.1 Review inspection findings and ensure compliance 6.2 Prepare, sign, and release Annual Inspection Certificate (AIC)	None None	10 Minutes 2 Minutes	**Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer **Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer
	TOTAL:	Based on Revenue Code	1 Day & 28 Minutes	

28. Requesting for Engineering Certifications

-The request for engineering certifications covers formal evaluations and written certifications issued by licensed engineers or the local government engineering office to verify key structural or infrastructural conditions of buildings, roads and other constructed works. These include but are not limited to: (1) certification of structural stability of buildings or major works, (2) certification that a roadway or passage is 'road not passable' for vehicular or pedestrian traffic, and (3) other engineering-related certifications as may be required for compliance, safety, regulatory or administrative purposes. Such certifications aim to ensure public safety, to support proper decision-making before use, repair or conversion of the structure, and to comply with the requirements of the National Building Code of the Philippines (P.D. 1096) and the local building or engineering ordinances.

Office or Division:	Office of the Municipal Engineer
Classification:	Varies on services the client needs. (Simple, Complex and Highly Technical)
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business

Who may avail:		-Any individual, institution, or agency requesting official engineering certifications such as structural stability, road condition, or related engineering reports.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Inspection Report / Assessment (for structural or road-related certifications) ✓ Letter of Request stating the purpose and type of certification (e.g., Structural Stability, Road Not Passable, etc.) ✓ Proof of Ownership / Authorization (if private property involved) ✓ Barangay Certification / Endorsement (if applicable)		- Conducted and prepared by the Engineering Office - Prepared by the Applicant - Prepared by the Applicant -Concerned Barangay		
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log name and request details in the Client's Logbook at the Engineering Office	1.1 Record applicant's information in the logbook 1.2 Issue checklist of requirements	None None	20 Seconds 40 Seconds	**Ruby B. Padilla** *Clerk* Office of the Municipal Engineer **Ruby B. Padilla** *Clerk* Office of the Municipal Engineer
2. Submit letter of request and supporting documents	2.1 Evaluate submitted documents 2.2 Determine type of inspection or certification required	None None	10 Minutes 5 Minutes	**Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer **Rodolfo Nidoy III,** *Engineer I* Office of the Municipal Engineer
3. Wait for site inspection (if applicable)	3.1 Conduct on-site inspection to assess condition (e.g., structure stability, road passability) 3.2 Prepare inspection report	None None	1 Working Day 1 Hour	**Jean G. De Guzman, Rodolfo Nidoy III** *Municipal Engineer, Engineer I* Office of the Municipal Engineer **Rodolfo Nidoy III,** *Engineer I* Office of the Municipal Engineer
4. Wait for fee assessment	4.1 Compute certification or inspection fee (if applicable)	None	3 Minutes	**Arvin Villa** *Administrative Aide IV* Office of the Municipal Engineer **Arvin Villa**

	4.2 Issue Order of Payment	None	1 Minute	*Administrative Aide IV* Office of the Municipal Engineer
5. Proceed to Municipal Treasurer's Office for payment	5. Process payment and issue Official Receipt (O.R.)	Certification Fee (based on local ordinance)	5 Minutes	**Mary Jean Salaysay** *Clerk I* Office of the Municipal Treasurer
6. Present O.R. and claim requested Certification	6. Prepare, review, and sign Certification by the Municipal Engineer	None	15 Minutes	**Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer
	TOTAL:	Revenue Code	1 Day, 1 Hour & 30 Minutes	

29. Request for Engineering Assistance / Technical Support

- This service covers requests from Barangays, local offices, national agencies, or individuals seeking technical assistance from the Municipal Engineering Office for the implementation, evaluation, or preparation of community infrastructure projects.

Office or Division:		Office of the Municipal Engineer		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Barangay Officials, Heads of Local or National Offices, and Individuals requesting technical assistance for community or government projects such as: • Drainage System • Public Building • Road Infrastructure Project • Irrigation System		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
✓ Request Letter or Resolution from: ➢ Sangguniang Bayan (1 copy) ➢ Sangguniang Barangay (1 copy) ➢ Head of Office (1 copy) ➢ Individual Person (1 copy) ✓ Sketch or Location Map of the proposed project (if applicable) ✓ Project Background or Justification		-Sangguniang Bayan Office -Concerned Barangay -Concerned Office or Department -Project Background or Justification -Requesting Party / Office		
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go to the Municipal Engineering Office to file the request for project assistance	1.1 Receive and record the request in the Client's Logbook 1.2 Review and	None	1 Minute	**Ruby B. Padilla** *Clerk* Office of the Municipal Engineer

and submit all required documents	endorse the request to the Municipal Engineer 1.3 Forward to the Office of the Mayor for information and coordination 1.4 Evaluate project feasibility and determine possible assistance (materials, manpower, equipment, etc.)	None None None	5 Minutes 4 Minutes 10 Minutes	**Joel I. Uera** *Engineering Aide I* Office of the Municipal Engineer **Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer **Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer
2. Coordinate with the Engineering Office for site inspection schedule and provide necessary details of the project.	2.1 Conduct on-site inspection and verification of project location 2.2 Task Plan and Program Adjustment	None None	1 Working Day 1 Working Day	**Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer **Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer
3. Wait for notification or update regarding approval and implementation	3. Review and finalize Work Plan and Program	None	5 Minutes	**Jean G. De Guzman** *Municipal Engineer* Office of the Municipal Engineer
		TOTAL:	2 Days & 25 Minutes	

General Services Office

Internal Service

30. Issuance Of Office, Janitorial, Electrical and Other Supplies

Manage and distribute a wide range of supplies to maintain smooth operations in the workplace, supporting productivity, cleanliness, and safety.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Departments/Offices within LGU-Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Requisition and Issuance Slip (RIS)		General Services Office		
Acknowledgement Receipt		General Services Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
8. Request for Office, Janitorial, Electrical and Other Supplies	8.1 Check items requested based on approved RIS 8.2 Prepare requested supplies	None None	5 mins 5 mins	GSO General Services Office GSO General Services Office
9. Accept requested supplies	9.1 Issue requested supplies	None	10 mins	GSO General Services Office
10. Sign Acknowledgement Receipt	10.1 Encode/File Acknowledgement Receipt for monitoring purposes	None	3 mins	GSO General Services Office
	TOTAL	None	23 mins	

31. Issuance of Acknowledgement Receipt for Equipment for newly acquired Properties

Documentation and formal acknowledgment of newly acquired equipment or property.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Departments/Offices within LGU-Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Purchased Order papers with attached inspected Official Receipt.		Municipal Treasurer's Office/Municipal Accounting Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring the Purchased Order and inspected official receipt Acknowledgement Receipt for Equipment (ARE) and MR detailing the property.	1.1 Receive and review all documents. 1.2 Prepare Triplicate copy of Acknowledgement Receipt for Equipment and MR.	None None	5 mins 5 mins	GSO General Services Office GSO General Services Office
2. Signed the accomplished Acknowledgement Report and MR for Equipment and give back to the office clerk	2.1 Receive and check completely. 2.2 Record and place inventory tags	None	5 mins 3 mins	GSO General Services Office GSO General Services Office
3. Have a copy of ARE and MR for file	3.1 Give one copy of ARE and MR at Clients one copy for MAO keep the last one for file	None	3 mins	GSO General Services Office
	TOTAL	None	21 mins	

Human Resource Management Office

Internal Service

32. Administration of Leave (Sick, Vacation, Monetization)

Leave of Absence is a privilege granted to officials and employees in the government to be absent and not to report for duty for one or more days with their positions held for them until their return.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Active Employees of the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
CS From No.6 (1 original copy)	HRMO
Medical & other supporting documents (1 original copy)	Medical Certificate from Medical Doctor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
11. Submit duly accomplished leave application	11.1 Receive duly accomplished leave application and supporting document, if applicable.	None	5 mins	*Administrative Aide* Human Resource Management Office
	11.2 Compute leave credits	None	5 mins	*Administrative Aide* Human Resource Management Office
	11.3 Certify leave credits	None	30 mins 1 day	*Administrative Aide* Human Resource Management Office
	11.4 Send the leave application to the Office of the Mayor for initial or approval	None	5 mins	*Human Resource Management Officer* Human Resource Management Office
	11.5 Reflect/deduct on the leave credits the number of days of leave applied			

1. Secure copy of approved leave from designated office personnel in charge on leave of absence	1.1 Distribute approved leave to offices	None	1 hour	*Administrative Aide* Human Resource Management Office
	TOTAL	None	1 Day, 1 hour and 45 mins	

33. Payment of Terminal Pay

Any official/employee of the government who retires, voluntarily resigns or is separated from the service through no fault of his own, and who is not otherwise covered by special law, shall be entitled to the commutation of his leave credits exclusive of Saturdays, Sundays and Holidays without limitation and regardless of the period when the credits were earned.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Separated and Active Employees of the Municipality of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of retirement or resignation		Applicant		
Duly signed leave form of the applicant		Applicant		
Approved Clearance		HRMO		
Service Record		HRMO		
Certificate of Last Day in Service		HRMO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure and submit all requirements	1.1 Receive duly accomplished terminal pay request form with complete requirements	None	5 mins	*Administrative Aide* Human Resource Management Office
	1.2 Review the submitted requirement	None	30 mins	*Administrative Aide* Human Resource Management Office
	1.3 Compute the terminal pay and prepare voucher and obligation request	None	10 mins	*Administrative Aide* Human Resource Management Office

	1.4 Endorse the terminal pay documents to concerned offices for proper accounting and auditing procedures	None	5 mins	*Human Resource Management Officer* Human Resource Management Office
	TOTAL	None	50 mins	

34. Certificate of Employment / Leave Credits / No Pending Administrative or Criminal Case

Certificate of employment is an essential document that officially verifies an individual's current or prior employment with the agency. It includes specific details such as the job title, department, dates of employment, salary grade, benefits, and any other compensation associated with the position.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Separated and Active Employees of the Municipality of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Valid Government Issued Identification Card (1 original and 1 photocopy)		See Annex		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill-up and submit request	a. Receive duly accomplished request	None	5 mins	*Administrative Aide* Human Resource Management Office
	b. Prepare Certificate of Employment / other requested document	None	10 mins	*Administrative Aide* Human Resource Management Office
	c. Sign the Certificate of Employment	None	5 mins	*Human Resource Management Officer* Human Resource Management Office
1. Accept the certification	1.1 Release the Certification	None	5 mins	*Administrative Aide* Human Resource Management Office
	TOTAL	None	50 mins	

35. Applying for a job within the Municipal Government of Pantabangan

Equal Employment Opportunity extends to all government offices. The selection process ensures that, for each vacancy, applicants have equal probability of appointment or promotion to the job opportunity.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizens			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Personal Data Sheet (PDS / CS Form No. 212, Revised 2017, available for download at the www.csc.gov.ph)		HRMO		
Letter of Application		Client		
Two (2) Photocopy of the Performance Evaluation for the last rating period (if applicable).		HRMO/Previous Company		
Two (2) Photocopy of Certificate of Eligibility/Rating/License		PRC		
Two (2) Photocopy of Transcript of Records		University attended		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit job application	1. Receive job application requirements with Letter of Application	None	5 mins	*Administrative Aide* Human Resource Management Office
2. Undergo Preliminary Interview	2.1 Conduct a short interview based on submitted PDS to know if the applicant meets the required minimum Qualification Standard (QS).	None	15 mins	*Human Resource Management Officer* Human Resource Management Office
	2.2 Forward application to Human Resource Merit	None	5 mins	*Administrative Aide* Human Resource Management Office

	Promotion and Selection Board for screening and assessment schedule. Advice/notify applicant for examination and interview schedule			
3. Attend scheduled examination and interview after receiving advice/notification. (Only shortlisted qualified applicants will be notified)	3.1 Administer examination. 3.2 Conduct HRMPSB Interview. 3.3 Submit prepared ranking sheet to the Appointing Authority for selection. 3.4 Notify selected applicant (date of employment is subject to approval of the appointing authority).	None None None None	1 hour 30 mins 10 mins 10 mins	*Administrative Aide* Human Resource Management Office HRMPSB Members *Human Resource Management Officer* Human Resource Management Office *Human Resource Management Officer* Human Resource Management Office
4. Confirm the acceptance of Job Offer and provide information at the Log Sheet.	4.Inform accepted applicant about the pre- employment requirements and start appointment preparation.	None	5 mins	*Human Resource Management Officer* Human Resource Management Office
	TOTAL	None	2 hours and 20 mins	

36. Issuance of Service Record

The HRMO issues service record indicating the inclusive dates of tactual services rendered by the employee, his designation, status of appointment, annual salary and its adjustment records of leave without pay.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Permanent, Coterminous and casual employees and elective officials of the LGU (active and separated)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal:	
- Valid ID (1 Original, 1 Photocopy)	See Annex A for the list of Valid IDs
- Accomplished requisition form	HRMO
Representative:	
- Authorization letter	Principal
- Valid ID of the representative (1 Original, 1 Photocopy)	See Annex A for the list of Valid IDs
- Photocopy of ID of the principal with 3 specimen signatures (1 copy)	Principal
- Accomplished requisition form	HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Valid ID and submit accomplished requisition form and other required documents together with the authorization letter if authorized representative at the transaction window	1.1 Check ID and receive accomplished requisition form and p-other required documents as well as authorization letter if transaction is through authorized representative	None	5 mins	*Administrative Aide* Human Resource Management Office
	1.2 Check records and print the Service Record and forward to the HRMO for certification of correctness	None	10 mins	*Administrative Aide* Human Resource Management Office

	1.3Review the printed service record and sign for certification of correctness	None	10 mins	*Human Resource Management Officer* Human Resource Management Office
2. Receive the service record and sign on the transaction logbook	2.Record the transaction in the logbook and release the Service Record	None	3 mins	*Administrative Aide* Human Resource Management Office
	TOTAL	None	28 mins	

37. Issuance of Certificate of Net Take Home Pay

This service allows an employee to obtain information about his net take home pay for a requested period and attestation to its veracity for a legal purpose

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All active permanent, coterminous and casual employees and elective officials of the LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal:	
- Valid ID (1 Original, 1 Photocopy)	See Annex A for the list of Valid IDs
- Accomplished requisition form	HRMO
Representative:	
- Authorization letter	Principal
- Valid ID of the representative (1 Original, 1 Photocopy)	See Annex A for the list of Valid IDs
- Photocopy of ID of the principal with 3 specimen signatures (1 copy)	Principal
- Accomplished requisition form	HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Valid ID and submit accomplished requisition form and other required documents together with the authorization letter if authorized representative at the transaction window	1.1 Check ID and receive accomplished requisition form and p-other required documents as well as authorization letter if transaction is through authorized representative	None	5 mins	*Administrative Aide* Human Resource Management Office
	1.2 Check payslip against payroll and encode details of the certification	None	10 mins	*Administrative Aide* Human Resource Management Office
	1.3 Print the Certificate of			

	Net Take Home Pay and forward to the HRMO for signing 1.4 Review the printed Certificate of Net Take Home Pay and sign on the document	None None	5 mins 10 mins	*Administrative Aide* Human Resource Management Office *Human Resource Management Officer* Human Resource Management Office
2. Receive the Certificate of Net Take Home Pay and sign on the transaction logbook	2.Record the transaction in the logbook and release the Certificate of Net Take Home Pay to the client or authorized representative	None	3 mins	*Administrative Aide* Human Resource Management Office
	TOTAL	None	33 mins	

38. Issuance of Certificate of Performance Rating

This service allows an employee to obtain information about his performance rating for a requested period based on records and attestation to its veracity for a legal purpose.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All active permanent, coterminous and casual employees of the LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal:	
- Valid ID (1 Original, 1 Photocopy)	See Annex A for the list of Valid IDs
- Accomplished requisition form	HRMO
Representative:	
- Authorization letter	Principal
- Valid ID of the representative (1 Original, 1 Photocopy)	See Annex A for the list of Valid IDs
- Photocopy of ID of the principal with 3 specimen signatures (1 copy)	Principal
- Accomplished requisition form	HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Valid ID and submit accomplished requisition form and other required documents together with the authorization letter if authorized representative at the transaction window	1.1 Check ID and receive accomplished requisition form and p-other required documents as well as authorization letter if transaction is through authorized representative	None	5 mins	*Administrative Aide* Human Resource Management Office
	1.2 Check employee records on performance rating obtained for the requested period	None	10 mins	*Administrative Aide* Human Resource Management Office
	1.3 Encode details of the	None	5 mins	*Administrative Aide*

	performance rating 1.4 Print the Certificate of Performance Rating and forward to the HRMO for signing 1.5 Review the printed Certificate of Performance Rating and sign on the document	None None	5 mins 10 mins	Human Resource Management Office *Administrative Aide* Human Resource Management Office *Human Resource Management Officer* Human Resource Management Office
2. Receive the Certificate of Net Take Home Pay and sign on the transaction logbook	2.Record the transaction in the logbook and release the Certificate of Performance Rating to the client or authorized representative	None	3 mins	*Administrative Aide* Human Resource Management Office
	TOTAL	None	38 mins	

39. Issuance of Certificate of Leave Without Pay Incurred

This service allows an employee to obtain information about Leave Without Pay (LWOP) he incurred for a requested period based on records and attestation to its veracity for a legal purpose.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All active permanent, coterminous and casual employees of the LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal:	
- Valid ID (1 Original, 1 Photocopy)	See Annex A for the list of Valid IDs
- Accomplished requisition form	HRMO
Representative:	
- Authorization letter	Principal
- Valid ID of the representative (1 Original, 1 Photocopy)	See Annex A for the list of Valid IDs
- Photocopy of ID of the principal with 3 specimen signatures (1 copy)	Principal
- Accomplished requisition form	HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Valid ID and submit accomplished requisition form and other required documents together with the authorization letter if authorized representative at the transaction window	1.1 Check ID and receive accomplished requisition form and p-other required documents as well as authorization letter if transaction is through authorized representative	None	5 mins	*Administrative Aide* Human Resource Management Office
	1.2 Check employee records on LWOP from the Service Record and Leave Record for the requested period	None	10 mins	*Administrative Aide* Human Resource Management Office

	1.3 Encode details of the leave without pay incurred 1.4 Print the Certificate of Leave Without Pay (LWOP) incurred and forward to the HRMO for signing 1.5 Review the printed Certificate of Leave Without Pay (LWOP) incurred and sign on the document	None None None	5 mins 5 mins 10 mins	*Administrative Aide* Human Resource Management Office *Administrative Aide* Human Resource Management Office *Human Resource Management Officer* Human Resource Management Office
2. Receive the Certificate of Net Take Home Pay and sign on the transaction logbook	2.Record the transaction in the logbook and release the Certificate of Leave Without Pay (LWOP) incurred to the client or authorized representative	None	3 mins	*Administrative Aide* Human Resource Management Office
	TOTAL	None	38 mins	

40. AUTHENTICATION OF PHOTOCOPIED DOCUMENTS

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

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	Government to Government-G2G
Who may avail:	All employees and officials of the LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the principal: - Valid ID (1 original, 1 photocopy) - Accomplished requisition form **Representative:** - Authorization letter(1 original) - Valid ID of the representative (1 Original, 1 Photocopy) - Photocopy of ID of the principal with 3 specimen signatures (1 copy) - Accomplished requisition form	See Annex A for the list of Valid IDs HRMO Principal Government agency concerned Principal HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID and submit accomplished requisition form and other required documents together with the	1.1 Check ID and receive accomplished requisition form and other required documents	None	5 mins	*Administrative Aide* *Human Resource Management Office*

authorization letter if authorized representative at the transaction window	as well authorization letter if transaction is through authorized representative	None	20 mins	
	1.2 Retrieve document(s) to be photocopied from the employee's 201 file	None	10 mins	*Administrative Aide* *Human Resource Management Office*
	1.3 Photocopy document(s) based on the number of copies requested	None	2 mins	*Administrative Aide* *Human Resource Management Office*
	1.4 Forward the original and photocopied documents to the HRMO for review	None	5 mins	*Administrative Aide* *Human Resource Management Office*
	1.5 Review, dry seal and sign the documents for authentication	None	2 mins	*Administrative Aide* *Human Resource Management Office*
	1.6 Forward to the HRMO staff the authenticate documents for releasing			

	and the original document for refilling			
2. Receive the authenticated document(s)	2. Record the transaction in the logbook and release the authenticate documents to the client or authorized representative	None	5 mins	*Administrative Aide* Human Resource Management Office
	TOTAL	None	49 mins	

41. PROCESSING OF CLEARANCE FORM (CS DORM NO.7, Revised 2018)

This service allows an employee to secure clearance from the agency for work-related and money and property accountabilities for a legal purpose.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	Government to Government-G2G
Who may avail:	Employees of LGU who are retiring, being separated, transferring to agencies, leaving the Philippines and going on leave of absence for more than 30 days

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the principal: - Valid ID (1 original, 1 photocopy) - Accomplished requisition form - Certificated of Pendency/Non-pendency of case (4 original copies) **Representative:**	See Annex A for the list of Valid IDs HRMO HRMO

- Authorization letter (1 original) - Valid ID of the representative (1 Original, 1 Photocopy) - Photocopy of ID of the principal with 3 specimen signatures (1 copy) - Accomplished requisition form - Certificate of Pendency/Non-pendency of case of the client (4 original copies)		Principal Government agency concerned Principal HRMO HRMO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
2. Present Valid ID and submit accomplished requisition form and other required documents together with the authorization letter if authorized representative at the transaction window	1.1 Check ID and receive accomplished requisition form and other required documents as well authorization letter if transaction is through authorized representative 1.2 Encode details of Clearance 1.3 Print Clearance Form in four (4) copies	None	5 mins	*Administrative Aide* *Human Resource Management Office*

		None	5 mins	*Administrative Aide* *Human Resource Management Office*
		None	5 mins	*Administrative Aide* *Human Resource Management Office*
2. Receive printed clearance form	2. Hand printed clearance form and advise client to return to HRMO once cleared from all accountabilities	None	5 mins	*Administrative Aide* Human Resource Management Office

3. Return to HRMO and submit accomplished Clearance Form in four(4) copies	3. Receive accomplished Clearance Form	None	3 mins	*Administrative Aide* Human Resource Management Office
4. Receive one (1)original copy of the accomplished Clearance Form and sign at the logbook	4.1 Return original copy of accomplished Clearance Form to client 4.2 File copy of the clearance form for payroll and employee record and furnish accounting office.	None None	2 mins 5 mins	*Administrative Aide* Human Resource Management Office *Administrative Aide* Human Resource Management Office
	TOTAL	None	30 mins	

PROCESSING OF CLERANCE FORM qualified for multi-stage processing

42. PREPARATION OF SERVICE CONTRACT FOR JOB ORDER AND CONTRACT OF SERVICE WORKERS

This service allows an employee to secure clearance from the agency for work-related and money and property accountabilities for a legal purpose.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	Government to Government-G2G
Who may avail:	All offices of the LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Manpower requisition form (signed by all signatories) - Duly accomplished PDS of the worker - Medical Certificate (CS Form 211) of the worker - One (1) Documentary Stamp - Police Clearance - Mayor's Clearance	HRMO Worker Government Physician HRMO Local Police Station Office of the Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 . Submit approved Manpower Requisition Form and documentary requirements	1.1 Receive the Manpower Requisition Form and review documentary requirements	None	5 mins	*Resource Management Office*

	1.2 Prepare and print Service Contract in triplicate 1.3 Forward of the printed Service Contract to HRMO 1.4 Ceck the accuracy and sign the Service Contract 1.5 Forward the Service Contact to Budget Office for certification on appropriation 1.6 Review and sign on the Service Contract as to appropriation 1.7 Retrieve the signed Service Contract from Budget Office 1.8 Forward to Mayor's office for approval 1.9 Review and sign on the Contract as to Approval 1.10 Forward the Service Contract to HRMO	None None None None	5 mins 5 mins 5 mins 5 min	*HRMO/Human Resource Management Office* *HRMO/Human Resource Management Office* *HRMO(MGDH 1)* *Human Resource Management Office* *Administrative Aide* *Human Resource Management Office*

		None	30mins	Municipal Budget Officer Municipal Budget Office
		None	5 mins	*Administrative Aide* Human Resource Management Office
		None	5 mins	*Administrative Aide* Human Resource Management Office
		None	5 mins	*Office of the Mayor*
		None	5 mins	*Clerk I* *Office of the Mayor*
		None	5 mins	
2. Review details and sign as to conformity and acknowledgment of the Service Contract	2. Record the transaction in the logbook	None	6 mins	*Administrative Aide* Human Resource Management Office

3. Receive copy of the contract	3. Release the Service Contract to the worker and file the agency copy	None	2 mins	*Administrative Aide* Human Resource Management Office
	TOTAL	None	1 hour, 11 minutes	

PREPARATION OF SRVICE CONTACT FOR JOB ORDER AND CONTRACT OF SERVICE WORKERS qualified for multi-stage processing

43 .APPLICATION FOR RETIREMENT/SEPARATION

This service allows the agency to prepare the documents a retiring/separating employee needs for his claim of retirement/separation benefits from GSIS

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Retiring or Separating Employee of the Agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Valid ID	
- Letter of Intent to Retire	Government Agency concerned
- Duly accomplished GSIS form(3 original copies)	Client HRMO
- Ombudsman Clearance secured no earlier than 6 months before effectively of retirement (1 original copy,2 authenticated copies)	Office of the Ombusman
- Certificate of No Pending Case(3 original copies)	HRMO
- Service Record (3 original copies)	HRMO
- 1x1 picture(2 copies)	Client
- Certification regarding Leave without Pay (LWOP)Incurred (3 original copies)	HRMO
- Endorsement to GSIS (3 original copies)	HRMO Government agency concerned

- **Additional Requirements for the Authorized Representative:** - Authorization letter - Accomplished requisition form -		Principal Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all requirements to the staff concerned for checking of veracity	1.1 Check all requirements for completeness and veracity	None	5 mins	*HRMO/ Human Resource Management Office*
	1.2 Prepare endorsement to GSIS for signing by the Municipal Mayor	None	5 mins	*HRMO/Human Resource Management Office*
	1.3 Forward form to HRMO for signing Contract to HRMO	None	10 mins	*HRMO/Human Resource Management Office*
	1.4 Review and sign form	None	5 mins	*HRMO(MGDH 1) Human Resource Management Office*
	1.5 Forward pertinent papers for retirement to Mayor's Office	None	5 mins	*Administrative Aide Human Resource Management Office*
	1.6 Review Papers and sign on the GSIS form and endorsement	None	1 day	*Municipal Mayor Office of the Municipal Mayor*
	1.7 Retrieve pertinent papers for retirement from Mayor's Office	None	5 mins	*Administrative Aide* Human Resource Management Office
2. Sign at the logbook at the HRMO and release the	2.Hand the logbook and release the approved application for	None	3 mins	*Administrative Aide* Human Resource Management Office

approved application for retirement and endorsement to GSIS	retirement and endorsement to GSIS None			
	TOTAL	None	1 day and 38 mins	

APPLICATION FOR RETIREMENT/SEPARATION qualified for multi-stage processing

Pantabangan Infirmary

External Service

43. Handling of Letters/ Correspondence Received Thru Email/ Courier/ Personal Delivery

The Office of the Chief of Hospital I process handling letters/correspondence received thru email, courier, or personal delivery covers activities from receipt of letter up to sending a reply/response letter.

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL**
Classification:	Simple transaction
Type of Transaction:	G2C –Government to Citizen, G2G –Government to Government, G2B –Government to Business
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter/correspondence 2. Receiving copy, checklist/record/proof of receipt (whichever is applicable) 3. Contact details of the sender/sender's authorized representative (as deemed necessary)	Requesting individual/office/agency

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	A. <u>Email:</u> 1. Send letter/correspondence to pantabanganinfirmary@gmail.com	1.A Open/Check email. Acknowledge/ Forward / refer to and coordinate with offices / persons concerned	None	Urgent: 1 Day Non Urgent: 2 Days	Administrative Officer / COH Office
	B. <u>Courier/ Personal Delivery:</u> 1. Present the letter/ correspondence together with the checklist/ record/ receiving copy	1.B Check/screen/ receive the letter/ correspondence and forward/refer to or coordinate with offices/persons concerned for appropriate action	None	Urgent: 1 Day Non Urgent: 2 Days	Administrative Officer / COH Office
		1.1Confirm/Acknowledge response to letter/correspondence/ email	None	Urgent: 1 Day Non Urgent: 1 Day	Administrative Officer / COH Office

TOTAL:	**None**	**A. Email:** **Urgent: 2 Days** **Non Urgent: 3 Days** **B. Courier/ Personal Delivery:** **Urgent: 2 Days** **Non Urgent: 3 Days**	
END OF TRANSACTION			

44. Handling of Invitations and Requests for Appointment/Meeting with the Chief of Hospital I (COH I)

The office of the Chief of Hospital I process handling invitations and requests for appointment/meeting with the COH I covers activities from a receipt of invitation/request letter up to sending a reply/response letter.

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL**
Classification:	Simple transaction
Type of Transaction:	G2C –Government to Citizen, G2G –Government to Government, G2B –Government to Business
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter/correspondence/invitations/programs (whichever is applicable) 2. Checklist/record/proof of receipt, receiving copy/documented requests/messages (whichever is applicable) 3. Contact details of the requester/authorized Representative	Requesting individual/office/agency

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	A. Email: 1. Email to pantabanganinfirmary@gmail.com	1.1A Acknowledge/ forward/ refer to and coordinate with the Administrative Officer V	None	1 Day	Administrative Officer / COH Office
	B. Courier: 1. Send invitation/request to the Office of the Chief of Hospital I	1.1B Check/screen/ receive the invitation/request	None	30 minutes	Administrative Officer / COH Office
	C. Personal Delivery: 1. Present the invitation/request to Administrative Officer V	1.1C Check/screen/ receive the invitation/request	None	30 minutes	Administrative Officer / COH Office

2	Confirm/ Acknowledge response to invitation/request	2.1 Coordinate with the COH I and respond to the invitation/ request (thru email or by phone) 2.2 If invitation/ request is approved, post on the COH I calendar of activities	None None	2 Days	Administrative Officer / COH Office
		TOTAL:	**None**	**A. Email: 3 Days** **B. Courier: 2 Days, 30 minutes** **C. Personal Delivery: 2 Days, 30 minutes**	
END OF TRANSACTION					

45. Providing Assistance to patients and their relatives/authorized representatives

The office of the Chief of Hospital provides assistance to patients and their relatives/authorized representatives based on existing hospital policies and procedures (e.g. consultation schedule, concerns/complaints, medical assistance).

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL**
Classification:	Simple transaction
Type of Transaction:	G2C –Government to Citizen, G2G –Government to Government, G2B –Government to Business
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Specific details of the concern	Requesting individual

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Visit Office of the Chief of Hospital to provide details of the request for assistance	1.1 Accept request for assistance	None	5 minutes	Administrative Officer / COH Office
		1.2 Analyze the nature of request	None	3 minutes	Administrative Officer / COH Office
		1.3 Determine service of patient	None	2 minutes	Administrative Officer / COH Office
		1.4 Ascertain the nature of assistance to provide	None	5 minutes	Administrative Officer / COH Office
		1.5 Extend assistance based on existing policies and procedures	None	5 minutes	Administrative Officer / COH Office
		1.6 Provide feedback to client relative to his/her request	None	15 minutes	Administrative Officer / COH Office
		TOTAL:	**None**	**35 minutes**	
END OF TRANSACTION					

46. Attending to Inquiries

The office of the Chief of Hospital attends to inquiries (e.g. hospital procedures and policies, location and direction of department/ office/ unit).

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL**
Classification:	Simple transaction
Type of Transaction:	G2C –Government to Citizen, G2G –Government to Government, G2B –Government to Business
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter indicating concern (if in writing)	Requesting individual

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	State the concern either verbal or in writing	1.1 Interview the client.	None	5 minutes	Administrative Officer /COH Office
		1.2 Coordinate with proper Division/Department Section and Unit concern.	None	5 minutes	Administrative Officer / COH Office
2	Follow up sent inquiry to the office	2.1 Directs the clientele to the handling Division/Department/ Section and Unit concern for follow up.	None	2 minutes	Administrative Officer / COH Office
		TOTAL:	**None**	**12 minutes**	
END OF TRANSACTION					

47. OPD - Consultation

Itinalagang klinika para sa konsultasyon ng mga empleyado ng ospital at mga pasyente na mayroon primerong lebel ng kalusugang pangmedikal.

Schedule ng consultation: Lunes hanggang Biyernes, mula 8:00 ng umaga hanggang 5:00 ng hapon.

Office or Division:	**OUT PATIENT DEPARTMENT**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Mga pasyenteng nangangailangan ng serbisyong pang Out-Patient

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid identification card (ID)/Barangay certificate o birth certificate para sa mga batang pasyente	See annex a for the list of valid IDs
OPD request slip	OPD Records

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pumunta sa OPD waiting area Walk-in: Pumunta sa Medical records para magparegister at mabigyan ng OPD Queuing number para sa Out Patient Record	1.1 Paglabas ng OPD Card sa mga pasyente. 1.2 Pagbabayad ng OPD Card/ OPD fee ng pasyente.	Wala P50.00	15 minuto 15 minuto	Nursing Attendant /Administrative Officer I OPD Records Officer/ OPD Records OPD / Cashier (Pagtanggap ng bayad at pag – iissue ng official receipt sa pasyente)
2. Makipag-ugnayan sa Nurse na nakaduty sa OPD Clinic kapag natawag na ang inyong queuing number	2.1 Pagpanayam sa pasyente kung ano ang papatingnan 2.2 Pagkuha ng Vital Signs (Blood Pressure, Cardiac Rate,Temperature, O2 Saturation) ng pasyente 2.3 Pagbigay ng Card sa Doktor pagkatapos kapanayamin at pagpila ng record ayon sa pagdating ng pasyente	Wala Wala Wala	5 minuto 5 minuto 5 minuto	Nurse/ Nursing attendant OPD Nurse/ Nursing attendant OPD Nurse/ Nursing attendant OPD
3. Sabihin sa doctor kung ano ang nais ipakonsulta at makinig sa ipapayo. Makatatanggap ng	3.1 Pagtawag ng Doktor sa Pasyente. 3.2 Susuriin ng mabuti ang nais ipakonsulta.	Wala Wala	15 minuto 40 minuto	Medical Officer Medical Officer

schedule ng follow-up.				
	3.3 Ipapaliwanag ang sakit at plano ng gamutan	Wala	15 minuto	Medical Officer
	3.4 Sasabihin ang takdang araw ng follow-up	Wala	5 minuto	Medical Officer
4. Mag Sagot ng Hospital Client Experience Survey Form	4.Pagbibigay ng Hospital Client Experience Survey Form	Wala	5 minuto	Medical Officer
5. Tanggapin ang Clinic Transaction Receipt	5.Kumpletuhin at ibigay ang Clinic Transaction Receipt sa pasyente.	Wala	3 minuto	Medical Officer
TOTAL		**2 oras at 8 minuto**		
END OF TRANSACTION				

48. Pagbibigay ng Emergency Department Record ng Pasyente

Ang Admitting Section ang nagpupuno ng impormasyon ng bawat pasyente sa Hospital Information Management System o HIMS upang makapagbigay ng Emergency Department Record Sheet.

Office or Division:	**ADMITTING SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Mga pasyente na nangangailangan ng atensyong medical

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Emergency Department Record Slip	Records – Admitting (Triage)
Emergency Department Record	Records – Admitting (Triage)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ibigay ang Emergency Department Record Slip sa Admitting Staff	1.1 Kunin ang Emergency Department Record Slip sa Kliyente	Wala	1 minuto	Records Officer /Admitting Staff
2.Ibigay ang iba pang impormasyon na hihingin ng Admitting Staff para sa pagkumpleto ng Patient's Record	2.1 Ibigay sa Triage Doctor ang Emergency Department Record ng kliyente 2.2 Dalhin ang Emergency Department Record ng kliyente sa E.R Nurse on Duty	Wala	9 minuto	Records Officer/ Admitting Staff
	TOTAL:	**Wala**	**10 minuto**	
END OF TRANSACTION				

49. Discharge Procedure

This service covers the procedure of discharging patient.

Office or Division:	**ADMITTING SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Order of Discharge	Nurse (Ward, OPD, ER)
Statement of Account	Billing and Claims unit
Official Receipt	Cashier
Discharge Clearance	Billing and Claims Unit
Gate Pass	Ward Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Discharge Order from Attending Physician	1.1 Receive Discharge Order from Attending Physician	None	5minutes	Nurse on Duty
	1.2 Prepare Notice of Discharge	None	10 minutes	Nurse on Duty
2. Receive instruction from Nurse on Duty to wait for the processing of Bill	2.1 Forward the Discharge Notice to Billing and Claims Unit for processing of statement of Account	None	5 minutes	Nurse on duty
	2.2 Check Patient's Ledger	Amount of Bill	5 minutes	Nurse on duty
	2.3 Coordinate with Philhealth Staff for confirmation of Eligibility of Philhealth benefits that the patient may avail. Prepare statement of Account	None	20 minutes	Nurse on duty
	2.4 Review Statement of Account	None	10 minutes	Nurse on duty
	2.5 Prepare Final Statement of Account	None	5 minutes	Nurse on duty
3.Pay the Bill and Get Clearance Slip a. Patient has no balance payment,	3.1 Issues discharge clearance, instruct patient to present discharge clearance to Ward Nurse.		5 minutes	Nurse on duty

receive discharge clearance and gate pass.	3.2The Ward Nurse will issue gate pass.	Amount of Bill	5 minutes	Nurse on duty
b. Patient has balance payment, pay to Cashier and received Official Receipt.	3.3 Inform patient, patient's relative/companion to pay the balance not covered by Philhealth to Cashier		5 minutes	Nurse on duty
c. Issuance of Discharge Clearance and Gate Pass	3.4Ask for Official Receipt and issue Discharge Clearance forwards to Wasrd Nurse.		5 minutes	Nurse on duty
d. Present gate pass to Security Guard				
		Amount of Bill	**1 hour & 15 minutes**	

50. Processing of Official Receipt

This service covers the issuance of Official Receipt for acknowledgement of payment.

Office or Division:	**CASH OPERATING UNIT**
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Charge Slip	Concerned Units (Laboratory, X-ray, OPD Clinics)
Statement of Account	Billing and Claims Unit

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present documents to Cashier as basis for payment (Charge Slip/ Statement of Account)	1.Accepts and verifies documents	None	5 minutes	Cashier I
2.Give the Payment	2.Count the money and issue Official Receipt signed by Collecting Officer	Depends on the amount stated in Statement of Account	20 minutes	Cashier I
3.Receive Original Copy of Official Receipt, Statement of Account	3.Give the Original copy of Official Receipt to client - patient/ relative of patient and return Statement of Account and instruct the client-patient with the next step to follow.	None	5 minutes	Cashier I
	TOTAL	Depends on the amount stated in Statement of Account	**30 minutes**	

51. Processing of Payment during Night Shifts

This service is provided whenever the Cashier is closed. An Official Receipt is issued and signed by the Nurse on Duty during Night Shifts.

Office or Division:	**Pantabangan Infirmary**
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Discharge Notice	Client

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Give the Discharge Notice	1.Verify details in the Discharge Notice	None	15 minutes	Nurse on Duty
2.Give the payment	2.Count the money and issue Acknowledgement Receipt	Amount based on the Acknowledgement Receipt	5 minutes	Nurse on duty
3.Receive the Original Copy of Acknowledgement Receipt and Discharge Notice	3.1 Give the Original Copy of Acknowledgement receipt to client/patient 3.2 Remit collections during the night together with attachments to the Cashier when it opens the following day. Cashier will issue the Official Receipt.	None Amount based on remittance of Nurse on Duty	5 minutes 5 minutes	Nurse on Duty Cashier I
END OF TRANSACTIONS			**30 minutes**	

52. Admisyon ng Pasyente

Ang Admitting Section ang kumukuha ng mga Personal na Impormasyon ng mga kliyente na magiging basehan ng Health Record (record pangkalusugan) na kakailanganin ng buong ospital.

Office or Division:	**ADMITTING SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Mga pasyente na nangangailangan ng atensyong medikal (Ma-aadmit na pasyente)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Impormasyon ng Pasyente Form	Records – Admitting
Valid ID (kung mayroon)	Kliyente

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Kunin at sagutan ang Impormasyon ng Pasyente Form at ibalik sa HIRM (Admitting Staff)	1.1 Ibigay sa kliyente ang Impormasyon ng Pasyente Form at pasagutan ito sa pasyente/kliyente.	Wala	7 minuto	Administrative Officer (Admitting Staff)
2	Ibigay ang iba pang impormasyon na hihingin ng HIRM (Admitting Staff) para sa pagkumpleto ng Patient's Chart (Ang Admitting staff na ang magbibigay ng chart sa Nurse)	2.1 Itanong sa kliyente ang iba pang impormasyon para sa pagkumpleto ng Patient's Chart. 2.2 Ilagay ang mga impormasyon ng pasyente sa HIMS 2.3 Ilagay ang mga impormasyon ng pasyente sa EMR	Wala Wala	10 minuto 2 minuto 2 minuto	Administrative Officer (Admitting Staff) Administrative Officer (Admitting Staff) Administrative Officer (Admitting Staff)

		2.4 I-verify ang PhilHealth Membership status ng pasyente sa PhilHealth Portal. Mangyaring i-refer ang pasyente sa Social Worker kung ito ay may expired na PhilHealth status. 2.5 Ibigay ang chart ng kliyente sa E.R Nurse on Duty	Wala Wala	2 minuto 2 minuto	Administrative Officer (Admitting Staff) Administrative Officer (Admitting Staff)
		TOTAL:	**Wala**	**25 minuto**	

3. Pagtatama ng Impormasyon ng Pasyente (Correction of Patient's Information)

Ang Admitting Section ang nagtatama sa HIMS at EMR ng mga maling impormasyon na naibigay upang mapabilis ang transaksyon na kakailanganin ng ospital.

Office or Division:	**ADMITTING SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	In-Patients (bantay ng pasyente)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any Government Issued ID (1 photocopy) Birth Certificate – (1 photocopy) Marriage Certificate – (1 photocopy) Baptismal Certificate - (1 photocopy) Company ID – (1 photocopy)	See annex A for the list of valid IDs PSA PSA Simbahan Employer

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipagbigay alam sa Admitting Staff ang kailangan maipatama na impormasyon ng pasyente.	1.1 Buksan at tingnan ang Patient's Data sa HIMS at EMR. Humingi ng valid na dokumento na naglalaman ng impormasyon na ipatatama.	Wala	5 minuto	Administrative Officer (Admitting Staff)
		1.2 Kuhanin ang Admission Slip na sinagutan ng pasyente or ng kanyang representative.	Wala	5 minuto	Administrative Officer (Admitting Staff)
2	Magbigay ng photocopy ng valid na dokumento o pagkakakilanlan upang makita ang tamang impormasyon.	2. Kuhanin ang kopya ng valid na dokumento o pagkakakilanlan. Simulang itama ang mga impormasyon sa HIMS at EMR.	Wala	10 minuto	Administrative Officer (Admitting Staff)
		TOTAL:	**Wala**	**20 minuto**	

54. Pagkuha ng Birth Certificate Para sa mga Bagong Panganak

Pagkuha ng birth certificate ng mga bagong panganak na kung saan ang nanay at sanggol ay kasalukuyang naka-admit.

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pinakamalapit na kamag-anak (asawa, magulang, kapatid o anak)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
A. Kapag kasal- Marriage Contract at ID (2 photocopy) B. Hindi kasal - Birth Certificate at ID (2 photocopy) C. Solo Parent- Birth Certificate at ID 2 photocopy) D. Menor de edad (under the age of 18) – Birth Certificate and ID ng menor de edad at mga magulang nito (2 photocopy)	See annex A for the list of Valid ID Marriage Contract at Birth Certificate – Local Civil Registrar / Philippines Statistic Office

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pumila at i-sumite ang kumpletong requirement s sa Administrative office- Records Section	1.1 Panayamin at tanggapin ang kumpletong requirements	Wala	5 minuto	Administrative Officer- Records Officer
		1.2 Dalhin ang kumpletong requirements sa Local Civil Registrar na matatagpuan sa Local Government Unit ng Munisipalidad	Wala	3 minuto	Administrative Officer- Records Officer
		1.3 I-check muli kung kumpleto talaga ang	Wala	30 minuto	Administrative Officer- Records Officer

		requirements at i- encode ang birth certificate			
		1.4 Kuhanin at dalhin sa may Local Civil Registrar Unit ng LGU Pantabangan	Wala	2 minuto	Administrative Officer- Records Officer
		1.5 Kunin ang photocopy/kopya, I-text ang kliyente na maaari ng kuhanin ang birth certificate	Wala	2 minuto	Administrative Officer- Records Officer
2	Bumalik sa Administrative Office- Records Section	2.1 Bigyan ng charge slip at ipaliwanag mabuti ang pagpunta nila sa Local Civil Registrar para ayusin ang birth certificate	Wala	10 minuto	Administrative Officer- Records Officer
3	Magbayad sa cashier	3.1 Kuhanin ang bayad at bigyan ng resibo	PHP 100.00	6 minuto	Administrative Aide / Assistant /Officer Cashier
4	Kuhanin ang birth certificate at pumirma sa log sheet	4.1 Ibigay ang photocopy ng birth certificate na naencode at papirmahin sa log sheet	Wala	2 minuto	Administrative Officer- Records Officer
		TOTAL	**PHP 100.00**	**1 oras**	

55. Pagkuha ng Late Registration na Birth Certificate

Pagkuha ng birth certificate na lumampas na ng isang (1) buwan mula ng isilang ang sanggol ngunit hindi pa rin naparehistro

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pinakamalapit na kamag-anak (asawa, magulang, kapatid o anak)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate Forms na hindi pa naparehistro 2. Negative Result galing Philippine Statistics Office, katunayan na hindi pa naparehistro ang Birth Certificate (1 kopya-photocopy) 3. Government issued ID (1 kopya-photocopy) 4. Marriage Certificate (1 kopya-photocopy)	**1.** Birth Certificate na hindi pa naparehistro – ito'y natanggap ng nanay/magulang bago lumabas ng ospital **2.** Negative Result from PSA – Local Civil Registrar **3.** See Annex A for the list of Valid IDs **4.** Marriage Contract – Local Civil Registrar / Philippine Statistics Office

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pumila at i- sumite ang kumpletong requirements sa may Administrative Office-Records Officer	1.1 Panayamin at tanggapin ang kumpletong requirements. Bigyan ng request form at claim slip	Wala	47 minuto	Administrative Officer -Records Officer
		1.2 Hanapin sa file ang records ng pasyente at kumpirmahin na dito talaga nanganak.	Wala	2 araw	Administrative Officer - Records Officer
		1.3 Gawin at i- encode ang birth certificate na kumpleto ang requirements	Wala	2 araw at 30 minuto	Administrative Officer - Records Officer
		1.4 Gawan ng Certificate for Late Registration	Wala	2 araw at 6 na oras	Administrative Officer - Records Officer
		1.5 I-text ang kliyente na maaari ng makuha ang birth certificate sa may Administrative Office	Wala	30 minuto	Administrative Officer - Records Officer
2	Bumalik sa Administrative Officer sa may Records Section dala ang claim slip	2 Kuhanin ang claim slip at bigyan ng charge slip	Wala	1 minuto	Administrative Officer Records Officer
3	Magbayad sa cashier	3.Kuhanin ang bayad at bigyan ng resibo	PHP 100.00	6 minuto	Administrative Aide / Assistant /Officer Cashier
4	Kuhanin ang birth certificate at certificate for late registration at pumirma sa log sheet	4. Ibigay ang birth certificate at certificate for late registration at papirmahin sa log sheet	Wala	1 minuto	Administrative Officer Records Officer
		TOTAL	**PHP 100.00**	**7 araw**	

56. Pagkuha ng Death Certificate

Pagkuha ng death certificate ng pasyenteng namatay.

Cut-off time para sa pagpaparehistro: 9 AM at 2 PM

Admitting: Sabado, Linggo at mga Holidays (dirty copy only)

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pinakamalapit na kamag-anak ng namatay (asawa, magulang, kapatid o anak)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Government issued ID ng namatay at kamag-anakan	See annex A for the list of Valid IDs

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Pumunta sa Local Civil Registrar ng Munisipalidad at ipasa sa Administrative Office- Records Section and form	1. Panayamin ang kamag- anak ng pasyente	Wala	5 minuto	Administrative Officer Records Officer
2	Ibigay ang bayad para sa pagpaparehistro ng Death Certificate	4. Bigyan ng Acknowledgment Receipt at sabihan ang kamag-anak na ite-text/call sila kapag maaari nang kuhanin ang	Bayad para sa pagrehistro sa Local Civil Registrar. (Ordinance No. 40 S. 2019) Burial- PHP 100.00	1 minuto	Administrative Officer- Records Officer

		Death Certificate			
		2.2 I-encode ang death certificate. Kung may kulang na impormasyon: kontakin ang kamag-anak at hingan ng valid ID.	Wala	30 minuto	Administrative Officer- Records Officer
		2.3 I-scan ang na-type na death certificate at i-email sa Billing & Claims Section.	Wala	5 minuto	Administrative Officer- Records Section
		2.4 I-proseso sa Billing & Claims Section ang requirements at ipa-alam sa Administrative Office-Records Section kung maaari ng i-rehistro at i-release ang death certificate	Wala	1 oras at 20 minuto	Administrative Officer/ Billing and Claims Section
		2.5 Dalhin sa Rural Health Unit ang Death Certificate para pirmahan ng doctor	Wala	3 oras	Administrative Officer- Records Section
		2.6Pagkatapos ay pumunta ng Local Civil Registrar Pantabangan para marehistro ang death certificare	Wala	2 minuto	Administrative Officer-Records Section
		2.7 Tumawag sa Billing & Claims Section at kumpirmahin kung maaari ng i-release ang rehistradong Death Certificate	Wala	3 minuto	Administrative Officer-Records Section

		2.8 I-text/call ang kamag- anak ng patay na maaari ng makuha ang Death Certificate	Wala	5 minuto	Administrative Officer-Records Officer
3	Kuhanin ang death certificate at pumirma sa log sheet	3. 1 Ibigay ang death certificate at resibo galing sa LCR Pantabangan at Papirmahin sa log sheet	Wala	1 minuto	Administrative Officer- Records Officer
		TOTAL	**Burial = PHP 125.00** **Cremation-** **a. Within Nueva Ecija = PHP 225.00** **b.Outside Pantabangan = PHP 125.00**	**5 oras and 7 minuto**	
END OF TRANSACTION					

57. Pagpapagawa ng Insurance Claim

Paggawa ng insurance claim kasama ang iba pang medical records ng pasyente tulad ng Laboratory & Diagnostic results, Discharge Summary / Clinical Abstract, Operative Technique at Medical Certificate (In-patient)

.

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Mga pasyenteng may kahilingan ng mga sumusunod (resulta ng laboratory, atbp.)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Insurance form	Insurance Company SSS insurance – Social Security System Office GSIS Insurance – GSIS Office

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pumunta sa Administrative Office- Records Section area at mag-file ng request	1.1 Panayamin ang pasyente at bigyan ng request form at claim slip. Sabihan ang pasyente na makakatangap sila ng text/call na maaari ng kuhanin ang insurance form	Wala	5 minuto	Administrative Officer- Records Officer
		1.2 Kuhanin ang record ng pasyente at i-photocopy/i-print ang kailangan medical records	Wala	1 araw	Administrative Officer- Records Officer
		1.3Ikabit ang medical record sa insurance form at dalhin sa doctor upang sagutan	Wala	2 araw	Administrative Officer- Records Officer

		1.3 Balikan at kuhanin ang insurance form pagkatapos sagutan ng doctor	Wala	5 minuto	Administrative Officer- Records Officer
		1.4 I-text ang pasyente na maaari ng kuhanin ang insurance	Wala	4 minuto	Administrative Officer- Records Officer
2	Bumalik sa Administrative Office- Records Section at kuhanin ang insurance claim	2.1 Ibigay ang insurance claim at papirmahin sa logsheet	Wala	1 minuto	Administrative Officer- Records Officer
		TOTAL	**Wala**	**3 araw and 15 minuto**	
END OF TRANSACTION					

58. Pagkuha ng Medical Certificate (Out-Patient)

Paggawa ng medical certificate para sa mga pasyenteng kakatapos magpakonsulta sa Outpatient Department - OPD

Office or Division:		**ADMINISTRATIVE OFFICE- RECORDS SECTION**			
Classification:		Simple Transaction			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Pasyente na nagpakonsulta sa OPD			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Medical Certificate galing sa doctor			Sa OPD doctor na nag-check up sa pasyente		
NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Pumunta sa OPD window	1.1 Panayamin ang pasyente. Kuhanin ang Medical Cetificate at tatakan at i- dry seal	Wala	9 minuto	Administrative Officer Records Officer
2	Kuhanin ang medical certificate at pumirma sa log sheet	2.1 Ibigay ang medical certificate at papirmahin sa log sheet	Wala	1 minuto	Administrative Officer Records Officer
		TOTAL	**Wala**	**10 minuto**	
END OF TRANSACTION					

59. Pagkuha ng Certificate as Per Record O Certificate of Confinement

Pagpapagawa ng certificate para sa mga pasyenteng kasalukuyang naka-admit o na-admit sa ospital na ito at sa mga nagpakonsulta sa OPD o sa Teleconsultation

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasyente na-admit o kasalukuyang naka-admit, nagpakonsulta sa OPD o na-teleconsult

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request slip for certificate of confinement	HEALTH INFORMATION MANAGEMENT DEPARTMENT - HIMD

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Pumunta sa Administrative Office- Records Section	1.1 Panayamin ang kliyente	Wala	5 minuto	Administrative Officer-Records Officer
		1.2 I-text sa record staff ang impormasyon ng pasyente at pumunta sa Records Section	Wala	4 minuto	Administrative Officer-Records Officer
		1.3 Gawin ang certificate na hinihingi	Wala	5 minuto	Administrative Officer-Records Officer
		1.4 Bumalik sa may Administrative Office-Records Section dala ang certificate	Wala	4 minuto	Administrative Officer-Records Officer
2	Kuhanin ang Certificate at pumirma sa log sheet	2.1 Ibigay ang Certificate	Wala	2 minuto	Administrative Officer-Records Officer
		TOTAL	**Wala**	**20 minuto**	
END OF TRANSACTION					

60. Pagkuha ng Medico-Legal

Pagkuha ng medico-legal para gamitin sa legal proceeding.

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasyente, Immediate family, Authorities, Judicial/Quasi-judicial personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Pasyente = IDs pinagkaloob ng gobyerno (Kapag menor de edad ang pasyente = IDs ng magulang o legal guardian) • Immediate family = authorization letter galing sa pasyente at ID ng pasyente at ng kumukuha • Authorities = written request ng requesting authorities (pulisya.), showing the name of the requesting party, purpose, name of patient, date, time and place of incident • Judicial/Quasi-judicial personnel = subpoena	See annex A for the list of Valid IDs Authorization Letter – galing sa pasyente Request Letter – galling sa police station Subpoena – galing sa korte kung saan assigned ang kaso

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magpunta sa Administrative Office-Records Section o Admitting Area sa may ER at isumite ang mga requirements	1.1 Panayamin, suriin at tanggapin ang kumpletong requirements Siguraduhin na may dalang police report na isusumite para sa medico-legal certificate.	Wala	5 minuto	Administrative Officer-Records Officer

		1.2 I-encode ang medico legal at ipapirma sa doctor at i-seal. Kung matagal nang nagawa ang Medico-legal ay hanapin at kuhanin sa filing area.	Wala	14 minuto	Administrative Officer- Records Officer
2	Kunin ang Medico-legal at pumirma sa log sheet	2.1 Ibigay ang Medico-legal at papirmahin sa log sheet	Wala	1 minuto	Administrative Officer- Records Officer
		TOTAL	**Wala**	**20 minuto**	
END OF TRANSACTION					

61. Pagkuha ng Kopya ng Medical Records

Pagpapagawa ng kopya ng medical records ng pasyente tulad ng laboratory, swab, at medical imaging results.

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasyente o authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pasyente – valid ID 2. Magulang ng menor de edad – valid ID ng magulang o legal guardian 3. Authorized representative – authorization letter o request letter at valid IDs ng pasyente at naatasang Kumuha	See Annex A for the list of Valid IDs Principal

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magpunta sa Administrative Office- Records Section at magsumite ng kumpletong requirements	1.1 Panayamin at tanggapin ang kumpletong requirements	Wala	5 minuto	Administrative Officer- Records Officer
		1.2 Dalhin sa may Administrative Office	Wala	2 minuto	Administrative Officer- Records Officer
		1.3 Hanapin at kuhanin ang medical records sa filing area	Wala	2 minuto	Administrative Officer- Records Officer
		*Electronic Medical Record. Kung wala pa sa HIMS o EMR hanapin sa Nursing Department o Billing & Claims Section			
		1.4 Iphotocopy/ iprint ang medical records at ipa- certify ito	Wala	10 minuto	Administrative Officer- Records Officer
		1.5 Bumalik sa may Administrative Office- Billing & Claims Section	Wala	4 minuto	Administrative Officer- Records Officer

		1.6 Tawagin ang pasyente / kamag-anak	Wala	1 minuto	Administrative Officer- Records Officer
2	Kuhanin ang certified copy na medical record at pumirma sa log sheet	2.1 Ibigay ang certified copy na medical record at papirmahin sa log sheet	Wala	1 minuto	Administrative Officer- Records Officer
		TOTAL	**Wala**	**25 minuto**	
END OF TRANSACTION					

62. Pagkuha ng OPD Record

Pagkuha ng OPD card para sa mga pasyente na mgpapa-check-up sa Outpatient Department (OPD).

Oras ng Serbisyo: Lunes hanggang Biyernes lamang (alas 8 ng umaga hanggang ala 5 ng hapon)

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasyenteng magpapakonsulta sa Outpatient Department

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
OPD request slip OPD ID card para sa dati nang pasyente (kung dala)	OPD

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sagutan ang form at pumila sa OPD window at kuhanin ang queue number	1. Kuhanin ang form at panayamin ang pasyente. Bigyan ng queue number	Wala	5 minuto	Administrative Officer OPD Assigned Staff
2	Maghintay na tawagin ng nurse sa nakatalagang waiting area	2.1 I-rehistro sa system at isulat sa bagong OPD card ang impormasyon kung bagong pasyente	Wala	5 minuto	Administrative Officer OPD Assigned Staff
		*Kung dati nang pasyente at walk-in ay hahanapin at kukuhanin ang medical record	Wala	20 minuto	Administrative Officer OPD Assigned Staff
		2.2 Punan ang Monitoring tool for OPD Turn Around Time (OPD-F-10-02).	Wala	5 minuto	Administrative Officer OPD Assigned Staff
		2.3 Dalhin sa nurse / clinic ang record kasama ang Monitoring Tool at papirmahin sa receiving log sheet.	Wala	5 minuto	Administrative Officer OPD Assigned Staff
TOTAL			**Wala**	**40 minuto**	
END OF TRANSACTION					

63. Medical Social Work Department – Para sa mga Hihingi ng Tulong Pinansyal

Ito ay serbisyong ibinibigay para sa mga pasyenteng nakaadmit sa ospital upang alamin ang pangunahing pangangailangan ng kliyente at matugunan ang kanilang pangangailangan sa angkop at tamang pamamaraan.

Office or Division:	**ADMINISTRATIVE OFFICE-Medical Social Work Section - Allied Health Professional Service**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	In Patient / Out Patient

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
(1) Photocopy of Valid ID/PWD ID/Senior Citizen's ID	See annex A for the list of valid IDs
Charge Slip (Original)	Service Provider

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pakikipanayam sa Medical Social Work staff upang malaman ang kwalipikasyon sa pagbibigay ng serbisyo kung kinakailangan.	1.Pakikipag-ugnayan sa ibang opisina upang makuha ang pangunahing impormasyon ng pasyente	Wala	10 minuto	LGU Social Welfare Officer/ Assistant Medical Social Work Officer
2	Dalhin ang mga requirements upang matulungan sa mga bayarin sa ospital	2. Pakikipanayam sa kamag-anak o sa pasyente upang malaman ang tulong at tamang serbisyo na maaaring ibigay tulad ng: a. Gender Awareness Program (GAD) b. PhilHealth Enrollment-POS Program c. at iba pa	Wala	20 minuto	LGU Social Welfare Officer/ Assistant Medical Social Work Officer
		TOTAL:	**Wala**	**30 minuto**	
END OF TRANSACTION					

64. Medical Social Work Section – Para sa mga Bibigyan ng Sponsored PhilHealth (Point of Service Program)

Ang serbisyong ito ay sumusunod sa mandato ng Universal Healthcare Act na nag-aatas ng pagbibigay ng libreng gamutan sa pamamagitan ng benepisyo ng PhilHealth sa lahat ng pasyente ng pampublikong pagamutan.

Office or Division:	**ADMINISTRATIVE OFFICE-Medical Social Work Section - Allied Health Professional Service**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	In Patient / Out Patient

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PhilHealth Forms (PMRF, CSF, CF1)	MSWD staff
(2) Photocopy ng Marriage Contract (kung kasal)	Kliyente
(2) Photocopy ng Birth Certificate/Baptismal ng pasyente	Kliyente
(2) Photocopy ng Valid ID ng pasyente	Kliyente

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1	Makipagpanayam sa nakatalagang staff ng ospital upang ma-follow up ang mga dokumentong kakailanganin sa PhilHealth enrollment.	1.1 Pakikipanayam sa pasyente o kamag- anak upang mabigyan ng PhilHealth ang walang kakayanan o Financially Incapable	Wala	8 minuto	Social Welfare Officer/ Assistant Medical Social Work Section
		1.2 Ipaliwanag ang hakbang na gagawin para sa mga may kakayanan na magbayad ng PhilHealth o Financially Capable	Wala	7 minuto	Social Welfare Officer/ Assistant Medical Social Work Section
2	Ibigay ang (2) photocopy ng mga dokumentong hinihingi	2.Suriin mabuti ang mga dokumentong ipinasa at i-enroll sa Online System ng PhilHealth ang pangalan ng member.	Wala	15 minuto	Social Welfare Officer/ Assistant Medical Social Work Section
		TOTAL:	**Wala**	**30 minuto**	
END OF TRANSACTION					

65. Pag-aayos ng Statement of Account (SOA) o Hospital Bill ng Pasyente

Ang Billing Unit ng Billing and Claims Section ang naatasang magbigay at tuusin ang statement of account (SOA) para sa hospital bill ng mga pasyente sa panahon ng kanilang pagkakaospital

Office or Division:	**BILLING UNIT - BILLING AND CLAIMS SECTION**
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Kliyente - Pasyente (Philhealth Member/Dependent) or Authorized Representative ng pasyente

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Discharge Requirements: • Discharge Clearance • Claim form 2 (CF2) • Claim Signature form (CSF) • Claim form 3 (CF3) – Para sa mga nanganak na pasyente • Admission and Discharge Record • Others if Applicable	Nurse on Duty
• Mga Additional na Requirements kung kinakailangan:	Nurse on Duty
• Blood Releasing/Blood Clearance – Para sa mga pasyenteng nasalinan ng dugo	Nurse on Duty/Records Section/Kliyente
• Death or Fetal death Certicate – Para sa mga namatay na pasyente	Medical Social Worker
• Patients View Module - Para sa mga bagong enroll sa Philhealth	Kliyente/Records Section
• Birth Certificate ng batang ipinanganak – Para sa mga bagong panganak na pasyente	

2. Mga Additional na Requirements kung kinakailangan: • Member Data Record (MDR) • Certificate of Contribution (COC) • Philhealth Official Receipt (O.R.) • Certification of Eligibility(CE1)	Kliyente
3. Mga dokumentong kailangan na magpapatunay ng relasyon ng Philhealth member/patient sa authorized representative kung hindi makakapirma ang myembro ng Philhealth dahil sa mga sumusunod: • Ang Philhealth member o member ng Philhealth na may pasyente ay menor de edad pa lamang • Ang pasyenteng miyembro ng Philhealth ay namatay • Wala ang Miyembro ng Philhealth at “NO” ang status ng PBEF ng pasyente • Birth Certificate (1 Photocopy) • Marriage Certificate (1 Photocopy) • Baptismal Certificate (1 Photocopy) • Any valid government issued ID (1 Photocopy)	Kliyente
4. Mga alternatibong dokumentong kailangan kung walang anumang	

dokumentong maibigay na magpapatunay ng kanilang relasyon: • Duly notarized affidavit of two disinterested persons (1original copy) • Authorization Letter (1 original copy) • Any valid government issued ID (1 Photocopy)			Kliyente		
NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSI NG TIME**	**PERSON RESPONSIBLE**
1	Hintayin ang Billing Unit clerk upang pirmahan ang mga dokumentong kinakailangan Upang madischarge	1.1 Kapag binaba ng nurse ang Discharge Clearance, Ipoproseso ang bill ng pasyente	Wala	15 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims Section)
		1.2 Dalhin ang mga dokumento sa kliyente at ipaliwanag kung saan at sino ang pipirma	Wala	12 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims)
2	Ibalik sa Billing Unit Clerk ang pinapirmahan na dokumento	2.1 Tanggapin at I-verify kung kumpleto ang mga pinirmahang dokumento	Wala	1 minuto	Administrative Assistant/ Administrative Officer ((Billing Unit - Billing & Claims Section)
3	Tanggapin ang isang kopya ng pinirmahang Statement of Account	3.1 Para sa mga NBB Patients - Bigyan ng kopya ng napirmahang SOA at abisuhan na ito ay ipakita sa nurse on duty upang sila ay madischarge	Wala	1 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims Section)

		3.1.2 Para sa mga pasyenteng hindi kwalipikado o tumangging gumamit ng Philhealth at naasess ng Medical Social Worker na may kakayahan at kusang loob magbayad- ipaalam na dadalhin ang kabuuang bayarin sa kahera	Halaga ng Hospital Bill	1 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims Section)
		TOTAL:	Para sa mga NBB Patients: **Wala** Para sa mga pasyenteng hindi kwalipikado o tumangging gumamit ng Philhealth at naasess ng Medical Social Worker na may kakayahan at kusang loob magbayad: **Halaga ng Hospital Bill**	30 minuto	
END OF TRANSACTION					

*Paalala: (1) Kung sakaling magsabay sabay ang labas ng pasyente, maaring abutin ng hanggang dalawang oras ang proseso ng pag-aayos ng Statement of Account (SOA) O Hospital Bill ng pasyente

66. Pagbibigay ng Certified True Copy ng Statement of Account (SOA) ng Hospital Bill ng mga Pasyente

Ang Billing Unit ng Billing and Claims Section ay naatasang magbigay ng Statement of Account (SOA) ng Hospital Bill ng mga pasyente kung nais nilang makakuha ng Certified True Copy (CTC) ng mga ito.

Office or Division:	**BILLING UNIT - BILLING AND CLAIMS SECTION**
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Kliyente - Pasyente (Philhealth Member/Dependent) or Authorized Representative ng pasyente

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of request or authorization letter (for patient's representative) 2. Valid ID (dapat hindi expired at walang mali sa impormasyong nakasulat/ nakalimbag)	Kliyente See annex A for the list of Valid IDs

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magpasa ng letter of request o authorization letter kung representative	1.1 Suriin ang letter of request o authorization letter kung representative ng pasyente ang nagrerequest	Wala	2 minuto	Administrative Assistant
	ng pasyente ang nagrerequest	1.2 I-Retrieve ang kopya ng nirerequest na SOA	Wala	10 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims Section)
		1.3 I-Photocopy ang nirerequest na SOA	Wala	1 minuto	
		1.4 Tatakan ng Certified True Copy at pirmahan ang nirerequest na SOA	Wala	1 minuto	Administrative Assistant
2	Tanggapin ang nirequest na Certified True Copy ng SOA	2.1 Ibigay sa kliyente ang CTC ng nirerequest na SOA at papirmahin sa receiving logbook	Wala	1 minuto	Administrative Assistant
		TOTAL:	**Wala**	**15 minuto**	
END OF TRANSACTION					

67. Pagaayos ng Philhealth Requirements ng mga naka-admit na Pasyente (In-Patient)

Ang Claims Unit ng Billing and Claims Section ng Ospital ay nagsisilbing tagapag-ayos ng mga kailangang dokumento upang makagamit ng benepisyo ng Philhealth ang mga pasyenteng naka-admit sa ospital.

Office or Division:	**CLAIMS UNIT - BILLING & CLAIMS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Lahat ng mga naka-admit na pasyente (In-Patient) ng Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Para sa In-Patient: 1. PBEF (PhilHealth Benefit Eligibility Form) 2. CSF (Claim Signature Form) 3. CF1 (Claim Form 1) 4. PMRF (PhilHealth Member Registration Form) 5. PhilHealth Verification Form (PHI-F-23-01)	Claims Unit - Billing & Claims Section
• Photocopy ng Member Data Record (MDR) (kung kinakailangan) • Pirmadong CSF at CF1 ng employer kung naka "PBEF NO" sa Philhealth portal ang record ng miyembro sa kadahilanang hindi updated ang kanilang contribution (Para sa mga Government at Private Employee) • Original Certificate of Eligibility (CE1) (kung sponsored ng Munisipyo/Capitolyo ang Philhealth)	Kliyente Kliyente Kliyente
• Photocopy ng resibo ng ibinayad sa Philhealth (Philhealth Official Receipt/ Philhealth Agents Receipt) o Original na Certificate of Premium Payment (CPP) kung ang miyembro ay Individually Paying Member (Self- employed), at OFW (kung kinakailangan)	Kliyente
• Rehistradong Birth Certificate ng kapapanganak na bata (Notaryado kung hindi kasal), kung nanganak ang pasyente (2 kopya)	Kliyente
Mga dokumentong kailangan na magpapatunay ng relasyon ng Philhealth member/patient sa authorized representative kung hindi makakapirma ang myembro ng Philhealth dahil sa	

mga sumusunod: 1. Ang Philhealth member o member ng Philhealth na may pasyente ay menor de edad pa lamang 2. Ang pasyenteng miyembro ng Philhealth ay namatay 3. Wala ang Miyembro ng Philhealth at “NO” ang status ng PBEF ng pasyente • Birth Certificate (1 Photocopy) • Marriage Certificate (1 Photocopy) • Baptismal Certificate (1 Photocopy) • Any valid government issued ID (1 Photocopy) Mga alternatibong dokumentong kailangan kung walang anumang dokumentong maibigay na magpapatunay ng kanilang relasyon: • Duly notarized affidavit of two disinterested persons (1 Original copy) • Authorization Letter (1 Original copy) • Any valid government issued ID (1 Photocopy) Ang mga sumusunod ay kailangan kung ang miyembro ng Philhealth o dependent na pasyente ay may mali na anumang impormasyon o detalye sa record ng pasyente sa Philhealth Portal: • Miyembro - Photocopy ng Rehistradong Birth Certificate / Baptismal Certificate / Marriage Certificate / Notarized Affidavit of identity / Valid ID na may Date of Birth • Anak - Photocopy ng Rehistradong Birth Certificate / Baptismal Certificate / Notarized Affidavit of identity/ Valid ID na may Date of Birth • Asawa - Photocopy ng Marriage Contract /Rehistradong Birth Certificate/ Baptismal Certificate / Notarized Affidavit of Identity/ Valid ID na may Date of Birth • PMRF (Kumpletong Napunan at napirmahan) Authorization Letter (Sulat Pahintulot), Valid ID ng Miyembro ng PhilHealth at Valid Id ng mag aayos sa PhilHealth.	Kliyente Kliyente Kliyente Kliyente Kliyente Kliyente

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magbibigay ng impormasyon ang kliyente sa Admitting Section	1.1 Tingnan at suriin ang listahan ng mga bagong admit na pasyente sa google spreadsheet ng admitting section at piliin ang mga naka-tag na pasyente para sa Claims Unit , ikumpara ang impormasyon ng pasyente sa record sa system na ginagamit ng ospital	Wala	10 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		1.2 I-encode ang mga impormasyon o detalye ng pasyente sa Philhealth portal upang makita kung may aktibong philhealth at kwalipikadong makagamit ng benepisyo ang pasyente	Wala	3 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		* Kung walang makitang record o expired ang validity ng Philhealth ng pasyente/miyembro, irerefer sa Medical Social Worker upang mabigyan o marenew ang membership nito	Wala	5 minuto	Administrativ e Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		* Kung aktibo ang Philhealth ng pasyente, suriin ang impormasyon o detalye ng pasyente sa Philhealth portal	Wala	1 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)

2	Magbibigay ng dokumentong hinihingi ng Claims Unit Staff ng Billing & Claims Section	2.1 Mag generate at i-print ang Philhealth Benefit Eligibility Form (PBEF) ng pasyente o myembro sa Philhealth portal	Wala	3 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		2.2 Kung may nakitang pagkakaiba sa impormasyon o detalye, kontakin ang Pasyente o miyembro ng Philhealth upang ipaliwanag ang pagkakaiba sa kanilang record at humingi ng mga dokumentong susuporta na tama ang impormasyon o detalye na kanilang gagamitin	Wala	15 Minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		2.3 Punan at kumpletuhin ang impormasyon ng miyembro at pasyente sa mga kailangang forms	Wala	10 Minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		2.4 Magprint ng Admission and Discharge Record at gumawa ng Notice of PhilHealth Requirements na ilalakip sa mga forms at iba pang mga dokumento na kinakailangan	Wala	2 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
3	Makatatanggap ng abiso mula sa Nurse na maaari nang magamit ang Philhealth para sa pasyente	3.1 I-update ang status ng Philhealth ng pasyente sa google spreadsheet/itawag sa nurse on duty upang sabihin na ayos na ang Philhealth requirements ng pasyente	Wala	1 minuto	Administrative Aide
		TOTAL:	**Wala**	**50 minuto**	
END OF TRANSACTION					

68. Pagaayos ng Philhealth Requirements ng mga Out-Patient (OPD Patient)

Ang PhilHealth Section ng Ospital ay nagsisilbing tagapag-ayos ng mga kailangang dokumento upang makagamit ng benepisyo ng PhilHealth ang mga pasyente sa ospital.

Office or Division:	**CLAIMS UNIT - BILLING & CLAIMS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Lahat ng mga OPD na pasyente ng Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Para sa Out-Patient: 1. PBEF (PhilHealth Benefit Eligibility Form) 2. CSF (Claim Signature Form) 3. PMRF(PhilHealth Member Registration Form) 4. CF2 (Claim Form 2) 5. SOA (Statement of Account) 6. OR TECH (Operating Technique Form) 7. PhilHealth Verification Form (PHI-F-23-01)	Claims Unit - Billing & Claims Section
• Photocopy ng Member Data Record (MDR) (kung kinakailangan) • Pirmadong CSF at CF1 ng employer kung naka "PBEF NO" sa Philhealth portal ang record ng miyembro sa kadahilanang hindi updated ang kanilang contribution (Para sa mga Government at Private Employee) • Original Certificate of Eligibility (CE1) (kung sponsored ng Munisipyo/Capitolyo ang Philhealth)	Kliyente Kliyente Kliyente
• Photocopy ng resibo ng ibinayad sa Philhealth (Philhealth Official Receipt/ Philhealth Agents Receipt) o Original na Certificate of Premium Payment (CPP) kung ang miyembro ay Individually Paying Member (Self-employed), at OFW (kung kinakailangan)	Kliyente
Mga dokumentong kailangan na magpapatunay ng relasyon ng Philhealth member/patient sa authorized representative kung hindi makakapirma ang myembro ng Philhealth dahil sa mga sumusunod: • Ang Philhealth member o member ng Philhealth na may pasyente ay menor de edad pa lamang • Ang pasyenteng miyembro ng Philhealth ay namatay • Wala ang Miyembro ng Philhealth at "NO" ang status ng PBEF ng pasyente • Birth Certificate (1 Photocopy) • Marriage Certificate (1 Photocopy) • Baptismal Certificate (1 Photocopy) • Any valid government issued ID (1 Photocopy) Mga alternatibong dokumentong kailangan kung walang anumang dokumentong maibigay na magpapatunay ng kanilang relasyon:	Kliyente

• Duly notarized affidavit of two disinterested persons (1 Original copy) • Authorization Letter (1 Original copy) • Any valid government issued ID (1 Photocopy)	Kliyente
Ang mga sumusunod ay kailangan kung ang miyembro ng Philhealth o dependent na pasyente ay may mali na anumang impormasyon o detalye sa record ng pasyente sa Philhealth Portal: • Miyembro - Photocopy ng Rehistradong Birth Certificate / Baptismal Certificate / Marriage Certificate / Notarized Affidavit of identity / Valid ID na may Date of Birth • Anak - Photocopy ng Rehistradong Birth Certificate / Baptismal Certificate / Notarized Affidavit of identity/ Valid ID na may Date of Birth • Asawa - Photocopy ng Marriage Contract /Rehistradong Birth Certificate/ Baptismal Certificate / Notarized Affidavit of Identity/ Valid ID na may Date of Birth • PMRF (Kumpletong Napunan at napirmahan) Authorization Letter (Sulat Pahintulot), Valid ID ng Miyembro ng PhilHealth at Valid Id ng mag aayos sa PhilHealth kung hindi ang miyembro ang mag aayos sa PhilHealth.	Kliyente

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magbibigay ng impormasyon ang kliyente sa Nurse	1.1 Tatanggapin ang impormasyon o detalye ng pasyente at suriin ang mga kasamang dokumento mula sa nurse on duty	Wala	5 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section

		1.2 I-encode ang mga impormasyon o detalye ng pasyente sa Philhealth portal upang Makita kung may aktibong philhealth at kwalipikado na makagamit ng benepisyo ang pasyente	Wala	3 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		* Kung walang makitang record o expired na ang validity ng Philhealth ng pasyente/miyembro, irerefer sa Medical Social Worker upang mabigyan o marenew ang membership nito	Wala	5 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		* Kung aktibo ang Philhealth ng pasyente, suriin ang impormasyon o detalye ng pasyente sa Philhealth portal	Wala	1 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
2	Magbibigay ng dokumentong hinihingi ng Claims Unit Staff ng Billing & Claims Section	2.1 Mag generate at i-print ang Philhealth Benefit Eligibility Form (PBEF) ng pasyente o myembro sa Philhealth portal	Wala	3 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit -

					Billing & Claims Section
		2.2 Kung may nakitang pagkakaiba sa impormasyon o detalye, abisuhan ang nurse on duty upang makahingi sa Pasyente o miyembro ng Philhealth ng dokumentong susuporta na tama ang impormasyon o detalye na gagamitin	Wala	15 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		2.3 Punan at kumpletuhin ang impormasyon ng miyembro at pasyente sa mga kailangang forms	Wala	10 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		2.4 Magpiprint ng facesheet at gumawa ng Notice of PhilHealth Requirements na ilalakip sa mga forms at iba pang mga dokumenton na kinakailangan	Wala	2 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
3	Makatatanggap ng abiso mula sa Nurse na maaari ng magamit ang Philhealth para sa pasyente	3.Ibibigay sa nurse ang naprosesong Philhealth requirements ng pasyente	Wala	1 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		TOTAL:	**Wala**	**45 minuto**	
END OF TRANSACTION					

69. Issuance of Official Receipts

The Cash Operation Office issued official receipts to clients for payments received.

Office or Division:	**CASH OPERATION SECTION- CASHIER OFFICE**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Clients of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Charge Slip/Statement of Account (SOA)	Cost Department/Billing Section
Senior Citizen's ID/PWD ID (if applicable)	Client

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSI NG TIME**	**PERSON RESPONSIBLE**
1	Present the Charge Slip/ SOA	1.1 Receive charge slip/SOA. 1.2 Compute the amount to be paid and deduct applicable discount.	None None	2 minutes 2 minutes	Administrative Aide / Assistant / Officer Cash Operations
2	Pay the amount to be paid and receive official receipt	2.1 Collect the payment and issue official receipt	Amount to be paid	4 minutes	Administrative Aide / Assistant / Officer Cash Operations
	TOTAL:	**Sum of the computed charge slip / SOA (Discounts may apply if applicable)**		**8 Minutes**	
END OF TRANSACTION					

70. Paghahatid ng mga gamit ng pasyente mula sa kamag-anak na nasa labas ng ospital

Ang Kawani ng mga Gwardya bilang striker ang naatasan na mag hatid ng mga gamit ng pasyente mula sa kanyang kamag anak na nasa labas ng ospital sapagkat hindi pinahihintulutan ang pag dalaw o pag bisita sa mga pasyente. Makikita ito sa ER.

Ang mga gamit na ipinag-babawal ay masusing sinisiyasat ng mga Gwardya gaya ng mga de-kuryenteng mga kagamitan (elektrik pan, pakuluan ng tubig, radio atbp.) gatas ng bata, bote na may tsupon, inumin na nakalalasing, baraha o gamit sa pagsusugal, sigarilyo, lighter/posporo, matatalim na bagay na maaaring makasakit o makamatay, baril at anumang uri ng pampasabog.

Office or Division:	**SECURITY SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Mga kamag anak ng pasyente

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement of Patient's Belongings form (NUR-F-135)	ER-Triage Security Guard

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Lumapit sa naka talagang gwardya sa pook padalahan ng mga gamit ng	1. Bigyan ng papel talaan ng mga gamit ng pasyente (NUR-F-135) ang lumapit na kamag anak na magpapadala ng gamit para sa	Wala	1 minuto	Security Guard ER-Triage Receiving Area

	pasyente.	pasyente			
2	Isulat sa talaan ng mga gamit ng pasyente (NUR-F-135) ang mga gamit na nais ipadala para sa pasyente.	2.1 Masusing siyasatin ang mga gamit na ipapadala sa pasyente na naaayon sa mga nakasulat sa ibinigay na talaan ng kamag anak. (Kung sakaling may mga gamit na ipinagbabawal ay agarang ibabalik ito sa nag padala)	Wala	4 minuto	Security Guard ER-Triage Receiving Area
		2.2 Ihatid ang mga pinadalang gamit kalakip ang talaan ng mga gamit ng pasyente (NUR-F-135)	Wala	20 minuto	Security Roving Guard (ER-Triage Receiving Area)
		TOTAL:	**None**	**25 minutes**	
END OF TRANSACTION					

71. Handling of Client's Complaint filed through Public Assistance and Complaints Desk (PACD) and other Concern Centers (Simple)

This service is available for clients who lodged their complaint on PIH-related matters. Clients file their complaints through the complaints centers – Hotline 8888, Presidential Action Center, Contact Center ng Bayan, and Complaints Desk and/or through direct email to the agency's email address: pantabanganinfirmary@gmail.com

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL I**
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written Complaint of client which indicates any of the Contact information (Full Name, Contact Number, Email Address)– 1 original copy	Requesting party or any of originating concerned centers

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For walk-ins: Provide and submit a duly accomplished written complaint to the Public Assistance and Complaints Desk (PACD) For Concern Centers: Submit a complaint through any Concern Centers (i.e., Presidential Complaints Center [PCC], Contact Center ng Bayan [CCB], 8888 Citizen's Complaint Hotline, etc.), and/or through direct email to the agency's email address: pantabanganinfirmary@gmail.com	1.1 Receive and acknowledge the receipt of duly accomplished written complaint	None	10 minutes	Public Assistance and Complaints Desk Officer (PACDO) / COH Secretary
		1.2 Log, assess, evaluate the complaints.	None	1 hour	Public Assistance and Complaints Desk Officer (PACDO) / MCC Secretary

		1.3 Prepare and endorse documents to the concerned division/department/section/ office/ unit	None	1 hour	Public Assistance and Complaints Desk Officer / MCC Secretary
		1.4 Draft a resolution and action for the complaint.	None	1 day, 5 hours and 40 minutes	Division/ Department/ Section/ Office/ Unit
		1.5 Forward the resolution and action of the complaint to PACDO.	None	10 minutes	Division/ Department/ Section/ Office/ Unit
2	Receive the concrete and specific action from PACDO / Office of the Medical Center Chief	2. Provide feedback to the client the concrete and specific action or concern centers: Transmit concrete and specific action, and recommend for closure of ticket.	None	4 Hours	Public Assistance and Complaints Desk Officer / MCC Secretary
		TOTAL:	**None**	**2 days and 4 hours**	
END OF TRANSACTION					

72. Handling of Client's Complaint filed through Public Assistance and Complaints Desk (PACD) and other Concern Centers (Complex)

This service is available for clients who lodged their complaint on PIH-related matters. Clients file their complaints through the complaints centers – Hotline 8888, Presidential Action Center, Contact Center ng Bayan, and Complaints Desk and/or through direct email to the agency's email address: pantabanganinfirmary@gmail.com

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL I**
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Written Complaint of client which indicates any of the Contact information (Full Name, Contact Number, Email Address)– 1 original copy	Client, or any of originating concerned centers

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Provide and submit a written complaint to the Public Assistance and Complaints Desk (PACD) or through Concern Centers (i.e.,	1.1 Receive and acknowledge the receipt of written complaint 1.2 Assess,	None	10 minutes 1 hour	Public Assistance and Complaints Desk Officer (PACDO) / MCC Secretary

	Presidential Complaints Center [PCC], Contact Center ng Bayan [CCB], 8888 Citizen's Complaint Hotline, etc.)	evaluate the situation and log the complaints. 1.3 Prepare and endorse documents to the concerned division/ department/section/ office/ unit 1.4 Respond and provide resolution and action to the complaint. Forward the resolution and action to the complaint to PACDO. 1.5 Forward the resolution and action to the complaint to PACDO.		1 hour 5 days, 5 hours and 40 minutes 10 mins	Division/department/section/unit Office Division/department/section/unit Office Division/department/section/unit Office
2	Receive the concrete and specific action from PACDO / Office of the Medical Center Chief	2.1 Provide feedback to the client the concrete and specific action *For concern centers: Transmit concrete and specific action, and recommend for closure of ticket.	None	4 Hours	Public Assistance and Complaints Desk Officer (PACDO) / MCC Secretary
		TOTAL:	**None**	**6 days and 4 hours**	
END OF TRANSACTION					

73. Handling of Client's Complaint filed through Public Assistance and Complaints Desk (PACD) and other Concern Centers (Highly Technical)

This service is available for clients who lodged their complaint on PIH-related matters. Clients file their complaints through the complaints centers – Hotline 8888, Presidential Action Center, Contact Center ng Bayan, and Complaints Desk and/or through direct email to the agency's email address: pantabanganinfirmary@gmail.com

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL I**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written Complaint of client which indicates any of the Contact information (Full Name, Contact Number, Email Address)– 1 original copy	Requesting party or any of originating concerned centers

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1. For walk-ins: Provide and submit a duly accomplished written complaint to the Public Assistance and Complaints Desk (PACD)	1.1 Receive and acknowledge the receipt of duly accomplished written complaint	None	10 minutes	Public Assistance and Complaints Desk Officer (PACDO) / COH I Office
	For Concern Centers: Submit a complaint through any Concern Centers (i.e., Presidential Complaints Center [PCC], Contact Center ng Bayan [CCB], 8888 Citizen's Complaint Hotline, etc.), and/or through direct email to the agency's email address:				
		1.2 Log, assess and evaluate the content of the received complaint.	None	1 hour	Public Assistance and Complaints Desk Officer (PACDO) / COH I Office
		1.3 Forward the complaint to the Medical Center Chief	None	30 minutes	Public Assistance and Complaints Desk Officer (PACDO) / COH I Office
		1.4 Receive the complaint.	None	5 minutes	Administrative Officer V COH I Office
		1.5 Review and forward to the Legal Office for action.	None	1 day and 10 minutes	Administrative Officer V COH I Office

		1.6 Receive and review to determine if the complaint falls under any of the following: Ethics and Integrity Grievance Committee Quality Assurance Committee Fact Finding Committee (to be designated)	None	1 day and 4 hours	LGU-Attorney Legal Officer
		1.7 Forward the complaint to the concerned committee to conduct a thorough investigation	None	1 hour	Attorney / Secretary Legal Office
		1.8 Conduct an investigation which includes interview with the complainant (if applicable)	None	14 days	Committee Office of the Chairperson
		1.9 Draft a resolution and action for the complaint and forward it to the Chief of Hospital I.	None	1 day	Committee Office of the Chairperson
		1.10 Receive the resolution and action to the complaint.	None	5 minutes	Administrative Officer V COH I Office
		1.11 Review the provided resolution and actions taken and approve/sign the resolution.	None	1 day and 30 minutes	COH I Office
		1.12 Forward the signed resolution and action to the PACDO/Legal Office	None	30 minutes	Administrative Officer V COH I Office

2	Receive the concrete and specific action from PACDO / Office of the Chief of Hospital I	2.1 Provide feedback to the client the concrete and specific action For concern centers: Transmit concrete and specific action, and recommend for closure of ticket. For the complaint that falls outside of the jurisdiction of the committees, advise the client that the complaint will undergo the process under RACCS	None	4 Hours	Public Assistance and Complaints Desk Officer (PACDO) / COH Office
		TOTAL:	**None**	**19 days and 4 hours**	
END OF TRANSACTION					

74. Dispensing of Medicines for In-Patients

This process includes the checking of medication according to prescribe dosed by the physicians, the right dose, right time and right patients prior to issuance of medications. Interventions of pharmacists such as checking the drug interactions and laboratory results for in patients is included in the manner of dispensing

Operating hours: Monday to Sunday, 24/7

Office or Division:	**SUPPLY OFFICE / PHARMACY**
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	Nurse and Prescribing Physician for In-Patient use

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Electronic Medical Record (EMR) (In- patient)	Physician
Special Prescription form for Dangerous drugs (Yellow RX)	Physician with valid S2 License
Charge slip	Nurse
Note: Submit One (1) original copy of each requirements	

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements	1.1 Check the drugs and medicines to be used prior to encoding. This includes the Clinical intervention of Pharmacist on the prescribed medication such as:	None	20 minutes	Supply officer / Pharmacy Section

		• Drug interactions, • duration of antimicrobial usage, • dose of antibiotics vs creatinine clearance of the patients, • toxicity level of drugs, 1.2 Check the requirements for the specialized type of medications such as: All antibiotics Restricted and Monitored antibiotics, Dangerous Drugs; Compassionate Drugs 1.3 Verify on the completeness of the Special Prescription form for Dangerous drugs (Yellow RX) *Cancellation of requests,discontinuation of medication by nurses should be carried out before encoding.	None None	10 mins 10 mins	Supply officer / Pharmacy Section Supply officer / Pharmacy Section

2.	The Nurse on Duty will transcribe the Physicians order to Hospital Information Management System (HIMS)	2.1 Encode and charge the drugs and medicines to the patient's bill.	None	5 minutes	Supply officer / Pharmacy Section
3.	The Nurse on Duty will view the actions taken by the Supply officer/ Pharmacist thru EMR.	3.1 Prompt the Nurse on Duty for the appropriate action using a color-coded indicator such as: Red- Staled request Blue –Made request Black-Unattended request Violet- Cancelled request	None	2 minutes	Supply officer / Pharmacy Section

4.	The Nurse on Duty will proceed to Pharmacy section to check the medications for patients before receiving the medication.	4.1 Prepare the drugs and medicines requested per ward	None	15 minutes	Supply officer / Pharmacy Section
		4.2 Issue the duplicate charge slip. (Receiving copy and filing copy)	Price may vary based on the charges of patients	3 minutes	Supply officer / Pharmacy Section
5	The Nurse on Duty will claim the drugs and medicines requested and sign the Charge Slip	5.Dispense the drugs and medicines requested.	None	5 minutes	Supply officer / Pharmacy Section
		TOTAL:	**Based on the amount indicated in Table 1**	**1 Hour**	
END OF TRANSACTION					

75. Allocation of Medicines in the Ward

This process ensures the availability of all essential medicines at the ward.

Office or Division:	**SUPPLY OFFICE / PHARMACY**
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	Pantabangan Infirmary staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supply request	iHOMIS+ System
Record of Dangerous Drug Preparation and Drug Preparations Containing Controlled Chemical Dispensed to In-Patients (Through Floor Stock) PHA-F-18- 00	Pharmacy Section
Section Requisition for Dangerous Drug preparation or Drug Preparation containing Controlled Chemical for In- Patient use PHA –F-9-00	Pharmacy Section
Empty ampules/vial and Empty Oxygen Cylinders	Ward

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request Medicine to Pharmacy	1.1 Check the remaining stocks prior to issuance of medicines in the ward.	None	3 minutes	Supply officer
		1.2 Check the completeness of details to each requirement needed in	None	2 mins	Supply officer

		particular medicines intended for replenishment of allocation 1.3 Encode the requested medicines for allocation	None	5 mins	Supply officer
2	Receive the allocated medicines	2.1 Dispense the medicines once the requirements are completed	None	5 minutes	Supply officer
		TOTAL:	**None**	**15 minutes**	
END OF TRANSACTION					

76. Central Supply and Sterilization Unit - Issuance of Medical Supplies to End-User

The Central Supply and Sterilization Unit (CSSU) is a unit of the hospital which facilitates issuance of medical supplies and instruments needed by all clinical areas.

Office or Division:		**CENTRAL SUPPLY AND STERILIZATION UNIT – NURSING SERVICE DIVISION**			
Classification:		Simple Transaction			
Type of Transaction:		G2C – Government to Government			
Who may avail:		Nurses, Nursing Attendant, Midwives			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Computer Generated Request (commonly called as RIS)			Requesting End-Unit		
NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	End-User will request needed supplies through Hospital Information Management System (HIMS)	1.1 Acknowledges the request by clicking each item/entries (Availability of supplies is automatically seen by the end-user upon making the request via computer)	None	3 minutes	Nursing Attendant/ CSSU
		1.2 Save and print the request	None	2 minutes	Nursing Attendant CSSU
		1.3 Prepare the requested medical supplies and inform the end-user	None	5 minutes	Nursing Attendant/ CSSU
2	Receive requested medical supplies and sign the RIS	2.1 Counter checks supplies issued and request the end-user to sign the RIS 2.2 File the RIS for inventory and other purposes.	None None	3 minutes 2 minutes	Nursing Attendant/ CSSU Nursing Attendant/ CSSU
TOTAL:			**None**	**15 minutes**	
END OF TRANSACTION					

77. Facilitation of Out-sourced Services

Chief Administrative Office is responsible in facilitation of Outsourced Services.

Office or Division:	**ADMINISTRATIVE OFFICE**
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Active employees of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Quotation from Responsive Bidders	AO OFFICE
2. Abstract of Price Quotation	AO OFFICE
3. Old contract (if renewal)	End User/End Unit/AO Office

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the Request for Quotation from Responsive Bidders and old contract(if renewal)	1.1 Prepare the Abstract of Price Quotation	None	10 minutes	Office of Administrative Officer
		1.2 Prepare and forward the Memorandum of Agreement to Legal Office for review.	None	1 day	Office of Administrative Officer
		1.3 Forward the reviewed MOA to the Authorized Signatory and witnesses for signature.	None	1 day	Office of Administrative Officer
		1.4 Send the approved MOA to the Authorized Signatory and witnesses of Second Party for signature	None	15 minutes	Office of Administrative Officer

2	Receives notarized copy of Approved Memorandum of Agreement and sign the logbook	2.1 Issue the notarized copy of Approved Contract to the End User/End	None	15 minutes	Office of Administrative Officer
		TOTAL:	**None**	**2 days and 40 minutes**	
END OF TRANSACTION					

78. Facilitation of Renewal of LTO/PhilHealth Accreditation of the Hospital

Chief Administrative Office is responsible for the facilitation of Renewal of LTO/ Philhealth Accreditation of the hospital.

Office or Division:	**CHIEF ADMINISTRATIVE OFFICE**
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Active employees of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Necessary documents for the renewal of LTO/Philhealth Accreditation of the hospital For License to Operate: Application Form for renewal Self-Assessment Tool For Philhealth Accreditation: Provider Data Record Performance Commitment	End User/End Unit

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Submit the Request for Quotation from Responsive Bidders and old contract(if renewal)	1.1 Check if the submitted documents/requirements are correct and complete based on the checklist	None	20 minutes	Office of Administrative Officer
		1.2 Consolidate submitted requirements and send to licensing agencies (DOH and Philhealth either manually or electronic.	None	30 minutes	Office of Administrative Officer

2	Receives copy of Approved License to Operate and Philhealth Accreditation Certificate of the Hospital and sign the logbook	2.1 Once approved, issue a copy of License to Operate and Philhealth Accreditation Certificate to End User/End Unit.	None	10 minutes	Office of Administrative Officer
		TOTAL:	**None**	**1 Hour**	

79. Request for Engineering and Maintenance Services – Simple

The Engineering and Facilities Management Section provides services to all areas and offices related to facilities' maintenance and repair works. It also offers services for the preventive and corrective maintenance of all medical and office equipment.

Duration of Particular Service Request:

Equipment Maintenance (Repair of Minor Equipment)

- Nebulizer, Suction Machine, Droplight, Phototherapy, Pulse Oximeter – 1 hour
- Preventive maintenance and inspection per equipment – 30 minutes Major

Equipment

- Repair of O.R. Equipment – 1 day
- Repair of Mech-Vent – 1 day
- Repair of Patient Monitor – 1 day
- Repair of DMI and Lab Equipment – 1 day
- Repair of speakers – 2 hours
- Repair of microphone telephone & xerox machine - 1 hour

Installations

- Installation of minor equipments – 1 hour
- Installation of major equipment - 4 hours
- Inspection of new equipment / accessories for delivery – 1 hour Carpentry

- Fabrication of office furnitures (small) – 2 days
- Fabrication of signage/ tarp frame – 1 day
- Fabrication of bulletin board & door – 2 days
- Repainting of rooms / ward - 2 days
- Repair of office furniture – 2 hours
- Repair of door – 4 hours
- Repair/ replacement of doorknob – 30 minutes
- Installation of door lock/ hinges/ catches – 30 minutes

Electrical

- Replacement / repair of lighting fixtures – 30 minutes
- Installation of lighting fixture & replacement/ repair of outlet and switch - 2 hours
- Installation of new outlet and switch - 4 hours
- Replacement & repair of exhaust fan – 2 hours
- Installation of new exhaust fan, emergency and exit light & electric fan -4 hours
- Repair and cleaning of electric fan – 3 hours

Aircon/Refrigerator/Washing Machine Maintenance

- Installation of window type aircon – 6 hours
- Installation of split type aircon – 1 day
- General cleaning of window type aircon – 2 hours
- General cleaning of split type aircon – 3 hours
- Repair of aircon (replacement of compressor) – 6 hours
- Repair of aircon (replacement of other parts) – 3 hours
- Repair of aircon (charging of freon) – 3 hours
- Repair of washing machine/ dryer & refrigerator – 1 day Plumbing

Works

- Repair/ replacement of toilet fixtures -1 hour
- Replacement/ repair of leaking plumbing and sanitary lines and fittings - 2 hours
- Installation of new toilet bowl – 3 hours
- Installation of new lavatory/ sink – 2 hours
- Repair of leaking ceiling – 1 day
- Declogging of clogged drainage/ toilet/ sink – 2 hours

Welding and Roofing Works

- Repair of bed/ stretcher/ weelchair/ trolley – 2 hours
- Fabrication of trolley – 2 days
- Fabrication and installation of oxygen brace – 3 hours
- Fabrication and installation of steel frame/ stand/ brace – 3 hours
- Repair of IV poles/ curtain rods – 2 hours
- Installation of curtain rods – 2 hours
- Repair of aluminum doors/ windows – 1 day
- Repair of leaking roof/ ceiling – 1 day

Office or Division:	**ENGINEERING AND FACILITIES MANAGEMENT SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Active employees of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Job Request Form	EFMS

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Get request form/ job order form at administrative office and fill out the form.	1.1 Review the request 1.2Assign EFMS staff to accomplish the request	None None	1 minute 2 minutes	Engineer / Medical Equipment Technician / Administrative Aide
2	Wait for the EFMS for the accomplishment of the request and view status of request.	2. Perform and accomplish the service request	None	2 days maximum (Depending on the Request - Please refer to Service Information)	Engineer / Medical Equipment Technician / Administrative Aide
3	Validate and acknowledge the service and accomplish the satisfaction survey	3.Coordinate with the end- user for the validation of service done	None	5 minutes	Engineer / Medical Equipment Technician / Administrative Aide
		TOTAL:	**None**	**2 days and 8 minutes**	
END OF TRANSACTION					

80. Request for Engineering and Maintenance Services – Complex

The Engineering and Facilities Management Section provides services to all areas and offices related to facilities maintenance and repair works. It also offers services for the preventive and corrective maintenance of all medical equipment and office equipment.

Office or Division:	**ENGINEERING AND FACILITIES MANAGEMENT SECTION**
Classification:	Complex Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Active employees of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Two (2) copies of duly accomplished Service Request Form	EFMS

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Get request form/ job order form at administrative office and fill out the form.	1.1 Review the request 1.2 Assign EFMS staff to accomplish the request	None None	1 minute 2 minutes	Engineer / Medical Equipment Technician / Administrative Aide
2	Wait for the EFMS for the accomplishment of the request.	2.Perform and accomplish the service request	None	5 days maximum (Depending on the Request - Please refer to Service Information)	Engineer / Medical Equipment Technician / Administrative Aide

3	Validate and acknowledge the service and accomplish the satisfaction survey	3.Coordinate with the end-user for the validation of service done	None	5 minutes	Engineer / Medical Equipment Technician / Administrative Aide
		TOTAL:	**None**	**5 days and 8 minutes**	
END OF TRANSACTION					

81. Reproduction of Hospital Forms

The Materials Management Section is in charge for the mass production of hospital forms generally use for patients' records.

Office or Division:	**ADMINISTRATIVE OFFICE-MATERIALS MANAGEMENT SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All Pantabangan Infirmary Section with approved PPMP

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished Requisition and Issuance Slip (PSY-F-2), approved by respective Division Heads, in duplicate	Form available at Materials Management Section
2. Sample form for reproduction	Concerned Pantabangan Infirmary office/ward

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPOSIBLE
1	Submits and logs duly accomplish requisition and issuance slip (RIS) to Materials Management Section	1.1 Receives duly accomplished RIS	None	2 minutes	Administrative Assistant Materials Management Section
		1.2 Requests end user to log in Reproduction logbook	None	3 minutes	Administrative Assistant Materials Management Section
		1.2 Prepares master copy and reproduces the requested quantity	None	30 minutes	Administrative Assistant Materials Management Section
2	Receive reproduced forms	2.1 Delivers to different offices/wards	None	15 minutes	Administrative Assistant Materials Management Section
		2.1 Request end- user to receive and sign in RIS and receiving logbook	None	5 minutes	Administrative Assistant Materials Management Section
		TOTAL:	**None**	**55 minutes**	
END OF TRANSACTION					

Municipal Civil Registrar's Office

External Service

82. Endorsement of Birth, Marriage and Death Certificate to PSA

- A document issued to client if they request for the Security Paper of their documents to National Statistics office but the result is negative or no record and the Office of the Municipal Civil Registrar or the person has the copy of the registered document. The Municipal Civil Registrar will issue the endorsement of the said document to the National Statistics Office.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Residen of Pantabangan whose relative or the person themselves whose record at Philippine Statistics Authority is negative.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Negative Result/Certification of the Documents (2 photocopies)	Church/Office of the Mayor/Office of the Solemnizing Officer
Photocopy of Registry Book	Local Civil Registry Office
Proof of Urgency	Government Agency
Registered Copy of the Documents (if available) (2 photocopies)	Philippine Statistic Office/Personal Copy of the Solemnizing Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service and secure checklist of requirements.	1. Gives a briefing about the service.	None	10 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
2. Submit requirements and provide the needed information during the interview.	2.1 Reviews the documents for completeness and prepares the endorsement paper. 2.2 Issues Order of Payment form and instructs client to pay fees.	None None	10 Minutes 5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office *Clerk / Registration Officer* Municipal Civil Registrar Office
3. Pay the corresponding fees at the Municipal Treasurer's Office.	3. Issues Official Receipt	PHP 100.00	10 Minutes	*Revenue Collection Officer* Municipal Treasurer Office
4. Return to Local Civil Registrar's	4.1 Annotates documents and	None	10 Minutes	*Clerk / Registration Officer*

Office and present the Official Receipt. *Wait as the staff/clerk annotated the documents	records the documents and the official receipt. 4.2 Municipal Civil Registrar signs the annotated documents.	None	5 Minutes	Municipal Civil Registrar Office *Clerk / Registration Officer* Municipal Civil Registrar Office
5. Claim the annotated Certified Copies of the Certificate of Live Birth of the child.	5. Releases the annotated certified copies of the Certificate of Live Birth.	None	5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
	TOTAL:	PHP 100.00	55 minutes	

83. Issuance of Civil Registry Documents through BREQS (Batch Request Entry System)

- The Municipal Civil Registrar Office of Pantabangan, Nueva Ecija issues the civil registry documents in Security Paper through Batch Request Entry System (BREQS), it helps the public (even the nearby municipalities) to request their documents in Security Paper (SECPA) without the hassle of going to PSA-Cabanatuan.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Relative or the person themselves whose record at Philippine Statistic Authority.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Properly Filled Up Form (1 original copy)		Philippine Statistic Authority		
Authorization Letter and ID of the Owner (1 Photocopy)		Personal Copy/Municipal Civil Registrar		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire about the service.	1. Gives a briefing about the service.	None	3 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
2. Fill-out the application form and provide all the information during the interview.	2.1 Reviews the application form for completeness 2.2 issue order of payment form and instruct client to pay fees at	None None	10 Minutes 3 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
3. Pay the corresponding fees at the Municipal Treasurer's Office.	3. Issues official receipt	PHP 155.00 PSA Copy PHP 100 Service Fee PHP 210 Certificate of no Marriage PHP 100 service fees	10 Minutes	*Revenue Collection Officer* Municipal Treasurer Office
4. Return to Municipal Civil Registrar Office and present the Official receipt.	4. Encodes to the system.	None None	2 Minutes 3 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office

	4.2 Inform the client on the date of release of the document.			
5. Return to Municipal Civil Registrar Office to claim the documents in Security Paper.	5. Issues the Security Paper and signs in the transmittal form.	None	2 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
	TOTAL:	PHP 155.00 PSA Copy PHP 100 Service Fee PHP 210 Certificate of no Marriage PHP 100 service fees	33 minutes	

84. Issuance of a Marriage License

- Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside. The local civil registrar concerned shall enter all applications for marriage license filed in a registry book strictly in the order in which the same are received. When the license is issued, the same shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issue, and shall be deemed automatically cancelled at the expiration date of the said period if the contracting parties have not made use of it.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	A man and a woman, of legal age, and with no legal impediments to marry, who wish to enter into a special contract of permanent union for the establishment of conjugal family life.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pre-marital Counseling Certificates (1 original copy)	Municipal Social Welfare & Development Office/ Local Population Office
Birth Certificates of contracting parties (1 original and 3 photocopies each of both party)	Philippine Statistics Authority/ BREQS Pantabangan
Certificate of No Marriage (CENOMAR) (1 original copy each of both party)	Philippine Statistics Authority/ BREQS Pantabangan
Baptismal Certificates of contracting parties	Church where baptism took place
Parental Consent (18-20) (1 original and 3 photocopies each of both party)	Municipal Civil Registrar's Office
Parental advice (21-24) (1 original and 3 photocopies each of both party)	Municipal Civil Registrar's Office
25 and above (1 original and 3 photocopies each of both party)	Philippine Statistics Authority
Current Citizens Tax Certificate (1 photocopy each of both party)	Municipal Treasurer's Office
Duly Notarized Affidavit of Marriage Between Man and Woman who have lived together as Husband and Wife for at least Five Years (if living in together for more than 5 years) Article 34 of the Family code (1 original and 3 photocopies)	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of relevant documents	1. Interview and Analysis of documents	None	5 Minutes	*Clerk / Registration Officer*

				Municipal Civil Registrar Office
2. Pay the required fees at the Municipal Treasurer's Office by showing the Order of Payment. Make sure to secure Official Receipt that will be issued upon payment.	2.1 Accept the payment based on the Order of Payment. 2.2 While paying the client the marriage license will be processed for approval by the Head of Office	Php300. Application Fee Php100 Marriage License Php600 Solemnization Fee (If Local Chief Executive is the Solemnizing officer)	10 Minutes 10 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office *Clerk / Registration Officer* Municipal Civil Registrar Office
3. Return to Municipal Civil Registrar's Office for the processing and release of Marriage License.	3.1 Check the Official Receipt 3.2 Issuance of Marriage License	None None	2 Minutes 2 Minutes	*Clerk / Registration Officer / MCR Staff* *Clerk / Registration Officer* Municipal Civil Registrar Office
	TOTAL	Php300. Application Fee Php100 Marriage License Php600 Solemnization Fee (If Local Chief Executive is the Solemnizing officer)	29 minutes	

85. Out-Of-Town Delayed Registration of Birth Certificate

-Out-of-town delayed birth registration allows you to register a birth in your current city, even if the birth occurred elsewhere, by submitting the application to your local civil registrar who will forward it to the correct city of birth.

Office or Division:	Municipal Civil Registrar Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Births that occurred in another Municipality which are not registered within 30 days from the date of birth, should avail of this service.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal appearance of the applicant	Client
Personal appearance of Parents	Client
Four (4) Copies of COLB duly accomplished and signed by the proper parties	Hospital/Lying-in, Rural Health Units (RHUs), Local Civil Registry Office (LCRO)
Latest PSA Negative Certification (3 photocopies)	Philippine Statistics Authority (PSA)
Affidavit of Two (2) Disinterested Persons (3 photocopies)	Notary Public
Affidavit of Delayed Registration (4 original copies)	Local Civil Registry Office (LCRO)
Affidavit attesting to the authenticity and veracity of all documents submitted (3 original copies)	Notary Public
Affidavit of the registrants in case the document owner is already deceased (3 original copies)	Notary Public
Personal Affidavit of Applicant for Out-of-Town Delayed Registration (3 photocopies)	Notary Public
Government Issued ID of the Informant (3 photocopies)	BIR, Post Office, LTO, DFA, Philsys, SSS, GSIS, Pag-ibig, Office of the Senior Citizen, MSWDO, Philhealth, COMELEC
Certificate of Marriage (3 photocopies)	Personal Copy, Philippine Statistics Authority (PSA), Local Civil Registry Office (LCRO)
Barangay Certification issued by the Punong Barangay as proof of residency (3 photocopies)	Barangay Hall
National ID of applicant to be registered (3 photocopies)	Philsys
Four (4) copies of unedited front facing 2×2 size photo, white background, taken within 3 months from the date of registration	Photo Studio

Authorization Letter-executed and signed by the document owner or legal guardian, must be able to provide the specific details required in COLB and statement as to its purpose including the photocopy of the ID of the document owner and duly authorized representative. (3 photocopies)	Document Owner
Special Power of Attorney – executed by the document owner that grants the attorney in fact the authority to act on behalf of the principal stating the specific details required in the COLB (3 photocopies)	Notary Public
Any two (2) supporting documentary evidence:	
Baptismal Certificate (3 photocopies)	Church where baptism took place
School Records-Form 137(3 photocopies)	School attended
Voter's Certification (3 photocopies)	Commission on Elections (COMELEC)
Income tax return (3 photocopies)	Bureau of Internal Revenue (BIR)
Insurance policy (3 photocopies)	Insurance Agency/Company
Medical Records (3 photocopies)	Hospital
Senior ID (3 photocopies)	Office of the Senior Citizen
Other documents with complete name, date of birth and place of birth (3 photocopies)	Client
Any two (2) documentary evidence showing the identity of the parents	
Government Issued IDs of Parents (3 photocopies)	BIR, Post Office, LTO, DFA, Philsys, SSS, GSIS, Pag-ibig, Office of the Senior Citizen, MSWDO, Philhealth, COMELEC
Certificate of Live Birth (COLB) of Parents (3 photocopies)	Personal Copy, Philippine Statistics Authority (PSA), Local Civil Registry Office (LCRO)
Certificate of Marriage of Parents (3 photocopies)	Personal Copy, Philippine Statistics Authority (PSA), Local Civil Registry Office (LCRO)
Death Certificate of Parents, if applicable (3 photocopies)	Personal Copy, Philippine Statistics Authority (PSA), Local Civil Registry Office (LCRO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements for out-of-town delayed registration of birth certificate.	1.1 Receive the requirements for out -of-town delayed registration.	None	2 minutes	*Registration Officer II* Local Civil Registry Office *or Administrative Aide*
	1.2 Verify the submitted requirements for	None	2 minutes	*Registration Officer II* Local Civil Registry Office *or Administrative Aide*

	delayed registration. 1.3 Encode information of submitted document – *Four (4) copies of the documents (PSA Copy, Document, Owner's Copy, File Copy)* 1.4 Issue order of payment. Instruct the client to pay at the Municipal Treasury Office (MTO)	None	10 minutes 3 minutes	*Registration Officer II* Local Civil Registry Office *or Administrative Aide* *Registration Officer II* Local Civil Registry Office *or Administrative Aide*
2. Pay the required fee at the Municipal Treasury Office (MTO)	2.1 Receive proof of payment. 2.2 Advice to return on the scheduled date of release. 2.3 Submit the accepted application for out-of- town registration to Provincial Statistics Office (PSO) Nueva Ecija for their transmittal and endorsement to the concerned record- keeping civil registrar	None None None	2 minutes 3 minutes 1 day	*Municipal Civil Registrar* *Registration Officer II* Local Civil Registry Office *or Administrative Aide* *Registration Officer II* Local Civil Registry Office *or Administrative Aide*
3. Receive the registered document	3.1 Release and Record copy of the registered out-of-town birth certificate	None	2 minutes	*Registration Officer Local Civil Registry Office or Administrative Aide IV Local Civil Registry Office*
	TOTAL:		1day and 24 minutes	

NOTE: SUBJECT FOR 10 DAYS POSTING BEFORE ENDORSE TO PROVINCIAL STATISTICS OFFICE (PSO)

86. Migrant Petition for Correction of Clerical Errors/ Petition for Correction of Clerical Errors RA 10172, Change of First Name

-A migrant petition is a process for individuals residing in a different location from their civil registry record to file for a correction of a clerical error. This can be done by filing with the nearest Local Civil Registry Office (LCRO in their current area or with a Philippine Consulate if they are abroad.

Office or Division:	Municipal Civil Registrar Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Authorized representative of the place within Pantabangan where the marriage was solemnized such as Secretaries of Parish Church, Court's Liaison officer, Local Chief's Executive's (mayor's staff), or Owners of the Document who got married in Pantabangan.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Migrant Petition for Correction of Clerical Errors	
PSA Certificate of Live Birth, Certificate of Marriage, Certificate of Death (3 photocopies)	Philippine Statistics Authority (PSA)
Any three (3) documents that pertains to the correct entry to be corrected (3 photocopies)	Client
Special Power of Attorney – executed by the document owner that grants the attorney in fact the authority to act on behalf of the principal under a certain specified task. (3 photocopies)	Notary Public
Migrant Petition for Correction of Clerical Errors RA 10172, Change of First Name	
PSA Certificate of Live Birth (3 photocopies)	Philippine Statistics Authority (PSA)
NBI Clearance (3 photocopies)	National Bureau of Investigation (NBI)
Police Clearance (3 photocopies)	Philippines National Police (PNP)
Court Clearance (3 photocopies)	Court
Baptismal Certificate (3 photocopies)	Church where baptism took place
Medical Certification (3 photocopies)	Rural Health Unit (RHU)

School Record (earliest school record-elementary) (3 photocopies)	School Attended
Clearance from employer no pending Criminal, Administrative or Civil Case Filed (if not employed, affidavit of non-Employment) (3 photocopies)	Employer, Notary Public
Voters Certification (3 photocopies)	Commission on Elections (COMELEC)
Medical Records (3 photocopies)	Hospital
Other documents with First Name/Gender/Date of Birth (3 photocopies)	Client
Certificate of Marriage (3 photocopies)	Personal Copy, Local Civil Registry Office (LCRO), Philippine Statistics Authority (PSA)
Government Issued ID (3 photocopies)	BIR, Post Office, LTO, DFA, Philsys, SSS, GSIS, Pag-ibig, Office of the Senior Citizen, MSWDO, PhilHealth, COMELEC
Other documents which are deemed necessary as evidence or proof of such correct entry (3 photocopies)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Civil Registrar and submit duly accomplished Marriage Certificate in quadruplicate copies and the photocopy of the Certificate to solemnize Marriage of the solemnizing Officer.	1.1 Receive filled-up petition form for correction of clerical errors	None	2 minutes	Registration Officer or Local Civil Registry Office
	1.2 Check the completeness of the petition form including the evidences.	None	5 minutes	Registration Officer or Local Civil Registry Office
	1.3 Process the document	None	103 minutes	Registration Officer /Clerk IV
	1.4 Issue order of payment. Instruct the client to pay at the Municipal Treasury Office (MTO)	None	5 minutes	Registration Officer or Local Civil Registry Office
3. Pay the corresponding fees at the Municipal Treasurer's Office.	3. Issues Official Receipt		10 minutes	*Revenue Collection Officer* Municipal Treasurer Office
2. Return to Local Civil Registrar's Office and submit the official receipt	2.1 Receive Proof of payment	None	2 minutes	Registration Officer or Local Civil Registry Office
	2.2 Advice to return on the	None	3 minutes	

	scheduled date of release 2.3 Endorse to the Office of the Record Keeping Civil Registrar	None	*Waiting for the confirmation of receive	Registration Officer or Local Civil Registry Office Registration Officer or Local Civil Registry Office
	TOTAL:		37 minutes	

NOTE: NOTE: SUBJECT FOR 10 DAYS POSTING BEFORE ENDORSEMENT TO RECORD KEEPING LCRO

87. Processing Petitions under Republic Act 9048 (Correction of Clerical Error and Change of Name or Nickname) and Republic Act 10172 (Correction of Clerical Error in the day and month (date of birth) and sex/gender in the COLB.

- Republic Act No. 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial order.
Republic Act No. 10172 authorizes the city/municipal civil registrar including the consul general, in accordance with the provisions of existing laws, to correct clerical or typographical errors in the day and month (date of birth) or sex of a person in the civil register of birth, without the need of judicial order.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Whether it is for correction of clerical or typographical error, or for change of first name, or change in gender and date of birth, the petition may be filed by a person of legal age who must have direct personal interest in the correction of the error or in the change of first name in the civil register. (Document owner, owner's spouse children, parents, brothers, sisters, and grandparents, guardian or any other person duly authorized by law or by the owner of the document.)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Birth Certificate on Security Paper (1 original copy and 2 photocopies)	Philippine Statistics Authority
Voter's Registration Record (1 original and 2 photocopies)	Commission on Elections where you vote
Employment Record (1 original copy and 2 photocopies)	Agency concerned
Social Security System Record (1 original and 2 copies)	Social Security System branch

Government Service Insurance System Record (1 original and 2 copies)	Government Service Insurance System branch
School Records/Diploma (1 original copy and 2 photocopies each)	School Attended
Driver's License (1 original and 2 photocopies)	Land Transportation Office
NBI Clearance (1 original copy and 2 photocopies)	National Bureau of Investigation Branch
Police Clearance (1 original and 2 photocopies)	National Police Clearance System where you reside
Baptismal Certificate (1 original copy and 2 photocopies)	Church where baptism took place
Marriage Certificate if married/parents (1 original copy and 2 photocopies)	Local Civil Registrar's Office/ Philippine Statistics Authority
Birth Certificate of brothers/sisters (1 original and 2 photocopies each)	Local Civil Registrar's Office/ Philippine Statistics Authority
Current community tax certificate (1 original copy and 2 photocopies)	Municipal Treasurer's Office
Affidavit of Non-employment of Certificate of employment and other documentary evidences (For Change of Name, Change of Sex/Gender and Date of Birth) (1 original copy and 2 photocopies each)	Notary Public
Old Medical Record (1 original copy and 2 photocopies)	Hospital or Clinic where check-up had made
Newspaper clippings Publication – local newspaper for 2 consecutive weeks (For Change of Name, Change of Sex/Gender and Date of Birth) (2 original copies)	Newspaper Publication
Duly notarized Special Power of Attorney (SPA) if the Petitioner is not the owner of the document (2 original copies)	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service and secure checklist of requirements at Local Civil Registrar's Office.	1. Gives a briefing about the service.	None	10 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
2. Submit all the required documents and provide the necessary information during the interview.	2. Reviews documents for completeness and undertakes an interview.	None	10 Minutes	Municipal Civil Registrar Office
3. Wait as the Civil Registrar prepares the petition	3.1 Prepares the Application for Petition.	None	30 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office

	3.2 Issues order of payment form and instruct client to pay fees.	None	5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
4. Pay the corresponding fee at Municipal Treasurer's Office (RA 9048) (RA 10172) *Publication paper optional	4. Issues Official Receipt.	PHP 1000.00 Correction of Clerical Error PHP 3000.00 Change of First Name/ Gender PHP 5000.00 Publication Paper	10 Minutes	*Revenue Collection* Municipal Treasurer's Office
5. Return to Local Civil Registrar's Office and submit the official receipt	5.1 Informs client to follow-up after 2 weeks on the date of release of certificate of finality in conformity with the required ten days posting and five days for the decision. 5.2 Submits to the Philippine Statistics Legal Office.	None None	5 Minutes 5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office *Clerk / Registration Officer* Municipal Civil Registrar Office
6. Return to the Local Civil Registrar's Office and follow-up results for the issuance of finality.	6. Informs client on the date of release of certificate of finality.	None	5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
7. If the Petition is affirmed by the Civil Registrar General. Return to Local Civil Registrar's Office to	7. If Civil Registrar General affirms the petition, issues the certificate of	None	30 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office

claim the certificate of finality.	finality, record sheet and annotated documents.			
8. If the petition is impugned, file through the Local Civil Registrar's Office within 15 days from the receipt of the Impugned Petition a motion for reconsideration to Office of the Civil Registrar-General and wait for the approval of the impugned petition.	8. If the petition is impugned, receives the motion for reconsideration and transmits to Office of the Civil Registrar-General.	None	5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
	TOTAL:	PHP 1000.00 Correction of Clerical Error PHP 3000.00 Change of First Name/ Gender	1 hour and 55 minutes	

NOTE: PUBLICATION PAPER PRICE VARRIES UPON PUBLISHER

88. Registering Births and Issuance of Certificate of Live Birth (COLB)

- The birth of the child, being a vital event, should be registered at the office of the Civil Registrar within a thirty (30) days reglementary period from the time of birth. Other than serving identification purposes, a birth certificate is also required by various agencies and instrumentalities in availing of their services.

.

Office or Division:	Municipal Civil Registrar Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Residence of Pantabangan who are the parents/guardians/attendant at birth/hospital and clinic authorities and persons who have reached legal age but whose facts of births have not been reported at the Civil Registrar's Office.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage Contract of parents (1 original and 2 photocopies)	Philippine Statistics Authority or personal file
Affidavit to use the surname of the father (if parents are not married (2 photocopies)	Client
Current Community Tax Certificate of parents	Municipal Treasurer's Office
Delayed Registration: PSA Negative Certification of birth (1 original copy) • Current Citizen Tax Certificate Of informant/ Parents • Baptismal Certificate • Notarized affidavit of late registration with two dis-interested persons • 2x2 picture	 PSA – Pantabangan BREQS (Local Civil Registrar's Office) Municipal Treasurer's Office Church where baptism took place Notary Public Personal File
Marriage Contract of parents 1 (photo copy) • School Records • Any (2) valid IDs Affidavit to use the surname of the father (if parents are not married (2 photocopy)	School Attended NBI, GSIS, Passport, SSS, etc.
Legitimation:	PSA/ BREQS Pantabangan

• Latest PSA Copy of Birth Certificate of child (1 copy) • PSA Copy of Marriage Contract (1 photo copy) • Latest Certificate of No Marriage of Parents (CENOMAR) (1 original copy)		PSA/ BREQS Pantabangan PSA/ BREQS Pantabangan		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure information sheet, checklist of requirements and Municipal Form No. 102 (Certificate of Live Birth).	1.1 Issues checklist of requirements and Municipal Form No. 102 Certificate of Live Birth, information sheet. 1.2 explains the important data to be supplied and check on the space provided for concerned signatories.	None None	5 Minutes 5 Minutes	*Clerk/ MCR Staff* Municipal Civil Registrar Office *Clerk/ MCR Staff* Municipal Civil Registrar Office
2. Fill-out and submit information sheet and requirements for birth registration and provide needed information during the interview.	2.1 Reviews the filled-up information sheet 2.2 conduct interview on the missing data or wrong information.	None None	10 Minutes 5 Minutes	*Clerk/ MCR Staff* Municipal Civil Registrar Office *Clerk I MCR Staff* Municipal Civil Registrar Office
3. Wait as the Registration officer/Clerk prepares the Certificate of Live Birth.	3. Prepares Certificate of Live Birth based on the information supplied	None	5 Minutes	*Clerk I MCR Staff* Municipal Civil Registrar Office
4. Review the document and affix the signature on the space provided.	4. Validates for completeness of signature	None	5 Minutes	*Clerk I MCR Staff* Municipal Civil Registrar Office
5. Proceed to the designated payment window of the Municipal Treasury for payment.	5. Receive payment and issue Official Receipt	PHP 300.00 for late registration	10 Minutes	*Revenue Collection Clerk* Municipal Treasurer's Office

		PHP 300.00 acknowledgement PHP 300.00 for Authorization to use surname of the Father PHP 500.00 Legitimation PHP 200.00 Endorsement		
6. Wait as the Registration Officer/Clerk release and records the documents.	6.1 The Registration Officer/Clerk/ and Municipal Civil Registrar signs the prepared Certificate of Live Birth. 6.2 Encodes and assigns registry number to Certificate of Live Birth.	None None	3 Minutes 3 Minutes	*Clerk I MCR Staff* Municipal Civil Registrar Office *Clerk I MCR Staff* Municipal Civil Registrar Office
7. Claim the registered documents on 11th day	7. Issues Certificate of Live Birth and advice client to safe keep the original copy and photocopy document when needed.	None	10 days posting for delayed registration	*Clerk I MCR Staff* Municipal Civil Registrar Office
	TOTAL:	PHP 300.00 for late registration PHP 300.00 acknowledgement	51 minutes	

	PHP 300.00 for Authorization to use surname of the Father PHP 500.00 Legitimation PHP 200.00 Endorsement		

NOTE: LATE REGISTRATION FOR BIRTH, DEATH, AND MARRIAGE CERTIFICATES REQUIRES 10 CALENDAR DAYS

89. Registration of Court Orders

-All amendments in the civil registry entries requiring court orders should be registered within 30 days after finality of the court decision has been received.

Office or Division:	Municipal Civil Registrar Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Documents owner			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Certified True Copy of Court Decision (3 original copies)		Municipal/Regional Trial Court		
Certified True Copy of Certificate of Finality (3 original copies)		Municipal/Regional Trial Court		
Certified True Copy of the Civil Registry Document to be amended (3 original copies)		Philippine Statistics Authority/Local Civil Registrar		
Certification from the Civil Registry Office where the court is located (3 original copies)		Municipal Civil Registrar where the court is located		
Certificate of Authenticity (3 original copies)		Municipal Civil Registrar where the court is located		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Inquire about the service.	1. Gives a briefing about the service.	None	2 Minutes	*Clerk / Registration Officer*

*Secure checklist of requirements				Municipal Civil Registrar Office
2. Submit all the needed documents and provide information during the interview.	2.1 Reviews the submitted documents for completeness. 2.2 Approves the documents for annotation, issues order of payment form and instruct client to pay fees.	None None	5 Minutes 5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office *Clerk / Registration Officer* Admin Assistant Municipal Civil Registrar Office
3. Pay the corresponding fees at the Municipal Treasurer's Office.	3. Issues Official Receipt	PHP 1500.00	10 Minutes	*Revenue Collection Officer* Municipal Treasurer Office
4. Return to Municipal Civil Registrar Office and present the Official Receipt. *Wait as the staff/clerk annotated the documents	4.1 Records the Official Receipt and causes the annotation on the documents to be amended. 4.2 The Municipal Civil Registrar signs the document.	None None	10 Minutes 5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office *Clerk / Registration Officer* Municipal Civil Registrar Office
5. Claims the amended document.	5.1 Releases, records and endorses the amended document to Philippine Statistics Authority Office of the Civil Registrar General. 5.2 Instructs client to claim the documents at Philippine Statistics Authority-Cabanatuan after 3 days.	None None	5 Minutes 5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office *Clerk / Registration Officer* Municipal Civil Registrar Office
	TOTAL:	PHP 1500.00	47 minutes	

90. Registering/Issuance of Death Certificates

- It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical assistance The Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of death certificate to the Local Civil Registrar within the reglementary period of thirty (30) days.

Office or Division:	Municipal Civil Registrar Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Spouse/Children/Relatives of the deceased or the nearest kin or barangay official as the case may be.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. If death occurred at home (on-time registration) • Personal appearance of the informant who should be the relative of the deceased.	Municipal Civil Registrar
• Barangay Certification on the circumstances surrounding the death.	Barangay Hall
• Notarized affidavit of late registration with two dis-interested persons	Notary Public
b. If death occurred in the hospital (on-time registration) Death Certificate prepared by the hospital (4 original copy)	Hospital where the deceased transpire

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Civil Registrar's Office and fill out information sheet and provide the necessary information during the interview.	1.1 Interviews client and reviews the completeness of filled-up information sheet.	None	5 Minutes	*Clerk I MCR Staff* Municipal Civil Registrar Office
	1.2 Prepares the death certificate.	None	10 Minutes	*Clerk I MCR Staff* Municipal Civil Registrar Office
2. Wait as the Registration officer/Clerk prepares	2. Prepares a Certificate of Death based on	None	10 Minutes	*Clerk I MCR Staff* Municipal Civil Registrar Office

the Certificate of Death.	the information supplied.			
3. Review the Death Certificate prepared and affix signature on the space provided	3.1 Instruct client to proceed to the Municipal Health Officer for signature 3.2 Instruct the client to pay at the Treasurer's Office for burial fee.	None None	5 Minutes 5 Minutes	*Clerk I MCR Staff* Municipal Civil Registrar Office *Clerk I MCR Staff* Municipal Civil Registrar Office
4. Go to the Municipal Health Officer and have the Death Certificate signed.	4. Signs the death certificate	None	3 Minutes	*Municipal health Officer*
5. Pay the corresponding fees at the Municipal Treasurer's Office	5. Issues official receipt	PHP 100.00 Burial Fee	10 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office
6. Return to the Civil Registrar's Office and submit the death certificate and official receipt. *Wait as the staff records the documents	6.1 Check for completeness, sign on the prepared certificate of death and received by the Civil Registrar. 6.2 Records and assigns registry number to the Certificate of Death.	None None	5 Minutes 2 Minutes	*Clerk I MCR Staff* Municipal Civil Registrar Office *Clerk I MCR Staff* Municipal Civil Registrar Office
7. Claim the duly registered Death Certificate	7. Issues the duly registered death certificate and records issuance	None	2 Minutes	*Clerk I MCR Staff* Municipal Civil Registrar Office
	TOTAL:	PHP 100.00 Burial Fee	57 Minutes	

91. Registration of Legal Instruments

- Similar to court orders/decrees, legal instruments are also registrable in the civil registrar where the birth certificate of the child is registered.

The following are considered legal instruments:

- Affidavit of Acknowledgement/Admission of paternity – a public document executed by the biological father establishing paternal relationship with the child.
- Legitimation – is a remedy by means of which those 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.
- Affidavit to Use the Surname of the Father – under RA 9255, it is a public instrument executed by the father giving the child the privilege to use his surname.
- Supplemental Report

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registered Certificate of Live Birth of the child (1 original and 3 photocopies)	Philippine Statistics Authority/ Local Civil Registrar's Office
Duly notarized affidavit of acknowledgement/admission of paternity (1 original and 3 photocopies)	Notary Public
Baptismal Certificate (1 original and 3 photocopies)	Church where baptism took place
Proof of paternal filiation (if the child is not acknowledged upon registration) (1 original and 3 photocopies)	Notary Public/Local Civil Registrar's Office
Duly notarized affidavit of legitimation executed by both parents (if Legitimation) (1 original and 3 photocopies)	Notary Public
Marriage contract of parents (Legitimation) (1 original and 3 photocopies)	Philippine Statistics Authority/Local Civil Registrar's Office
Certificate of No Marriage (CENOMAR) to other person (Legitimation) (1 original and 3 photocopies)	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements at Local Civil Registrar's Office.	1. Gives a briefing about the service.	None	3 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office

2. Submit requirements and provide the needed information during the interview.	2.1 Reviews requirements and interviews the client. 2.2 Issues order of payment form and instructs client to pay fees	None None	10 Minutes 3 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office *Clerk / Registration Officer* Municipal Civil Registrar Office
3. Pay the corresponding fees at the Municipal Treasurer's Office.	3. Issues official receipt	PHP 300.00 Affidavit of legitimation PHP 200.00 Endorsement PHP 300.00 Affidavit to use the Surname of the Father PHP 300.00 Supplemental	3 Minutes	*Revenue Collection Officer* Municipal Treasurer Office
4. Return to Local Civil Registrar's Office and present the Official receipt. *Wait as the staff/clerk annotated the documents	4.1 Annotates documents and records the documents and the official receipt. 4.2 Municipal Civil Registrar signs the annotated documents.	None None	10 Minutes 5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office *Clerk / Registration Officer* Municipal Civil Registrar Office
5. Claim the annotated Certified Copies of the Certificate of Live Birth of the child.	5. Releases the annotated Certified copies of the Certificate of Live Birth.	None	5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
	TOTAL:	PHP 300.00 Affidavit of legitimation PHP	39 minutes	

	200.00 Endorsement PHP 300.00 Affidavit to use the Surname of the Father PHP 300.00 Supplemental		

92. Registering Marriage Certificates

- In ordinary marriage, the time of submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage but in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

Office or Division:	Municipal Civil Registrar Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Authorized representative of the place within Pantabangan where the marriage was solemnized such as Secretaries of Parish Church, Court's Liaison officer, Local Chief's Executive's (mayor's staff), or Owners of the Document who got married in Pantabangan.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage Certificates (4 original copies)	Church/Office of the Mayor/Office of the Solemnizing Officer
Photocopy of the Certificate to solemnize Marriage of the solemnizing Officer (for churches only) (1 photocopy)	Philippine Statistic Office/Personal Copy of the Solemnizing Officer
Notarized Permission and Approval of the Solemnizing Officer in case the Marriage is to be held outside the church/chapel or garden wedding (2 photocopies)	Notary Public
Sworn statement of the applicant duly notarized (for delayed registration)	Client
Negative result from Philippine Statistics Authority (for delayed registration) (4 original copies)	Philippine Statistic Authority
Old copy of the unregistered document (for delayed registration) (4 original copies)	Personal Copy
Birth Certificate of Children showing the date of marriage (for delay registration) (4 original copies)	Personal Copy/Local Civil Registrar/Philippine Statistic Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Civil Registrar and submit duly accomplished Marriage Certificate in quadruplicate copies and the photocopy of the Certificate to solemnize Marriage	1. Reviews for completeness and receives the documents.	None	5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office

of the solemnizing Officer.				
2. Wait as the Municipal Civil Registrar signs the document.	2. Signs the Certificate of Marriage, records the document and assigns registry number.	None	5 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
3. Pay the Corresponding fees at Municipal Treasurer's Office.	3. Receive payment and issues official receipt	PHP 100.00	3 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office
4. Return to Municipal Civil Registrar and present the official receipt.	4. Informs the client of the date of release of the documents in compliance with the 10-day posting period.	None	2 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office
5. Return to Local Civil Registrar's Office and claim the registered Marriage Contract on the date scheduled.	5.1 Signs the Certificate of Marriage, records the document and assigns registry number. 5.2 Issues the registered marriage contract.	None None	2 Minutes 2 Minutes	*Clerk / Registration Officer* Municipal Civil Registrar Office *Clerk / Registration Officer* Municipal Civil Registrar Office
	TOTAL:	PHP 100.00	19 minutes	

93. Supplemental Report on Birth, Marriage and Death Certificate

-A supplemental report is a document filed to provide missing or omitted information on a civil registry document, such as a birth, marriage, or death certificate. It is used to correct errors or add details that were inadvertently left out during the initial registration, and it requires a formal affidavit and supporting documents.

Office or Division:	Municipal Civil Registrar Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Birth, Marriage and Death Certificate that is registered in the Municipality of Pantabangan which has lacking entry.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PSA Certificate of Live Birth, Certificate of Marriage and Certificate of Death Certificate (4 photocopies)	Philippine Statistics Authority (PSA)
Affidavit of Supplemental Report (4 original copies)	Local Civil Registry Office (LCRO)
Any Three (3) documents that will pertain to the correct data to be supplemented (4 photocopies)	Client
Baptismal Certificate (4 photocopies)	Church where baptism took place
Physical Examination (RHU)-for gender (4 photocopies)	Rural Health Unit (RHU)
Government Issued ID (4 photocopies)	BIR, Post Office, LTO, DFA, Philsys, SSS, GSIS, Pag- ibig, Office of the Senior Citizen, MSWDO, Philhealth, COMELEC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirement for supplemental report	1.1 Receive the requirements for Supplemental Report on Birth, Marriage and Death Certificate	None	2 minutes	*Registration Officer III* Local Civil Registry Office
	1.2 Verify the submitted documentary requirements for supplemental	None	5 minutes	*Registration Officer III* Local Civil Registry Office *or Administrative Aide III* Local Civil Registry Office
	1.3 Issue order of payment. Instruct the client to pay at the Municipal Treasury Office (MTO)	None	5 minutes	*Registration Officer III* Local Civil Registry Office *or Administrative Aide III* Local Civil Registry Office

2. Pay the required fees at the Municipal Treasury Office (MTO) and present official receipt	2.1 Receive proof of payment 2.2 Process the document for supplemental report (Prepare Four (3) original copies of the documents (PSA Copy, Document Owner's copy, Office Copy) 2.3 Review the completeness of the documents 2.4 Sign the documents for Supplemental Report	None PHP 300.00 Supplemental report PHP 200.00 Endorsement None None	2 minutes 30 minutes 10 minutes 5 minutes	*Registration Officer II or Administrative Aide* *Registration Officer II or Administrative Aide III Local Civil Registry Office* *Registration Officer III or Administrative Aide III Local Civil Registry Office* *Registration Officer III or Administrative Aide III Local Civil Registry Office*
3. Receive the requested document for supplemental report	3.1 Release and Record copy of Supplemental Report on Birth, Marriage and Death Certificate	None None	3 minutes 3 minutes	*Registration Officer II or Administrative Aide III Local Civil Registry Office* *Registration Officer II or Administrative*

	3.2 Advice the client to personally secure a copy of supplemented copy at PSA CRS Region 3 or PSA outlet Cabanatuan City			*Aide III / Local Civil Registry Office*
	TOTAL:	PHP 300.00 Supplemental report PHP 200.00 Endorsement	1 hour and 5 minutes	

Municipal Agriculture Office

External Service

94. Food Production: Technical Assistance

Technical Assistance are aimed to help farmers increase productivity in the most sustainable way, following environmental and social Codes of conduct.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask information about the following: • Buying good quality Seeds • Pest and irrigation management • Fisheries Management • Show Made of various crops • Vegetable Production • Onion Production • Corn Production	1.1. Share knowledge with any requested client information.	None	10 Mins	*Agricultural Extension Worker* Municipal Agriculture Office
	1.2. Obtain and record the client's name in the farmer list. (Farmer's Logbook)	None	5 Mins	*Agricultural Extension Worker* Municipal Agriculture Office
	1.3. Provide technical assistance by the assigned technician according to the technology he wants to know.	None	10 Mins	*Agricultural Extension Worker* Municipal Agriculture Office
		TOTAL:	25 Minutes	

95 Food Production: Rice Productivity Encashment (RIPE) Program

- An innovative agricultural initiative designed to increase rice production efficiency, promote sustainable farming practices, and ensure food security through enhanced rice yields.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Qualified Farmer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RSBSA ENROLLMENT FORM (1 copy)	Municipal Agriculture Office
VALID I.D. (1 copy)	Government issued valid Identification Card
2X2 Picture of Farmer (1 copy)	Photo Studio/Rush ID stores
Certificate, Deed of Sale, Agreement, etc.) (1 copy)	From the Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Record registration (RSBSA) to the technician assigned to the barangay where their farm is located	1.1. Validate the registered (RSBA) of the farmer 1.2. Place reference control (RSBSA Enrollment Form Number) 1.3. Provide a copy of the registration.	None None None	7 Mins 5 Mins 3 Mins	*Agricultural Extension Worker* Municipal Agriculture Office *Agricultural Extension Worker* Municipal Agriculture Office
2. Receive the RSBSA Registered Farmers - RCEF Program - HYTA Hybrid Program - Inbred Program	2.1. Sign with qualified farmer to the recipient list 2.2. Provide stub in seed extraction	None None	3 Mins 3 Mins	*Agricultural Extension Worker* Municipal Agriculture Office *Agricultural Extension Worker* Municipal Agriculture Office
		TOTAL:	21 Mins	

96. Vegetable Seeds Distribution

The municipal Agriculture Office provides information on the availability of vegetable seeds. The Technologist assigned to a particular barangay may provide the information and conduct an ocular inspection to the area where the seeds are to be planted. And continuous monitoring will be done by the technician to assure that the given seeds were planted.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Qualified Farmer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RSBSA ENROLLMENT FORM (1 copy)	Municipal Agriculture Office
VALID I.D. (1 copy)	Government issued valid Identification Card
2X2 Picture of Farmer (1 copy)	Photo Studio/Rush ID stores
Certificate, Deed of Sale, Agreement, etc.) (1 copy)	From the Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for vegetables seeds at DA's Office	1. Receive farmer's request	None	1 Minute	*DA HVCDP Coordinator* Municipal Agriculture Office
2. Answer farmer's information form	2. Interview farmer	None	5 Minutes	*DA HVCDP Coordinator* Municipal Agriculture Office
3. Receive requested seeds	3. Provide requested seeds (depends on availability)	None	5 Minutes	*DA HVCDP Coordinator* Municipal Agriculture Office
4. Undergo ocular inspection (In cases of semi-commercial farmers)	4. Conduct ocular inspection	None	2 Hours	*DA HVCDP Coordinator* Municipal Agriculture Office
5. Perform technician's advice	5. Record farmer's data and provide requested seeds Conduct on-site monitoring	None	30 Minutes	*DA HVCDP Coordinator* Municipal Agriculture Office
TOTAL:			2 Hours, 41 minutes	

97. Distribution of High-Quality Rice Seeds

The municipal Agriculture Office provides information on the availability of high-quality rice seeds. The Technologist assigned to a particular barangay may provide the information and conduct an ocular inspection to the area where the seeds are to be planted. And continuous monitoring will be done by the technician to assure that the given seeds were planted.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers / Cooperative / Associations (FCA)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter	Client
Citizen's Tax Certificate (CTC)	Municipal Treasurer's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request at DA's Office	1. Receive farmer's request/ Check the availability	None	1 Minute	*DA Rice Technician* Municipal Agriculture Office
2. Answer farmer's information form	2. Interview farmer	None	5 Minutes	*DA Rice Technician* Municipal Agriculture Office
3. Wait for availability	3. Inform farmer on the availability	None	10 Minutes	*DA Rice Technician* Municipal Agriculture Office
4. Present Citizen's Tax Certificate (CTC)	4. Receive farmer's data	None	30 Minutes	*DA Rice Technician* Municipal Agriculture Office
5. Receive rice good seeds	5. Record farmer's data per organization/ location and provide their requested seeds. Conduct on-site monitoring	None	30 Minutes	*DA Rice Technician* Municipal Agriculture Office
	TOTAL:	None	1 Hour, 16 Minutes	

98. Provisions of Field Tractor, Facilities and other Machineries

The municipal Agriculture Office provides information on the availability of the farm machineries and equipment's. The Technologist assigned to a particular barangay may provide the information and conduct an ocular inspection to the area where the machineries are to be used. And continuous monitoring will be done by the technician to assure that the machineries are used in the proper way.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers / Cooperative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter	Client
Citizen's Tax Certificate	Municipal Treasurer's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request at DA's Office	1. Receive farmer's request/ Check the availability	None	1 Minute	*DA Technician* Municipal Agriculture Office
2. Wait for availability	2. Inform farmer on the availability	None	5 Minutes	*DA Technician* Municipal Agriculture Office
3. Fill-up barrower's slip	3. Check and counter sign barrower's slip	None	10 Minutes	*DA Technician* Municipal Agriculture Office
4. Present barrower's slip	4. Received barrower's slip. Indicate tentative date of return	None	30 Minutes	*DA Technician / Equipment Custodian* Municipal Agriculture Office
5. Check status of the equipment before receiving	5.1 Record farmer's data per organization/ location and provide their requested seeds. 5.2 Conduct on-site monitoring	None None	15 Minutes 15 Minutes	*DA Technician* Municipal Agriculture Office *DA Technician* Municipal Agriculture Office
6. Return equipment (any problem encountered by the farmer during usage, shall be shouldered by the farmer)	6. Inspection of equipment	None	30 Minutes	*DA Technician* Municipal Agriculture Office
	TOTAL:	None	1 Hour, 16 Minutes	

99. Permit for Agricultural Machinery

The municipal Agriculture Office provides information on the availability of the farm machineries and equipment's. The Technologist assigned to a particular barangay may provide the information and conduct an ocular inspection to the area where the machineries are to be used. And continuous monitoring will be done by the technician to assure that the machineries are used in the proper way.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers / Cooperative / Associations (FCA)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter	Client
Fisher folks registered to FISHR and Boat	Municipal Agriculture Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request at DA's Office	1. Verify farmer's name in the Master List of Agricultural Machinery Record	None	5 Minute	*Concerned DA Technician Municipal Agriculturist* Municipal Agriculture Office
2. Proceed to Municipal Treasurer's Office for payment of Permit	2.Issue Official Receipt	Hand Tractor Php200.00 Light Tractor Php300.00 Heavy Tractor Php400.00 Harvester/Ripper Php3,000.00 Chainsaw Php500.00	5 Minutes	*Revenue Collection Officer* Municipal Treasure's Office

		Mechanized Thresher Php1,000.00 Manual Thresher Php500.00 Other Agricultural machinery or heavy equipment not enumerated above Php500.00		
3. Return to the Municipal Agriculture Office for the processing of Permit	3.Check the Official Receipt	None	3 Minutes	*Designated Record Officer* *Municipal Agriculturist* Municipal Agriculture Office
4. Wait for the preparation of required proof of registration	4. Endorsement MAO/ AT's concerned 4.1Keep records of machinery (brand/make) in agricultural archive	None	2 Minutes	*Designated Record Officer* *Municipal Agriculturist* Municipal Agriculture Office
	TOTAL:	Hand Tractor Php200.00 Light Tractor Php300.00	15 Minutes	

	Heavy Tractor Php400.00 Harvester/Ripper Php3,000.00 Chainsaw Php500.00 Mechanized Thresher Php1,000.00 Manual Thresher Php500.00 Other Agricultural machinenery or heavy equipment not enumerated above Php500.00		

100. Distribution / Dispersal of Fingerlings

The municipal Agriculture Office in cooperation with the Bureau of Fisheries and Aquatic Resources (BFAR) disperses free quality fingerlings to qualified fisherman/group of fishermen's to boost the production of quality fish in the locality. This service is based on the availability of fingerlings.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Fishermen (Member of Farm C)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client
Fisher folks enlisted in FISHR, Farmers Cooperative Associations (FCA)	Municipal Agriculture Office
Citizen's Tax Certificate	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request at DA's Office	1. Receive farmer's request/ Check the availability	None	1 Minute	*Fisheries Coordinator* Municipal Agriculture Office
2. Wait for availability	2.1 Call BFAR office and ask for availability	None	10 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
	2.2 Inform the farmer regarding the availability of fingerlings	None	10 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
3. Receive fingerlings	3. Accompany farmer during pick-up of fingerlings	None	30 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
4. Fill-up farmer's Data Record	4.1 Receive farmer's data	None	10 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
	4.2 Conduct on-site monitoring	None	10 Minutes	
	4.3 Farm meeting	None	10 Minutes	
	TOTAL:	None	1 Hour 21 Minutes	

101. Pantabangan Reservoir Aquaculture (Cage) Program

This program intensifies our livelihood assistance in the upland Areas to maximize the use of its water resource not just for crop production but for fish production as well. The Municipal office in cooperation with the Bureau of fisheries Aquatic Resources (BFAR) National Inland and Fishery Technology Center (NIFTC) disperses free quality fingerlings to qualified fishermen/group of fishermen to boost the production of quality fish in the locality. This service is based on the availability of fingerlings.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Fisher Folks enlisted

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client
Membership to Farmers Organization and must have an existing pond with adequate water supply	Farmers Organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request at MAO's Office duly signed by the Barangay. Captain	1. Receive request and check for availability	None	2 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
2. Wait for validation	2. Conduct Inspection and validation as well as the orientation for fishpond management	None	10 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
3.Forward the request to BFAR	3. Endorse the letter to the NIFTC/BFAR	None	10 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
4. Wait for the availability of fingerlings	4. Inform the farmer regarding the availability	None	10 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
5. Release of fingerlings	5. Assist the farmers in receiving the fingerlings	None	30 Minutes	*Fisheries Coordinator* Municipal Agriculture Office

6. Fill up farmers beneficiary's data record	6. Assist the farmer Conduct site monitoring	None	30 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
TOTAL:		None	1 Hour, 32 Minutes	

102. Fishery License and Permit and Other Charges

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers / Cooperative / Associations (FCA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client
Fisher folks registered to FISHR and Boat	Municipal Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request at DA's Office	1. Verify farmer's name in the Master List of Fish Registration Database	None	5 Minutes	*Concerned DA Technician Municipal Agriculturist* Municipal Agriculture Office
2. Proceed to Municipal Treasurer's Office for payment of Permit	2.Issue Official Receipt	1.Application Fee for any Fishery privilege *Individual - Php100.00 *Cooperative- Php300.00 *Corporation- Php500.00 2.Licensed Fee	5 Minutes	*Revenue Collection Officer* Municipal Treasure's Office

		*Individual-Php300.00 *Cooperative-Php500.00 *Corporation-1,000.00 3.Fish Cages Php10.00/sq.meter 4.Fisherman's License-New/renewal per year- *Fishworker-Php100.00 *Fisherman-Php200.00 5.Fishermanusing nets – For each unit of: *Gill Nets/Pukot-Php100.00 6.Fisherman		

		using Traps *Bobo- Php100.00 7.Fisherman using Hook and Line *Pole and Line Php50.00 *Long Line- Php50.00 *Hand Line Php50.00 *Sports Fisher /Anglers Php300.00 8.Auxillary Invoice One (1) tone or a fraction thereof- Php100.00 *Each additional tonnage or a fraction thereof in excess of		

		One(1) ton – Php50.00 9.Fish Inspection Fee. For the the inspection services rendered there shall be collected per kilo 10.Certification Fee for Business,Employment for Statistical purpose-Php200.00		
3. Return to the Municipal Agriculture Office for the processing of Permit	3.Check the Official Receipt	None	3 Minutes	*Designated Record Officer* *Municipal Agriculturist* Municipal Agriculture Office
4. Wait for the preparation of required proof of registration	4.1 Endorse MAO/ AT's concerned 4.2 Keep records of machinery (brand/make) in agricultural archive	None None	2 Minutes 2 Minutes	*Designated Record Officer* *Municipal Agriculturist* Municipal Agriculture Office *Designated Record Officer* *Municipal Agriculturist* *Municipal Agriculture Office*

TOTAL:	See fees on Step No. 2	17 Minutes	

103. Organizing and Capability Building of Farmers / Women and Youth Associations

The municipal Agriculture Office provides information on organizing and capability building of farmers/ women and youth associations and cooperatives so that they may have a legal personality and may transact business with government and private agencies/sector.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers, Cooperative, Associations (FCA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client
Membership to Farm C Organization	Farmers Organization
Citizen's Tax Certificate	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request at DA's Office	1. Receive farmer's request/ Check the availability	None	1 Minute	*DA Technician* Municipal Agriculture Office
2. Wait for availability of the municipal agriculturist	2.1 Inform farmer on the availability	None	10 Minutes	*DA Technician* Municipal Agriculture Office
	2.2 Set schedule of onsite monitoring	None	1 Day	*DA Technician* Municipal Agriculture Office
	2. Conduct visit upon validation. Sets the none 10 minutes 1 day MAO/ DA Technician schedule for the orientation of members	None	1 Day	*DA Technician* Municipal Agriculture Office
	2.4 Prepare request letter for the resource speaker (CDA)	None	5 Minutes	*DA Technician* Municipal Agriculture Office
	2.5 Inform	None	20 Minutes	*DA Technician* Municipal Agriculture Office

	the client about the schedule of the orientation (When the resource speaker is available)			
	2.6 Prepare and reproduce orientation materials	None	1 Hour	*DA Technician* Municipal Agriculture Office
	2.7 Conduct orientation. Help out in the formal organization of the group	None	3 Hours	*DA Technician* Municipal Agriculture Office
3. Present formal organization documents of the group	3. Set a meeting with the Barangay Nutrition Council	None	30 Minutes	*Fisheries Coordinator* Municipal Agriculture Office
	TOTAL:	None	2 days, 5 Hour 35 Minutes	

Municipal Environment and Natural Resources Office

External Service

104. Inspection and Issuance of Certification/ Cutting Permit

To ensure that any tree cutting or land development activities comply with local environmental regulations and industry standards.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter (1 Original Copy) Barangay Certification of No Objection Land Title (1 Photocopy) Pictures of trees requested to be cut		Client Barangay Hall Register of deeds Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
12. Register in the Client's Log Book and state your purpose	5. Assist the applicant in registering name	None	2 mins	MENRO Staff MENRO Office
6. Submit the requirements needed to the office	2.1 Check the completeness of the requirements. 2.2 Conduct of Ocular Inspection 2.3 Issue Order of payment	None None None	5 mins 1 day 5 mins	MENRO Staff MENRO Office MENRO Staff MENRO Office MENRO Staff MENRO Office
7. Pay to the Cashier at the Treasurer's Office	3. Issues Official Receipt	Cutting Fee: PHP100.00 Inspection Fee: PHP100.00	2 mins	Revenue Collection Clerk Municipal Treasure's Office
8. Go back to MENRO and wait for the endorsement	4.Sign and Issue Endorsement	None	5 mins	MENRO MENRO Office
	TOTAL	Cutting Fee: PHP100.00	1 day and 19 minutes	

	Inspection Fee: PHP100.00		

105. **Issuance of Certification for Travel Permit**

Provides official documentation required for individuals who need authorization to travel for specific purposes.

Office or Division:	Municipal Environment and Natural Resources Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Citizens of Pantabangan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certification of No Objection (1 Original Copy) Picture of Product to be Travel (1 Copy) Driver's License and Vehicle's Registration (1 photocopy each) Request Letter (1 Original copy and 1 photocopy)	Barangay Hall Client Client/LTO Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client's Log Book and state your purpose	1. Assist the applicant in registering name	None	2 mins	MENRO Staff MENRO Office
2. Submit the requirements needed to the office	2.1 Check the completeness of the requirements. 2.2 Conduct of Ocular Inspection 2.3 Issue Order of payment	None None None	5 mins 1 day 5 mins	MENRO Staff MENRO Office MENRO Staff MENRO Office MENRO Staff MENRO Office
3. Pay to the Cashier at the Treasurer's Office	3. Issues Official Receipt	PHP 100.00/ Board Feet Bamboo Pole Php100.	2 mins	Revenue Collection Clerk Municipal Treasure's Office

		Bukawe PHP70.00		
4. Go back to MENRO and wait for the endorsement	4.Sign and Issue Permit	None	5 mins	MENRO MENRO Office
	TOTAL	PHP 100.00/ Board Feet Bamboo Pole Php100. Bukawe PHP70.00	1 day and 19 minutes	

106. Issuance of Business Certification/ Local Environmental Compliance Certificate

Provides official documentation confirming that a business complies with local environmental regulations and operational standards.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Barangay Business Certification (1 Original Copy and 1 Photocopy) DTI Permit (1 Original Copy and 1 Photocopy) Application Form given by BPLO ECC/CNC for big establishments (1 Original Copy and 1 Photocopy)		Barangay Hall DTI BPLO DENR		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the Client's Log Book and state your purpose	1. Assist the applicant in registering name	None	2 mins	MENRO Staff MENRO Office
2. Submit the requirements needed to the office	2.1 Check the completeness of the requirements. 2.2 Conduct of Ocular Inspection	None None	5 mins 1 day	MENRO Staff MENRO Office MENRO Staff MENRO Office

3. Receive certification	4.Sign and Issue the certificate	None	5 mins	MENRO MENRO Office
TOTAL		None	1 day and 19 minutes	

Municipal Planning and Development Office

External Service

107. Municipal Statistic Data/Documents/Maps

This office serves as a resource hub, providing expert support for those in need of detailed information on various aspects of municipal development, planning, and policies.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter (with a "received" stamp from the office of the Mayor)		Principal (Person Requesting the Document)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up visitor log book and submit request letter	1. Receive letter of request	None	5 mins	*Planning Assistant* Municipal Planning and Development Office
2. Receive requested data/document and return borrowed documents thereafter, if any.	2. 3. Release requested data/document	None	10 mins	*Planning Assistant* Municipal Planning and Development Office
	TOTAL	None	15 mins	

108. Zoning Clearance/Certificate

This clearance verifies that the proposed structure or activity is permissible within the designated zone or location, in accordance with the guidelines.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Individuals or organizations proposing the construction of buildings and other structures within the Municipality of Pantabangan.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Proof of Ownership (1 Photocopy of title) * Affidavit of consent of the owner is needed if the applicant is not the owner of the land (1 notarized copy)	Register of deeds Owner of the land
Vicinity Map (1 Photocopy)	Barangay where the project is to be constructed
Application form to be notarized	MPDO
Additional requirements if necessary, depending on the nature of the project: • MGB Certification (1 photocopy) • Environmental Compliance Certificate (ECC) (1 photocopy) • PAMB (Protected Area Mgt. Board) Resolution (1 photocopy) • SAPA (Special Agreement on Protected Area) (1 photocopy) *For zoning clearance for business, DTI Business Name (1 photocopy) is needed	 Mines Geoscience Bureau DENR-EMB DENR-CENRO DENR-CENRO Department of Trade and Industry (DTI)
Representative	
Letter of Authorization (1 original copy)	Principal
Proof of Ownership (1 Photocopy of title) * Affidavit of consent of the owner is needed if the applicant is not the owner of the land (1 notarized copy)	Principal (Person Requesting the Document)
Vicinity Map (1 Photocopy)	Barangay where the project is to be constructed
Application form to be notarized	MPDO
Additional requirements if necessary, depending on the nature of the project: • MGB Certification (1 photocopy) • Environmental Compliance Certificate (ECC) (1 photocopy) • PAMB (Protected Area Mgt. Board) Resolution (1 photocopy) • SAPA (Special Agreement on Protected Area) (1 photocopy)	 Mines Geoscience Bureau DENR-EMB DENR-CENRO DENR-CENRO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive the duly accomplished application form and documents.	None	3 mins	*Process Server* MPDO
	1.2 Evaluate and assess the submitted plans and pertinent documents for compliance with the requirements of the building code, referral codes, laws and ordinances.	None	10 mins	*Municipal Planning and Development Coordinator* MPDO
	1.3 Issues order of payment form and instruct client to pay fees at the Municipal Treasurer's Office	None	5 mins	*Zoning Inspector* MPDO
2.Pay the corresponding fees at the Municipal Treasurer's Office	2. Issues official receipt	Fees varies in accordance with the schedule of fees from the HLURB	5 mins	*Revenue Collection Officer* MTO
3.Return to MPDO and present the official receipt to the staff	3.1 Process the plans and pertinent documents for final approval of the approving official/s.	None	5 mins	*Zoning Inspector* MPDO
	3.2 Authorized official/signatories will sign the document.	None	10 mins	*Municipal Planning and Development Coordinator* MPDO
4.Receive the permit	4.Issues document	None	2 mins	*Municipal Planning and Development Coordinator* MPDO
	TOTAL	Fees varies in accordance with the schedule of fees from the HLURB	40 mins	

109. Locational Clearance

This clearance ensures that any proposed construction, business activity, or development within the municipality complies with the provisions of the Municipal Zoning Ordinance.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Individuals or organizations proposing the construction of buildings and other structures within the Municipality of Pantabangan.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Present the Original Copy and Two (2) copies of the following documents: • Application Forms/ Affidavit Forms to be notarized • Title Certificate / Tax Declaration certified true copy • Tax Receipt for the current year • Affidavit of Consent / Special Power of attorney is required if the applicant/owner of the building is not the owner of the land • Complete set of Plans • Bill of Materials • Specifications • Structural Analysis and Design is required if the building is more than two (2) story with concrete slab • Highway Clearance is required if the building is along the National roads	MPDO Assessor's Office MTO Client Client Client Client Client
*Additional Requirements if needed depending of the nature of project: • Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) • MGB Certification (1 Photocopy) • PAMB (Protected area MGT Board) Resolution (1 Photocopy) • SAPA (Special Agreement on Protected area) 1(Photocopy) • DAR conversion if the project is within agricultural zone * Sanggunian Bayan ordinance reclassifying the area *Sangguniang Panlalawigan resolution approving SB Ordinance	DENR-EMB DENR-MGB DENR-CENRO DENR-CENRO DAR SB SP
Additional requirements if through a Representative:	

Authorization letter (1 copy)				
Photocopy of ID (1 copy with 3 specimen signatures)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all documentary requirements	1.1 Receive the duly accomplished application form and documents.	None	3 mins	*Process Server* MPDO
	1.2 Evaluate and assess the submitted plans and pertinent documents for compliance with the requirements of the building code, referral codes, laws and ordinances.	None	10 mins	*Municipal Planning and Development Coordinator* MPDO
	1.3 Issues order of payment form and instruct client to pay fees at the Municipal Treasurer's Office	None	5 mins	*Zoning Inspector* MPDO
2.Pay the corresponding fees at the Municipal Treasurer's Office	2. Issues official receipt	Fees varies in accordance with the schedule of fees from the HLURB	5 mins	*Revenue Collection Officer* MTO
3.Return to MPDO and present the official receipt to the staff	3.1 Process the plans and pertinent documents for final approval of the approving official/s.	None	5 mins	*Zoning Inspector* MPDO
	3.2 Authorized official/signatories will sign the document.	None	10 mins	*Municipal Planning and Development Coordinator* MPDO
4.Receive the permit	4.Issues document	None	2 mins	*Municipal Planning and Development Coordinator* MPDO
	TOTAL	Fees varies in accordance with the schedule of	40 mins	

	fees from the HLURB		

110. Issuance Of Development Permit for Subdivision and Condominium Projects, Industrial/Commercial Subdivision, and Memorial Park/Cemetery (DC NO. 2024-005, Series of 2024)

Development Permit is a mandatory requirement for any enterprise or private individual seeking to undertake the development of a project within the municipality.

Office or Division:	Municipal Planning and Development Office
Classification:	Highly Technical
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
Development Permit for Subdivision, Cemetery, and Memorial Park Projects:	
I. Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals.	Client
II. Site Development Pan	Licensed Architect
III. Bill of materials and cost estimates	Licensed Civil Engineer
IV. One set of the following documents: a. Vicinity Map b. Topographic Plan c. Survey Plan of the lot/s	Client
V. At least two copies of Certified True Copy of Title/s, latest Real Property Tax receipt, and Certified True Copy of Tax Declaration covering the property/ies subject to the application	Assessor's Office
VI. Right to use or deed of sale of right-of-way for access road and other utilities	Client
VII. Civil and Sanitary Works Design Engineering Plans/Construction Drawings	Client/Sanitary Engineer
VIII. At least two copies of Water System Layout	Sanitary Engineer

IX. CTC of Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC)	DENR
X. Earthquake Hazard Assessment	PHIVOLCS
XI. Zoning Certificate	MPDO
XII. At least two copies of the following: a. Project Profile b. Audited financial statement c. Income tax return d. Certificate of Registration e. Articles of incorporation or partnership f. Corporation by-laws and all implementing amendments g. For new corporations three years and below, statement of capitalization and sources of income and cash flow to support the work program	Client
XIII. Water Distribution System Plan and Certificate of Service Coverage	National Water Resources Board
XIV. Electrical Plan	Electrical Engineer
XV. Traffic Impact Assessment	Client
XVI. List of names of duly licensed professionals who signed the plans	Client
XVII. Whenever applicable, copy of the special/temporary permit from the Professional Regulation Commission and DOLE for foreign architects who signed on plans	PRC/DOLE
Additional Requirements for application of Cemetery and/or Memorial Park:	
I. Landscaping Plan	Landscape Architect
II. Permit from the Department of Public Works and Highways when necessary	DPWH
	Environmental Planner

III. Joint Affidavit of owner and/or developer and licensed environmental planner that the memorial park and cemetery plan conforms to the standards and requirements IV. Initial Clearance from the Department of Health	DOH

Note: Development Permits for Condominium and Columbarium Projects shall be issued by the DHSUD upon submission of and compliance with the requirements

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and complete requirements	1.1 Receive accomplished application form and complete requirements	None	3 mins	*Process Server* MPDO
	1.2 Evaluate and review application form and documents submitted	None	5 days	*Zoning Inspector* *MPDO*
	1.3Conduct ocular inspection	None	6 hours	Zoning Inspector MPDO
	1.4Prepare and submit zoning report, application and documents to the Office of the Mayor	None	15 mins	*Zoning Inspector* MPDO
	1.5The Office of the Mayor endorses the documents to the Office of the Sangguniang Bayan	None	15 mins	*Municipal Mayor* Office of the Municipal Mayor
	1.6 The Office of the Sangguniang Bayan deliberates on the approval/denial of the development permit (through resolution) and furnish a copy	None	10 days	Sangguniang Bayan

	thereof to Office of the Municipal Planning and Development Coordinator. 1.7 Issue Order of Payment	 None	 10 mins	 *Municipal Planning and Development Coordinator* MPDO
2.Pay the corresponding fees at the Municipal Treasurer's Office	2. Issues official receipt	Please refer to the attached table of permit fees on real estate developme nt	3 mins	*Revenue Collection Officer* MTO
3. Present the official receipt at the office of the Municipal Planning and Development Coordinator	3. Prepare Development Permit	None	10 mins	*Municipal Planning and Development Coordinator* *MPDO*
4. Claim the approved Development Permit	4.1 Record the file for office copy 4.2 Release the approved Development Permit to client	None None	2 mins 2 mins	*Process Server* MPDO *Municipal Planning and Development Coordinator* MPDO
	TOTAL	Please refer to the attached table of permit fees on real estate developme nt	15 days, 7 hours and 40 mins	

Municipal Social Welfare and Development Office

External Service

111. Certificate of Indigency

This certificate is generally requested to access social welfare services, financial assistance programs, medical or hospital discounts, scholarship applications, or other humanitarian support.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Barangay Certificate of Indigency		Barangay Hall		
Certificate of No Property		Assessor's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
13. Register your name in the client / visitor's log book and state your purpose.	4. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff*
5. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements. 2.2 Interview applicant	None None	2 mins 10 mins	*MSWDO Staff* *Registered Social Worker*
6. Wait while the document is being processed.	3.Prepare the assessment	None	5 mins	*Registered Social Worker*
7. Claim the Intake Sheet / Assessment from the RSW with the requirements.	4. Release of Certificate of Indigency together with the requirements	None	2 mins	*MSWDO Staff*
	TOTAL	None	21 mins	

112. Philhealth Enrollment

Through enrollment, members become eligible for PhilHealth benefits such as hospitalization coverage, outpatient services, and various health programs.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certificate of Indigency	Barangay Hall
Certificate of No Property	Assessor's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff*
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements. 2.2 Interview applicant	None None	2 mins 10 mins	*MSWDO Staff* *Registered Social Worker*
3. Wait while the document is being processed.	3.Prepare the assessment	None	5 mins	*Registered Social Worker*
4. Claim the Intake Sheet / Assessment from the RSW with the requirements.	4. Release of Certificate of Indigency together with the requirements	None	2 mins	*MSWDO Staff*
	TOTAL	None	21 mins	

113. .Intake Interview to client who wants to avail Educational Assistance / Referral

It serves as the first point of contact to evaluate the client's needs, eligibility, and circumstances, ensuring that the appropriate support or referral is provided.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General Intake	MSWDO
Certificate of School Registration Assessment Report (1 Photocopy)	School
Barangay Certificate of Indigency (1 Original Copy)	Barangay Hall
Valid I.D (1 Photocopy) *School ID if still a student	See annex A for the list of Valid IDs

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff*
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements. 2.2 Interview applicant	None None	2 mins 10 mins	*MSWDO Staff* *Registered Social Worker*
3. Wait while the document is being processed.	3.Prepare the assessment	None	5 mins	*Registered Social Worker*
4. Claim the Intake Sheet / Assessment from the RSW with the requirements.	4. Release of Certificate of Indigency together with the requirements	None	2 mins	*MSWDO Staff*
	TOTAL	None	21 mins	

114. Pre-Marital Orientation and Counselling (PMOC-Seminar)

It aims to prepare soon-to-wed partners for the responsibilities and challenges of married life by offering guidance on family relationships, legal obligations, health, and financial readiness.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General Intake	MSWDO
Certificate of School Registration Assessment Report (1 Photocopy)	School
Barangay Certificate of Indigency (1 Original Copy)	Barangay Hall
Valid I.D (1 Photocopy) *School ID if still a student	See annex A for the list of Valid IDs

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*Social Welfare Officer I* MSWDO
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	2 mins	*Social Welfare Officer I* MSWDO
	2.2 Issue PMC Information Sheet / Questionnaire	P300.00	3 mins	*Social Welfare Officer I* MSWDO
3. Fill-up PMC Information Sheet / Questionnaire.	3. Wait while the couple is filling up / answering the questionnaire.	None	1 hour	*Social Welfare Officer I* MSWDO
4. Submit accomplished information Sheet / Questionnaire.	4. Conduct PMC Session to the Applicants.	None	20 mins	*Social Welfare Officer I* MSWDO
5. Claim PMC Certificate	5. Issue the PMC Certificate	None	5 mins	*Social Welfare Officer I* MSWDO
	TOTAL	P300.00	1 hour 35 mins	

115. Assistance to persons in Crisis Situation (AICS)

Provide immediate and short-term support to individuals or families who are experiencing unexpected crisis or emergency situations.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of Indigency	Barangay Hall
Medical Certificate	Doctor
Death Certificate / Funeral Contract / Receipt	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff* MSWDO
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	2 mins	*MSWDO Staff* MSWDO
	2.2 Assess and counsel the client	None	3 mins	*Social Welfare Officer I* MSWDO
	2.3 Type of voucher and other requirements.	None	5 mins	*MSWDO Staff* MSWDO
	2.4 Assist the client in the speedy processing of voucher	None	20 mins	*MSWDO Staff* MSWDO
3. Claim the Financial Assistance from the Office of the Municipal Treasurer	3. Provide financial Assistance re: Medical / Burial / Transportation / Subsistence.	None	15 mins	*MO / MTO to be assisted by the MSWDO personnel*
	TOTAL	None	47 mins	

116. Issuance of Social Case Study Report

It is issued to individuals or families who require formal evaluation for purposes such as medical assistance, legal matters, social welfare benefits, adoption, referrals, and other support services.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Indigent individuals / families in the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of Indigency	Barangay Hall
Medical Abstract	Doctor
Valid ID	See annex A for the list of valid IDs

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff* MSWDO
2. Submit the requirements to the frontline personnel.	a. Check the completeness of the documents / requirements.	None	2 mins	*MSWDO Staff* MSWDO
	b. Preparation of Social Case Study. *Home visitation if need arises.	None	20 mins	*RSW - Social Welfare Officer I* MSWDO

3. Wait while the document is being processed.	3.1 Check for additional requirements and counselling. 3.2 Sign the Social Case Study Report.	None None	15 mins 5 mins	*RSW - Social Welfare Officer I* MSWDO *MSWDO*
4. Claim the Social Case Study Report	4. Release the Social Case Study Report.	None	5 mins	*RSW - Social Welfare Officer I* MSWDO
	TOTAL	None	49 mins	

117. Issuance of Solo Parent ID

Provides eligible solo parents with an official identification card that entitles them to government benefits and support programs.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All qualified Indigent Families within the Municipality of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Proof of status as Solo-Parent		Client		
Proof of Income		Client		
Proof of Residency		Client		
Proof of Custody		Client		
Other supporting documentation		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff* MSWDO
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements. 2.2 Conduct Interview. 2.3 Prepare of Solo Parent ID Home visitation if needed	None None None	2 mins 10 mins 10 mins	*MSWDO Staff* MSWDO *RSW - Social Welfare Officer I* MSWDO *RSW - Social Welfare Officer I* MSWDO
3. Wait while the document is being processed.	3.1 Check additional requirements and counselling.	None	5 mins	*RSW - Social Welfare Officer I* MSWDO

	3.2 Sign the ID	None	5 mins	*MSWDO*
4. Claim the Solo Parent ID	4. Release the Solo Parent ID	None	5 mins	*RSW - Social Welfare Officer I* MSWDO
	TOTAL	None	39 mins	

118. Processing of Travel Clearance for Minors

This service involves the verification of the minor's identity, assessment of supporting documents, and evaluation of the consent provided by parents or guardians.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All qualified Indigent Families within the Municipality of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Birth Certificate of the minor from National Statistics Office (1 photocopy)	PSA
Marriage Certificate of minor's parents (1 photocopy)	PSA
Affidavit of Support	Client
Affidavit of Parental Consent	Parents
Passport of Travel Companion (1 photocopy)	Client
Passport size pictures (3 pcs)	Client
Application / Assessment Form	MSWDO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Register your name in the client / visitor's log book and state your purpose.	1. Assist the applicant in registering name.	None	2 mins	*MSWDO Staff* MSWDO
2. Submit the requirements to the frontline personnel.	2.1 Check the completeness of the documents / requirements.	None	3 mins	*MSWDO Staff* MSWDO
	2.2 Conduct Interview.	None	10 mins	*RSW - Social Welfare Officer I* MSWDO
	2.3 Assessment / Preparation of Application Form	None	10 mins	*RSW - Social Welfare Officer I* MSWDO
3. Claim the Application / Assessment Form from the RSW together with the requirements.	3. Endorse minor/s to DSWD Regional Office for the	None	5 mins	*RSW - Social Welfare Officer I* MSWDO

	Issuance of Travel Clearance			
	TOTAL	None	30 mins	

Municipal Treasurer's Office

External Service

119. Receiving Regulatory Fees, Fines and all kinds of Payment

The Municipality of Pantabangan imposes the collection of regulatory fees (such as fees on weights and measures, building permits, zonal/ location permit, tricycle operators permit, occupational fees animal and civil registration and inspection) and charges (clearances and certifications, and other service income) in accordance to the newly implemented 2020 Revised Revenue Code of the Municipality of Pantabangan.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizens have an obligation			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Order of payment		Concerned Department		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Order of Payment (from the office who will render the service) to the Revenue Collecting Officer of Treasurer's Office.	1.1 Receive the payment of fees based on the Order of Payment and Issue Official Receipt	According to the current implementation of the Revised Revenue Code of the Municipality of Pantabangan – Tax Ordinance 001-2020	5 Minutes	*Revenue Collection Clerk I* Municipal Treasurer's Office
		TOTAL:	5 Minutes	

120. Collection of Business Tax

Business taxes for newly opened enterprises are based on capitalization, but those already existing are computed on the basis of a percentage of gross sales/ receipts. Payments may be made annually or quarterly.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity
Who may avail:	Sole Proprietor, Partnership, Corporation, Cooperative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Business and License Operation Permit Assessment (1 Copy)	Business Permits and Licensing Office (BPLO)
Community Tax Certificate(1 Copy)	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the Revenue Collecting Officer the assessed form coming from Business Permits and Licensing Office (BPLO).	1. Issue official receipt and signs it based on the assessment of the BPLO.	Based on Business and License Operation Permit Assessment	5 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office
	TOTAL:	Based on Business and License Operation Permit Assessment	5 Minutes	

121. Collection of Community Tax Certificate (CTC) – Individual

Every inhabitant of the Philippines, eighteen (18yrs old) of age or over has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year or who is engaged in a business or occupation, or who owns a real property with an aggregate assessed value of One Thousand Pesos (Php 1,000.00) or more, or who is required by law to file an income tax return shall pay an annual additional tax of Five Pesos(Php5.00) and an annual additional tax of One Peso (Php1.00) for every One thousand pesos (P1,000.00) of income regardless of whether for business, exercise of profession or from property which in no case shall exceed Five Thousand Pesos (Php5,000.00)

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity G2C- Government to Citizen
Who may avail:	Business Owners and Individual Taxpayer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Individual: Valid Identification Card (1 Copy)	See annex for the list of valid IDs
Client Information Slip (1 Copy)	Municipal Treasurer's Office
For Business: Valid Identification Card of the Business Owner or his/her authorized representative(1 Copy)	To be provided by Business Owner
Annual Gross Receipts duly certified by their Accountant(1 Copy)	Business/ Company's Accounting office.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the Revenue Collecting Officer your valid identification card or the properly filled up client information slip.	1. The Revenue Collecting Officer encodes the necessary information and computes the amount of Community Tax.	Annual Additional Tax of PHP 5.00	3 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office
2. The Taxpayer pays the necessary amount based on the computation given by the Revenue Collecting Officer.	2. The Revenue Collecting Officer issues the Community Tax Certificate upon payment of the taxpayer	Annual Additional Tax of PHP 1.00 for every PHP 1,000 of income not exceed Php5,000	2 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office
TOTAL:		Annual	5 Minutes	

	Additional Tax of PHP 1.00 for every PHP 1,000 of income not exceed Php5,000		

122. Collection of Community Tax Certificate (CTC)- Corporation

Every Corporation no matter how created or organized, whether domestic or resident foreign, engaged in or doing business in the Philippines shall pay an Annual Community Tax of Five Hundred Pesos (Php500.00) and an annual additional tax of Two Pesos (Php2.00) for every Five Thousand Pesos of Gross Receipts or earnings derived from business in the Philippines during the preceding year, in no case shall not exceed Ten Thousand Pesos (Php10,000). An annual additional tax of Two Pesos (Php2.00) for every Five Thousand Pesos (Php5,000) worth of real property in the country during the valuation used for payment of the Real Property.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity G2C- Government to Citizen
Who may avail:	Business Owners and Individual Taxpayer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card(1 Copy)	See annex for the list of valid IDs
Valid Identification Card of the Business Owner or his/her authorized representative(1 Copy)	See annex for the list of valid IDs
Annual Gross Receipts duly certified by their Accountant(1 Copy)	Business/ Company's Accounting office.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the Revenue Collecting Officer your valid identification card or the properly filled up client information slip.	1. The Revenue Collecting Officer encodes the necessary information and computes the amount of Community Tax.	Based on the annual gross receipts of the Business/ Corporation	3 Minutes	*Revenue Collection Clerk I* Municipal Treasurer's Office

2. The Taxpayer pays the necessary amount based on the computation given by the Revenue Collecting Officer.	2. The Revenue Collecting Officer issues the Community Tax Certificate upon payment of the taxpayer	Based on the annual gross receipts of the Business/ Corporation	2 Minutes	*Revenue Collection Clerk I* Municipal Treasurer's Office
TOTAL:		Based on the annual gross receipts of the Business/ Corporation	5 Minutes	

123. Collection of Real Property Taxes (RPT)

Real properties such as land, buildings and machineries are assessed by the Municipal Assessor's Office and Real Property Taxes are due every year based on the assessment level and fair market value of the real property. The Real Property Taxes are made at Land Tax Division of the Municipal Treasurer's Office. Payments can be made in annual, semiannual, or quarterly basis. Advance payment will be done on or before the last working day of the year which a 20% discount maybe acquired.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity G2C- Government to Citizen
Who may avail:	Business Owners and Individual Taxpayer

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid Identification Card of the Business Owner or his/her authorized representative an authorization and an ID from the Owner is required (1 Copy)	See annex for the list of valid IDs
Old or last Real Property Tax Receipt (1 Copy)	To be provided by individual Taxpayer

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present to the Revenue Collecting Officer for RPT computation.	1. The Revenue Collecting Officer compute the RPT and issued a Teal Property Tax Bill.	None	5 Minutes	*Revenue Collection Clerk I* Municipal Treasurer's Office

2. The Taxpayer pays the necessary amount based on the computation given by the Revenue Collecting Officer.	2. The Revenue Collecting Officer issues the Real Property Tax Receipt.	For updated tax due 2% of the assessed value of the property less 10% discount for the first quarter	5 Minutes	*Revenue Collection Clerk I* Municipal Treasurer's Office
		For delinquent 2% of the assessed value of the property plus 2% penalty per month. No Discount		*Revenue Collection Clerk I* Municipal Treasurer's Office
		For Advance payment with 20% discount and 2% of the assessed value of the property.		*Revenue Collection Clerk I* Municipal Treasurer's Office
	TOTAL:	Depends on the assessed value	10 Minutes	

124. Issuance of Real Property Tax Clearance

Tax Clearance is issued by the Office of the Municipal Treasurer when the property is fully paid from its corresponding tax due. It is one of the requirements in securing different documents in selling and in processing of property transfer in the Bureau of Internal Revenue and in the Registry of Deeds.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity G2C- Government to Citizen
Who may avail:	Individuals and Corporations who owns Real Property in the Municipality with Fully paid Tax Dues.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Real Property Tax Official Receipt of the current year stating full payment (1 Copy)	Owner's copy of Taxpayer.
Tax Order of Payment (1 Copy)	Municipal Treasurer's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present to the Revenue Collection Officer the Real Property Tax Receipt paid by the client for the current year and pay the corresponding fee.	1. Generate the Tax Clearance based on the Official Receipt presented by the taxpayer.	Php100.00	3 Minutes	*Revenue Collection Clerk* Municipal Treasurer's Office
2. Receive the Tax Clearance	2. Issue the Tax Clearance upon signing in the Record Book.	None	1 Minute	*Revenue Collection Clerk* Municipal Treasurer's Office
	TOTAL :	Php100.00	4 Minutes	

125. Registration of Large Cattle

The owner of the large cattle is required to register in the office of the Municipal Treasurer for which a certificate of ownership shall be issued to the owner. "Large Cattle" includes an at least two-year-old horse, mule, ass, carabao, cow or other domesticated member of bovine family. The ownership or its sale or transfer of ownership to another person shall be registered.

Office or Division:	Municipal Treasurer's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Owner of any Bovine animals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Written request addressed to the Municipal Treasurer indicating the availability date and time of the owner (1 Copy)	Owner of Branded Animal.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the written request to the Municipal Treasurer for approval.	1. approves and set the schedule of visit to the Owner.	None	5 Minutes	*RCC* Municipal Treasurer's Office
2. Fill up the form given by the Revenue Collection Clerk	2. Enter the following in the registry of books: Name and Residence of the Owner, purchase price of the animal in cases of sale or transfer, the class, color, sex brands and other identification marks of the cattle.	None	3 Days	*RCC* Municipal Treasurer's Office

3. Pay the amount for each Certificate of Ownership	3. Issue official receipt for each Certificate of Ownership.	PHP 200.00 per Certificate of Ownership	25 Minutes	*RCC* Municipal Treasurer's Office
TOTAL:		PHP 200.00	3 Days, 30 Minutes	

126. Transfer of Large Cattle

- Transfer Fee shall be collected only once a large cattle is transferred more than once in a day. Transfer of Ownership of Large cattle is paid in the Office of the Municipal Treasurer.

Office or Division:	Municipal Treasurer's Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Owner of any Bovine animals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request addressed to the Municipal Treasurer indicating the availability date and time of the owner (1 Copy)	Owner of Branded Animal.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request to the Municipal Treasurer for approval.	1. Approve and set the schedule of visit to the Owner.	None	5 Minutes	*RCC* Municipal Treasurer's Office
2. Fill up the form given by the Revenue Collection Clerk	2. Enter the following in the registry of books: Name and residence of the owner and the purchaser: purchase price of the animal: the class, sex, brands and other identifying marks of the animal: and a reference to the original certificate of ownership with the name of the Municipality issued to it.	None	3 Days	*RCC* Municipal Treasurer's Office

3. Pay the amount for each Certificate of Ownership	3. Issue official receipt for each Certificate of Ownership.	PHP 150.00 per Certificate of Transfer	25 Minutes	*RCC* Municipal Treasurer's Office
TOTAL:		PHP 150.00	3 Days, 30 Minutes	

127. Issuance of Treasury Certification

Treasury Certification is issued by the Municipal Treasurer in accordance to the request of the taxpayer such as Certificate of Payment.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity G2C- Government to Citizen
Who may avail:	Individuals, Businesses and Corporation who made payments in the Municipality Services.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Official Receipt of the current acquired services paid (1 Copy)	Owner's copy of Taxpayer
Tax Order of Payment (1 Copy)	Municipal Treasurer's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Request for the desired Certification.	1.Issue a Tax Order of Payment.	None	2 Minutes	*RCO* Municipal Treasurer's Office
2. Present the Tax Order of Payment and pays the Certification fee.	2. Issue the Official Receipt.	PHP 100.00 per Certification Fee	5 Minutes	*RCO* Municipal Treasurer's Office
3. Receive the Official Receipt and present to the Revenue Collection Clerk to claim the request certification	3. Issue the Certification upon signing of the Municipal Treasurer to the Client/ Taxpayer.	None	3 Minutes	*RCO* Municipal Treasurer's Office
	TOTAL:	PHP 100.00	5 Minutes	

Public Employment Service Office

External Service

128. **Issuance of Referral Letter**

The referral letter is used to describe a document sent to an employer that outlines the observed skills and work experience of a jobseeker. Referral letter is written recommendation from the PESO office endorsing the jobseeker for possible employment.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Citizens of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
NSRP Form		PESO		
Job seeker Credentials (1 photocopy)		Client		
Resume		Client		
Transcript of Records/Diploma		School		
Certificate of Trainings		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
14. Sign in the Client Log Book at the Public Employment Service Office	1. Give the Log Book to the Client	None	5 mins	*PESO Staff* *Public Employment Service Office*
2. Fill out the National Skills Registrations Program (NSRP) form	2.1 Provide the NSPR form to fill out	None	5 mins	*PESO Staff* Public Employment Service Office
	2.2 Review the completeness of information and evaluate the applicant's credentials	None	5 mins	*PESO Staff* Public Employment Service Office
	2.3 Prepare the referral letter and print.	None	10 mins	*PESO Staff* Public Employment Service Office
	2.4 Sign the referral letter	None	5 mins	*PESO Manager* Public Employment Service Office

3.Receive the referral letter	3.Release of the referral letter	None	3 mins	*PESO Staff* Public Employment Service Office
	TOTAL	None	33 mins	

129. **Career Guidance and Employment Orientation**

Career Guidance and Employment Orientation Advocacy was implemented to help our junior and senior high school students to have a proper career planning and preference based on their skills and interest.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Citizens of Pantabangan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter (Original)		Requesting School Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client Log Book at the Public Employment Service Office	2. Give the Log Book to the Client	None	5 mins	*PESO Staff Public Employment Service Office*
2. Submit the Request Letter	2.1 Acknowledge the receipt of the Request Letter	None	5 mins	*PESO Staff* Public Employment Service Office
	2.2 Evaluate the request and schedule	None	5 mins	*PESO Manager* Public Employment Service Office
3. Receive the Approval of the request	3. Inform the Client on the status of the request	None	3 mins	*PESO Manager Public Employment Service Office*
	TOTAL	None	18 mins	

130. **Special Recruitment Activity (SRA) and Local Recruitment Activity (LRA)**

Provide assistance to overseas placement agencies, local establishment, sub-contractor agencies or companies in conducting Special Recruitment / Local Recruitment Activity.

Office or Division:	Public Employment Service Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Citizens of Pantabangan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of intent	Requesting School Client
Business Permit	Business Permit and Licensing Office
Company Profile	Company
Job Vacancy	Company
POEA License	Philippine Overseas Employment Agency (POEA)
Approved Job Order from POEA to conduct recruitment	Philippine Overseas Employment Agency (POEA)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit or send thru email the letter of intent and requirements at the Public Employment Service Office	1.1 Evaluate the authenticity of requirement	None	5 mins	*PESO Staff Public Employment Service Office*
	1.2 Notify the Company or Agency on the approval of the recruitment activity	None	3 mins	*PESO Staff Public Employment Service Office*
	1.3 Prepare and sign of No Objection Certificate (NOC)	None	5 mins	*PESO Manager* Public Employment Service Office
	1.4 Issuance of No Objection Certificate (NOC)	None	10 mins	*PESO Manager* Public Employment Service Office
	1.5 Invite qualified jobseekers thru text or social media to come for interview to	None	5 mins	*PESO Manager* Public Employment Service Office

	be conducted by hiring agency. (Local or overseas)			
2. Conduct Recruitment Activity	2. Assist the employer and the applicant	None	5 mins	*PESO Manager* Public Employment Service Office
	TOTAL	None	33 mins	

131. **Job Posting**

This is the process wherein it encourages employers to submit to the PESO a regular basis of list of job vacancies in their respective establishment in order to facilitate the exchange of labor market information service to jobseekers and employers by providing employment services to jobseekers, both local and overseas employment and recruitment assistance to employers.

Office or Division:	Public Employment Service Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Employers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Overseas Company: Letter of Intent (Original) (1 photocopy) Business Permit (1 photocopy) Company Profile Job Vacancy POEA License Approved Job Order from POEA Permit from POEA to conduct recruitment (Original)	 Client Business Permit and Licensing Office Company Employer Philippine Overseas Employment Agency (POEA) Philippine Overseas Employment Agency (POEA) Philippine Overseas Employment Agency (POEA)
Local Company: Letter of Intent (Original) (1 photocopy) Business Permit Company Profile Job Vacancy	 Client Business Permit and Licensing Office Company Employer

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit or send thru email the letter of intent and requirements at the Public Employment Service Office	14.1 Acknowledge the receipt of the Request Letter	None	5 mins	*PESO Staff* *Public Employment Service Office*
	14.2 Evaluate the	None	3 mins	

	completeness and authenticity of the submitted requirements 14.3 Encode and layout the vacancy details	None	5 mins	*PESO Manager* Public Employment Service Office *PESO Manager* Public Employment Service Office
2. Receive the Approval of the request	2. Post the job Vacancies on the PESO Pantabangan Facebook Page and on the PESO Bulletin board for dissemination	None	5 mins	*PESO Manager* Public Employment Service Office
	TOTAL	None	18 mins	

Rural Health Unit

External Service

132. Out- Patient Medical Consultation

Out-Patient Medical Consultation is conducted daily Monday to Friday, 8:00 AM–5:00 PM
The Rural Health Unit caters to both pediatric and adult patients, as well as pregnant women. Minor Emergency Cases are also attended, such as accidental cuts, wounds, burns, difficulty in breathing, and loss of consciousness.

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID (1 original copy)	See Annex A
Medical Records, Laboratory Results, Prescription of Medicines, if any (1 original copy each)	Previous Attending Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If the client is for Medical Consultation in the Out-Patient Clinic: 1. Proceed to the Triage Section for registration	1.1 Interview the patient's personal information (name, age, address, and chief complaint)	None	2 mins	Barangay Health Aide RHU
	1.2 Assess the urgency of the consult	None	1 min	Barangay Health Aide RHU
	Patient without Record			
	1.3 Creation of Patient's Record	None	2 mins	Barangay Health Aide RHU
	1.4 Determine the patient's major problems and concerns	None	3 mins	Barangay Health Aide RHU
	Patient with Record			
	1.3 Retrieve Patient's Record	None	1 min	Barangay Health Aide RHU
	1.4 Determine the patient's major problems and concerns	None	2 mins	
2. Proceed to the Vital Signs Station	2.1 Take Vital Signs: • Blood Pressure • Cardiac Rate • Respiratory Rate • Temperature, height and weight	None None None None	2 mins 1 min 1 min 1 min	Barangay Health Aide RHU
EMERGENCY CASES	2.2 Minor cuts, wounds, burns, difficulty in breathing, loss of consciousness)	None	15 mins	Nurse, Rural Health Midwife RHU
	2.3 Provide immediate medical or nursing intervention such as wound dressing and injection with ATS (Anti-Tetanus Serum) if needed Nebulization or oxygen therapy for difficulty in breathing,	None	15 mins	Nurse, Rural Health Midwife RHU

PRIORITY LANE	2.4 Patients with Disability, Pregnant Women, and Senior Citizen Assist patient to Priority Lane, following procedure as above.	None	2 mins	Nurse, Rural Health Midwife RHU
3. Proceed to the consultation area	3.Review of medical history, Physical examination, Referral to undergo laboratory tests or diagnostic procedure if necessary, Diagnosis, treatment, and health education, and Prescription of medicine	None	10 mins	Doctor MHO, RHP Medical Technologist RHU
4. Proceed to the laboratory room	4. Undergo Laboratory Examination * Hepa Screening * Sputum Smear * Malaria RDT * Dengue NS1 * HIV Screening	 None None None None None Complete Blood Count - PHP 230 Hemoglobin/Hematocrit - PHP 60 Platelet Count – PHP 90 Urinalysis – PHP 50 Fecalysis – PHP 50 Pregnancy Test – PHP 50 Glucose Test (FBS/RBS)PHP 40	 5 mins 5 mins 5 mins 5 mins 5 mins 5 mins 5 mins 5 mins 5 mins 5 mins 5 mins 5 mins	Medical Technologist RHU Medical Technologist RHU
5. Proceed to the Dispensary Room	5.1 Check if the prescribed medicines are available: * If so, provide or give instructions regarding the dose, frequency, and duration of medication *If not, advise the patient to purchase the medicine in any drugstore 5.2 Record Daily Consultations in Patients' Logbook. 5.3 Encode the patient's information to the EMR (iClinicsys)	None None None	5 mins 2 mins 3 mins	Encoder, Nurse RHU Encoder, Nurse RHU Encoder, Nurse RHU
	TOTAL	PHP 570	2 Hours, 8 mins	

Note: Processing time depends on the number of clients being served.

133.Maternal and Child Health Program

The Maternal and Child Health Program Services of the Rural Health Unit aim to ensure the health and well- being of mothers, infants, and children through comprehensive, continuous, and quality health care. The program provides essential services such as prenatal, postnatal care, immunization, growth monitoring, nutrition counseling, family planning, and health education.
Schedule of availability of service is Monday to Friday, 8:00 AM – 5:00 PM (except holidays)

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Pregnant women, postpartum mothers, infants, and children 0-5 y/o residing in the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID (1 original copy)	See Annex A
Medical Records, Laboratory Results, Prescription for Medicines, Home-Based Mother Record (1 original copy each)	Previous Attending Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pregnant Woman for Prenatal Consult. • Proceed to the triage section for registration	1.1 Take records of new patients/retrieve records of old patients.	None	2 mins	Barangay Health Aide RHU
	1.2 Interview the patient's personal information (name, age, address, and chief complaint)	None	2 mins	Barangay Health Aide RHU
	1.3 Use HMBR to update the record.	None	2 mins	Barangay Health Aide RHU
	1.4 Take Vital Signs: Blood pressure (BP), temperature, respiratory rate, heart rate, height, and weight, body mass index (BMI)	None	4 mins	Barangay Health Aide RHU
2. Proceed to the Pre-Natal Room	2.1 History Taking, Last Menstrual Period (LMP), Expected Date of Confinement (EDC), Age of Gestation (AOG).	None	10 mins	Rural Health Midwife RHU
	2.2 Perform Physical Examination (Fundic Height, and Fetal heartbeat)	None	10 mins	Rural Health Midwife RHU
	2.3 Give health information on prenatal care.	None	4 mins	Rural Health Midwife RHU
	2.4 Administer Tetanus Toxoid	None	4 mins	Rural Health Midwife RHU
	2.5 provision of Ferrous Sulfate and calcium carbonate	None	4 mins	Rural Health Midwife
	2.6 Assist in Birth Planning			

	2.7 Request for Laboratory Examination	None None	4 mins 4 mins	RHU Rural Health Midwife RHU
3.Proceed to the Laboratory Room	3. Submit specimen for laboratory examination * Hepa Screening * Screening * Blood Typing	None None None Complete Blood Count - PHP 230 Urinalysis - PHP 50 Glucose Test (FBS,RBS) – PHP 40	10 mins 10 mins 10 mins 10 mins 10 mins 10 mins	Medical Technologist RHU
4.Proceed to the Dental Room	4.Conduct oral examination	None	10 mins	Doctor, Dentist RHU
5.Proceed to the Doctor's Office	5.Conduct medical consultation	None	10 mins	Doctor MHO, RHP
6.Proceed to the dispensary Room	6.The pharmacy/Nurse on duty provides available medicine	None	5 mins	Nurse RHU
7.Recording	7.Encode patient's information to EMR (iClinicsys)	None	5 mins	Encoder RHU
	TOTAL	PHP 320	2 Hours, 20 mins	

134. Family Planning and Reproductive Health Services

This program helps couples and individuals of reproductive age achieve their desired family size within the context of responsible parenthood and improve their reproductive health. Target clients and acceptors can avail of free family planning commodities.
Schedule of availability of service is Monday to Friday, 8:00 AM – 5:00 PM (except holidays)

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Couples and women of Reproductive Age (15-49 years old)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid ID (1 original copy)	See Annex A
Pre-Marriage Counseling Application for Marriage License	Municipal Civil Registrar
Mothers Book	RHU/ Barangay Health Station

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Adult Couple about to be Married 1. Proceed to the Information area	1. Register the couple	None	5 mins	Nurse RHU
2. Proceed to the Counseling Room	2.1 Pre-Marital Counselling 2.2 Interview patient's personal information 2.3 Discussion of related topics: • Information and Counselling on Marriage and Relationship • Maternal and Child Health • Family Planning and its Types (Natural, Artificial, Permanent) • Responsible Parenthood • Home Management 2.4 Issuance of Pre-Marriage Certificate	None None None None	2 mins 2 mins 10 mins 1 min	Nurse RHU Nurse RHU Nurse RHU
Men and Women of Reproductive Age wanted to avail of Family Planning Services 1. Proceed to the Information desk	1. Conduct Family Planning orientation and admission to Family Planning services	None	15 mins	Nurse RHU
2. Proceed to the treatment room	2.1 New Acceptor	None	5 mins	Rural Health Midwife

	• Get the patient's history and perform a physical examination • Give Health Education 2.2 Current user - Perform a physical examination 2.3 Administered/ or provisions of Family Planning method based on client's choice 2.4 Inform the client of the next appointment	None None None	5 mins 3 mins 2 mins	RHU Rural Health Midwife RHU Rural Health Midwife RHU
3. Proceed to the PhilHealth desk	3. Encode patient's information on Electronic Medical Records (iClinicsys)	None	10 minutes	Encoder RHU
	TOTAL	None	1 Hour	

135.National Immunization Program

The National Immunization Program (NIP) is a priority health program of the Department of Health (DOH) that aims to protect individuals, especially infants, children, and women of reproductive age, against vaccine- preventable diseases. Through routine immunization, the program provides free and safe vaccines to ensure that every child is protected from illnesses such as tuberculosis, polio, diptheria, pertussis, tetanus, hepatitis B, measles, mumps, rubella, and others.
In the Rural Health Unit (RHU), the immunization schedule is conducted once a month.

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may avail:	Infants 0-11 months old

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Early Child Care Development Card, HBMR book, Growth Monitoring Card, Vaccination Card (1 original copy each)	Rural Health Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the triage section for registration, get regular/priority number	1.1 Log in to the registration book	None	2 mins	Barangay Health Aide RHU
	1.2 Issue regular/ priority number	None	3 mins	Barangay Health Aide RHU
	1.3 Take vital signs (temperature, heart rate, respiration rate, height, and weight)	None	15 mins	Rural Health Midwife RHU
2. Wait until the number is called and proceed to the vaccination area	2.1 Take records of new clients/ retrieve records of old clients. Use the Growth Monitoring Card, ECCD card, and HBMR book to update the record.	None	5 mins	Barangay Health Aide RHU
	2.2 Get the client's personal information.	None	2 mins	Barangay Health Aide RHU
	2.3 Review the immunization record.	None	2 mins	Barangay Health Aide RHU
	2.4 Log in the client on the Target Client List (TCL)	None	2 mins	Barangay Health Aide RHU
	2.5 Administer the necessary vaccine to the client	None	2 mins	Barangay Health Aide RHU
	2.6 Advise and give proper instructions to the client for follow-up.	None	2 mins	Barangay Health Aide RHU
3. Proceed to the PhilHealth area	3. Encode patient's information on Electronic Medical Records (iClinicsys)	None	5 minutes	Encoder RHU
	TOTAL	None	40 Minutes	

136.Dental Services

The Dental Services of the Rural Health Unit of Pantabangan provide basic oral health care to the community, including dental consultation, tooth extraction, oral prophylaxis, and oral health education. The program aims to prevent and control oral diseases and promote proper dental hygiene practices among residents.
Schedule of Dental Services:Monday, Wednesday, Friday: Tooth extraction and oral prophylaxis
Tuesday and Thursday: Oral health promotion and education activities in daycare centers and schools.

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid ID (1 original copy)	See Annex A

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the triage section to register. Get your regular/ priority number	1.1 Register and issue regular/ priority number	None	2 mins	Barangay Health Aide RHU
	1.2 Take vital signs (blood pressure, temperature, respiratory rate, heart rate, height, and weight	None	3 mins	Barangay Health Aide RHU
2. Wait until the number is called and proceed to the Dental Room	2.1 Take records of new clients/ retrieve records of old clients.	None	2 mins	Dental Aide RHU
	2.2 Record client's personal information	None	3 mins	Dental Aide RHU
3. Undergo oral examination	• Examine the patient	None	5 mins	Dentist
	• Provide dental care service (tooth extraction, prevention, and gum treatment)	None	23 mins	RHU
	• Prescribe the appropriate medicine	None	2 mins	Dentist RHU
4. Proceed to the dispensary room	Give the prescribed medicines (if available)	None	5 minutes	Nurse RHU
5. Proceed to the PhilHealth area	Encode patient's information on Electronic Medical Records (iClinicsys)	None	5 minutes	Encoder RHU
	TOTAL	None	40 Minutes	

137.TB Directly Observed Treatment, Short -Course (TB-DOTS)

The TB-DOTS Services provide free diagnosis, treatment, and monitoring for patients with tuberculosis (TB). The program ensures that all TB patients receives complete and supervised treatment to prevent the spread of infection and development of drug-resistant TB. Services include sputum collection, and provision of anti-TB medicines under direct observation by trained health workers.
TB-DOTS services are available Monday to Friday, 8:00 AM- 5:00 PM, except holidays.

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may avail:	All patients who are suspected or confirmed TB patients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid ID (1 original copy)	See Annex A
Medical Records, Laboratory Results, Prescription of Medicines, if any (1 original copy each)	Previous Attending Physician

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
The client has a prolonged cough, (+/-) hemoptysis, seeking Medical Consultation in the Out- Patient Clinic 1. Proceed to the triage section to register.		None	10 mins	Barangay Health Aide RHU
2. Proceed to TB Room		None	15 mins	Doctors – MHO, RHP Nurse – RHU
3. Proceed to the laboratory room for sputum sample for DSSM/ Gene Xpert	3.1 Physician correlates sputum with a clinical presentation for proper management	None	2 mins	Doctors – MHO, RHP Nurse – RHU
	3.2 Physician requests for further diagnostic as needed	None	3 mins	Doctors – MHO, RHP Nurse – RHU
	3.3 Interview the patient's personal information (name, age, address, and chief complaint)	None	3 mins	Doctors – MHO, RHP Nurse – RHU
	3.4 Determine the patient's major problems and concerns	None	2 mins	Doctors – MHO, RHP Nurse – RHU
	3.5 Take vital signs (blood pressure, temperature, respiratory rate, heart rate, height,	None	5 mins	Doctors – MHO, RHP Nurse – RHU

	and weight) 3.6 Review of Medical History	None	2 mins	Doctors – MHO, RHP Nurse – RHU
	3.7 Physical assessment and examination	None	5 mins	Doctors – MHO, RHP Nurse – RHU
	3.8 Referral to undergo sputum examination and other laboratory / diagnostic tests, if necessary Initial Impression, treatment and health education	None	3 mins	Doctors – MHO, RHP Nurse – RHU
	*Presumptive TB patient with (+) DSSM/GeneXpert) - The TB Coordinator registers the patient to the National Tuberculosis Program (NTP) and properly instructs the patient regarding TB - Directly Observed Treatment Short Course (TB-DOTS)	None	30 mins	Nurse RHU
	* Presumptive TB patient with (+) DSSM/GeneXpert) - TB Coordinator supervises patient compliance to drug intake	None	30 mins	Nurse RHU
	*Presumptive TB patient with (-) DSSM/GeneXpert) - Patient is requested to undergo Chest X-ray	Fee set by X-ray Facility	3 mins	Doctor – MHO, RHP Nurse – RHU
	*Presumptive TB patient with (-) DSSM/GeneXpert, (-) x-ray - The physician evaluates the patient for further management or refers the patient to the Pulmonologist / TB	None None	5 mins 2 mins	Doctor – MHO, RHP Nurse - RHU

	Diagnostic Committee (TBDC) and manages patients following their assessment and recommendation			
4. Patient previously diagnosed with TB and treated with TB-DOTS medications	4.1 Physician evaluates the patient for initial management 4.2 The patient is referred to GENE-XPERT for sputum examination 4.3 Patient returns to physician with GENE-XPERT results 4.4 Physician provides patient further management or refers patient to Pulmonologist / TBDC Physician manages patients following assessment and recommendation	None None None None	5 mins 5 mins 5 mins 5 mins	Doctors – MHO, RHP Doctors – MHO, RHP Doctors – MHO, RHP Doctors – MHO, RHP
5. Proceed to the PhilHealth area	5. Encode patient's information to Electronic Medical Record (EMR) (iClinicsys and ITIS)	None	5 mins	Encoder RHU
	TOTAL	Fee set by X-ray Facility	2 Hours, 25 mins	

138.Laboratory Services

The Laboratory Services of the RHU provide basic diagnostic examinations to assist in detection, diagnosis, and monitoring of diseases. Services include routine tests such as urinalysis, fecalysis, complete blood count (CBC), fasting blood sugar (FBS), pregnancy test, sputum examination and other diagnostic examination. Laboratory services are available Monday to Friday, 8:00 AM- 5:00 PM, except holidays.

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Laboratory request form	Rural Health Unit
Official Receipt	Municipal Treasurer's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the laboratory room and	1.1 Check the laboratory request if the	None	3 mins	Laboratory Technician RHU

present your laboratory request form	test is available. 1.2 If available instruct the client to proceed to Municipal Treasurer's Office for payment	None	2 mins	Laboratory Technician RHU
2. Present the O.R. and Laboratory request form	3. Assess and receive specimens together with the laboratory request and O.R.	None	3 mins	Laboratory Technician, Medical Technologist RHU
	LABORATORY EXAMINATION AVAILABLE			
		Complete Blood Count – PHP 230	3 mins	Laboratory Technician, Medical Technologist RHU
		Hemoglobin/Hct – PHP 60	2 mins	
		Platelet Count – PHP 90	3 mins	
		Urinalysis – PHP 50	2 mins	
		Fecalysis – PHP 50	3 mins	
		Pregnancy Test – PHP 50	2 mins	
		Glucose (FBS/RBS) – PHP 40	2 mins	
	Direct Sputum Smear Microscopy	None	2 mins	Laboratory Technician, Medical Technologist RHU
	Malaria Smear	None	2 mins	
	Dengue NS1	None	2 mins	
	HIV Screening	None	2 mins	
	Syphilis Screening	None	2 mins	
3. Wait until the regular/ priority number is called and proceed to the laboratory room	3. Conduct laboratory procedure	None	60 minutes	Medical Technologist RHU
4. Wait for the laboratory results	4.1 Release the laboratory results to the client, and enter them into the logbook	None	2 mins	Medical Technologist RHU
	4.2 Advice the client to go back to the physician	None	3 mins	Medical Technologist RHU
	TOTAL	PHP 570	1 Hour, 40 mins	

139.Provision of Medicine (Dispensary Unit)

The dispensary Unit of the Rural Health Of Pantabangan provides free essential medicines to patients in accordance with the Department of Health (DOH) and LGU health programs.This service ensures that residents, especially those from indigent and vulnerable groups, have access to safe, effective medicines.
Provision of medicines are available Monday to Friday, 8:00 AM- 5:00 PM, except holidays.

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Valid prescriptions		Rural Health Unit		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the dispensary room and present your prescription form	1.1 Check the completeness of the prescription form	None	2 mins	Nurse RHU
	1.2 Prepare medicines	None	2 mins	Nurse RHU
	1.3 Issuance of Medicines with proper instruction	None	2 mins	Nurse RHU
	1.4 Take records of clients and sign in to the Daily Stock Issue Record	None	2 mins	Nurse RHU
	1.5 Refer the client to another pharmacy if the medicine is not available	None	2 mins	Nurse RHU
2. Proceed to the PhilHealth area	2. Encode the patient's information to the EMR (ILMIS)	None	5 mins	Encoder RHU
	TOTAL	None	15 mins	

140.Issuance of Medical Certificate

The Rural Health Unit releases Medical Certificates for the following purposes: 1. Excuse for absence from work/school, 2. For Employment, 3. Fit to Participate in School Activities, 4. Medico-Legal, 5. Attachment for issuance of Person with Disability (PWD) ID, 6. Attachment to Request for Financial Assistance and for other legally sanctioned uses.
Issuance of medical certificate is conducted every Tuesday and Thursday, 8:00 AM- 5:00 PM

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may avail:	All residents of the municipality who require medical certification for employment, school, travel, or other legal or official purposes

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Laboratory/ diagnostic results (CBC, Urinalysis, Chest Xray)	Rural Health Unit
Valid ID (1 original copy)	See Annex A
Official Receipts	Municipal Treasurer's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
*Excuse for absence from work/school, PWD, attachment for Medical Assistance 1. Proceed to the triage section to register and get the regular/priority number	1.1 Register and issue regular /priority number 1.2 Take vital signs	None None	5 mins 5 mins	Barangay Health Aide RHU Barangay Health Aide RHU
2. Wait until the number is called and proceed to the Information Desk	2.1 Take records of new clients/ Retrieve records of old clients. Use the ITR form to update the record 2.2 Interview clients on the purpose of consultation.	None None	5 mins 5 mins	Nurse RHU Nurse RHU
3. Request for a medical certificate	3.Instruct to pay the required certification fee at the Municipal Treasurer's Office (Student, Employee)	PHP 100	3 mins	Nurse RHU
4. Present Official Receipt	4.1 Check information and instructed to 4.2 Proceed to the doctor's office	None None	3 mins 2 mins	Nurse RHU Nurse RHU

5. Undergo a medical examination	5. Examine and issue the medical certificate	None	15 mins	Doctors MHO, RHP
B. For Employment 1. Proceed to the triage section to register and get the regular/priority number	 1.1 Register and issue regular /priority number 1.2 Take vital signs	 None None	 5 mins 5 mins	 Barangay Health Aide RHU Barangay Health Aide RHU
2. Wait until the number is called and proceed to the Information Desk	2.1 Take records of new clients/ Retrieve records of old clients. Use the ITR form to update the record 2.2 Interview clients on the purpose of consultation.	None None	5 mins 5 mins	Nurse RHU Nurse RHU
3. Request for a medical certificate	3.1 Look for laboratory results. If the client does not have laboratory results, give a laboratory request and advise to proceed to the laboratory room. 3.2 Instruct to pay the required certification fee at the Municipal Treasurer's Office	None PHP 100	1 min 2 mins	Nurse RHU Nurse RHU
4. Present Official Receipt	4. Check the information and instruct to proceed to the doctor's office	None	2 mins	Nurse RHU
5. Undergo a medical examination	5. Examine and issue the medical certificate	None	15 mins	Doctors MHO, RHP
	TOTAL	PHP 200	1 Hour, 23 mins	

Note: Processing time depends on the number of clients being served.

141.Issuance of Death Certificate

The Rural Health Unit (RHU) issues a Death Certificate or assists in the preaparation and certification of the Certificate of Death for patients who have died within the jurisdiction of the municipality, particularly those attended to by RHU personnel or Municipal Health Officer.
Issuance of Death Certificate is every Monday- Friday, 8:00 AM- 5:00 PM

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may avail:	Next of kin or authorized representative of the deceased, Residents whose death occurred within the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly Accomplished Death Certificate form (1 original copy)	Local Civil Registrar Office
Valid ID of the requesting party (1 original copy)	See Annex A
Barangay Certification of Death (if death occurred at home) (1 original copy)	Barangay
Hospital/RHU medical record	Hospital/RHU

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Information Desk to register and get the regular/priority number	1. Register and issue regular /priority number	None	5 min	Nurse RHU
2. Wait until the regular/ priority number is called	2. Check information and instruct to proceed at the Doctor's office	None	19 mins	Doctors MHO, RHP
3. Proceed to the Information Desk	3. Record Information on signed Death Certificate	None	3 mins	Nurse RHU
4. Proceed to the Civil Registrar Office	4. Instruct the client to proceed to the Local Civil Registrar	None	1 min	Nurse RHU
	TOTAL	None	28 mins	

142.Issuance of Health Card, Sanitary Permit, and Attending Sanitary Complaints

To ensure public safety, the Sanitary Permit is issued by the Office of the Rural Sanitary Inspector to a local business establishment after it has complied with all the prescribed health standards. In addition, the Health Card is issued to food establishment employees once they have undergone routine laboratory tests/diagnostics and are cleared of any transmissible disease.

Attending Sanitary Complaints-The Rural Health Unit, through its Sanitation Section, receives and acts on complaints related to sanitation such as improper waste disposal, unsanitary establishment, water contamination, nuisance complaints, and other environmental health concerns. This service ensures the protection of public health and promotes compliance with Presedential Decree 856 (Code on Sanitation of the Philippines) and other related health and environmental laws.

Issuance of Health Card, Sanitary Permit, and attending sanitary complaints is Monday-Friday 8:00 AM- 5:00 PM

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2B-Government to Business, G2C-Government to Citizen
Who may avail:	Residents of the Municipality, Business Owners and Establishment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laboratory Tests (CBC, urinalysis, fecalysis, sputum exam, Hepatitis A)	Rural Health Unit Primary Laboratory
Chest X-Ray, PA, Typhidot test	Government or Private Diagnostic Facility
Sanitary Complaints (Verbal or written complaint indicating details of the issue)	Residents of the municipality

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Health Card 1. Fill up the Sanitary Form	1. Give the client the necessary document / form to fill out legibly.	None	3 mins	Nurse/SI, Encoder RHU
2. Register your name in the client/visitors log book. Submit complete requirements	Check the requirements submitted and register in the logbook. Assist the applicant to the Sanitary Inspector.	None	2 mins	Nurse/SI, Encoder RHU
3. Proceed to the laboratory room. If there are findings, take note of the corrective measures to comply with the Sanitary Code Standard of the Philippines	3.1 Submit specimen for laboratory examination. (Urinalysis, Fecalysis, Chest X-Ray) 3.2 The Rural Sanitary Inspector (RSI) briefs the client on the process	PHP 100 None	50 mins 10 mins	Medical Technologist RHU Nurse/SI RHU
4. Proceed to the office of the Municipal Treasurer and pay the service fee	4. The Office of the Municipal Treasurer receives payment	PHP 100	3 mins	Cashier MTO
5. Present the Requirements to the Sanitary Inspector's Office	5. Sign and release the Health Card to the client	None	3 mins	Nurse/SI RHU

SANITARY PERMIT 1. Fill up the Sanitary Form	1.Give the client the necessary document / form to fill out legibly.	None	3 mins	Nurse/SI, Encoder RHU
2. Register your name in the client/visitors log book. Submit complete requirements	2. Check the requirements submitted and register in the logbook. Fill up the application form: * For food establishment/food handler provides the following: Fecalysis, Urinalysis, Chest Xray, Typhidot * For non-food handlers provide the following: Urinalysis, chest x-ray	None	2 mins	Nurse/SI, Encoder RHU
3. Proceed to the office of the Municipal Treasurer and pay the laboratory service fee	3. Office of the Municipal Treasurer	PHP 100	3 mins	Cashier MTO
4. Proceed to the laboratory room.	4. Submit specimen for laboratory examination. (Urinalysis, Fecalysis)	None	60 mins	Medical Technologist RHU
5. Proceed to the area for inspection	5. Sanitary Inspector schedules inspection within a day upon requirements are completed. * Advise the applicant to return after 1 day * Submit the Inspection Report to MHO	None	1 day	Nurse/SI RHU
6. Proceed to the office of the Municipal Treasurer and pay the Sanitary Permit	6. The Office of the Municipal Treasurer receives payment (Pay according to Business Size)	Micro-PHP 500 Small-PHP 800 Medium-PHP 1,000 Large-PHP2,000	5 mins	Revenue Collector MTO
7. Sign the Mission Order as proof of appearance.	7. Review the Inspection Report. Prepare and approve the Sanitary Permit	None	5 mins	Doctor, Nurse/SI MHO, RHU
8. Claim the Sanitary Permit	8. Log in and release the Sanitary Permit to the applicant	None	5 mins	Nurse/SI, Encoder RHU
SANITARY COMPLAINT 1. Fill up the Sanitary	1.Give the client the necessary	None	5 mins	Nurse/SI RHU

Form	document/form client to fill out legibly.			
2. Register your name in the client/visitor's logbook. Submit complete requirements	2. For food establishment (Barangay Complaint (Submit the complaint letter) • The name and address of the food facility. • Your name and phone number as well as the names of others who ate with you • A count of those people who also became ill and those who were not ill. • Information about your illness: the time you ate; the time you became ill; the symptoms you experienced; and the length of time your illness lasted. • List of all the food and beverages that were consumed by you and each person you were with. • Schedule for inspection (Mission Order) • Give the client the necessary document/form client to fill out legibly.	None	10 mins	Nurse/SI RHU
3. Proceed to the area for inspection	3.1 Sanitary Inspector schedules inspection within a day upon requirements are completed. 3.2 Submit the Inspection 3.3 Report to MHO	None None None	1 day 2 mins 3 mins	Nurse/SI – RHU Nurse/SI – RHU Nurse/SI - RHU
4. Sign the Mission Order as proof of appearance.	4.1Review the Inspection Report 4.2 Prepare and approve the Sanitary Permit	None None	3 mins 3 mins	Doctor - MHO Nurse/SI - RHU

TOTAL	PHP 300 + Sanitary Permit Payment depends on Business Size (Micro-PHP 500 Small-PHP 800 Medium-PHP 1,000 Large-PHP2,000	2 Days, 3 Hours	

143.Feedback and Complaints Mechanism

To ensure continuous improvement of the services provided by the Rural Health of Pantabangan and to give the public an avenue to express appreciation, suggestions, or complaints regarding the quality, timeliness, and efficiency of the RHU services.
How to send feedback: Answer the client feedback form and drop it at the designated drop box in front of the Municipal Health Office
How feedback is processed: Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers is forwarded to the Municipal Health Officer, who responds within 3 days of receiving it.
How to file a complaints: See the table below.
How complaints are processed: See the table below.
Contact information:
For inquiries and follow-up, clients may contact the following number: 09329545881
Email Address: pantabanganrhu@gmail.com
8888- Presidential Complaints Center
0908-8816565- CSC Contact Center ng Bayan
1-2782 (ARTA) Anti- Red Tape Authority

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Complaints Form	Rural Health Unit

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the information desk and get the complaints form	Give the clients the complaints and advise them to fill up the form	None	3 mins	Nurse RHU
2. Answer the Client Complaint Form and drop it at the designated drop box. Complaints can also be filed via telephone. Make sure to provide the following: *Name *Incident *Evidence	2.1 The Complaints Officer opens the complaints drop box every Friday and evaluates each complaint. 2.2 Upon evaluation, the Complaints Officer shall start the investigation and forward a report to the Head of Office for immediate action. 2.3 The Complaints Officer shall feedback to the client.	None None None	5 mins 1 day 2 mins	Doctor – MHO Nurse – RHU Doctor – MHO Nurse – RHU Doctor – MHO Nurse - RHU
	TOTAL	None	1 Day, 10 mins	

Tourism Office

External Service

144. Tourism Activities

This includes various tourism-related activities being conducted in the identified tourist sites in the Municipality, such as sightseeing, guided tour, traditional and sport fishing, boating/lake tour, mountain hiking, falls visit, camping, photo shoot, film-making, and the like.

Office:	Tourism
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Guests/Tourists (Non-residents of the Municipality)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of request (1 original copy) 2.1 valid ID card (1 original copy)	To be provided by the client. See Annex A for the list of Valid IDs

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the entry requirements to the Tourism Office staff.	1. Receive and review the submitted requirements.	None	3 mins	Tourism Staff
2. Fill-out the data needed at registration book for reference.	2. Check the data registered if the information given is correct.	None	3 mins	Tourism Staff
3. Pay the prescribed fees at the Municipal Treasurer's Office. *Make sure to secure the Official Receipt that will be issued upon payment.	3.1. Accept the payment based on Order of payment. 3.2. Issue the official receipt.	The Municipal Tax Ordinance No., 001-2020 *Eco-tourism Fee- Php 30.00 Adult Php 20.00 Student/minor (below 18y/o) Php 10.00 Children below 3 feet *film making commercial movies Php 10,000.00/film commercial ads Php 5,000.00/ film television show Php 3,000.00/ film *Documentary film Php 2,000.00/film Videotape coverage.	5 mins	Revenue Collection Officer Municipal Treasurer's Office

		*Pre-nup shoot Php 500.00/taping *Fishing permit fee (for sport/leisure fishing) Php 300.00/annum *Registration on Fee of Motorized Vehicle/ Motorized vessel Php 300.00/annum *Non-motorized vessel (e.g. kayak) Php 100.00/annum		
4.Return to the Tourism office	4.Check the Official Receipt	None	3 mins	Tourism Staff
	TOTAL		14 mins	

145. Application for Department of Tourism (DOT) Accreditation

DOT accreditation is a certification issued by the Department of Tourism to a tourism enterprise, officially recognizing it as having complied with the minimum standards for operating tourism facilities and cevices.

Office:	Tourism
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Primary tourism–related establishments (TREs) such as: hotels, resorts, tourist Inns, homestays, travel and tour agencies, tourist transport operators, adventure/sports facilities and tour guides.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished DOT Application Form	DOT Website/Tourism Office
2. Business Permit (1 photocopy)	Municipal BPLO
3. DTI Business Name Certificate Registration (1 photocopy)	DTI
4. Valid Mayor's Permit (1 photocopy)	Municipal Mayor's Office
5. Comprehensive General Liability Insurance Policy (minimum coverage of Php200,000.00)	Any recognized insurance company
6. 1 Valid ID of Owner/Representative (1 photocopy)	See Annex A for the list of Valid IDs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and secure all the requirements stated above.	1. Receive and review document submitted by the client.	None	10 mins	Tourism Staff
2. Ensure the uploading of the complete required documents via email to http://accreditation .tourism.gov.ph//	2. Monitor the acknowledgement receipt of DOT-R3.	None	30 mins	Tourism Staff
3. Expect and prepare for the unannounced ocular inspection.	3. Conduct unannounced ocular inspection and issue Certificate of Accreditation.	None	1 hour	DOT R3 Staff
	TOTAL	None	I hour and 40 mins	

146. Request for Tourism Data or Information/Research Assistance

Provide available data to those who need it for educational and other purposes

Office:	Tourism
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Students, graduate school researchers, government agencies, private individuals.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Municipal Mayor through the Tourism Officer (1 original copy)	To be provided by the client.
2. 1 Valid ID (I original copy)	See Annex A for the list of Valid IDs

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

1. Submit request Letter *Make sure that the requested Tourism Data or Information are included in the request. 2. Present Valid ID *Make sure that the ID presented is Valid. 3. Receive information *Review the received Tourism Data or Information before leaving the Tourism office.	1.1 Receive and log request 1.2. Evaluate request and retrieve data 1.3. Review and approve release of data 2. Check ID presented. 3. Release data/information/ Document.	None None None None None	5 minutes 30 minutes 10 minutes 2 minutes 5 minutes	Tourism Staff Tourism Officer Tourism Officer Tourism Staff Tourism Staff
	TOTAL	None	53 minutes	

147. Event Assistance

Help in the conduct of an event or monitor such event

Office:	Tourism
Classification:	Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Local residents, government offices, private sectors, event organizers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request addressed to the Municipal Mayor through the Tourism Officer (1 original) 2. Valid ID (1 original)	1. To be provided by the Client 2.1. Any Government Agency Offices 2.2. School ID

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and Proposal *Make sure that the requested Tourism Data or Information are included in the request.	1.1. Receive and review documents.	None	15 minutes	Tourism Staff
	1.2. Evaluate proposal and determine level of support.	None	1 hour	Tourism Officer
	1.3. Coordinate with other LGU offices.	None	8 hours	Tourism Officer
	1.4. Provide assistance or monitoring during event.	None	30 minutes	Tourism Staff
2. Present Valid ID *Make sure that the ID presented is Valid.	2. Check ID presented.	None	2 mins	Tourism Staff
	TOTAL	None	9 hours and 47 mins	

Veterinary Division

External Service

148. Anti- Rabies Vaccination

Veterinary services are rendered to ensure and promote animal health as well as the owner's welfare. These services include diagnosis and treatment of prevailing diseases, vitamins administration, iron injection, castration, and deworming. Vaccination against hemorrhagic septicemia, hog cholera, and anti-rabies is also done to prevent or abate occurrence of such diseases. (In coordination with the Provincial Veterinary)

Office or Division:	Municipal Agriculture Office /. Veterinary Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Pet Owners (Walk-In Clients)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Coordinate with Designated Veterinary Staff for Dog Rabies Immunization	1. Pay at Treasurer Office (For home service)	PHP50.00 per head for home service	10 Minutes	*Designated Veterinary / MAO Staff* Municipal Agriculture Office
TOTAL:		PHP50.00	10 Minutes	

149. Anti- Rabies Mass Vaccination

Rabies is a deadly viral infection that is spread by infected animals cause by a rabies virus that infects the central nervous system. You can get rabies by close contact with infected saliva (Rabies virus) via bites or scratches from rabid animal like dogs. Rabies cannot be cured but it is preventable through dog vaccination and public awareness on the importance of having pets vaccinated against rabies.

Office or Division:	Municipal Agriculture Office /. Veterinary Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G- Government to Government
Who may avail:	Barangay Non-Government Organization (NGO's)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter at Municipal Agricultural Office	1.1 Receive request letter (Check availability of vaccine)	None	3 Minutes	*Designated Veterinary / MAO Staff* Municipal Agriculture Office
* In cases the client will provide the needed vaccine	1.2 Check records of last schedule of mass vaccination conducted at the barangay	None	20 Minutes	*Designated Veterinary / MAO Staff* Municipal Agriculture Office
2. Wait for the schedule of mass vaccination	2. Set the schedule	None	5 Minutes	*Designated Veterinary / MAO Staff* Municipal Agriculture Office
3. Register dog/cat at the Barangay	3.1 Conduct vaccination	None	2 Minutes	*Designated Veterinary / MAO Staff* Municipal Agriculture Office
	3.2 Record client and patient's info	None	5 Minutes	*Designated Veterinary/ MAO Staff* Municipal Agriculture Office

	3.3 Do technician's advice/ Client education	None	30 Minutes	*Designated Veterinary / MAO Staff* Municipal Agriculture Office
	TOTAL:	None	1 hour and 5 mins	

150. Animal Treatment and Check- Up

Veterinary services are rendered to ensure and promote animal health as well as the owner's welfare. These services include diagnosis and treatment of prevailing diseases, vitamins administration, iron injection, castration, and deworming. Vaccination against hemorrhagic septicemia, hog cholera, and anti-rabies is also done to prevent or abate occurrence of such diseases.

Office or Division:	Municipal Agriculture Office / Veterinary Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter/ Number of Animals	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Report animal case at Municipal Agriculture Office in-person or via text message	1.1 Receive client's information, analyze the situation	None	15 Minutes	*Livestock Technician* Municipal Agriculture Office
	1.2 Facilitate Travel Order and reserve service vehicle	None	15 Minutes	*Livestock Technician* Municipal Agriculture Office
2. Pick up Livestock Technician (In cases of Emergency)	2.1 Respond to client's request.	None	30 Minutes	*Livestock Technician* Municipal Agriculture Office
	2.2 Conduct animal treatment.	None	2 Hours	
3. Provide additional information	3. Record client's data	None	30 Minutes	*Livestock Technician* Municipal Agriculture Office
4. Follow technician's advice	4. Conduct Clientele Education and follow-up check up	None	1 Minute	*Livestock Technician* Municipal Agriculture Office
	TOTAL:	None	3 Hours and 31 Minute	

151. Animal Dispersal

The Municipal Agriculture Office disperses cattle, carabaos, goats and swine to farmers seeking additional income by raising livestock. (Subject to availability of funds from the government and other agencies). Payment term depends on the livestock raised and is specified in the contrary signed by the farmer.

Office or Division:	Municipal Agricultural Office / Veterinary Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Butcher/ Farmer/ Pet Owner

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of orientation on livestock production	MVO & other Creditable Agencies

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Municipal Agriculture Office and fill out application form.	1. Brief the client on the program and its requirements.	None	15 Minutes	*Livestock Technician* Municipal Agriculture Office
2. Submit the accomplished form and the requirement. Submit to an interview and contract briefing.	2. Conduct interview and contracts briefing	None	30 Minutes	*Livestock Technician* Municipal Agriculture Office
	TOTAL:	None	45 Minutes	

152. Butcher's Certification/ Farmer's Certification/ Vaccination Certificate

This service is being given to provide documents to a requesting client for whatever purpose it may serve.

Office or Division:	Municipal Agriculture Office / Veterinary Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Butcher/ Farmer/ Pet Owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of orientation on livestock production	MVO & other Creditable Agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Agriculture Office and fill out application form.	1.1 Receive request (In case of vaccination certificate, verify records. 1.2 Issue Tax Order of Payment.	None None	15 Minutes 15 Minutes	*Municipal Agriculture Office Staff* Municipal Agriculture Office *Municipal Agriculture Office Staff* Municipal Agriculture Office
2. Proceed to the designated payment window of the Municipal Treasury for payment	2. Receive payment and issue Official Receipt	PHP 100.00	7 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office
3. Present Official Receipt to Municipal Agriculture Office	3. Issue certificate	None	5 Minutes	*Municipal Agriculture Office Staff* Municipal Agriculture Office
	TOTAL:	PHP 100.00	42 Minutes	

153. Large Cattle Registration / Certification

This service is being given to provide documents to a requesting client for whatever purpose it may serve.

Office or Division:	Municipal Agriculture Office / Veterinary Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Cattle Growers/ Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Cattle Growers/ Enlisted to RSBA Citizens Tax Certificate	Client Municipal Treasurers Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Municipal Agriculture Office and ask for service	1.Verify farmer's name in Master List of Farmers with Large Cattle	None	5 Minutes	*Agricultural Technician* Municipal Agriculture Office
2. Proceed to the designated payment window of the Municipal Treasurer's Office for payment of Registration Fee	2. Receive payment and issue Official Receipt	For Registration of Private Brand PHP 200.00 For Certificate of Ownership PHP 200.00 For Certificate of Transfer PHP 150.00	5 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office
3. Present Official Receipt to Municipal Agriculture Office and wait for the preparation of required proof of registration or certificate.	3.1 Prepare necessary document for registration/certification 3.1 Issue	None None	2 Minutes 2 Minutes	*Agricultural Technician* Municipal Agriculture Office *Agricultural Technician* Municipal Agriculture Office

	the Registration or Certificate			
TOTAL:		For Registration of Private Brand PHP 200.00 For Certificate of Ownership PHP 200.00 For Certificate of Transfer PHP 150.0	14 Minutes	

154. Dogs and Cats Registration

This service is being given to provide documents to a requesting client for whatever purpose it may serve.

Office or Division:	Municipal Agriculture Office / Veterinary Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Cattle Growers/ Owners			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cattle Growers/ Enlisted to RSBA Citizens Tax Certificate		Client Municipal Treasurers Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Municipal Agriculture Office and ask for service	1.Issuance of Request Form to the client upon vaccination	None	5 Minutes	*Agricultural Technician* Municipal Agriculture Office

2. Proceed to the designated payment window of the Municipal Treasurer's Office for payment of Registration Fee	2. Receive payment and issue Official Receipt	Registration fee for Dogs/ Cats upon Vaccination PHP 200.00 Post- Mortem Anti- Mortem Fee Depends upon the weight of carcass	3 Minutes	*Revenue Collection Officer* Municipal Treasurer's Office
3. Present Official Receipt to Municipal Agriculture Office (Wait for the preparation of required proof of registration or certificate)	3.1 Prepare necessary document for registration/certification 3.2 Issue the Registration or Certificate	None None	2Minutes 3 Minutes	*Designated Record Officer / Municipal Agriculturist* Municipal Agriculture Office
	TOTAL:	Registration fee for Dogs/ Cats upon Vaccination PHP 200.00 Post- Mortem Anti- Mortem Fee Depends upon the weight of carcass	13 Minutes	

ANNEX A

List of Valid IDs

Primary:

- Philippine Passport from Department of Foreign Affairs
- National ID
- SSS ID or SSS UMID Card from Social Security System (SSS)
- GSIS ID or GSIS UMID Card (GSIS)
- Driver's License from LTO
- PRC ID from PRC
- OWWA ID (OWWA)
- iDOLE Card from DOLE
- Voter's ID from COMELEC
- Voter's Certification from the Officer of Election with Dry Seal
- Firearms License from PNP
- Senior Citizen ID from LGU
- PWD ID (LGU)
- NBI Clearance (NBI)
- PhilHealth ID (digitized PVC)
- Government Office and GOCC ID
- Integrated Bar of the Philippines ID
- School ID (for students) from the school

Secondary:

- TIN ID
- Postal ID
- Barangay Certification
- GSIS e-Card
- Seaman's Book
- Certification from NCWDP
- DSWD Certification
- Company IDs issued by registered Private Entities or Institutions
- Police Clearance
- Barangay Clearance
- Cedula
- PSA Birth Certificate

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the client feedback from and drop it at the designated drop box in front of the Public Assistance & Complaints Desk Contact Agency:
How feedback is processed	Every Friday, the Public Relations 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 the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-up, clients may contact the following telephone number:09056762486
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance & Complaint Desk. Complaint can also be filed via telephone. Make sure to provide the following information: -Name -Incident -Evidence For inquiries and follow-up, clients may contact the following telephone number: 09056762486
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 the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-up, clients may contact the following telephone number:
Contact Information of Contact Center ng Bayan	

LIST OF OFFICES

Office	Address	Contact Information
Municipal Mayor's Office	LGU, East Poblacion, Pantabangan, Nueva Ecija	0917-102-1628
Municipal Health Office	-do-	0926-696-6062
Municipal Planning and Development Office	-do-	0917-120-4842
Municipal Treasurer's Office	-do-	0935-157-9394
Municipal Disaster Risk Reduction and Management Office	-do-	0939-250-2323
Municipal Social Welfare and Development Office	-do-	0917-808-4058
Assessor's Office	-do-	0930-397-0093
Municipal Agriculture Office	-do-	0906-106-9361
Municipal Civil Registrar Office	-do-	0917-120-4842
Sangguniang Bayan	-do-	0928-984-6686
Business Permit and Licensing Office	-do-	0936-953-2238
Municipal Health Office	-do-	0926-696-6062
Office of the Municipal Accountant	-do-	0906-535-5624
Office of the Municipal Engineer	-do-	0917-503-2749
Human Resource Management Office	-do-	0905-676-2486
Veterinary Office	-do-	0906-106-9361
Cooperative Office	-do-	0906-106-9361
Municipal Environment and Natural Resources Office	-do-	0965-2742-627
Tourism Office	-do-	0995-890-0852

COMPLAINT FORM

Date: _____ Time: _____

Name of Complainant:_____

Contact Number:_____

E-Mail Address:_____

Residence Address:_____

Office Address:_____

Name of Person Being Complained:_____

Position/Office:_____

Statement of Complaint:_____

You may use the back page for additional information.

_____

Signature over Printed Name

Control No: ___
(On-Site Version)

Republic of the Philippines
GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE

HELP US SERVE YOU BETTER!

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION FORM
PSA Approval No.: ARTA-2331-3
Expires on 30 June 2024

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____ Sex: ☐ Male ☐ Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
- ☐ 1. I know what a CC is and I saw this office's CC.
- ☐ 2. I know what a CC is but I did NOT see this office's CC.
- ☐ 3. I learned of the CC only when I saw this office's CC.
- ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was …?
- ☐ 1. Easy to see
- ☐ 2. Somewhat easy to see
- ☐ 3. Difficult to see
- ☐ 4. Not visible at all
- ☐ 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- ☐ 1. Helped very much
- ☐ 2. Somewhat helped
- ☐ 3. Did not help
- ☐ 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction. *(If service was free, mark the 'N/A' column)*						
SQD6. I feel the office was fair to everyone, or "*walang palakasan*", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

_____

_____

Email address (optional): _____

THANK YOU!

Control No: MP 2024
(Bersyon para sa On-site Sarbey)

Republic of the Philippines
Province of Nueva Ecija
MUNICIPALITY OF PANTABANGAN

BAGONG PILIPINAS

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: O Mamamayan 0 Negosyo 0 Gobyerno (Empleyado o Ahensya)

Petsa: _____ Kasarian: 0 Lalaki 0 Babae Edad: _____

Rehiyon: Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng tsek (J) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

0 1. Alam ko ang CC at nakita loo ito sa napuntahang opisina
0 2. Alam ko ang CC pero hindi to ito nakita sa napuntahang opisina
0 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
0 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahsng opisina (Lagyan ng tsek ang 'N/A' sa CC2 a t CC 3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...

0 1. Madaling makita
0 2. Medyo madaling makita
0 3. Mahirap makita
0 4. Hindi makita
0 5. N/A

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CCI), gaano nakatulong ang CC sa transaksyon mo?

0 1. Sobrang nakatulong
0 2. Nakatulong naman
0 3. Hindi nakatulong
0 4. N/A

PANUTO:
Para sa SQD 0-8, lagyan ng tsek ( ) ang kanay na pinakaangkop sa iyong sagot.

	Lubos na hindi sumasang ayon	Hindi sumasang ayon	Walang kinikilingan	Sumasang ayon	Labis na sumasag ayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormas'yong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						

Control No: _____

SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. *(Kung ang sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/P.)*						
SQD6. Pakiramdam ko ay patas ang opisina sa lahiat, o 'talang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

_____

_____

Email address (opsyonal): _____

MARAMING SALAMAT!

CONTROL NO: MP2024

Republic of the Philippines
Province of Nueva Ecija
MUNICIPALITY OF PANTABANGAN

BAGONG PILIPINAS

(Online Version) HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transacti will help this office provide a better service. Personal information shared will be kept confidential and you always have the option not to answer this form

Client type: a ci(izen 0 Business Government (Employee or another agency)

Date: _____ Sex: Male O Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (/) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a goVernment agency/office including its requirements, fees, and piocessing times among others.

CC1 Which of the following best describes your awareness of a CC?
0 1. I know what a CC is and I saw this office's CC.
2. I know what a CC is but I did NOT see this office's CC.
0 3. I learned of the CC only when I saw this office's CC.
0 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was . ?
0 1. Easy to see 0 4. Not visible at all
0 2. Somewhat easy lo see 0 5. N/A
CC3 0 3. Difficult to see

If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
0 1. Helped very much 0 3. Did not help
0 2. Somewhat helped 0 4. N/A

INSTRUCTIONS: For SQD 0-8, please put a check mark (/) on the column that best corresponds to your answer

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A - Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD*. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found infomation about my trarisaction from the off ice's website.						
SQD5. I paid a reasonable amount of fees for *my* transaction. *(If service was free, mark the 'N/A' column)*						
SQD6. I am confident my online transaction was secure.						
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):
