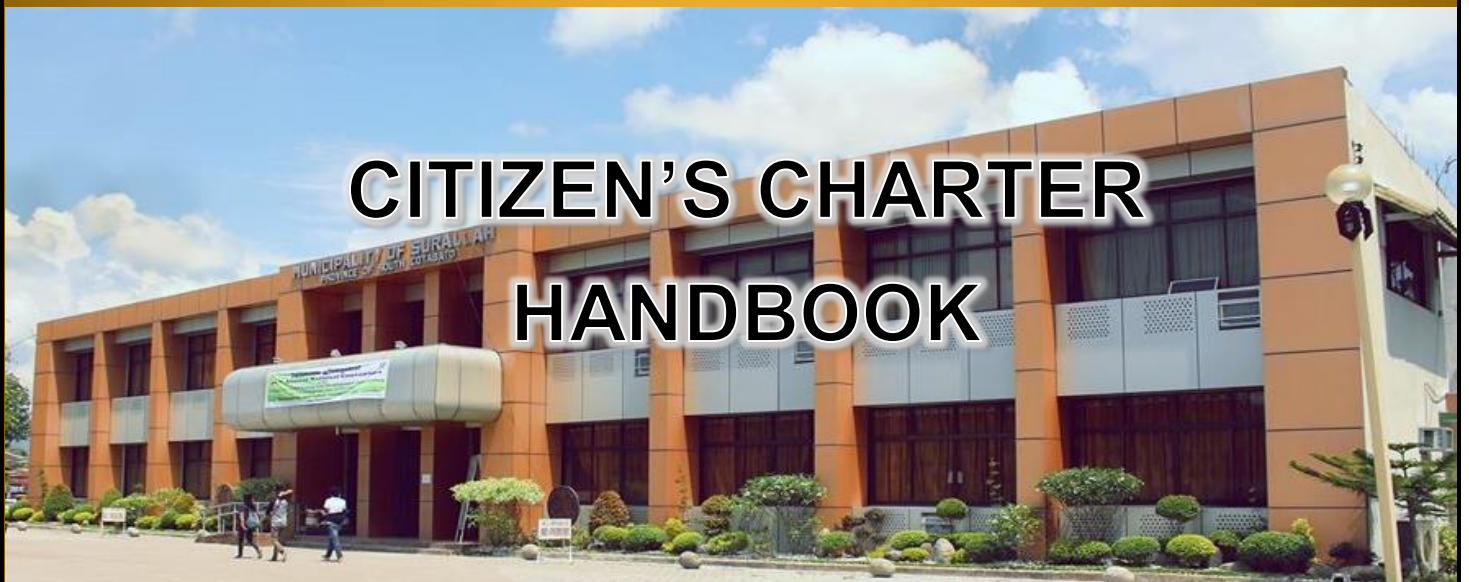




# MUNICIPALITY OF SURALLAH

## CITIZEN'S CHARTER HANDBOOK





## **MUNICIPALITY OF SURALLAH**

### **CITIZEN'S CHARTER HANDBOOK**



# FOREWORD

The Municipality of Surallah supports President Rodrigo Roa Duterte's challenge to ensure compliance with the national policy on Anti-Red Tape and ease of doing business specifically in our municipality by strictly implementing all the provisions of the law, the Citizen's Charter provision being the service arm in delivering government services to our constituents.

In view of the guidelines on the implementation of the Citizen's Charter in compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, the Anti-Red Tape Authority (ARTA) requires all government agencies to have a Citizen's Charter. Thus, the different offices under the Municipality of Surallah worked together in crafting its own Citizen's Charter which aims to communicate standards of all government services that we provide to our clients.

Our administration outlined all the plans and policies towards the attainment of our goal reducing poverty and accelerating development in the locality bring about a better quality of life for our constituents. The Municipality of Surallah Citizen's Charter embodies the initiatives for continuous enhancement of government services. It features the External and Internal Services offered by the offices under this Municipality with its simplified procedures and requirements.

We will continue our efforts to build healthy and empowered communities. We will work hand-in-hand with our constituents and institutions to promote good governance and efficiency.

When we can build developed communities in our municipality then we can truly say "KASADYA Surallah".

  
**ATTY. ANTONIO O. BENDITA**  
Municipal Mayor

## **I. Mandate:**

The Republic Act 7160 also known as the Local Government Code of 1991 gives the local governments powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

## **II. Vision:**

An Agro-Industrial City in South Cotabato driven by competitive and resilient communities.

## **III. Mission:**

Cultivate effective governance in building peaceful, healthy and empowered communities with diversified economy, quality infrastructure and protected environment.

## **IV. Pledge:**

WE, The Officials and Employees of The LGU Surallah Do Hereby Pledge to:

1. Willingly serve the public with utmost diligence and promptness without reservation;
2. Enhance systems and procedures to attain highest standard of service;
3. Conscientiously do what is good and righteous for public service;
4. Assure transparency and accountability in all transactions and other activities;
5. Respond effectively to redress and complaints; and finally,
6. Excel in public service at all times.

All these we pledge with GOD'S guidance, because. . . ***WE CARE***



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**MUNICIPALITY OF SURALLAH**  
**Accounting Services**  
**Internal Services**





## About the Service:

Accounting is the department mandated by law to provide timely and authentic financial information to our Local Chief Executive, Legislators, other National Government Agencies and other stakeholder to guide them in their decision-making process for the benefit of the general public.

## VISION:

Timely generation of complete and factual financial reports, other comprehensive information relative to finances thru accurate recording of financial transactions and maintenance of records.

## MISSION:

To continuously strive to provide information and deliver accounting services with professionalism, efficiency and excellence to all our clients.

## 1. PRE-AUDIT

<b>Office:</b>	Accounting Office (Pre-Audit Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Procurement Documents 2. Non-Procurement Documents			Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents for pre-audit.	1.1 Log vouchers from Budget Office, before forwarding to Pre-Audit Division	None	8 minutes upon receipt of document	Jerosa F. Alcatin Annie Rose D. Tupas
	1.1 Received documents from receiving personnel.	None	5 minutes	Annie Rose D. Tupas
	1.2 Verify completeness of attached supporting docs, official receipt.	None	21 minutes upon handling of document (non-procurement documents for payment)	Leslie B. Aguihap Ma. Elaine Leonie A. Ong Jeosa F. Alcatin

			30 minutes upon handling of document (payrolls for regular and casual employees and procurement documents)	
	1.3 Provides Journal entries to payrolls, vouchers and transaction for all funds.	None	5 minutes	Doris D. Eribaren
	1.4 Log documents. If complete, forward to Municipal Accountant for signature.	None	5 minutes	Leslie B. Aguihap Ma. Elaine Leonie A. Ong Jeosa F. Alcatin
	1.2 Approval of Vouchers, Payrolls	None	6 minutes upon signing of supporting documents	Geraldine D. Macababbad, Cpa
	1.3 Forward Vouchers, Payroll to MTO	None	10 minutes upon receipt of document	Lovely Joy O. Matulac
<b>TOTAL</b>		<b>NONE</b>	<b>24 Minutes</b>	



## 2. POST-AUDIT

<b>Office:</b>		Accounting Office (Pre-Audit Section)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Complete Set of Documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Final review of the attached documents and signatories if complete.	None	10 minutes upon receipt of document	AIDA B. BAYLAS, CPA
	1.2 For payroll transactions; Carding of deductions.	None	11 minutes per individual card	CASSANDRA A. ESPAÑOLA
	1.3 Forward to MTO for check issuance/cash advance for payroll.	None	5 minutes	Neya Montalbo
<b>TOTAL</b>		<b>NONE</b>		

### 3. ISSUANCE OF ADVICE OF CHECK ISSUED & CANCELLED



<b>Office:</b>	Municipal Accounting Office (Accounting Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Complete Set of Documents with Check			Treasury	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Receive documents with check.	None	5 minutes	Doris D. Eribaren
	1.2 Log for issuance of advice of Check Issued and Cancelled	None	10 minutes upon receipt of checks	Ma. Elaine Leonie A. Ong
<b>TOTAL</b>		<b>NONE</b>	<b>15 Minutes</b>	



#### 4. PREPARATION OF JOURNAL ENTRY VOUCHERS (JEV)

<b>Office:</b>		Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Receive documents and record to logbook.	None	5 minutes	Doris D. Eribaren
	1.2 Posting of Journal Entry Voucher	None	16 minutes upon receipt of vouchers, JO payroll, adjusting entries, SEF documents, Special collections & deposit, documentary and liquidation of cash advance  40 minutes upon receipt of RPT, General collections, remittances and liquidation of regular payroll	Ma. Elaine Leonie A. Ong  Amy P. Payunan, CPA  Mary Grace C. Cabaya  Doris D. Eribaren
	1.3 Forward to Treasurer's Office	None	5 minutes	Lovely Joy Matulac
<b>TOTAL</b>		<b>NONE</b>		



## 5. PREPARATION OF REMITTANCES TO NATIONAL GOVERNMENT AGENCIES, BANKS

<b>Office:</b>		Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Prepare summary of remittances based on employees' payroll.	None	3 hours per remittance (Other Loans, Building Permit, PTO)  8 hours per remittance (GSIS, HDMF, PHILHEALTH)  12 hours per remittance (BIR)	Jocelyn D. Domingo  Amy P. Payunan, Cpa  Mary Grace C. Cabaya
	1.2 Prepare documents/vouchers for processing of payment or check issuance.	None	30 minutes	Jocelyn D. Domingo  Amy P. Payunan, Cpa  Mary Grace C. Cabaya
<b>TOTAL</b>		<b>NONE</b>		



## 6. PREPARATION OF TRIAL BALANCES AND FINANCIAL STATEMENTS

<b>Office:</b>		Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Reconciliation of Subsidiary Accounts with General Ledger Accounts	None	8 hours per fund	Amy P. Payunan, Cpa  Jocelyn D. Domingo  Ma. Elaine Leonie A. Ong
	1.2 Prepare/Printing of Trial Balance	None	15 minutes	Mary Grace C. Cabaya
<b>TOTAL</b>		<b>NONE</b>		



## 7. BANK RECONCILIATION OF ALL FUNDS

<b>Office:</b>			Accounting Office	
<b>Classification:</b>			Simple	
<b>Type of Transaction:</b>			G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>			All	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Request Bank Statements from Bank.	None	30 minutes	Aida B. Baylas, CPA
	1.2 Reconcile items from Books of Accounts against Bank Accounts.	None	130 minutes per account	Aida B. Baylas, CPA
	1.3 Make necessary adjustments, if any.	None	30 minutes	Aida B. Baylas, CPA
	1.4 Printing of Bank Reconciliation	None	15 minutes	Aida B. Baylas, CPA
<b>TOTAL</b>		<b>NONE</b>		





## 8. SEGREGATION OF DOCUMENTS AND BINDING FOR SUBMISSION TO COA

<b>Office:</b>		Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Receive documents from Treasury Office.	None	5 minutes	Lovely Joy O. Matulac
	1.2 Prepares/ Segregates documents for COA copy and office file.	None	10 minutes per set of documents	Ma. Elaine Leonie A. Ong Doris D. Eribaren Jerosa F. Alcatin Cassandra A. Española Lovely Joy O. Matulac
	1.3 Prepare transmittal and forward original copy to COA.	None	30 minutes	Lovely Joy O. Matulac
<b>TOTAL</b>		<b>NONE</b>		



**MUNICIPALITY OF SURALLAH**  
**Administrative Services**  
**Internal Services**



## 1. APPOINTMENT / MEETING WITH THE DEPARTMENT HEADS

<b>Office:</b>	Municipal Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request for appointment/meeting with the Administrator.	1.1 Receives request thru phone call or letter	None	5 minutes	Staff
2. Receives status of request for appointment/meeting with the Department Heads	2.1 Confirms or refer the appointment/meeting.	None	10 minutes	Staff
3. Receives confirmation of appointment/meeting.		None	5 minutes	Staff
<b>TOTAL</b>			<b>20 Minutes</b>	

## 2. SIGNING OF DOCUMENTS



<b>Office:</b>		Municipal Administrator's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring documents for signature with complete attachments.	1.1 Sign documents.	None	2 minutes per documents	Beltran Armada
2. Receive and record signed documents.	2.1 Turn over signed documents to concerned office.	None	5 minutes	Staff
<b>TOTAL</b>				



**MUNICIPALITY OF SURALLAH**  
**Agriculture Services**  
**External Services**



# 1. ANIMAL TREATMENT, DEWORMING, CASTRATION AND UPGRADING OF ANIMALS

Pursuant to RA 7160, Article XII; Section 482, it is mandated that the Municipal Agriculturist must conduct researches and assist in making the appropriate technology available to farmers towards the prevention and control of diseases and pests. The conduct of animal treatment, deworming, castration and upgrading of animal is essential towards sustaining animal health and protection.

<b>Office:</b>		Agriculture Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Community Tax Certificate 2. Certificate of Large Cattle		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents to receiving personnel	1.1 Check the completeness of documents 1.2 Records request 1.3 Issue service fee slip	None	10 minutes	Loel S. Nillos Agri. Technologist  Bobby R. Asignacion
2. Proceed to Municipal Treasurer's Office for payment	2.1 Issue Official Receipt	Castration for Livestock -Large Cattle - 400.00 -Hogs & other animal - 50.00 Livestock Breeding -Large Cattle - 1,000.00 -Hog - 800.00 Vaccination- 20.00 Treatment-50.00	10 minutes	Arnold Sequito  Annabelle Bumatay
3. Present receipt to the receiving personnel	3.1 Acknowledge and record receipt 3.2 Schedule execution of request.	None	10 minutes	Harold B. Eslabon  Ruel J. Mamarion
4. Assist personnel for the treatment, vaccination, deworming, castration, and upgrading of animals	4.1 Execute treatment, vaccination, deworming, castration and upgrading of animals	None	1 hour (excluding travel time)	Harold B. Eslabon  Ruel J. Mamarion
<b>TOTAL</b>			<b>1 hour and 30 minutes</b>	



## 2. DISTRIBUTION OF RICE, CORN AND VEGETABLE SEEDS

Pursuant to RA 7160, Article XII; Section 482, it is mandated that the Municipal Agriculturist must ensure maximum assistance and access to resources in the production, processing and marketing of agricultural and aqua cultural and marine products are extended to farmers, fishermen and local entrepreneurs.

<b>Office:</b>	Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate		-Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to receiving personnel	1.1 Check the completeness of documents  1.2 Records request  1.3 Issue service fee slip	None	10 minutes	Yolanda C. Ricabar  Cherrie G. De Castro Agricultural Technologist  Gil E. Egalin Agriculturist I
2. Proceed to Municipal Treasurer's Office for payment	2.1 Issue Official Receipt	50% of the amount of seeds for rice	10 minutes	Arnold Sequito  Annabelle Bumatay
3. Proceed to Agriculture Office  Present receipt to the receiving personnel.	3.1 Acknowledge and record receipt  3.2 Schedule release of seeds	None	10 minutes	Maryjean T. Naciso  Josephine C. Portogalete Agriculturist II  Loel S. Nillos Municipal Agriculturist
4. Receive requested seeds/seedlings	4.1 Release requested seeds/seedlings	None	5 minutes	Nida A. Lapiad Demo Farm In-Charge Mark Louis N. Falalimpa Property Custodian
<b>TOTAL</b>			<b>35 minutes</b>	



### 3. ISSUANCE OF FARMER CERTIFICATION

Pursuant to RA 7160, Article XII; Section 482, it is mandated that the Municipal Agriculturist must ensure maximum assistance and access to resources in the production, processing and marketing of agricultural and aqua-cultural and marine products are extended to farmers, fishermen and local entrepreneurs. The issuance of farmer certification will help farmers avail extension services and assistance needed.

<b>Office:</b>	Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate		-Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to receiving personnel	1.1 Check the completeness of documents  1.2 Records request  1.3 Issue service fee slip	None	5 minutes	Maryjean T. Narciso Clerk II
2. Proceed to Municipal Treasurer's Office for payment	2.1 Issue Official Receipt	Certification Fee – 50.00	10 minutes	Arnold Sequito  Annabelle Bumatay
3. Present receipt to the receiving personnel  Wait for the approval of the certificate	3.1 Acknowledge and record receipt then prepare certification  3.2 Review and approve certificate	None	10 minutes	Harold B. Eslabon  Maryjean T. Narciso  Loel S. Nillos Municipal Agriculturist
4. Receives certification	4.1 Control and release signed certification	None	2 minutes	Maryjean T. Narciso Clerk II
<b>TOTAL</b>		<b>50.00</b>	<b>27 minutes</b>	





## 4. FARM TRACTOR SERVICES

Pursuant to RA 7160, Article XII; Section 482, it is mandated that the Municipal Agriculturist must ensure maximum assistance and access to resources in the production, processing and marketing of agricultural and aqua-cultural and marine products are extended to farmers, fishermen and local entrepreneurs.

<b>Office:</b>	Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification 2. Community Tax Certificate		-Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents with duly accomplished Tractor Requisition Form to receiving personnel	1.1 Check the completeness of documents  1.2 Records request	None	10 minutes	Maryjean T. Narciso Clerk II
2. Assist AEW in validation activities/ocular inspection.	2.1 Conduct validation activities/ocular inspection if conformed with the approved guidelines 2.2 Acknowledge and record receipt	None	30 minutes (excluding travel time)	AEWs
3. Secure Endorsement  Wait for the approval and date of services(tractor)	3.1 Endorsement of documents  3.2 Schedule of execution of request	None	10 minutes (excluding travel time)	Assigned AEW  Municipal Agriculturist  Municipal Mayor
4. Farm clearing	4.1 Gas up of farm tractor and execute farm tractor services	None	1 hour (excluding travel time)	Lauro D. Dormido  Vicente S. Suello Farm Tractor Operator
<b>TOTAL</b>		<b>None</b>	<b>1 Hour and 50 minutes</b>	



**MUNICIPALITY OF SURALLAH**  
**Assessment Services**  
**External Services**



## 1. ISSUANCE OF CERTIFICATION

A certification is issued to property owner or authorized representative if his/her property has improvement or without improvement (building, machinery or other improvement). The same is also issued to show ownership and to account the total landholdings or if the requestor has no landholdings. Such certification is also issued to prove that the property owner has no other lot with similar classification than those that was already assessed in his/her name.

<b>Office:</b>	Municipal Assessors' Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Principal</b> 1. Government Issued Identification Card 2. Barangay Certification (if applicable) 3. Letter Request 4. Tax clearance / Receipt 5. Community Tax Certificate (CTC) 6. Official Receipt of Payment  <b>Representative</b>  1. Special Power of Attorney/Authorization letter 2. Government Issued Identification Card of the person being represented {Photocopy} 3. Government Issued Identification Card of the representative 4. Barangay Certification (if applicable) 5. Letter Request 6. Tax Clearance/Receipt 7. Official Receipt of Payment 8. Community Tax Certificate (CTC)		1. BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO 2. Office of the Barangay Council 3. Client 4. Office of the Treasurer 5. Office of the Treasurer 6. Office of the Treasurer  1. Citizen or Client being represented 2. BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO  3. BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO 4. Office of the Barangay Council 5. Client 6. Office of the Treasurer 7. Office of the Treasurer 8. Office of the Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to receiving personnel	1.1 Check the completeness of documents 1.2 Records request 1.3 Issue service fee slip	None	5 minutes	Ivy D. Apsay AC III

	1.4 Provide forms			
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents and check for completeness 2.2 Advise client as to schedule of site inspection(if applicable) 2.3 Provide Forms	None	5 minutes	Ivy D. Apsay AC III
3. Fill-up request form	3.1 Assist customer in the filling of request form 3.2 Issue service fee slip	None	5 minutes	Ivy D. Apsay AC III  Mercy L. Egalin LAOO II
4. Proceed to Treasurer's Office for payment of fees	Issue Official Receipt	Certification Fee 100.00 Verification Fee 100.00 Inspection Fee: Within Poblacion 100.00 Over 1 km but not more than 5 km 200.00 Over 5 km but not more than 10 km 300.00 Over 10 km 500.00	10 minutes	Treasurer's Office Personnel
5. Return to Assessor's Office and present official receipt	5.1 Acknowledge official receipt	None	2 minutes	Ivy D. Apsay AC III Mercy L. Egalin LAOO II
6. Accompany office staff to the site (if applicable)	6.1 Conduct ocular inspection (if applicable)	None	30 minutes (excluding travel time)	Leonardo A. Mondejar LAOO III Mercy L. Egalin LAOO II Elvie P. Baltores Tax Mapper III
7. Wait while certification is being prepared	7.1 Prepare Certification  7.2 Review and sign certification  7.3 Certified as to correctness	None	23 minutes	Ivy D. Apsay AC III Leonardo A. Mondejar LAOO III Hector A. Bubongan Municipal Assessor
8. Receive signed certification	8.1 Control, record and release signed certification	None	5 minutes	Ivy D. Apsay AC III
<b>TOTAL</b>			<b>1 hour and 19 minutes</b>	



## 2. ISSUANCE OF TAX DECLARATION

Tax declaration serves as the permanent record of every real property unit (land, building, machinery or other improvement). The issuance of tax declaration is the most important activity in the assessment process. It is in the tax declaration where the tax is based. It is also issued to support the requirements needed by other offices or agencies.

<b>Office:</b>	Municipal Assessor's Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
<b>Who may avail:</b>	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Principal</b> 1. Government Issued Identification Card 2. Letter Request 3. Community Tax Certificate  <b>Representative</b> 1. Special Power of Attorney/Authorization Letter 2. Government Issued Identification Card of the person being represented {Photocopy} 3. Government Issued Identification Card of the representative 4. Letter Request 5. Community Tax Certificate(CTC)  <b>Other Requirements:</b>  <b>TRANSFER OF OWNERSHIP</b> 1. Copy of title (Transfer Certificate of Title, Emancipation Patent, CLOA, etc.) if titled 2. Transfer tax fee receipt (if applicable) 3. Deed of conveyance (sale, inheritance, donation, etc.) 4. Certificate Authorizing Registration (CAR) 5. Approved subdivision plan (if portion was sold) 6. Tax Clearance  <b>SEGREGATION / CONSOLIDATION</b> 1. Approved subdivision / consolidation plan 2. Copy of title 3. DAR Certification (beneficiaries) 4. Tax Clearance 5. Tax Bill (if applicable)	1. BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO 2. Client 3. Office of the Treasurer  1. Citizen or Client being represented 2. BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO 3. BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO 4. Client 5. Office of the Treasurer  1. Register of Deeds(ROD) 2. Provincial Treasurer's Office 3. Law Offices  4. Bureau of Internal Revenue(BIR) 5. Department of Environment and Natural Resources(DENR) 6. Office of the Treasurer  1. Department of Environment and Natural Resources(DENR) 2. Register of Deeds(ROD) 3. Department of Agrarian Reform(DAR) 4. Office of the Treasurer 5. Office of the Treasurer

<b>NEW ASSESSMENT</b> <ol style="list-style-type: none"> <li>1. Copy of title (if titled)</li> <li>2. Copy of free patent, miscellaneous sales or homestead application (if untitled)</li> <li>3. CENRO certification that the land is within alienable and disposal area (if untitled)</li> <li>4. Approved survey plan or BL form</li> <li>5. Barangay Certification that the declarant is the actual possessor/occupant</li> <li>6. Building plan with cost estimates</li> <li>7. Acquisition cost, installation cost and other incidental expenses of machinery</li> </ol>		<ol style="list-style-type: none"> <li>1. Register of Deeds(ROD)</li> <li>2. City Environment and Natural Resources(CENRO)</li> <li>3. City Environment and Natural Resources(CENRO)</li> <li>4. Department of Environment and Natural Resources(DENR)</li> <li>5. Office of the Barangay</li> <li>6. Municipal Engineering Office</li> <li>7.Client</li> </ol>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1.1 Let the client sign the log book	NONE	2 minutes	Ivy D. Apsay AC III
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents and check for completeness 2.2 Provide Forms	NONE	5 minutes	Ivy D. Apsay AC III
3. Fill-up request form	3.1 Assist client in the filling of request form 3.2 Issue service fee slip	None	5 minutes	Ivy D. Apsay AC III  Mercy L. Egalin LAOO II
4. Proceed to Treasurer's Office for payment of fees	4.1 Issue Official Receipt	Certification Fee 100.00 Verification Fee 100.00 Inspection Fee: Within Poblacion 100 .00 Over 1 km but not more than 5 km 200.00 Over 5 km but not more than 10 km 300.00 Over 10 km 500.00	10 minutes	Treasurer's Office Personnel
5. Accompany office staff to the site(if applicable)	5.1 Conduct ocular inspection(if applicable)	None	30 minutes (excluding travel time)	Leonardo A. Mondejar LAOO III  Mercy L. Egalin LAOO II  Elvie P. Baltores Tax Mapper III

6. Return to Assessor's Office and present official receipt	6.1 Acknowledge official receipt	None	2 minutes	Ivy D. Apsay AC III  Mercy L. Egalin LAOO II
7. Return to the scheduled time of release of Tax Declaration	7.1 Advise client when to return  7.2 Prepare and review documents and attachments  7.3 Forward to Provincial Assessor's office for approval	None	7 days	Mercy L. Egalin LAOO II  Leonardo A. Mondejar LAOO III  Hector A. Bubongan Municipal Assessor
8. Wait while the tax declaration is being generated	8.1 Print tax declaration  8.2 Sign tax declaration  8.3 Certified as to correctness	None	8 minutes	Lorna M. Apsay DEMO II  Hector A. Bubongan Municipal Assessor
9. Receive signed tax declaration	9.1 Release signed tax declaration	None	5 minutes	Ivy D. Apsay AC III  Mercy L. Egalin LAOO II
<b>TOTAL</b>		<b>7 Days and 37 minutes</b>		



## 2.1 ISSUANCE OF TAX DECLARATION (OWNER'S COPY)

<b>Office:</b>	Municipal Assessor's Services Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Principal</b> 1. Government Issued Identification Card 2. Letter Request 3. Community Tax Certificate(CTC)	1. BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO 2. Client 3. Office of the Treasurer
<b>Representative</b> 1. Special Power of Attorney/Authorization Letter 2. Government Issued Identification Card of the person being represented {Photocopy} 3. Government Issued Identification Card of the representative 4. Letter Request 5. Community Tax Certificate(CTC)	1. Citizen or Client being represented 2. BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO 3. BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO 4. Client 5. Office of the Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1.1 Let the client sign the log book	None	2 minutes	Ivy D. Apsay AC III
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents and check for completeness 2.2 Provide Forms	None	5 minutes	Ivy D. Apsay AC III
3. Fill-up request form	3.1 Assist client in the filling of request form 3.2 Issue service fee slip	None	5 minutes	Ivy D. Apsay AC III Mercy L. Egalin LAOO II
4. Proceed to Treasurer's Office for payment of fees	4.1 Issue Official Receipt	Certified/Photo-copy 100	10 minutes	Treasurer's Office Personnel
5. Return to Assessor's Office and present official receipt	5.1 Acknowledge official receipt	None	2 minutes	Ivy D. Apsay AC III Mercy L. Egalin LAOO II
6. Wait while the tax declaration is being generated	6.1 Print tax declaration	None	8 minutes	Lorna M. Apsay DEMO II



	6.2 Sign tax declaration			Hector A. Bubongan Municipal Assessor
7. Receive signed tax declaration	7.1 Release signed tax declaration	None	5 minutes	Ivy D. Apsay AC III  Mercy L. Egalin LAOO II
<b>TOTAL</b>		<b>37 minutes</b>		



**MUNICIPALITY OF SURALLAH**  
**Budgeting Services**  
**Internal Services**



## 1. PROCESSING OF OBLIGATION REQUESTS FORM (ObR)

The Obligation Request is a pre-requisite in payment of claims. This is to certify the availability of appropriation for a certain purpose by the Municipal Budget Officer.

<b>Office:</b>	Office of the Municipal Budget Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vouchers with Supporting Documents, Payrolls and Purchase Requests		All Offices and Program holders.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly signed ObR's with complete supporting documents	1.1 Receive and post submitted ObR's in the general logbook.  1.2 Assign control number in the ObR's.	None	5 minutes	<b>Michael Larida</b> Clerk III
	1.3 Check, control, and evaluate documents as to the existence of Appropriation. Reg. Office - (PS,MOOE,PPE)-GF  Programs/Projects for GF and SEF	None	15 minutes	<b>Charity Donato</b> Clerk III <b>Michael Larida</b> Clerk III <b>Cresilda Mariano</b> Admin Asst. II
	1.4 Review documents as to the correctness of the object of expenditures and appropriateness of its account code	None	5 minutes	<b>Lilibeth Flores</b> Admin. Officer V
	1.5 Approved ObR's as to the availability of the appropriation.	None	5 minutes	<b>ELY T. TODOC</b> MBO
	1.6 Forward approved ObR's to BAC and Accounting Office.	None	5 minutes	<b>Michael Larida</b> Clerk III
<b>TOTAL</b>			<b>35 minutes</b>	



## 2. REVIEW OF BARANGAY AND SK BUDGET

The Budget Office assists the Sangguniang Bayan in reviewing Annual and Supplemental Budgets of Barangays and SK as to compliance with all the budgetary and statutory requirements and PS limitations.

<b>Office:</b>	Office of the Municipal Budget Officer				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G – Government to Government				
<b>Who may avail:</b>	All 17 Barangays				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
<b>Annual Budget Requirements:</b> <ol style="list-style-type: none"> <li>1. Budget Message</li> <li>2. Proposed Annual Budget</li> <li>3. Plantilla of Personnel (BBP Form No. 3)</li> <li>4. List of Projects chargeable against the 20% Dev't. Fund</li> <li>5. DILG-endorsed GAD Plan and Budget</li> <li>6. Annual Investment Plan (AIP)/ Annual Barangay Youth Investment Plan (ABYIP)</li> <li>7. Appropriation Ordinance/Resolution-sealed and affixed signatures</li> </ol> <b>Supplemental Budget Requirements:</b> <ol style="list-style-type: none"> <li>1. Transmittal Letter</li> <li>2. Statement of Funding Sources (BSBP Form 1)</li> <li>3. Statement of Supplemental Appropriations (BSBP Form 2)</li> <li>4. Sanggunian approved Supplemental AIP, if any</li> </ol>				Offices of the Barangay Captain and SK Chairperson	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
			Annual	Supplemental	
1. Submits draft copies of Annual and Supplemental Budgets of Barangays and SK.	1.1 Receives draft copies of the Annual and Supplemental Budgets of Barangays and SK for preliminary review. 1.2 The office shall return to the barangay for finalization.	None	17 hours (Barangay)  8 Hours (SK)	8 hours (Barangay)  4 hours (SK)	Cresilda A. Mariano  Admin Asst. II
2. Sangguniang Bayan endorses Annual and Supplemental Budgets of Barangays and SK to MBO for review	2.1 Reviews Annual and Supplemental Budgets of Barangays and SK and prepares review letter for signature of MBO.	None	8 hours (Barangay)  4 hours (SK)	4 hours (Barangay)  2 hours (SK)	Cresilda A. Mariano Admin Asst. II
	Signs review letter	None	5 minutes (Barangay & SK)	5 minutes (Barangay & SK)	ELY T. TODOC Municipal Budget Officer

	Returns budget documents together with the review letter to the Sangguniang Bayan office for resolution.	None	10 minutes (Brgy/SK)	10 minutes (Brgy/SK)	Cresilda A. Mariano Admin Asst. II
<b>TOTAL</b>		25 hours & 15 mins. (Brgy.) 12 hrs. & 15 mins. (SK)	12 hours & 15 mins. (Brgy) 6 hours & 15 mins. (SK)		



**MUNICIPALITY OF SURALLAH**  
**Civil Registry Services**  
**External Services**



## 1. REGISTRATION OF BIRTH CERTIFICATES

Republic Act No. 3753 mandates the establishment of a civil register in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of person shall be recorded.

The birth of the child, being a vital event of a person, shall be registered within 30 days from the time of birth in the Office of the Civil Registrar of the city/municipality where the birth occurred.

<b>Office:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government-issued proof of identification Authorization Letter, if applicable Affidavit to Use the Surname of the Mother, if applicable  Additional requirements for Delayed Registration: <ul style="list-style-type: none"> <li>➤ PSA Negative Certification of Death, if applicable</li> <li>➤ Any 2 of the following documentary evidences:               <ul style="list-style-type: none"> <li>○ Baptismal Certificate</li> <li>○ Voter's Certification</li> <li>○ School Records</li> <li>○ Membership Data Records (Philhealth, Pag-ibig, SSS, GSIS, and similar institutions)</li> </ul> </li> </ul>		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Submission of Documents</b>  Fill out the birth information sheet and present it to the personnel-in-charge (PIC) together with other requirements.	<b>1. Verification</b>  Personnel-in-Charge shall verify the correctness of the details of the documents submitted by the client.	NONE	10 minutes	John Michael B. Minas Mary Michelle G. Neffe Ronald E. Almerol
<b>2. Fill-up information sheet and submit to the receiving personnel</b>	<b>2.1 Check completeness of information sheet, verify if it is timely or delayed registration/ legitimate or illegitimate</b>	NONE	5 minutes	John Michael B. Minas

	2.2 Issue service fee slip			
3. Proceed to treasurer's office for payment	3.1 Issue official receipt	<p>Timely Registration: Certification Fee P50.00 If illegitimate (additional payment) acknowledgement 100.00 AUSF 200.00</p> <p>Delayed Registration: Certification P50.00 Verification 50.00 If illegitimate For out of town registration 200.00 Legitimation 100.00</p>	10 minutes	<p>John Michael B. Minas Mary Michelle G. Neffe Ronald E. Almerol</p>
4. Claim the document.	<p>3.1 Signature of the Registering Personnel and Release</p> <p>3.2 The registering personnel shall review and sign the document.</p> <p>3.3 The PIC shall seal and release the document to the client.</p>	NONE	15 minutes	<p>Engr. Gemma J. Burgos John Michael B. Minas Mary Michelle G. Neffe Ronald E. Almerol</p>
<b>TOTAL</b>			<b>50 minutes</b>	





## 2. REGISTRATION OF DEATH CERTIFICATES

All death incidences shall be reported within 48hours. The Municipal Health shall examine and sign the Death Certificate and direct the registration of the death certificate to the Office of the Municipal Civil Registrar within the reglamentary period of 30 days.

<b>Office:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen,			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Government-issued proof of identification 2. Authorization Letter, if applicable 3. Burial Permit		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Document  Fill out the death information sheet and present it to the personnel-in-charge (PIC) together with the other requirements for verification.	1.1 Verification  Personnel-in-Charge shall verify the correctness of the details of the documents submitted by the client.	NONE	40 minutes	Hanylen D. Cancillar Ronald E. Almerol
2. Payment of Fees  Pay the corresponding fees at the Municipal Treasurer's Office.	2.1 PIC instructs clients to pay the fee at the MTO.	Burial Permit Fee - Php 50.00  MCR Certification Fee - Php 50.00  Transfer of Cadaver Fee - Php100.00, if applicable  Exhumation Fee - Php100.00, if applicable  MCR Verification Fee Php 50.00 (additional fee for delayed registration)	10 minutes	Collection Clerk at Municipal Treasurer's Office

3. Have the document signed by the concerned persons (Physician, Health Officer, and Embalmer)	3.1 Control and assign the document with registry number.	None	5 minutes	Hospital Municipal Health Officer Embalmer
4. Registration of Document.  Wait while the document is prepared and processed.	4.1 Registration of Document.  4.2 The PIC shall control and assign the document with registry number.  Note: For delayed registration, the assigning of registry number to the document will take place after the posting period of 10 days. Client is advised to come back to the office on the date identified by the PIC.	None	10 minutes	Hanylen D. Cancillar Ronald E. Almerol
5. Present O.R	5.1 Acknowledge O.R.  5.2 Mun. Civil Registrar subscribe the application for marriage license.		30 minutes	Hanylen D. Cancillar  Gemma J. Burgos MCR
6. Be advised of the schedule of posting and when to return	6.1 Advice customer/client of schedule of posting and when to return for the release of license		10 days	Hanylen D. Cancillar
7. Receive license	7.1 MCR prepares and signs the subscribed marriage license  7.2 Release the marriage license		15 minutes	Gemma J. Burgos
<b>TOTAL</b>			<b>1 hour and 30 minutes</b>	



### 3. ISSUANCE OF MARRIAGE LICENSES

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 Municipal 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 120 days from the date of issue, and shall be deemed automatically cancelled at the expiration of said period if the contracting parties have not made use of it.

<b>Office:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government-issued proof of identification 2. Certificate of No Marriage (CENOMAR) 3. Copy of Certificate of Live Birth of Applicants 4. Community Tax Certificate (CEDULA) 5. Pre-marriage Counseling Certificate 6. At least one of the contracting parties is a resident of the municipality 7. Parental consent if applicant is 18-21 years old 8. Parental advise if applicant is 21-25 years old			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Document  Fill out the information sheet and present it to the personnel-in-charge (PIC) together with the other requirements for verification	1.1 Verification  Personnel-in-Charge shall verify the correctness of the details of the documents submitted by the client.	NONE	10 minutes	Mary Jane P. Lazo
2. Payment of Fees  Pay the corresponding fees at the Municipal Treasurer's Office	2.1 PIC instructs clients to pay the fee at the MTO.	Application Fee  Both are residents of the municipality - Php300.00  One of the applicants is not a resident of this municipality - Php300.00	10 minutes	Collection Clerk at Municipal Treasurer's Office





#### 4. ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS ON THE BASIS OF NEGATIVE CERTIFICATION AND ADVANCE TRANSMITTAL TO OCRG-PSA

Facilitate the endorsement of vital records of persons/clients who were issued a certification of negative result by the PSA and for advance transmittal of the records as requested by the client.

<b>Office:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government-issued proof of identification 2. Letter Request and/or Authorization Letter, if applicable 3. Negative Certification issued by the PSA			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Documents	1.1 Verification Personnel-in-Charge shall review and verify the correctness of the details of the documents submitted by the client.	NONE	15 minutes	Josie C. Umadhay
1. Payment of Fees  Pay the corresponding fees at the Municipal Treasurer's Office.	1.2 PIC instructs clients to pay the fee at the MTO.	Endorsement Fee Php200.00	10 minutes	Collection Clerk at Municipal Treasurer's Office
2. Preparation of the Endorsement	2.1 The PIC shall prepare the document for endorsement.	None	5 minutes	Josie C. Umadhay Engr. Gemma J. Burgos
<b>TOTAL</b>		<b>30 minutes</b>		



## 5. FILING OF PETITION FOR CHANGE OF FIRST NAME (CFN) AND/OR CORRECTION OF CLERICAL ERROR (CCE)

Republic Act 9048 authorizes the municipal civil registrar 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.

An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in records.

<b>Office:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Correction of Clerical Errors: At least 2 documents showing the correct entry upon which the correction shall be based on: <ul style="list-style-type: none"> <li>➤ Baptismal Certificate</li> <li>➤ Voter's Certification</li> <li>➤ Employment Record</li> <li>➤ GSIS/SSS Record</li> <li>➤ School Records</li> <li>➤ Driver's License</li> <li>➤ Civil Registry Records of ascendants</li> </ul> For Change of First Name: The same requirements as the CCE including the following: <ol style="list-style-type: none"> <li>1. Employer certification or Affidavit of Non-Employment</li> <li>2. Publication to the newspaper of general circulation</li> <li>3. Affidavit of Publisher</li> <li>4. Copy of Newspaper Clippings (At least once a week for 2 consecutive weeks)</li> <li>5. NBI Clearance</li> <li>6. Barangay Clearance</li> <li>7. PNP Clearance</li> </ol>			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of the Documents and the Problem  Submits the documents and requirements to the personnel-in-	1.1 Verification  The PIC shall identity and verify the errors for correction and collect all the	NONE	15 minutes	Remelyn E. Cataloctocan

charge (PIC) for proper action.	documentary requirements.			
2. Proceed to Treasurer's Office for payment	2.1 Issue Official Receipt	Filing Fee for CCE - Php1,000.00  Filing Fee for CFN - Php3,000.00  Service Fee for Migrant Petition: For CCE - Php 500.00 For CFN - Php1,000.00	10 minutes	Collection Clerk at Municipal Treasurer's Office
3. Preparation of Annotated Document for Endorsement	3.1 Client is advised to closely monitor the status of the request with the PIC.	None	5 minutes	Remelyn E. Cataloctocan
<b>TOTAL</b>		<b>30 minutes</b>		



## 6. ISSUANCE OF CERTIFIED COPIES OF CIVIL REGISTRY DOCUMENTS

Civil registry documents such as birth, marriage, and death certificates may be availed of by securing a certified transcripts or photocopy from the office.

<b>Office:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government-issued proof of identification 2. Authorization Letter, if applicable			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the Document  Submits the information of the document to the personnel-in-charge (PIC) for verification	1.1 Verification  The PIC shall verify with the office records the request.	None	20 minutes	Hanylen D. Cancillar Mary Jean F. Panizales
2. Payment of Fees  Pay the corresponding fees at the Municipal Treasurer's Office.	2.1 PIC instructs clients to pay the fee at the MTO.	MCR Certification Fee - Php 50.00  MCR Verification Fee Php 50.00	5 minutes	Collection Clerk at Municipal Treasurer's Office
3. Issuance of the Document  Wait while the document is being retrieved from the archives.	3.1 Signature of the Registering Personnel and Release  3.2 The registering personnel shall review and sign the document.  3.3 The PIC shall seal and release the document to the client.	None	15 minutes	Engr. Gemma J. Burgos Hanylen D. Cancillar
<b>TOTAL</b>		<b>40 minutes</b>		





## 7. REQUESTS FOR CIVIL REGISTRY DOCUMENTS AND CENOMAR IN SECURITY PAPER

BREQS is a partnership scheme between the local government unit and the PSA, through a Memorandum of Agreement, authorizing the former to receive requests for PSA-issued copies of civil registry documents and CENOMAR/CEMAR.

<b>Office:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government-issued proof of identification 2. Authorization Letter, if applicable 3. Duly Filled Application Form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Document  Fill out the information form and present it to the personnel-in-charge (PIC) for verification.	1.1 Verification  Verify the correctness of the details of the documents submitted by the client.	None	5 minutes	Mary Jane P. Lazo Mary Jean F. Panizales
2. Payment of Fees  Pay the corresponding fees at the Municipal Treasurer's Office.	2.1 Issue Official Receipt	Service Fee - Php 200.00	5 minutes	Collection Clerk at Municipal Treasurer's Office
3. Present the receipt to the PIC and pay the corresponding fee.  Return on the identified date of the PIC and claim the	3.1 Collect the corresponding fee from the client.  3.2 Advise client to return on the identified date of the PIC to claim the requested document.	Copy Issuance of Birth, Death, and Marriage - Php155.00/copy  Copy Issuance of CENOMAR/CEMAR Php210.00/copy	5 minutes	Mary Jane P. Lazo Mary Jean F. Panizales
<b>TOTAL</b>		<b>15 minutes</b>		



**MUNICIPALITY OF SURALLAH**  
**Community Development Information Program**  
**External Services**



## 1. INFORMATION DISSEMINATION SERVICES

Through the Information dissemination services, the Local Government of Surallah will be able to update its constituents on the current concerns and activities through its official Facebook page, website and/or radio program.

<b>Office:</b>	CDIP			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1.1 Data gathering.	None	2 hours (depending on the scope of information)	Kristine B. Tanucan  Ralph Kenrick Taaca  Randy Barcelona
2.	2.1 Drafting of information to be published through various medium of communication (such as radio, facebook, etc.)	None	1 hour (depending on the scope of information)	Kristine B. Tanucan  Ralph Kenrick Taaca
3.	3.1 Publishing / Dissemination of final draft of information	None	1 hour (depending on the Medium of Communication)	Kristine B. Tanucan  Ralph Kenrick Taaca
<b>TOTAL</b>		<b>None</b>	<b>4 hours</b>	



## 2. PUBLICATION OF LGU MAGAZINE

The Local Government of Surallah through the LGU Official Publication aims to provide information services to its constituents to increase their level of awareness and promote transparency in governance.

<b>Office:</b>	CDIP			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1.1 Data gathering.	None	2 hours (depending on the scope of information)	Kristine B. Tanucan Ralph Kenrick Taaca Randy Barcelona
2.	2.1 Drafting and editing of information to be published.	None	1 day per article	Kristine B. Tanucan Ralph Kenrick Taaca
3.	3.1 Lay-out for approval.	None	5 days	Kristine B. Tanucan Atty. Antonio O. Bendita
3.	3.1 Publishing and distribution of Official LGU Magazine	None	7 working days (Depending on availability of Printing Press)  3 days for distribution	Kristine B. Tanucan Ralph Kenrick Taaca Randy Barcelona Brgy Affairs Workers
<b>TOTAL</b>		<b>None</b>		



**MUNICIPALITY OF SURALLAH**  
**Disaster Risk Reduction and Management Services**  
**External Services**



## 1. REQUEST FOR TRAINING/RESOURCE SPEAKER

**PREPAREDNESS** - Establish and strengthen capacities of communities to become disaster-ready in order to avert the loss of lives and assets in times of disasters.

<b>Office:</b>	<b>MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT Office (MDRRMO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Client/Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request address to LCE attention MDRRMO	1.1 Receipt of letter request. 1.2 Classification of training being requested.	None	5 minutes	Jenny Balangaan
	1.3 Review of the training design (in case provided for) 1.4 Coordinate with concerned Division or Government Agency	None	5 minutes	Celvin Jurica
	1.5 Coordinate and endorse to Department or Government Agency concerned	None	20 minutes	Philip Caijo
	1.6 Prepares training materials needed	None	1 day	Leonardo Mondejar
	1.7 Inform the requesting entity of the status of their request.	None	10 minutes	Jenny Balangaan / Celvin Jurica
<b>TOTAL</b>			<b>1 Day and 40 Minutes</b>	



## 2. REQUEST FOR IEC MATERIALS/MAPS/CCTV FOOTAGES

PREVENTION AND MITIGATION - Avoid hazards and mitigate their potential impacts by reducing vulnerabilities and exposure and enhancing capacities of communities.

<b>Office:</b>	<b>MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT Office (MDRRMO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request address to MDRRMO	1.1 Receipt of letter request and identification. 1.2 Classification of the materials being requested.	None	5 minutes	Jenny Balangaan  Laurence Sta. Maria
	1.3 Coordinate concerned person for the preparation of IEC materials needed	None	10 minutes	Philip Caijo
	1.4 Inform the requesting entity of the status of their request	None	10 minutes	Jenny Balangaan
<b>TOTAL</b>			<b>25 Minutes</b>	



### 3. REQUEST FOR ASSISTANCE

RECOVERY AND REHABILITATION - Restore and improve the functionalities of affected communities and reduce its future vulnerabilities to disaster risks through the implementation of policies, programs and projects in accordance with the “build forward better” principle.

<b>Office:</b>	<b>MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT Office (MDRRMO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request address to LCE	1.1 Receipt of letter request and forward the same to the Mayor's Office for approval	None	5 minutes	Jenny Balangaan
	1.2 Determination of the availability/ status of the assistance being requested	None	10 minutes	Leonardo Mondejar
	1.3 Scheduling of the equipment/assistance being requested	None	10 minutes	Philip Caijo
	1.4 Assignment /designation of Manpower (Driver and Operator)	None	10 minutes	Philip Caijo
	1.5 Inform the requesting entity of the status of their request	None	5 minutes	Philip Caijo
<b>TOTAL</b>			<b>40 Minutes</b>	





#### 4. EMERGENCY RESPONSE

RESPONSE - Provide life preservation and meet the basic subsistence needs of affected population based on acceptable standards during or immediately after a disaster.

<b>Office:</b>	<b>MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT Office (MDRRMO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
NONE				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report incident to MDRRMO	1.1 Receipt and verification of emergency call, name of informant/caller, contact number and few details of regarding the emergency/incident.	None	1 minute	Operator
	1.2 Forward report to Operations and Warning (BFP/SSRG)	None	2 minutes	Emergency Operations Center
	1.3 Deployment and Responders	None	2 minutes	BFP / Surallah Search and Rescue Group (SSRG)
<b>TOTAL</b>			<b>5 Minutes</b>	



**MUNICIPALITY OF SURALLAH**  
**Economic Enterprise Management Services**  
**External Services**



## 1. ISSUANCE OF MARKET CLEARANCE

Any individual or entities who are engaged or may engage a business inside the Surallah Public Market are required to secure Market Clearance as a requirement in securing or renewing business permits.

<b>Office:</b>	Municipal Economic Enterprise Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Market Vendor's Association Clearance			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the receiving personnel	1.1 Verify and Assess completeness of requirements	NONE	5 minutes	Rosalie F. Ladianghibong Market Inspector II (Acting Market Supervisor)
2. Pay to authorized Revenue Collector	2.1 Issue official receipt and receive payment	Php 200.00	6 minutes	Celestino Magbanua RCC III or Gregorio Misaen RCC II or Rolan Elisan RCC II
3. Wait while the clearance is being prepared.	3.1 Prepare and release market clearance	NONE	15 minutes	Rosalie F. Ladianghibong Market Inspector II (Acting Market Supervisor)
<b>TOTAL</b>		<b>26 minutes</b>		



## 2. ISSUANCE OF TERMINAL CERTIFICATION

Any individual or worker who are engaged or may engage in occupation not requiring government examination inside the Surallah Public Terminal are required to secure Terminal Certification as a requirement in securing or renewing a working permit.

<b>Office:</b>	Municipal Economic Enterprise Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Transport Organization Certification 2. Leaseholder's Certification			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents to the receiving personnel	1.1 Verify and Assess completeness of requirements	NONE	5 minutes	Chiquito Bañez Terminal Assistant Or Elvira C. Betantos Clerk III
2. Pay to authorized Revenue Collector	2.1 Issue official receipt and receive payment	For TOC: Dispatcher: 400.00 Salesclerk: 100.00 Others: 100.00	6 minutes	Jose Roque Tamor RCC III or Joseph Jun Sagra RCC II or Gilian Villanueva RCC II
3. Wait while the certification is being prepared.	3.1 Prepare and release Terminal Certification	NONE	15 minutes	Chiquito Bañez Terminal Assistant Or Elvira C. Betantos Clerk III Abelardo Madrona Jr. MGDH I/MEEMO
<b>TOTAL</b>		<b>26 minutes</b>		



### 3. ISSUANCE OF CERTIFICATE PERPETUAL USE

Any person who shall inter a cadaver in Cemetery Lots inside the Surallah Public Cemetery are required to secure a Certificate of Perpetual use as a requirement in interring a cadaver.

<b>Office:</b>	Municipal Economic Enterprise Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Death Certificate			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the receiving personnel	1.1 Verify and Assess completeness of requirements	NONE	5 minutes	Christopher Lusuegro Cemetery Caretaker Or Elvira C. Betantos Clerk III
2. Pay to authorized Revenue Collector	2.1 Issue official receipt and receive payment	Php 100.00	6 minutes	Jose Roque Tamor RCC III or Joseph Jun Sagra RCC II or Gilian Villanueva RCC II
3. Wait while the certificate is being prepared.	3.1 Prepare and release certificate of Perpetual Use	NONE	15 minutes	Maylyn P. Diesto Clerk III  Abelardo Madrona Jr. MGDH I/MEEMO
<b>TOTAL</b>		<b>26 minutes</b>		



#### 4. ISSUANCE OF MEAT INSPECTION CERTIFICATE

Any person who shall sell Meat on Meat Establishments or for human consumption are required to secure a Meat Inspection Certificate showing that Food Animals were slaughtered in the Municipal Slaughterhouse.

<b>Office:</b>	Municipal Economic Enterprise Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Large Cattle Certificate of Ownership 2. No requirements for hogs			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents to the receiving personnel	1.1 Verify and Assess completeness of requirements 1.2 Conduct ante-mortem, butchering and post mortem inspection	NONE	95 minutes	Reuel Lamzon Slaughterhouse Master Jan Reynan Escanilan Meat Inspector II or Allain Dave Diaz Meat Inspector I or Janet Dagang AAI/Meat Inspector I and Butchers
2. Pay to authorized Revenue Collector	2.1 Issue official receipt and receive payment	Cost of Fees varies depending on the weight of Animals but not less than Php 300.00	6 minutes	Kent Leteracion RCC II
3. Wait while the certificate is being prepared.	3.1 Prepare and release Meat Inspection Certificate	NONE	15 minutes	Reuel Lamzon Slaughterhouse Master Jan Reynan Escanilan Meat Inspector II or Allain Dave Diaz Meat Inspector I or Janet Dagang AAI/Meat Inspector I
<b>TOTAL</b>		<b>116 minutes</b>		



## 5. ISSUANCE OF LEASEHOLD CONTRACT

Any person who shall lease a niche on government constructed niches inside the Surallah Public Cemetery or lease a stall in the Surallah Public Market & Recreation and Training Center are required to secure a Leasehold contract as a requirement in interring a cadaver or occupying a stall.

<b>Office:</b>	Municipal Economic Enterprise Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Community Tax Certificate 2. Death Certificate			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the receiving personnel	1.1 Verify and Assess completeness of requirements	NONE	5 minutes	Maylyn P. Diesto Clerk III
2. Pay to authorized Revenue Collector	2.1 Issue official receipt and receive payment	Market Fees P300.00 Cemetery Fees P300.00 RTC Fees P300.00	6 minutes	Jose Roque Tamor RCC III or Joseph Jun Sagra RCC II or Gilian Villanueva RCC II
3. Wait while the contract is being prepared.	3.1 Prepare and release Lease Contract	NONE	30 minutes	Maylyn P. Diesto Clerk III  Abelardo G. Madrona, JR. MGDH 1/MEEMO
<b>TOTAL</b>		<b>41 minutes</b>		



**MUNICIPALITY OF SURALLAH**  
**Engineering Services**  
**External Services**





## 1. ISSUANCE OF BUILDING PERMITS

Pursuant to RA NO. 6541, or PD 1096, with IRR 2005 Edition, it is the duties and responsibilities of the Office of the Municipal Engineer & Building Official (MEBO) to issue Building Permits for design, location, siting, construction, alteration, repair, conversion, use, occupancy, maintenance, moving, demolition of, and addition to public and private buildings and structures, except traditional indigenous family dwellings, and those covered by **Batas Pambansa Bilang 220** otherwise known as the “**Economic and Socialized Housing Projects**”.

<b>Office:</b>	<b>MUNICIPAL ENGINEER AND BUILDING OFFICIAL (MEBO)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> <li>1. Building Permit Forms - NBC Form B-01(6 copies)</li> <li>2. Sanitary/Plumbing Permit Form - NBC Form A-05 (6 copies)</li> <li>3. Application For Electrical Permit – NBC Form No. A-03 (6 copies)</li> <li>4. Application for Mechanical Permit – NBC Form No. A-04 (6 copies)</li> <li>5. Application for Electronic Permit – NBC Form No. A-07 (6 copies)</li> <li>6. Building Plans : All original copies, signed and sealed by the respective professionals (6 sets)</li> <li>7. Assessor's Certifications (6 copies)</li> <li>8. Cost Estimates/Bill of Materials, originally signed and sealed by an Architect or Civil Engineer (6 copies)</li> <li>9. Specifications &amp; Standards, originally signed and sealed by an Architect or Civil Engineer (6 copies)</li> <li>10. Certified True Copy of Transfer Certificate of Title from Register of Deeds ( 1 original &amp; 3 photocopies)</li> <li>11. Current/Latest Real Property Tax Receipt or Land Tax Clearance (1 original &amp; 3 photocopies)</li> </ol>			Client/Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application forms and documentary requirements	1.1 Receive, Assess & Evaluate the documents presented/submitted;	NONE	10 minutes	Janice B. Egalin, Engr. II
	1.2 Conduct Site Inspections.		60 minutes	Janice B. Egalin, Engr. II
	1.3 Endorse Plans & Documents to BFP		10 minutes	Raden E. Diaz, Engr. III

2. Wait and Receive the Order of Payment	2.1 Issue Order of Payments	NONE	10 minutes	Raden E. Diaz, Engr. III
3. Pay Charges and Other Fees	3.1 Receive the payments and issue Official Receipt	“depend s on the structure s or building”	10 minutes	MTO –Cashier Section
4. Present the Official Receipt and Wait for the Building Permit	4.1 Receive the issued Official Receipt 4.2 Prepare the Building Permits 4.3 Approved the Building Permits 4.4 Record and Release the Issued Building Permits	NONE	5 minutes 60 minutes 10 minutes 5 minutes	Janice B. Egalin, Engr. II  Raden E. Diaz, Engr. III Lerny D. Pajonar, Municipal Engineer Janice B. Egalin, Engr. III
<b>TOTAL</b>			<b>3 Hours and 00 Minutes</b>	



## 2. ISSUANCE OF CERTIFICATE OF OCCUPANCY

Pursuant to RA NO. 6541, or PD 1096, with IRR 2005 Edition, Section 309, the Office of the Municipal Engineer & Building Official (MEBO) shall issue Certificate of Occupancy upon the completions of the Building Constructions, of any forms prior to its occupancy. It shall be the duties and responsibilities of the MEBO to ensure that the completed building is in accordance with the standards and specifications and is in accordance with the applied Building Permits. In so in case that there were revisions during the construction, these must be reflected in the As Built plans.

<b>Office:</b>	<b>MUNICIPAL ENGINEER AND BUILDING OFFICIAL (MEBO)</b>			
<b>Classification :</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notarized Certificate of Completion Form (6 Original Copies) 2. Approved Building Permit (1 Clear Photocopy) 3. As Built Plans, all originally signed and sealed by respective professions (4 sets) 4. Cost Estimates/Bill of Materials, all originally signed and sealed by an Architect or Civil Engineer (4 Original Copies) 5. Building Specifications, all originally signed and sealed by an Architect or Civil Engineer (4 Original Copies) 6. Construction Logbook (1 Original Copy)			Client/Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application forms and documentary requirements	1.1 Receive, Assess & Evaluate the documents presented/submitted; 1.2 Conduct Site Inspections. 1.3 Endorse As Built Plans & Documents to BFP	NONE	10 minutes  60 minutes 10 minutes	Janice B. Egalin, Engr. II  Janice B. Egalin, Engr. II Raden E. Diaz, Engr. III
2. Wait and Receive the Order of Payment	2.1 Issue Order of Payments	NONE	10 minutes	Raden E. Diaz, Engr. III
3. Pay Charges and Other Fees	3.1 Receive the payments and issue Official Receipt	“depends on the structures or building”	10 minutes	MTO –Cashier Section

4. Present the Official Receipt and Wait for the Certificate of Occupancy	4.1 Receive the issued Official Receipt	NONE	5 minutes	Janice B. Egalin, Engr. II
	4.2 Prepare the Certificate of Occupancy		60 minutes	Raden E. Diaz, Engr. III
	4.3 Approve and sign the Certificate of Occupancy		10 minutes	Lerny D. Pajonar, Municipal Engineer
	4.4 Record and Release the Issued Certificate of Occupancy		5 minutes	Janice B. Egalin, Engr. III
<b>TOTAL</b>			<b>3 Hours and 00 Minutes</b>	



**MUNICIPALITY OF SURALLAH**  
**Environment Protection Services**  
**External Services**



## 1. ISSUANCE OF CERTIFICATION (QUARRY/DESILTING)

The MENRO is mandated to promote the small-scale mining and utilization of mineral resources, particularly mining of gold pursuant to Article IV, Section 484 of the Local Government Code (RA 7160). Thus, individuals or groups who wanted to conduct quarry operations within their tenured properties and/ or river buffers must secure certification to conduct quarry/desilting operation as a prerequisite to the issuance of permit from the Provincial Environment and Management Office (PEMO) and Department of Environment and Natural Resources (DENR).

<b>Office:</b>	Municipal Environment & Natural Resources Office (MENRO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>A. For Special Quarry Permit:</b>				
1. Brgy. Resolution Interposing to Objection (RINO)		-Concerned Barangay - Client		
2. Photocopy of Land Title, Deed of Sale, FAAS or any proof of ownership (for private lands)		- Mun. Treasurer's Office (MTO) - Client		
3. Tax Clearance (for private lands)		- PEMO		
4. Community Tax Certificate/ Senior Citizen ID		- ARCQA		
5. Verification Report from PEMO		-Client		
6. Certification from Allah River Communal Quarry Association (ARCQA)				
7. Special Power of Attorney (for representatives)				
<b>B. Additional Requirements for Commercial Quarry</b>				
1. Business Permit		-Business Permits & Licensing Office		
2. Environmental Compliance Certificate (ECC)		-DENR-EMB		
3. Rehabilitation Plan		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Provide briefing interview	None	10 minutes	Roldan Eusuya Engineer III
	1.2 Review completeness of documents			
2. Site inspection/ validation	2.1 Actual site inspection/ validation	Inspection Fee (Php)  100.00 to 500.00 (depending	20 minutes to 1 hour (depending on the distance of the area)	Roldan Eusuya Engineer III

		on distance of the barangay)		
3. Payment of Fees	3.1 Receipt of Payment & Issuance of Official Receipt	Certification Fee (Php) 100.00	10 minutes	Municipal Treasurer's Office (MTO)
4. Presentation of Official Receipt	4.1 Acknowledge and record receipt	None	2 minutes	Roldan Eusuya Engineer III
5.Preparation of Certification	5.1 Prepare Certification  5.2 Review & Sign certification		10 minutes	Sharon Kim C. Laranjo Engineering Assistant  Yolanda B. Plaira MENRO
6. Release of Certification	6.1 Release approved certification to conduct quarry/desilting operation		2 minutes	Sharon Kim C. Laranjo Engineering Assistant
<b>TOTAL</b>			55 minutes to one (1) hour depending on the distance of the area	

## 2. REQUEST FOR GARBAGE COLLECTION



The collection of non-recyclable materials and special wastes is the responsibility of the municipality mandated in Section 10 of RA 9003. Hence, the MENRO regularly collects garbage from residential and commercial establishments. However, individuals and firms may still make special requests for garbage collection.

<b>Office:</b>	Municipal Environment & Natural Resources Office (MENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate/ Senior Citizen ID 2. Letter Request (for firms/agencies)		-Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Request	1.1 Assess request, conduct briefing and interview and issue service fee slip	None	5 minutes	Juancho Plaira Labor Foreman  Roldan Eusuya Engineer III
2. Payment	2.1 Issue Official receipt	Garbage Fee (Php) 5.00.00 to 3,600.00 (depending on nature of business and/or quantity of garbage)	10 minutes	Municipal Treasurer's Office (MTO)
3. Presentation of Official Receipt	3.1 Acknowledge and record receipt	None	2 minutes	Juancho Plaira Labor Foreman  Roldan Eusuya Engineer III
4. Scheduling of Garbage Collection	4.1 Arrange and confirm schedule for collection	None	3 minutes	Juancho Plaira Labor Foreman  Roldan Eusuya Engineer III
5. Garbage Collection	5.1 Collect garbage	None	10 minutes to one (1) hour depending on the distance of the area	Juancho Plaira Labor Foreman  Roldan Eusuya Engineer III
<b>TOTAL</b>			30 minutes to one (1) hour depending on the distance of the area	



### 3. ISSUANCE OF SWM COMPLIANCE CERTIFICATE



Article II Section 21 and 22 of the Ecological Solid Waste Management Act (RA 9003) states that “segregation of wastes shall primarily be conducted at the source, to include household, institutional, industrial, commercial and agricultural sources” and that “there shall be a separate container for each type of waste from all sources”.

Thus, the MENRO requires business establishments and institutions to secure a Solid Waste Compliance Management Certificate to ensure proper and appropriate measure and strictly followed in managing solid wastes.

<b>Office:</b>	Municipal Environment & Natural Resources Office (MENRO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Business Permit 2. Environmental Compliance Certificate (ECC) for establishments with high environmental impact			1. BPLO 2. DENR-EMB	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Provide briefing and interview 1.2 Review submitted documents	None	10 minutes	Mae Joy E. Emboltorio EMS II
2. Payment of Fees	2.1 Receipt of Payment & Issuance of Official Receipt	Certification Fee (Php) 100.00 Garbage Fee: Php 1,200.00 – 3,600 (depending on nature of business and/or quantity of garbage)	10 minutes	Municipal Treasurer's Office (MTO)
3. Presentation of Official Receipt	3.1 Acknowledge and record receipt	None	1 minute	Mae Joy E. Emboltorio EMS II
4. Preparation of Certification	4.1 Prepare Certification 4.2 Review & Sign certification	None	10 minutes	Sharon Kim C. Laranjo Engineering Assistant Yolanda B. Plaira MENRO
5. Release of Certification	5.1 Release approved certification to conduct quarry/desilting operation	None	2 minutes	Sharon Kim C. Laranjo Engineering Assistant
<b>TOTAL</b>			33 minutes	

#### 4. ISSUANCE CERTIFICATION (CHAINSAW)



RA 9175 or the Chainsaw Act of 2000 regulates the ownership, possession, sale, importation and use of chainsaws. Hence, individuals or groups who wanted to operate a Chainsaw are required to secure a MENRO Certification as a prerequisite to the issuance of Permit to Operate Chainsaw from DENR.

<b>Office:</b>	Municipal Environment & Natural Resources Office (MENRO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification 2. Official receipt of Purchase, Affidavit of Ownership or any Proof Purchase 3. Community Tax Certificate/ Senior Citizen ID 4. Photo of Chainsaw Unit (close-up & whole) 5. Stencil of Serial			1. Concerned Barangay 2. Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.3 Provide briefing and interview 1.4 Review submitted documents	None	10 minutes	Mae Joy E. Emboltorio EMS II
2. Payment of Fees	2.1 Receipt of Payment & Issuance of Official Receipt	Certification Fee (Php) 100.00 Inspection Fee: Php 100.00 – 500.00 (depending on distance of the barangay)	10 minutes	Municipal Treasurer's Office (MTO)
3. Presentation of Official Receipt	3.1 Acknowledge and record receipt	None	1 minute	Mae Joy E. Emboltorio EMS II
4. Preparation of Certification	4.1 Prepare Certification	None	10 minutes	Sharon Kim C. Laranjo Engineering Assistant
	4.2 Review & Sign certification			Yolanda B. Plaira MENRO
5. Release of Certification	5.1 Release approved certification.	None	2 minutes	Sharon Kim C. Laranjo Engineering Assistant
<b>TOTAL</b>			33 minutes	

## 5. ISSUANCE CERTIFICATION (CUTTING TREES)



Section 20 of PD 705 or the Revised Forestry Code states that “no person may utilize, exploit, occupy, possess or conduct any activity within any forest land, or establish and operate any wood-processing plant, unless he has been authorized to do so under a license agreement, lease, license, or permit.” While Section 32 states that “the utilization of timber in alienable and disposable lands, private lands, civil reservations, and all lands containing standing or felled timber, including those under the jurisdiction of other government agencies, and the establishment and operation of saw-mills and other wood-processing plants, shall be regulated in order to prevent them from being used as shelters for excessive and unauthorized harvests in forest lands, and shall not therefore be allowed except through a license agreement, license, lease or permit”.

In this connection, individuals or groups who wanted to cut down trees/bamboo within their tenured lands must first secure a certification to cut trees as a prerequisite to the issuance permit of the DENR.

<b>Office:</b>	Municipal Environment & Natural Resources Office (MENRO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> <li>1. Barangay Certification Interposing No Objection</li> <li>2. Photocopy of Land Title/FAAS/Deed of sale or any proof of ownership</li> <li>3. Tax Clearance</li> <li>4. Community Tax Certificate/ Senior Citizen ID</li> <li>5. PTA Resolution &amp; DepEd Approval to Cut Trees (for schools)</li> <li>6. Request Letter (for schools &amp; agencies)</li> <li>7. PAMB Clearance (if area is within the reforestation project of the DENR)</li> </ol>			<ul style="list-style-type: none"> <li>-Concerned Barangay</li> <li>-Client</li> <li>-Mun. Treasurer's Office</li> <li>-Client</li> <li>-School/Client</li> <li>-PAMB</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	<ol style="list-style-type: none"> <li>1.1 Provide briefing and interview</li> <li>1.2 Review submitted documents</li> </ol>	None	10 minutes	Mae Joy E. Emboltorio EMS II
2. Inspection	2.1 Actual site inspection and validation		20 minutes to 1 hour (depending on the distance of the area)	

3. Payment of Fees	3.1 Receipt of Payment & Issuance of Official Receipt	Certification Fee (Php) 100.00  Inspection Fee: Php 100.00 – 500.00 (depending on distance of the barangay)	10 minutes	Municipal Treasurer's Office (MTO)
4. Presentation of Official Receipt	4.1 Acknowledge and record receipt	None	1 minute	Mae Joy E. Emboltorio EMS II
5. Preparation of Certification	5.1 Prepare Certification  5.2 Review & Sign certification	None	10 minutes	Sharon Kim C. Laranjo Engineering Assistant  Yolanda B. Plaira MENRO
5. Release of Certification	5.1 Release approved certification to cut trees.	None	2 minutes	Sharon Kim C. Laranjo Engineering Assistant
<b>TOTAL</b>			53 minutes to 1 and ½ hour (depending on the distance of the area)	



**MUNICIPALITY OF SURALLAH**  
**Executive Services**  
**External Services**



## 1. ISSUANCE MAYOR'S CERTIFICATION

Mayor's Certification is issued to constituents who are seeking employment as one of the requirements of hiring agencies.

<b>Office:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Police Clearance 2. Latest Community Tax Certificate 3. Barangay Certification 4. Voter's Certification 5. Official Receipt from Treasurer's Office		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the receiving personnel	1.1 Check completeness of documents, log the request, then assign control number	NONE	5 minutes	Lea Lescain Clerk III
2. Proceed to Treasurer's Office for payment	2.1 Issue official receipt	Php 50.00	5 minutes	Arnold Sequito Rodel Bañes Salustiano Degala Henry Hembra
3. Present Official Receipt and wait while the certification is being prepared	3.1 Prepare the certification  3.2 Sign certification	NONE	8 minutes	Lea Lescain Clerk III  Antonio O. Bendita Municipal Mayor (or his Authorized Representative)
4. Receives signed and sealed certification	4.1 Release signed and sealed certification and retained a copy for file	NONE	2 minutes	Lea Lescain Clerk III
<b>TOTAL</b>		<b>20 minutes</b>		



## 2. RELEASING OF FINANCIAL ASSISTANCE

Financial Assistance is given to constituents who needs financial aid/support for school, hospitalization and/or burial.

<b>Office:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification 2. Voter's Certification 3. Official Receipt from Treasurer's Office		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the receiving personnel	1.1 Check completeness of documents, log the request, then assign control number	NONE	5 minutes	Lea Lescain Clerk III
2. Proceed to Treasurer's Office for payment	2.1 Issue official receipt	NONE	5 minutes	Arnold Sequito Rodel Bañes Salustiano Degala Henry Hembra
3. Present Official Receipt and wait while the certification is being prepared	3.1 Prepare the certification  3.2 Sign certification	NONE	8 minutes	Lea Lescain Clerk III  Antonio O. Bendita Municipal Mayor (or his Authorized Representative)
4. Receives signed and sealed certification	4.1 Release signed and sealed certification and retained a copy for file	NONE	2 minutes	Lea Lescain Clerk III
<b>TOTAL</b>		<b>20 minutes</b>		



**Municipality of Surallah**  
**General Services**  
**Internal Services**





## 1. DELIVERIES AND SAFEKEEPING OF SUPPLIES, MATERIALS AND EQUIPMENT

Receives, inspects and verify all delivered items together with the inspectorate team as to quantity and conformity with the specifications. Takes custody of accepted goods for storage and safekeeping and inventory taking.

<b>Office:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Delivery Receipt 2. Charge Invoice 3. Purchase Order		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents and Deliveries to receiving personnel.	1.1 Check the completeness of delivery based on required documents  1.2 Sign received portion of DR/Invoice	None	1 hour	Engr. Ireneo D. Chiva Supply Officer III  Manuel Sol Jr. Clerk III
	2.1 Inspection of Delivery	None	1 hour	Inspectorate  End User  Supply Officer III
	2.2 Prepares Acceptance and Inspection	None	1 hour	Mary Lou Fernandez J.O. – Clerk III
	1.5 Approval of Acceptance and Inspection Report and indicate the findings	None	5 minutes	Inspectorate Team Leader End User Supply Officer III
<b>TOTAL</b>			<b>3 hours and 5 minutes</b>	



## 2. REQUEST AND ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENT

Issuance and utilization. Issuance of inventories and supplies from storage/warehouse to the end user or the transfer of custodianship of property to accountable officer who is responsible for its proper care and upkeep. Due care shall be exercised in the utilization of supplies and property.

<b>Office:</b>		General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip duly signed by the end user		GSO Inventory Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request for supplies, materials and equipment	1.1 Prepares Requisition and Issue Slip	None	1 hour	MARIETTA C. DISCAYA Admin. Asst. III
	1.2 Issuance of Inventory Custodian Slip		30 minutes	
	1.3 Issuance of Acknowledgement Receipt		30 minutes	
	1.4 Prepares Property Card		10 minutes	
	2.1 Approval of RIS	None	5 minutes	ALFREDO C. MIANA MGDH 1
	3.1 Property tagging for equipment	None	3 minutes	ARTURO PILIPIL JR. Supply Officer I
	4.1 Release/ Issuance of supplies, materials and equipments per RIS	None	1 hours	ENGR. IRENEO D. CHIVA Supply Officer III Manuel Sol Jr. Clerk III
<b>TOTAL</b>			<b>3 hours and 18 minutes</b>	



### 3. REQUEST FOR PRE-REPAIR INSPECTION REPORT

The repair and maintenance program is necessary for the purpose of attaining and/or extending the established standard economical and useful life of an equipment/property and serves as a sound basis for scheduling its replacement.

<b>Office:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Pre- repair Inspection form		Motorpool Chief Mechanic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request for Pre- Repair	1.1 Prepares Pre- Repair Inspection Report	None	1 hour	ARTURO PILIPIL JR. Supply Officer I
	1.2 Approval of request		5 minutes	ATTY. AIMEE JOY OPERIANO Inspectorate Team Leader
<b>TOTAL</b>			<b>1 hour and 5 minutes</b>	



#### 4. RETURN OF UNSERVICEABLE PROPERTIES

Receives and check turned-over waste materials and unserviceable properties for storage and safekeeping and dispose the same in accordance with Sec.79 of PD 1445.

<b>Office:</b>		General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Surrender unserviceable property		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Surrender unserviceable properties	1.1 Issuance of Property Return Slip 1.2 Receives returned property	None	30 minutes As the need arises	ARTURO PILIPIL JR. Supply Officer I
	1.3 Approval of Property Return Slip 1.4 Inspection of waste material	None	5 minutes As the need arises	ALFREDO C. MIANA MGDH 1
	1.5 Prepares waste material report	None	30 minutes	ARTURO PILIPIL JR. Supply Officer I
	1.6 Sign/indicate findings of the waste material	None	5 minutes	ARTURO PILIPIL JR. Supply Officer I
	1.7 Filing/stocking of unserviceable at the warehouse	None	As the need arises	ALFREDO C. MIANA MGDH 1
<b>TOTAL</b>			<b>1 hour and 10 minutes</b>	



## 5. ISSUANCE OF PROPERTY CLEARANCE ACCOUNTABILITY

Officials and employees who have property accountability should not be cleared unless they first turn over their full property accountability by means of duly accomplished inventory or invoice receipts or memorandum receipts signed by those who relieved them, copies of which should be furnished this Office and kept by the Property Clerk, before clearance be signed.

<b>Office:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copies of Department and Treasury Clearances		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for property clearance	1.1 Receives Property Clearance for checking/verification of accountabilities	None	5 minutes	ARTURO PILIPIL JR. Supply Officer I
	1.2 Approval of Clearance	None	5 minutes	ALFREDO C. MIANA MGDH 1
	1.3 Release of duly signed clearance	None	5 minutes	ARTURO PILIPIL JR. Supply Officer I
<b>TOTAL</b>			<b>15 minutes</b>	



## 6. REQUEST FOR PROCUREMENT CONTRACT

The modes in procurement and the laws and regulations are pursuant to RA 9184 and its implementing rules and regulations.

<b>Office:</b>		General Services Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete Procurement Documents from BAC		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Required Documents	1.1 Receive and check documents as to completeness	None	10 minutes	MARIETTA C. DISCAYA Admin. Asst. III
	1.2 Prepares/Encode Purchase Order and Contract Agreement	None	1 – 3 hours	DEBBIE BARBER J.O. - Clerk II
	1.3 Approval of Purchase Order and Contract Agreement	None	5 minutes	ATTY. ANTONIO O. BENDITA Municipal Mayor
	1.4 Serve duly approved contract to supplier	None	30 minutes (station based supplier)	MANUEL SOL JR. J.O. – Clerk III
	1.5 Submit duly approved and received contract to COA in compliance with COA Circular no. 2009-001 dated Feb.12, 2009	None	5 minutes	DEBBIE BARBER J.O. - Clerk II
	1.6 Submit complete documents to Inventory Section waiting for delivery	None	5 minutes	DEBBIE BARBER J.O. - Clerk II
<b>TOTAL</b>			<b>2 hours and 25 minutes</b>	



## 7. PREPARES COMPLETE DOCUMENTATION FOR PAYMENT

There are three general phases in acquiring government property which are the delivery of the items, their inspection and acceptance and the payment for these items.

<b>Office:</b>	General Services Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Procurement Documents 2. Delivery Receipt 3. Charge Invoice 4. Attendance (Meals and snacks) 5. Distribution List (Uniform and others) 6. Trip ticket (Fuel, Oil and Lubricants)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Required Documents	1.1 Receiving of required documents	None	5 minutes	ROSEMEN MATINONG Acting Clerk III
	1.2 Prepares Voucher and other requirements for payment	None	1 – 3 hours	ROSEMEN MATINONG Acting Clerk III
	1.3 Submit Inspection and Acceptance Report and other requirements to COA in compliance with COA Circular no. 2009-002 dated May 18, 2009	None	5 minutes	LORAINNE JANE DIÑOLA J.O. – Comp. Tech.I (for Fuel, Oil and Lubricant)
	1.4 Submit Complete documents for payment to Accounting	None	5 minutes	MANUEL SOL JR. J.O. – Clerk III
<b>TOTAL</b>			<b>1 hour and 45 minutes</b>	



## 8. REQUEST FOR SOUND SYSTEM/CHAIRS/TENTS

Provision of Sound System, Chairs and Tent during Municipal Activities.

<b>Office:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Request from the Management		Mayors' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved request	1.1 Receiving of approved request and scheduling	None	5 minutes	JERRY MONTALBO Acting Foreman
	1.2 Action on the request	None	5 minutes	JERRY MONTALBO Acting Foreman
	1.3 Delivery of the action team or pick up of Sound System/ Chairs /Tents by the end user.	None	As the need arises	JERRY MONTALBO Acting Foreman
<b>TOTAL</b>			<b>10 minutes</b>	





## 9. REQUEST FOR REPAIR AND MAINTENANCE

Provide janitorial services, special events assistance, and minor equipment and building repair of the LGU-owned properties.

<b>Office:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished and signed repair request or through telephone call		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved request	1.1 Receiving of approved request and scheduling	None	5 minutes	ALFREDO C. MIANA MGDH 1 OR KENNETH MARK BIARE Aircon Technician
	1.2 Action on the request	None	5 minutes	DIOSDADO SAGARIO Utility / Carpenter  JERRY MONTALBO Acting Labor Foreman
<b>TOTAL</b>			<b>10 minutes</b>	



**MUNICIPALITY OF SURALLAH**  
**Health Services**  
**External Services**



## 1. FACILITATING ENVIRONMENTAL COMPLAINTS

The Environmental Sanitation Section effectively implements environmental sanitation in the communities through facilitating environmental complaints.

<b>Office:</b>	MHO Surallah – Environmental Sanitation Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complaint Letter			Complainant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter to BHS	1.1 Conduct ocular inspection and preliminary investigation	None	1 day	BSI/midwife/Chairman on Health
	1.2 Prepare investigation report and submit to Punong Barangay	None	1 hour	BSI/Midwife
	1.3 Schedule settlement date	None	1 hour	BSI/Midwife
2. Appearance during Barangay settlement	2.1 After 3 settlements w/ negative resolution, Secure endorsement letter from barangay to MHO Sanitary section	None	1 hour	BSI/Midwife
3. Submit Endorsement letter to MHO EVS Section	3.1 Conduct ocular inspection and investigation	None	1 hour	SI/MHO
	3.2 Prepare investigation report and recommendation to be submitted to LCE	None	1 hour	SI/MHO
<b>TOTAL</b>		<b>1 day and 5 hours (excluding settlement period)</b>		

## 2. ISSUANCE OF HEALTH CARD



<b>Office:</b>		MHO Surallah – Environmental Sanitation Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Laboratory Results 2. X-ray Results			MHO Laboratory DOH Accredited Medical Laboratories	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Laboratory Request from MHO/RHP	1.1 Issue laboratory request form 1.2 Issue charge slip	None	10 minutes	BSI
2. Pay required amount at Municipal Treasurer's Office.	2.1 Issue official receipt	150.00	10 minutes	MTO cashier
3. Submit Laboratory Result	3.1 Review Laboratory result	None	5 minutes	SI
4. Secure Health card	4.1 Issue approved health card	None	5 minutes	SI
<b>TOTAL</b>		<b>150.00</b>	<b>30 minutes</b>	



### 3. ADOLESCENT HEALTH AND DEVELOPMENT PROGRAM

The Municipal Health Office shall ensure that all adolescents of this municipality have access to comprehensive health Care and services through Basic Essential Health Care, Adolescent Pregnancy, Sexually transmitted infections and Mental Health Problem.

<b>Office:</b>		MHO Surallah – Adolescent Health Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Adolescents of the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Referral from BHS	1.1 Triage and Issue Referral	None	10 minutes	Barangay midwife/ BHW on duty
2. Submit referral to Front Desk @ RHU	2.1 Register Adolescent	None	5 minutes	Front desk personnel
3. Proceed to Adolescent Room	3.1 Conduct HEADSS Risks assessment	None	10 minutes	AHDP coordinator
	3.2 Counseling & management of risky behavior	None	20 minutes	AHDP coordinator
	3.3 Management of Medical Concerns	None	20 minutes	MHO/ RHP
4. Proceed to Laboratory Room	4.1 Laboratory Examination	None	10 minutes	Medical Technologist
5. Return to adolescent room	5.1 Counseling medical risk	None	10 minutes	MHO/RHP
	5.2 Recording and advice for follow up check up	None	10 minutes	AHDP Coordinator
<b>TOTAL</b>			<b>1 hour and 35 minutes</b>	



#### 4. AVAILING WATER SANITATION SERVICES

The Environmental Sanitation Section effectively implements environmental sanitation in the communities through facilitating Water sanitation Services

<b>Office:</b>	MHO Surallah – Environmental Sanitation Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Business Sector			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Health Card 2. Bacteriological Examination Result 3. Physical & Chemical Examination Result			MHO- EVS Section IPHO Water Laboratory Davao Water Laboratory	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the SI in-charge	1.1 Review requirements and other pertinent documents	None	5 minutes	SI
2. Secure charge slip	2.1 Issue charge slip	None	5 minutes	SI/BSI in-charge
3. Pay required amount at Municipal Treasurer's Office.	3.1 Issue official receipt	100.00	10 minutes	MTO cashier
4. Secure permit	4.1 Issue permit assessment	None	5 minutes	SI/MHO
<b>TOTAL</b>		<b>100.00</b>	<b>25 minutes</b>	



## 5. AVAILING LABORATORY SERVICES

Serving the constituents of the municipality through laboratory services such as: Hemoglobin count, fecalysis, urinalysis, and blood typing.

<b>Office:</b>	MHO Surallah – Laboratory Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory request			Medical Services section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure laboratory request	1.1 Issue laboratory request	None	5 minutes	MHO/RHP
2. Pay Laboratory fee at Municipal Treasurer's Office	2.1 Issue Official receipt	50.00 per procedure	5 minutes	MTO Cashier
3. Proceed to Laboratory Room	3.1 Register client	None	5 minutes	Med Tech
	3.2 Collect specimen	None	3 minutes	Med Tech
	3.3 Laboratory examination	None	5 minutes	Med Tech
	3.4 Release Laboratory result	None	2 minutes	Med Tech
4. Go back to consultation area		None		
<b>TOTAL</b>		<b>50.00</b>	<b>25 minutes</b>	



**MUNICIPALITY OF SURALLAH**  
**Human Resource Management Services**  
**External Services**





## 1. ISSUANCE OF SERVICE RECORD

Service Record is issued to clients relative to their services as an employee with the Municipality of Surallah.

<b>Office:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All Active and Inactive employees of LGU Surallah			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Proof of Identification (Any government issued IDs of concerned employee)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request slip	1.1 Entertain client's request.	None	5 minutes	Frontline Employee
2. Wait for the requested document	2.1 Checks record of employment and prepare the document	None	15 minutes	HR Officer
3. Receive requested document and have the logbook signed	3.1 Review, sign and release requested document	None	5 minutes	HR Officer / Frontline Employee
<b>TOTAL</b>		<b>25 minutes</b>		



## 2. ISSUANCE OF CERTIFICATION FOR LOAN APPLICATION

Payroll certification is required for the Approval of Loan Applications. This is to certify whether or not the Applicable Loan Amortization for the Employee's Applied Loan can be deducted from his/her salaries; and provided that in no case shall the foregoing deductions reduce the employee's monthly net take home pay to an amount lower than Five Thousand Pesos (P5,000).

<b>Office:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All Active employees of LGU Surallah			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-up loan application form			HRMO – Payroll Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up loan application form for evaluation and review	Entertain client's request and evaluate as to eligibility for loan availment	None	5 minutes	Employee Benefit In-charge / HRM Assistant
2. Wait for the requested document	2.1 If qualified: prepare the requested document  If not qualified: Inform the concerned employee of the findings	None	5 minutes	Employee Benefit In-charge / HRM Assistant
3. Receive requested document and have the logbook signed	3.1 Review, sign and release requested document	None	5 minutes	HR Assistant/ Frontline Employee
<b>TOTAL</b>		<b>15 minutes</b>		



**Municipality of Surallah**  
Internal Audit Service  
Internal Services



## 1. INTERNAL AUDITING

Internal Auditing is an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

<b>Office:</b>			Municipal Internal Audit Service Office	
<b>Classification:</b>			Highly Technical	
<b>Type of Transaction:</b>			G2G – Government to Government	
<b>Who may avail:</b>			All Department and Line Offices of LGU Surallah	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Depending on the Audit Scope			Auditee	
AUDITEE STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1.1 Identification of Potential Audit Area/s	None	Depending on the complexity of identified potential audit area/s	Rachel M. Silanga OIC-MIASO Rhoda Laquihon Charmane Peralta
2.	2.1 Preparation of Audit Engagement Program/Plan for Approval of LCE	None	1 week but maybe extended to 2-3 weeks due to unusual circumstances	Rachel M. Silanga OIC-MIASO Rhoda Laquihon Charmane Peralta
3. Commit/Set-up time and space for entry meeting.	3.1 Conduct of Entry Meeting	None	1 hour but maybe extended to 2 hours due to unusual circumstances	Rachel M. Silanga OIC-MIASO Rhoda Laquihon Charmane Peralta
4. Provide data needed.	4.1 Conduct of Actual Audit/ Execution as per approved memorandum	None	2-4 months but maybe extended to 5-6 months due to unusual circumstances	Rachel M. Silanga OIC-MIASO Rhoda Laquihon Charmane Peralta
5. Commit/Set-up time and space for exit meeting.	5.1 Conduct of Exit Meeting / Conference with Auditee	None	1 hour but maybe extended to 2 hours due to unusual circumstances	Rachel M. Silanga OIC-MIASO Rhoda Laquihon Charmane Peralta
6.	6.1 Preparation and submission of Audit Report RE: Audit Findings / Observations / Recommendations	None	2 weeks after the conduct of Exit Meeting but maybe extended to 3 weeks due to unusual circumstances	Rachel M. Silanga OIC-MIASO Rhoda Laquihon Charmane Peralta
7. Compliance as per audit recommendations, requirements.	7.1 Conduct of Audit Follow-up/ Monitoring	None	4-6 months after the end of previous audit or maybe extended to 2 weeks due to unusual circumstances	Rachel M. Silanga OIC-MIASO Rhoda Laquihon Charmane Peralta
<b>TOTAL</b>				



**MUNICIPALITY OF SURALLAH**  
**Legislative Services**  
**Internal Services**

## 1. ENACT ORDINANCES, APPROVE RESOLUTIONS AND APPROPRIATE FUNDS



The Sangguniang Bayan as a Legislative Body shall enact ordinance, approve resolutions and appropriate funds for the general welfare of its inhabitants pursuant to Section 16 of Republic Act 7160 and in the proper exercise of the corporate powers of the municipality as provided for under Section 22 of RA 7160.

<b>Office:</b>	Sangguniang Bayan / Office of the Vice Mayor			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit indorsement with attached letter of request / proposal / MOA / Barangay Resolutions / Ordinances	1.1 Receive, record in the Logbook	None	30 minutes	Secretariat
	1.2 Calendar under the First Reading for SB Session	None	30 minutes	Vice Mayor  Sangguniang Bayan  Secretariat
<b>TOTAL</b>		<b>1 hour</b>		

Remarks:

Resolutions / Ordinances shall pass the 3 reading principle with committee meetings / public hearings conducted / budget hearing is needed for the ordinance except those certified **“Urgent”** by the Local Chief Executive.

## 2. REQUESTS FOR CERTIFIED COPY OF MINUTES, COMMITTEE REPORTS, RESOLUTIONS / ORDINANCES



The Secretariat of the Legislative Body shall provide support services for the attainment of effective and efficient legislative outputs.

Office:	Legislative Support Services Office			
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	
For Private Individual/s: -Request Letter  For Government Offices/Agencies: Filled-up Request Slip			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter (for private person) and fill – up the Request Form	1.1 Receive, record in the Logbook	None	10 minutes	Secretariat
2.	2.1 Retrieval and verification of records.	None	3 hours	Secretariat
3.	3.1 Prepare requested copy for authentication.	None	3 hours	Vice Mayor/OIC  Secretariat
4. Receive requested documents.	4.1 Release documents.	None	5 minutes	Secretariat
TOTAL		1 hours and 10 minutes		



**MUNICIPALITY OF SURALLAH**  
**Planning and Development Services**  
**External Services**





## 1. ISSUANCE OF LOCATIONAL CLEARANCE

Locational clearance is a document issued to a project proponent allowing to operate in the proposed/applied location as provided in the Approved Zoning Ordinance and other rules and regulations on Land Use.

<b>Office:</b>	Municipal Planning and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Community Tax Certificate 2. 5 copies photocopy of Title/Deed of Sale 3. 5 copies photocopy of Current Tax Clearance 4. 5 copies photocopy of Assessor's Certification 5. 5 sets Building Plan/Site Development Plan/Vicinity Map signed by a Civil Registrar 6. 5 sets Bill of Materials and specification signed and sealed			1. Treasurer's Office/Barangay Hall 2. Owner/Applicant 3. Treasurer's Office 4. Assessor's Office 5. Civil Engineer/Professional Electrical Engineer/Structural Engineer/Master Plumber/Architect 6. Civil Engineer/Architect	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the receiving personnel	a. Verify and assess completeness of submitted documents	None	10 minutes	Brenda Facinabao Zoning Inspector II
2. Accompany staff in the site	a. Conduct site inspection and evaluation. b. Issue service fee slip	None	20 minutes (excluding travel time)	Brenda Facinabao Alex Bacolor Zoning Officer III
3. Proceed to Treasurer's Office for payment	a. Issue official receipt		10 minutes	MTO
4. Present Official Receipt as proof of payment	a. Acknowledge official receipt	None	2 minutes	Brenda Facinabao
5. Wait while the clearance is being prepared	a. Prepare locational clearance	None	10 minutes	Brenda Facinabao
6. Wait the clearance is being signed	a. Approve the locational clearance	None	3 minutes	Joyce Lubaton MPDC/Zoning Administrator
7. Receive signed locational clearance	a. Log and release locational clearance	None	3 minutes	Brenda Facinabao
<b>TOTAL</b>			<b>58 minutes</b>	



## 2. ISSUANCE OF ZONING CERTIFICATION

All walk-in transactions that need zoning certification for various development activities to ensure conformance with Land Use and Zoning Regulations must secure zoning certification.

<b>Office:</b>	Municipal Planning and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Community Tax Certificate 2. 2 copies photocopy of Title/ Deed of Sale 3. 2 copies photocopy of Current Tax Clearance 4. 2 copies photocopy of Assessor's Certification			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the receiving personnel	1.1 Verify and assess completeness of submitted documents	NONE	10 minutes	Brenda Facinabao Zoning Inspector II
2. Accompany staff in the site	2.1 Conduct site inspection and evaluation. 2.2 Issue service fee slip	NONE	20 minutes (excluding travel time)	Brenda Facinabao Alex Bacolor Zoning Officer III
3. Proceed to Treasurer's Office for payment	3.1 Issue official receipt	NONE	10 minutes	MTO
4. Present Official Receipt as proof of payment	4.1 Acknowledge official receipt	NONE	2 minutes	Brenda Facinabao
5. Wait while the clearance is being prepared	5.1 Prepare locational clearance	NONE	10 minutes	Brenda Facinabao
6. Wait the clearance is being signed	6.1 Approve the locational clearance	NONE	3 minutes	Joyce Lubaton MPDC/Zoning Administrator
7. Receive signed locational clearance	7.1 Log and release locational clearance	NONE	3 minutes	Brenda Facinabao
<b>TOTAL</b>		<b>58 minutes</b>		



**MUNICIPALITY OF SURALLAH**  
**Permits and Licensing Services**  
**External Services**

## 1. BUSINESS REGISTRATION (NEW)



To boost global competitiveness and attract more local and foreign entrepreneurs, the government of the Philippines passed the [Ease of Doing Business Act of 2018](#) (Republic Act 11032) on May 28, 2018.

<b>Office:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. DTI Registered Certificate (photocopy) 2. Community Tax Certificate 3. Brgy. Clearance 4. Market Clearance (for Market Lessee) 5. SEC Registration (for corporation and Association) 6. Articles of Incorporation 7. By-Laws 8. CDA (for Cooperative)  9. Sanitary Permit 10. FSIC (BFP) 11. MENRO Clearance 12. Zoning Clearance (MPDO)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and prerequisites	1.1 Check the completeness of documents	None	20 minutes	Mariane J. Lambac Ana Marie Caluyo Ronnie T. Armada
2. Proceed to Municipal Treasurer's Office (MTO) for payment	2.1 Assess payment and issue official receipt	See Approved Revenue Code	10 minutes	MTO Collector
3. Submit official receipts, ABP Form and requirements to Licensing Office	3.1 Verify, acknowledge receipts, print, sign, record, and release the permit	None	20 minutes	Mariane J. Lambac Ana Marie Caluyo Ronnie T. Armada
<b>END OF TRANSACTION</b>			<b>50 minutes</b>	



#### 4. BUSINESS REGISTRATION (RENEW)

To boost global competitiveness and attract more local and foreign entrepreneurs, the government of the Philippines passed the [Ease of Doing Business Act of 2018](#) (Republic Act 11032) on May 28, 2018.

<b>Office:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Community Tax Certificate 2. Brgy. Clearance 3. Market Clearance (for Market Lessee)  4. Sanitary Permit 5. FSIC (BFP) 6. MENRO Clearance 7. Zoning Clearance (MPDO)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and prerequisites	1.1 Check the completeness of documents	None	20 minutes	Mariane J. Lambac Ana Marie Caluyo Ronnie T. Armada
2. Proceed to Municipal Treasurer's Office (MTO) for payment	2.1 Assess payment and issue official receipt	See <i>Approved Revenue Code</i>	10 minutes	MTO Collector
3. Submit official receipts, ABP Form and requirements to Licensing Office	3.1 Verify, acknowledge receipts, print, record, and release the permit	None	20 minutes	Mariane J. Lambac Ana Marie Caluyo Ronnie T. Armada
<b>END OF TRANSACTION</b>			<b>50 minutes</b>	



#### 4. MTOP REGISTRATION (NEW & RENEW)

Motorized tricycle operator's permit (MTOP) commonly known as franchise is issued to persons who wish to operate tricycle for public conveyance in the different route within the municipality. The authority of the local government to grant franchise and regulate tricycle is provided in republic Act 7160 while its operating condition is stipulated under Ordinance No. 5 series of 2016 under L and M.

<b>Office:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b><u>OPERATOR</u></b> <ol style="list-style-type: none"> <li>Attendance to MTOP Orientation</li> <li>Certificate of Registration (photocopy)</li> <li>Official Receipt (photocopy)</li> <li>Authorization to use plate number (photocopy)</li> <li>Insurance Policy (photocopy)</li> <li>Cedula</li> <li>Brgy. Clearance</li> <li>Police Clearance</li> <li>Voter's I.D./ Affidavit (photocopy)</li> <li>I.D. picture, colored, 2x2</li> <li>Picture of tricycle with color code &amp; MTOP No.</li> <li>Route President Certification</li> <li>Tax Identification Number (TIN)</li> </ol> <b><u>DRIVER</u></b> <ol style="list-style-type: none"> <li>Attendance to MTOP Orientation</li> <li>Professional Driver's License</li> <li>Cedula</li> <li>Brgy. Clearance</li> <li>Police Clearance</li> <li>I.D. Picture, colored, 2x2</li> <li>Medical Certificate</li> </ol>			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend MTOP Orientation  Submit application form and prerequisites	1.1 Check the completeness of documents	None	1 hour and 15 minutes	Ronnie T. Armada  Ma. Fe L. Golingay  Nena D. Carmelo

2. Proceed to Municipal Treasurer's Office (MTO) for payment	2.1 Assess payment and issue official receipt	<i>See Approved Revenue Code</i>	10 minutes	MTO Collector
3. Submit official receipt and other requirements to Licensing Office	3.1 Verify, acknowledge receipt, record, and release the MTOP	None	15 minutes	Ronnie T. Armada  Ma. Fe L. Golingay  Nena D. Carmelo
<b>END OF TRANSACTION</b>			<b>1 hour and 40 minutes</b>	



## 5. MTOP STICKER

<b>Office:</b>	Business Permits and Licensing Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b><u>OPERATOR</u></b></p> <ol style="list-style-type: none"> <li>1. Photocopy of Cedula</li> <li>2. Barangay Certification/ Clearance</li> <li>3. Route President Certification</li> <li>4. Photocopy of LTO Official Receipt</li> <li>5. Photocopy of Insurance Policy</li> </ol> <p><b><u>DRIVER</u></b></p> <ol style="list-style-type: none"> <li>1. Photocopy of Professional Driver's License</li> <li>2. Photocopy of Cedula</li> <li>3. Barangay Certification/ Clearance</li> <li>4. Medical Certificate</li> </ol>	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Check the completeness of documents	None	15 minutes	Ma. Fe L. Golingay
2. Proceed to Municipal Treasurer's Office (MTO) for payment	2.1 Assess payment and issue official receipt	See <i>Approved Revenue Code</i>	10 minutes	MTO Collector
3. Submit official receipts and other requirements to Licensing Office	3.1 Verify, acknowledge receipt, record, and release the sticker	None	15 minutes	Ma. Fe L. Golingay
<b>END OF TRANSACTION</b>			<b>40 minutes</b>	





## 6. MUNICIPAL & SPECIAL PERMIT

Municipal Permit includes circus, feria, and related activities, conduct of group activities, parades and religious activities. Any person, group of persons, entity or association who shall conduct any program or activity involving the grouping of people within the jurisdiction of the municipality must secure municipal permit.

Special Permit is issued to person natural of juridical conducting activities involving small or special undertakings like hanging of streamer, promotional advertisement, research, survey, cockfighting, temporary use of sidewalks or alleys, streets, roads, parks, plaza and other municipal facilities.

<b>Office:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1) Letter of Intent 2) Barangay Certification 3) Duly filled-in form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Check the completeness of documents	None	15 minutes	Mariane J. Lambac Ana Marie Caluyo
2. Proceed to Municipal Treasurer's Office (MTO) for payment	2.1 Assess payment and issue official receipt	See <i>Approved Revenue Code</i>	10 minutes	MTO Collector
3. Submit official receipts and other requirements to Licensing Office	3.1 Verify, acknowledge receipts, print, sign, record, and release the permit	None	15 minutes	Mariane J. Lambac Ana Marie Caluyo Ronnie T. Armada
<b>END OF TRANSACTION</b>			<b>40 minutes</b>	



**MUNICIPALITY OF SURALLAH**  
**Social Welfare and Development Services**  
**External Services**



## 1. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate of indigency is issued to constituents to avail different social services such as: financial assistance, livelihood, and medical assistance.

<b>Office:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification (as to indigency) 2. Community Tax Certificate 3. Assessor's Certification (as to ownership of property)			Client/Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to receiving personnel	1.1 Check completeness of the documents submitted	None	3 minutes	Social Worker
2. Provide data and accurate information	2.1 Conduct interview and assessment	None	15 minutes	Social Worker
3. Wait while the intake sheet is prepared	3.1 Prepare intake sheet	None	10 minutes	Social Worker
4. Sign the intake sheet	4.1 Sign the intake	None	2 minutes	Social Worker
5. Wait while the certification is prepared	5.1 Prepare the certificate 5.2 Review and Sign	None	20 minutes	Cheryl Mae A. Calanza CAA II
6. Received signed certification	6.1 Control and release certification	None	5 minutes	Cheryl Mae A. Calanza CAA II
<b>TOTAL</b>			<b>55 Minutes</b>	



## 2. ISSUANCE OF SOLO PARENT, PERSON WITH DISABILITY AND SENIOR CITIZENS I.D

The Municipal Social Welfare and Development Office could issue I.Ds to Solo parents, PWDs and Senior Citizens in order for them to avail services provided for them under pertinent laws.

<b>Office:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification (as to civil status and residence) 2. Community Tax Certificate 3. Death Certificate (Spouse) 4. Birth Certificate of Children below 18yrs old  For Person with Disability: 1. Medical Certificate 2. Barangay Certification 3. Community Tax Certificate  For Senior Citizen: 1. Barangay Certification 2. Birth Certificate			Client/Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to receiving personnel	1.1 Check completeness of the documents submitted	None	3 minutes	Mary Jane Gallaza Roveña Burlaza Kevin Reve Burlaza
2. Provide data and accurate information	2.1 Conduct interview and assessment	None	15 minutes	Mary Jane Gallaza Roveña Burlaza Kevin Reve Burlaza
3. Fill up application forms	3.1 Check the accomplished form and prepare certification	None	10 minutes	Mary Jane Gallaza Roveña Burlaza Kevin Reve Burlaza
4. Prepares I.D	4.1 Check the data entry of I.D	None	10 minutes	Mary Jane Gallaza Roveña Burlaza Kevin Reve Burlaza
5. Wait while the I.D is being signed	5.1 Review and sign the I.D	None	2 minutes	OSCA HEAD Rhoda Leaf G. Catoto Atty. Antonio O. Bendita
6. Receive signed I.D	6.1 Control and release signed I.D	None	2 minutes	Mary Jane Gallaza Roveña Burlaza Kevin Reve Burlaza
<b>TOTAL</b>			<b>42 Minutes</b>	



### 3. ISSUANCE OF WOMEN and PYA I.D

The Municipal Social Welfare and Development Office could issue I.Ds to WOMEN and PYA I.D in order for them to avail services provided for them under pertinent laws.

<b>Office:</b>	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Women ID: 1. Barangay Certification  For PYA ID: 1. Barangay Certification 2. Membership Form			Client/Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to receiving personnel	1.1 Check completeness of the documents submitted	None	3 minutes	Janice M. Baladjay Febian U. Dela Cruz
2. Provide data and accurate information	2.1 Conduct interview and assessment	None	15 minutes	Janice M. Baladjay Febian U. Dela Cruz
3. Fill up application forms	3.1 Check the accomplished form and prepare certification	None	10 minutes	Janice M. Baladjay Febian U. Dela Cruz
4. Prepares I.D	4.1 Check the data entry of I.D	None	10 minutes	Janice M. Baladjay Febian U. Dela Cruz
5. Wait while the I.D is being signed	5.1 Review and sign the I.D	None	2 minutes	Rhoda Leaf G. Catoto Atty. Antonio O. Bendita
6. Receive signed I.D	6.1 Control and release signed I.D	None	2 minutes	Janice M. Baladjay Febian U. Dela Cruz
<b>TOTAL</b>			<b>42 Minutes</b>	



**MUNICIPALITY OF SURALLAH**  
**Treasury Services**  
**External Services**



## 1. ISSUANCE OF CERTIFICATE OF LARGE CATTLE OWNERSHIP

Owners of large cattle are required to register said cattle with the Municipal Treasurer for which a certificate of ownership shall be issued to the owner upon payment of necessary fees.

<b>Office:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Barangay Certification 2. Community Tax Certificate			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents to the receiving personnel	1.1 Check the completeness of documents	None	3 minutes	Henry Hembra Salustiano Degala
2. Accompany staff in the area for inspection	2.1 Conduct inspection of cowlicks	None	15 minutes (excluding travel time)	Henry Hembra Salustiano Degala
3. Wait while the documents are being prepared	3.1 Prepare official receipt and Certificate of Ownership	None	10 minutes	Henry Hembra Salustiano Degala
4. Accompany staff in the site	4.1 Brand the cattle	None	5 minutes	Henry Hembra Salustiano Degala
5. Pay necessary fee	5.1 Issue official receipt, sign and release Certificate of Ownership	Certificate of Ownership P 95.00 LDF (per PD) P 2.00	2 minutes	Henry Hembra Salustiano Degala
<b>TOTAL</b>			<b>35 Minutes</b>	

## 2. ISSUANCE OF TAX CLEARANCE



Tax Clearance is required when conveying certain real properties; using as collateral on loans, mortgage, lease contracts; as property bond on court cases; when paying transfer tax; when claiming certificate of title; or certificate of transfer of title; when requesting zoning certification; when obtaining municipal permit such as but not limited to municipal business permit, motorized tricycle operators permit, building permit and others, conducting subdivision of real property and others.

<b>Office:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration RPT Official Receipt		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the receiving personnel	1.1 Check documents and verify registry card	None	5 minutes	Edison Aguba/ Alcyone Gepana/ Josie Penpillo/ Anna Leah Vallejos Leah Natimdim/ Merly Eser
2. Wait while the bill is being prepared	2.1 Prepare tax bill	None	20 minutes	Edison Aguba/ Alcyone Gepana/ Josie Penpillo/ Anna Leah Vallejos Leah Natimdim/
3. Proceed to Collection Division for payment	3.1 Issue Official Receipt	Secretary's fee P 100.00 Documentary Stamp P 30.00	5 minutes	Rodel Bañes/ Arnold Sequito/ Salustiano Degala/ Henry Hembra
4. Present O.R. to the attending personnel	4.1 Acknowledge O.R. and prepare tax clearance	None	30 minutes	Edison Aguba/ Alcyone Gepana/ Josie Penpillo/ Anna Leah Vallejos Merly Eser



5. Wait while the tax clearance is being signed	5.1 Prepare tax clearance  Sign tax clearance	None	3 minutes	Edison Aguba/ Alcyone Gepana/ Josie Penpillo/ Anna Leah Vallejos Merly Eser  <b><u>Edward B. Barrios</u></b> AMT/Acting Mun. Treasurer
6. Receive, sign and seal clearance	6.1 Control, record and release tax clearance	None	2 minutes	Edison Aguba/ Alcyone Gepana/ Josie Penpillo/ Anna Leah Vallejos Merly Eser
<b>TOTAL</b>			<b>1 Hour and 5 Minutes</b>	



### 3. ISSUANCE OF TAX BILLS

Business tax bill is a document required from a taxpayer before a newly opened business can be lawfully operated after paying required fees. For a delinquent taxpayer, tax bill must be paid.

<b>Office:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For new business: <ol style="list-style-type: none"> <li>1. Application for Business License</li> <li>2. Capital Structure</li> <li>3. Article of Incorporation (Corporation)</li> <li>4. Certificate of Good Standing (Cooperative)</li> </ol> Renewal of Business: <ol style="list-style-type: none"> <li>1. Application for Business License</li> <li>2. Audited Financial Statement</li> <li>3. Certificate of Good Standing (Cooperative)</li> <li>4. Payment of delinquency (delinquent)</li> </ol>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents to the receiving personnel	1.2 Check completeness of requirements	None	3 minutes	Edison Aguba/ Alcyone Gepana/ Josie Penpillo/ Anna Leah Vallejos Leah Natimdim/ Merly Eser
2. Wait while the bill is being prepared	2.1 Evaluate/Assess gross receipts/capital investments and compute tax bill	None	30 minutes	Edison Aguba/ Alcyone Gepana/ Josie Penpillo/ Anna Leah Vallejos Leah Natimdim/ Merly Eser
3. Receive tax bill together with the required documents	3.1 Release tax bill together with the required documents	None	2 minutes	Edison Aguba/ Alcyone Gepana/ Josie Penpillo/ Anna Leah Vallejos/ Merly Eser
<b>TOTAL</b>			<b>35 Minutes</b>	



**MUNICIPALITY OF SURALLAH**  
**Tourism Arts & Culture Development Services**  
**External Services**



## 1. TOURIST ASSISTANCE & INFORMATION

Resolution No. 94, Series of 2019, entitled “ESTABLISHMENT OF A TOURIST ASSISTANCE DESK AT THE MUNICIPAL LOBBY AND AT THE VIEW DECK, SURALLAH, SOUTH COTABATO”, The STACDC, shall be managed by The Tourism Officer who shall perform matters relative in promoting Surallah as a Tourism destination by properly disseminating relevant information pertaining to tourist locations, products, and assisting tourist and tourism enterprises in the delivery of competitive services.

Understandably, the prime client of the Tourism Officer are inquiring tourists who will be assisted and given the needed information in their visit to Surallah.

<b>Office:</b>	Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Tourist, Visitors & Other Inquiring Individuals			
<b>REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Written request if possible			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire via phone.	1.1 Receive and answer clients inquiry	NONE	5 minutes	Erna T. Vego Armand D. Quinatadcan Larry B. Panes Princess D. Eliseo
Letter/Email	Response will be made thru letter or email or call if number is available and provided needed data.	NONE	20 minutes	Erna T. Vego Princess D. Eliseo
Personal (walk-in)	Answer client inquiry	NONE	15 minutes	Erna T. Vego Armand D. Quinatadcan Larry B. Panes Princess D. Eliseo
2. Get Data/Information	2.1 Provide necessary list/ brochure or any related data	NONE	15 minutes	Erna T. Vego Armand D. Quinatadcan Larry B. Panes Princess D. Eliseo
<b>TOTAL</b>			<b>20 - 35 minutes</b>	



## 2. TOUR OPERATION FOR COORDINATED VISIT

The Tourism, Arts & Culture Development Center (STACDC) provides tour guiding activities from coordinated visit (both local & foreign delegates). This includes various systematic tasks which may depend on the needs of the visitors in the municipality.

<b>Office:</b>		Tourism Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Coordinated Visitors (pre-planned visits)		
REQUIREMENTS		WHERE TO SECURE		
Written request if possible		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Letter or call for visitation scheduling.	1.1 Receives letter or call for visitation schedule & requirements.	NONE	10 minutes	Erna T. Vego Larry B. Panes Princess D. Eliseo
	1.2 Inform and discuss with the Mayor or Supervisor on the proposed tour & his appropriate course of action or advise.	NONE	30 mins to 1 hour	Erna T. Vego
	1.3 Coordinate with the concerned office or barangay for their preparation and dissemination.	NONE	1 hour	Erna T. Vego Larry B. Panes Princess D. Eliseo
	1.4 Conduct short briefing & distribution of brochures.	NONE	30 mins	Erna T. Vego Larry B. Panes
2. Proceed to location as per advise or recommendation.	2.1 Direct the over-all tour operation	NONE	2-3 hours	Larry B. Panes Armand D. Quinatadcan
3. Client receives certificate of appearance & filling in of Evaluation Sheets.	3.1 Distribute certificate of appearances & Evaluation Sheets	NONE	5 minutes	Armand D. Quinatadcan Larry B. Panes
<b>TOTAL</b>			<b>5 hours &amp; 45 minutes</b>	

Note : Waiting time is not included in the total response time.



### 3. MARKETING & PROMOTION

The creation of the position of Tourism Officer III of the Municipality gives the responsibility to coordinate with the Department of Tourism and its attached agencies regarding the development and promotion of tourism in the locality and at the same time the task of being the lead person on the production of tourism marketing and promotional materials.

<b>Office:</b>	Tourism Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Tourism and other agencies (PGO-Tourism, DTI, NCCA, etc) and other organizations/ groups			
REQUIREMENTS		WHERE TO SECURE		
Written request if possible		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written or oral request for agency coordination for tourism promotions.	1.1 Consult with the Mayor or Supervisor on course of action.	NONE	25 minutes	Erna T. Vego
2. Get written or oral feedback or advise	2.1 Give feedback to client based on advise.	NONE	1 minute	Erna T. Vego Larry B. Panes
3. Request for Preparation of Proposal for Tourism Promotion	3.1 Prepares Project Proposal for Business Matching	NONE	3 days	Erna T. Vego
4. Get Project Proposal	4.1 Inform client on the schedule of business matching activity	NONE	5 minutes	Erna T. Vego Larry B. Panes Princess D. Eliseo
	4.2 Attends Business Matching Activity	NONE	4 hours (within south)	Erna T. Vego Larry B. Panes
5. Get result for Business Matching	5.1 Relay the result & feedback on business matching.	NONE	10-20 minutes	Erna T. Vego
<b>TOTAL</b>			<b>3 days, 4 hours &amp; 51 minutes</b>	

Note : Waiting time is not included in the total response time.



#### 4. SHOWCASING OF PERFORMANCES

The Surallah Tourism, Arts & Culture Development Center also focus on the development of socio-cultural activities that will involve music, dance & theater. This is to enhance the skills and strengthen the capacity of students in the promotion of tourism and showcasing of performances.

<b>Office:</b>		Tourism Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>		Interested Elementary Pupils & Secondary Students in the Municipality of Surallah		
REQUIREMENTS		WHERE TO SECURE		
Recommendation letter if possible		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written or oral recommendation.	1.1 Receives letter & inform schedule for screening.	NONE	1 minute	Armand D. Quinatadcan Larry B. Panes
2. Report for Screening.	2.1 Screen all applicant for Dance & Music	NONE	30 minutes	Armand D. Quinatadcan Larry B. Panes
3. Get result for qualified applicant	3.1 Announces qualified applicant.	NONE	3 days	Erna T. Vego Armand D. Quinatadcan Larry B. Panes
4. Get written letter for parents meeting.	4.1 Distributes letter to parents through students	NONE	1-2 minutes	Erna T. Vego Larry B. Panes Princess D. Eliseo
	4.2 Conducting briefing to parents & schedule of training & practices.	NONE	2 hours	Erna T. Vego
5. Reports for Training & Practices	5.1 Conducts training & practices.	NONE	120 hours	Erna T. Vego Armand D. Quinatadcan Larry B. Panes Princess D. Eliseo
6. Participates during showcasing of performances	6.1 Prepares materials for showcasing of performances	NONE	20 minutes	Erna T. Vego Armand D. Quinatadcan Larry B. Panes Princess D. Eliseo
<b>TOTAL</b>			<b>8 days, 2 hours and 53 minutes</b>	

Note: Traveling and Waiting Time during performances is not included.



## FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form in the office lobby and put it in the feedback and complaints drop box.
How feedbacks are processed	<p>The Internal Audit verifies the nature of queries and feedback within one working day. The same will be referred to the Office concerned via email. Upon receiving the reply from the concerned Office, the client will be informed via email or phone call.</p> <p>For follow-ups or queries, the contact information are as follows: 228 – 3618 <a href="mailto:miaso.surallah@gmail.com">miaso.surallah@gmail.com</a></p>
How to file a complaint	<p>To file a complaint against the personnel of the Office or Department, provide the following details via email:</p> <ul style="list-style-type: none"> <li>- Full Name and contact information of the complainant</li> <li>- State Incident with or without evidences</li> <li>- Name the person being complained</li> </ul> <p>Send all complaints to <a href="mailto:miaso.surallah@gmail.com">miaso.surallah@gmail.com</a>.</p> <p>Or the complainant may personally submit their written complaints to the Municipal Internal Audit Service Office.</p> <p>For follow-ups or queries, the contact information are as follows: 228 – 3618.</p>
How complaints are processed	<p>All complaints received will be processed by the Municipal Internal Audit Service Office.</p> <p>The MIAISO browses, evaluates and determines the complaints received on a daily basis. The MIAISO shall forward the complaints to the Municipal Administrator. The Municipal Administrator shall then coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the Municipal Administrator shall create an incident report for the Municipal Mayor, for appropriate action.</p> <p>The MIAISO shall give the feedback to the clients via email or text message.</p> <p>For follow-ups or queries, the contact information are as follows: 228 – 3618.</p>
Contact Information	<p>Municipal Internal Audit Service Office</p> <ul style="list-style-type: none"> <li>- 228 – 3618</li> <li>- <a href="mailto:miaso.surallah@gmail.com">miaso.surallah@gmail.com</a></li> </ul>





## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Mayor	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3578
Business, Permits, Licensing Office (BPLO)	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3925
Municipal Tourism, Culture and Arts Office	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3997
Bids and Awards Committee	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3262
Communications & Dev. Information Program	Allah Valley Drive, Surallah, South Cotabato	(083) 232-8143
Barangay Affairs Unit	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3721
Office of the Municipal Administrator	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3387
Human Resource Management Office (HRMO)	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3592
Municipal Planning & Development Office (MPDO)	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3579
Office of the Vice Mayor (OVM)	2 <sup>nd</sup> floor, New SB Bldg., Allah Valley Drive, Surallah, South Cotabato	(083) 238-3568
Municipal Accounting Office (MACCO)	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3328
Municipal Budget Office (MBO)	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3100
Municipal Treasurer's Office (MTO)	Allah Valley Drive, Surallah, South Cotabato	(083) 552-6254
Sangguniang Bayan Office (SBO)	New SB Bldg., Allah Valley Drive, Surallah, South Cotabato	(083) 238-5046
Municipal Health Office (MHO)	Brgy. Libertad, Surallah, South Cotabato	(083) 238-3485
MDRRM Office	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3911
General Services Office (GSO)	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3715
Municipal Assessors Office (MASSO)	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3414
MENRO	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3983
Office of Municipal Agriculture (OMAG)	Surallah Public Terminal, Surallah, South Cotabato	(083) 238-3496
MSWDO	Brgy. Libertad, Surallah, South Cotabato	(083) 238-3739/3009
Municipal Civil Registrar's Office	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3981
Municipal Internal Audit Service Office (MIASO)	Allah Valley Drive, Surallah, South Cotabato	(083) 238-3618
MEEMO	Surallah Public Terminal, Surallah, South Cotabato	(083) 238-3033

