



**THE LOCAL GOVERNMENT UNIT OF
MANGALDAN, PANGASINAN**

2024

CITIZEN'S CHARTER

1ST EDITION



LOCAL GOVERNMENT UNIT OF MANGALDAN, PANGASINAN

CITIZEN'S CHARTER



V I S I O N

Mangaldan, the pindang capital of the north, is anchored towards universally adaptive, globally competitive, economically progressive, safe city, guided by principled, responsive and selfless leaders for a God - loving, law abiding, productive and empowered citizenry.

M I S S I O N

The Municipal Government of Mangaldan is fully committed to achieve the 10 - point tenets of administration, as follows:

1. Financial Administration and Sustainability
2. Disaster Preparedness
3. Social Protection and Sensitivity
4. Investment on Health System
5. Sustainable Education
6. Business Friendliness and Competitiveness
7. Safety, Peace and Order
8. Environmental Management
9. Tourism Industry Promotion
10. Youth Development



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EXTERNAL SERVICES **(EQUITY – ENHANCING SERVICES)**



Office of the Municipal Mayor

Equity – Enhancing Services



1. FINANCIAL ASSISTANCE

Financial assistance is provided by the Office of the Mayor thru the Municipal Social Welfare and Development Office to qualified indigents for food sustenance and other urgent needs of their families

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Qualified Indigents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification/Indigency		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Signed in Client Log Book and approach Staff for Purpose/Request	1. Interview Client 2. Evaluate Requirement 3. Refer the client's request to the Mayor/MSWDO	None	7 Minutes	Ms. Jocelyn Olero Ms. Jolina May Torralba Mr. William Mislant
Proceed to MSWD to undergo interview for social case study		None		Ms. Rowena C. De Guzman or Staff
Process Financial Assistance Voucher		None		Mrs. Julieta C. Petonio or Budget Staff Mrs. Josie Bulatao or Accounting Staff
Return to the Mayor's Office for the Mayor's Signature	Mayor's sign the voucher	None	5 Minutes	Ms. Mikaela Louise S. Soriano Ms. Alma M. Bauzon
Proceed to the municipal Treasurer for the release of financial assistance		None		Ms. Alicia C. Mejia
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				

2. MEDICINES AVAILABLE AT THE MUNICIPAL HEALTH OFFICE

The Office of the Mayor also releases medicines, if available, thru the Municipal Health Office (MHO) to indigent are in dire need of medications.

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Qualified Indigents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Office of the Punong Barangay		
Medical Certificate and/or Doctor's Prescription		Doctor/Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and approach Staff for Purpose/Request	1. Interview Client 2. Evaluate Requirement 3. Refer the client's request to the Mayor/Municipal Health Officer	None	7 minutes	Ms. Mikaela Louise S. Soriano Ms. Jocelyn Olero Ms. Jolina May Torralba Mr. William Mislant
Proceed to the Municipal Health Office for the release of Medicines		None		Dr. Larry B. Sarito or other Municipal Doctor on duty or Municipal Health Office Staff
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				



3. ISSUANCE OF LETTERS/ENDORSEMENTS TO HOSPITAL ADMINISTRATORS FOR INDIGENTS WITH BIG HOSPITAL BILLS

As an aid to indigent families, the Office of the Mayor also issues letter to Hospital Administrator for indigent-patients with big hospital bills.

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Qualified Indigents Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Office of the Punong Barangay		
Medical Abstract		Medical Institution		
Hospital Bill		Medical Institution		
Letter/ Endorsement to Hospital Administrator (prepare at the DSWD Office)		Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and approach Staff for Purpose/Request	Interview client and refer the client's request to MSWD Office	None	6 minutes	Ms. Mikaela Louise S. Soriano Ms. Jocelyn Olero Ms. Jolina May Torralba Mr. William Mislant
Submit requirement to MSWD and wait for Letter/Endorsement to Hospital Administrator		None		Ms. Rowena C. De Guzman or Staff
Return to the Mayor's Office for the Mayor's Signature	Mayor signs Letter/Endorsement	None	5 minutes	Mr. Christian DV. Palma or Staff
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				

4. ISSUANCE OF PERMIT: PROMOTIONAL MATERIALS (STREAMERS, TARPAULIN, ETC.)

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Businesses, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Promotional Material (streamer, tarpulin, etc.)				
Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and present promotional material (streamer, tarpaulin, etc.) to the Mayor's Permit Section	Evaluate the promotional material; then advise client to pay	None	5 minutes	Ms. Josephine S. Garcia Ms. Fatima A. Velasquez General Service Office Staff
Pay required fee at the Municipal Treasury Office				Ms. Marilou M. Gavino or Treasury Staff
Return to the Mayor's Permit Section and wait for the release of the Permit	Prepare and release the Permit	None	5 minutes	Ms. Charina T. Presto Ms. Camille P. Cendaña
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				



5. ISSUANCE OF PERMIT: PARADE/ MOTORCADE

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Businesses, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
Copy of Parade/Motorcade Route				
Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and present requirement for evaluation to the Mayor's Permit Section	Interview client, review the requirements presented, then advise client to pay	None	5 minutes	Ms. Josephine S. Garcia Ms. Fatima A. Velasquez
Pay required fee at the Municipal Treasury Office				Ms. Marilou M. Gavino or Treasury Staff
Return to the Mayor's Permit Section and wait for the release of the Permit	Prepare and release the Permit	None	5 minutes	Ms. Charina T. Presto Ms. Camille P. Cendaña
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				

6. ISSUANCE OF PERMIT FOR THE USE OF MACARIO YDIA DEVELOPMENT CENTER (MYDC), SENIOR CITIZENS BUILDING (SCB), PUBLIC PLAZA AND THE THIRD FLOOR OF THE NEW MUNICIPAL BUILDING

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Various Organizations/Clubs, Offices, Private Sectors, NGO's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and Approach Staff at the Mayor's Office for Purpose/Request	Interview client and check availability of venue	None	5 minutes	Mr. Bienvenido Biagtan Ms. Fatima A. Velasquez
Pay required fee at the Municipal Treasury Office				Ms. Marilou M. Gavino or Treasury Staff
Return to the Mayor's Office and wait for the release of Form OM-006 of MYDC, Etc. Form	Prepare and release Form OM-006 of MYDC, Etc. Form	None	5 minutes	Mr. Bienvenido Biagtan Ms. Fatima A. Velasquez
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				



7. LENDING OF MUNICIPAL PROPERTIES: MUNICIPAL AMBULANCE

The lending of the municipal ambulance to clients is strictly allowed only for emergency medical purposes.

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Clients who needs emergency medical purposes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Office of the Punong Barangay		
Letter of Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and Approach Staff for Purpose/Request	1. Interview client 2. Evaluate requirements 3. Refer the client's request to the Mayor/Municipal Health Officer	None	7 minutes	Ms. Fatima A. Velasquez Ms. Josephine S. Garcia Ms. Alma M. Bauzon
Proceed to MHO for Interview on the patient's status and to know the schedule and availability of the Municipal Ambulance		None		Dr. Larry B. Sarito Ms. Iolie M. Delos Santos or Municipal Health Office Staff
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				

8. LENDING OF MUNICIPAL PROPERTIES: RAILINGS, INDUSTRIAL FANS, AND MONOBLOCK CHAIRS

These properties of the municipality are available for release at the General Services Office as long as the necessary request letter stating its worthy purpose is submitted to the Office of the Mayor.

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Barangays and Civic Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and Approach Staff for Purpose/Request	1. Interview client 2. Evaluate requirements 3. Refer the client's request to the Mayor/General Services Officer	None	7 minutes	Ms. Fatima A. Velasquez Ms. Josephine S. Garcia Ms. Alma M. Bauzon
Proceed to General Services Office for the release of the requested materials (if available)		None		Mr. Fernando Saguisag A. Cabrera or General Service Office Staff
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				



9. ISSUANCE OF THE MAYOR'S CLEARANCE AND CERTIFICATIONS

The Office of the Mayor issues Mayor's Clearance and Certifications to the clients usually for identification, educational and job application purposes.

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Resident of Mangaldan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Office of the Punong Barangay		
Residence Certificate		Office of the Punong Barangay		
Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and submit requirements to the Mayor's Office	Interview client and review requirements	None	5 minutes	Mr. Bienvenido Biagtan Ms. Fatima A. Velasquez
Pay required fee at the Municipal Treasury Office				Ms. Marilou M. Gavino or Treasury Staff
Return to the Mayor's Office and for the release of Mayor's Office/Certification	Prepare and release the Mayor's Clearance/ Certification	None	10 minutes	Mr. Christian DV. Palma Mr. Bienvenido Biagtan Ms. Fatima A. Velasquez
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				

10. ISSUANCE OF THE JOB RECOMMENDATIONS/ ENDORSEMENTS

Job recommendations/endorsements are also issued to clients who are in need of employment.

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:	Resident of Mangaldan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Office of the Punong Barangay		
Residence Certificate		Office of the Punong Barangay		
Client's Application Letter				
Client's Personal Data Sheet or Resume				
Letter of Recommendation/Endorsement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and Approach Staff for Purpose/Request	1. Interview client 2. Evaluate requirements 3. Refers the Client's request to the Mayor/PESO Manager	None	5 minutes	Mr. Bienvenido Biagtan Ms. Fatima A. Velasquez Ms. Josephine S. Garcia
Proceed to Mayor's Office and wait for the preparation of Letter/Endorsement		None		Mr. Christian DV. Palma
Return to the Mayor's Office and for the Mayor's Signature	Mayor signs Letter of Recommendations/Endorsement	None	5 minutes	Mr. Christian DV. Palma
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				



11. GRANTING OF FINANCIAL AND MATERIAL ASSISTANCE FOR BARANGAYS, SCHOOLS AND NGO'S PROJECTS.

The Office of the Mayor recognizes the priceless roles being played by the barangay officials and folks, by teacher and pupils and NGO's officers and members in making Mangaldan of the best first class Municipalities in the province. In order to reciprocate their valuable services and cooperation to the LGU, the office of the Mayor grants financial and material assistance for projects of the said institutions that would in the end benefits the people of Mangaldan.

OFFICE OR DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:				
WHO MAY AVAIL:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
Program of Work and/or Project Cost				
Barangay Resolution				
PTCA Resolution				
Organization's Resolution				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Sign in Client Log Book and Approach Staff for Purpose/Request	1. Interview client 2. Evaluate requirements 3. Refer the client's request to the Mayor 4. Wait for the Mayor's approval	None	12 minutes	Ms. Fatima A. Velasquez Ms. Josephine S. Garcia Ms. Alma M. Bauzon
Process the voucher	Voucher duly signed by the Budget Office & the Municipal Accountant with attached letter request and the requirements	None		Ms. Mikaela Louise S. Soriano Ms. Julieta C. Petonio or Municipal Budget Office Staff Ms. Josie G. Bulatao or Municipal Accounting Staff
Return to the Mayor's Office for the Mayor's Signature	Mayor's sign voucher	None	5 minutes	Ms. Mikaela Louise S. Soriano Ms. Alma M. Bauzon
Proceed to the Municipal Treasurer for the release of financial assistance		None		Ms. Marilou M. Gavino or Municipal Treasury Office Staff
END				
Accomplish Client's Comment/s & Suggestion/s Form then drop at designated drop box in the office.				



Municipal Disaster Risk Reduction Management Office

Equity – Enhancing Services



1. MDRRMO RECEIVING OF INCOMING DOCUMENTS

The MDRRMO is assigned to receive all incoming documents from all stakeholders and matters related to the disaster management.

Office/Division:	MDRRM OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter must have the following details:		All details shall be provided by the client		
<ul style="list-style-type: none"> • Complete Name 				
<ul style="list-style-type: none"> • Complete Address 				
<ul style="list-style-type: none"> • Contact Number 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client and Visitor's Log Book in the MDRRMO Information Desk	1. Provide the log book to the client	None	5 minutes	Officer /MDRRMO STAFF
2. Submit the documents to the Information Desk Personnel <i>*make sure that all details required are indicated in the document</i>	2.1. Receive the documents and check for completeness 2.2 Stamp the document with "received" and fill out the necessary details	None	3 minutes	Officer /MDRRMO STAFF
3. Get the receiving copy from the Records Officer	3. Provide photocopy of the original document/ receiving document 3.2 Forward the document to the Concern Personnel/Unit 3.3 Keep file for Records	None	5 minutes	Officer /MDRRMO STAFF
TOTAL		None	15 minutes	



2. MDRMO REQUEST FOR COPY OF DOCUMENTS

The MDRMO is assigned to file and retain all documents received and released by the office.

Office/Division:	MDRRMO			
Classification:	Complex Transaction			
Type of Transaction:	G2G and G2C			
Who may avail:	Stakeholders; Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request from the requesting party with complete details:		All details shall be provided by the client		
• Complete Name				
• Complete Address				
• Contact Details				
• Specify what document				
• Purpose				
Request for Documents Form		Administrative Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Provide the log book to the client	None	5 minutes	Officer /MDRRMO STAFF
2. Submit the Letter Request Form to the personnel assigned at the MDRMO Information Desk	2.1 Receive the documents and check for completeness 2.2 Stamp the document with "received" and fill out the necessary details	None	5 minutes	Officer /MDRRMO STAFF
3. Get the receiving copy from the personnel assigned at the MDRRMO Information Desk	3.1 Provide photocopy of the original document	None	5 minutes	Officer /MDRRMO STAFF
	3.2 Forward the document to the OIC – MDRMO for endorsement to the Mayor's Office	None	1 day	Officer /MDRRMO STAFF
	3.3 Forward to the Office of the Mayor for decision (approval / disapproval), with RFD Form <i>Legal (3 days)</i>	None	30 minutes	Officer /MDRRMO STAFF
	3.3 Keep file for Records			
	*Waiting for the Mayor's Approval	None	2 days	Officer /MDRRMO STAFF
4. Return to MDRRMO Administrative and Training Unit to check the status of the request.	4.1 Once approved, release the request document. <i>*if disapproved, release Letter of Disapproval</i> 4.2 Provide the logbook for client's signature	None	5 minutes	Officer /MDRRMO STAFF
TOTAL		None	3 days and 50 minutes	



3. MDRRMO REQUEST FOR TRAINING/SEMINAR/WORKSHOP DRILLS

The MDRRMO is assigned to receive all incoming request for training, seminar, workshops and drills (Earthquake, Tsunami, etc.) from all stakeholders and matters related to the disaster management.

Office/Division:	MDRRMO – Administrative and Training Unit			
Classification:	Complex Transaction			
Type of Transaction:	G2C			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter must have the following details:		All details shall be provided by the client		
• Complete Name				
• Complete Address				
• Contact Number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client and Visitor's Log Book in the MDRRMO Information Desk	1. Provide the log book to the client	None	5 minutes	Officer / MDRRMO STAFF
2. Submit the documents to the Information Desk Personnel <i>*make sure that all details required are indicated in the document</i>	2.1. Receive the documents and check for completeness 2.2 Stamp the document with "received" and fill out the necessary details	None	5 minutes	Officer / MDRRMO STAFF
3. Get the receiving copy from the Records Officer	3. Provide photocopy of the original document/ receiving document 3.2 Forward the document to the Concern Personnel/Unit 3.3 Keep file for Records	None	5 minutes	Officer / MDRRMO STAFF
	*Waiting for MDRRMO Head's Approval and scheduling		2 days	MDRRMO Head
4. Return to MDRRMO Administrative and Training Unit to check the status of the request.	4.1 Once approved, release the request document. <i>*if disapproved, release Letter of Disapproval</i> 4.2 Provide the logbook for client's signature	None	5 minutes	MDRRMO Administrative and Training Unit
TOTAL		None	2 days and 20 minutes	



4. MDRRMO REQUEST FOR TECHNICAL ASSISTANCE FOR PLAN FORMULATION

The MDRRMO is assigned to receive all incoming request for Technical Assistance for DRRM Plan Formulation from all B/MDRRM Council and stakeholders on matters related to the disaster management.

Office/Division:	MDRRM OFFICE			
Classification:	Complex Transaction			
Type of Transaction:	G2C			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter with the following details:		All details shall be provided by the client		
Complete Name				
Complete Address				
Contact Number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client and Visitor's Log Book in the MDRRMO Information Desk	1. Provide the log book to the client	None	5 minutes	Officer / MDRRMO STAFF
2. Submit the documents to the Information Desk Personnel <i>*make sure that all details required are indicated in the document</i>	2.1. Receive the documents and check for completeness 2.2 Stamp the document with "received" and fill out the necessary details	None	5 minutes	Officer / MDRRMO STAFF
3. Get the receiving copy from the Records Officer	3. Provide photocopy of the original document/ receiving document 3.2 Forward the document to the Concern Personnel/Unit 3.3 Keep file for Records	None	5 minutes	Officer / MDRRMO STAFF
	*Waiting for MDRRMO Head's Schedule and Approval		2 days	MDRRMO Head
4. Return to MDRRMO Administrative and Training Unit to check the status of the request.	4.1 Once approved, release the request document. <i>*if disapproved, release Letter of Disapproval</i> 4.2 Provide the logbook for client's signature	None	5 minutes	MDRRMO Administrative And Training Unit
TOTAL		None	2 days and 20 minutes	



5. MDRMO Operation Center Rescue Operation and Emergency Medical Transportation Request

The MDRMO Operation Center is assigned to conduct Rescue and Emergency Operation within the Municipality of Mangaldan.

Office/Division:	MDRRMO Operation Center			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Call with the following details:		All details shall be provided by the client		
• Complete Name				
• Complete Address				
• Contact Number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Call the Emergency Hotline Number	1.1. Receives the call 1.2 Verify the location and pertinent details 1.3. Dispatch rescuer	None	5 minutes	Operation Personnel-on-Duty
	<i>*rescue operation depends on the gravity of the situation thus the processing time during rescue operation may vary.</i>			
	Endorse the patient in the nearby hospital. <i>*endorsement time may; depends on the number of patients and the case of the patient.</i>	None	30 minutes	Rescue Team
TOTAL		None	35 minutes	



6. MDRRMO Operation Center Request for Transportation

The MDRRMO Operation Center is assigned to provide transportation assistance for the citizen of Mangaldan within the Province of Pangasinan.

Office/Division:	MDRRM OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit Request Form with the following details:		All details shall be provided by the client		
• Complete Name		*All necessary documents submitted		
• Complete Address				
• Contact Number				
Request for Transportation Assistance		MDRRMO Information Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RE-SPONSIBLE
1. Sign in the Client and Visitor's Log Book in the MDRR-MO Information Desk	1. Provide the log book to the client	None	5 minutes	Officer / MDRRMO STAFF
2. Get copy of the Request for Transportation Assistance Form to the Information Desk Personnel and submit the same after filling out all the necessary information and submit all the required documents <i>*make sure that all details required are indicated in the document</i>	2.1. Receive the documents and check for completeness 2.2 Stamp the document with "received" and fill out the necessary details	None	10 minutes	Officer / MDRRMO STAFF
<i>*within Pangasinan Province only</i>	<i>*Staff will check the Vehicle Schedule for tentative scheduling</i>		15 minutes	
TOTAL		None	30 minutes	



7. Walk-in Clients

The MDRRMO and its Operation Center is assigned to assist all clients and refer them to the concerned department of the LGU Mangaldan.

Office/Division:	MDRRMO			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Walk-in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Client Signed in the Visitor's Log Book in the MDRRMO Information Desk	Give the log book to the client	None	5 minutes	Officer / MDRRMO STAFF
Talk to the Officer-of-the-day in the MDRRMO Information Desk	Listen to the client. Refer the client to the concerned department/unit/Staff	None	30 minutes	Officer / MDRRMO STAFF
Total		None	35 minutes	



Office of the Municipal Health Officer

Equity – Enhancing Services



SERVICES: A. PROVISION OF MEDICAL SERVICES (OPD CONSULTATION)

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	OPD CONSULTATION			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE INFORMATION		
Health Declaration Form, or any Valid ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admitting Section. 1.1 Get a number, give general information, reason of consultation 1.2 Have vital signs taken 1.3 Proceed to the waiting area and wait for the number to be called.	<ul style="list-style-type: none"> ➤ Verify patients ID presented ➤ Review patient's health declaration form ➤ Triaging is considered ➤ Vital Signs taken ➤ Usher patient to waiting area 	None	3-5 minutes	Ma. Therese Wilson,RN Jodan Navarette, RN Leizl Caloracan, RN Jerald Velasquez Maylinda Santos Charmayne Banda Marissa Petras Marifi Soriano Monica Torio
1.4. Proceed to consultation room for the diagnosis and recommendation of treatment	<ul style="list-style-type: none"> ➤ Physician diagnose patient's illness and Recommend Treatment 	None	5-15 minutes	Dr. Larry B. Sarito, Dr. Virgilio M. Manzano Jr. Dr. Diana Ray Margarita S. Diala
1.5. Proceed to the treatment room .	<ul style="list-style-type: none"> ➤ Wound dressing and management of illness ➤ Administration of medicines, nebulization 	None	5-30 minutes	Ma. Therese Wilson,RN Jodan Navarette, RN Leizl Caloracan, RN Jerald Velasquez Maylinda Santos Charmayne Banda Marissa Petras Marifi Soriano Monica Torio
1.6 Proceed the Drug Dispensing section for the dispensing of available prescribed medicines and listen to the dosage instructions and other home care advise.	<ul style="list-style-type: none"> ➤ Dispensing, explanation of dosage and effects, and side effects of medicines 	None	1-2 minutes	Monette Bautista,RN Elizabeth Rivera
1.7 Sign patient's logbook				
	TOTAL:		52 minutes	



B. PROVISION OF IMMUNIZATION SERVICES

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:				
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE INFORMATION		
Immunization Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1. Proceed to Admitting Section. Get a number, give general information, reason of consultation, and have vital signs taken and proceed to the waiting area and wait for the number to be called.	<ul style="list-style-type: none"> ➤ Verify ID's presented, ➤ Review health declaration forms ➤ Triaging is considered ➤ Review immunization card ➤ Vital Signs taken ➤ Assist to waiting area 	None	3 - 5 minutes	Rosemarie De Vera, RN Rural Health Midwives and Barangay Health Worker on duty
2.2. Receive immunization	<ul style="list-style-type: none"> ➤ Administer scheduled or recommended vaccine 	None	2 minutes	Public Health Nurse and Rural Health Midwives
2.3 Post immunization Health Education	Listen to Advise of Health Worker	None	3 -5minutes	Public Health Nurse and Rural Health Midwives
	TOTAL:		12 minutes	



C. PROVISION OF DENTAL SERVICES

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:				
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE INFORMATION		
Health Declaration Form, or any personal ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 Proceed to Admitting Section. Get a number, give general information, reason of consultation, and have vital signs taken and proceed to the waiting area and wait for the number to be called.	<ul style="list-style-type: none"> ➤ Verify ID's ➤ Review health declaration forms ➤ Triaging is considered ➤ Vital Signs taken ➤ Assist to waiting area 	None	3-5 minutes	Chato Hidalgo
3.2. Go to the Dental Clinic and submit oneself for dental examination and necessary procedure	<ul style="list-style-type: none"> ➤ Oral hygiene ➤ Do tooth extraction ➤ Do dental check-up 	None	10 to 20 minutes 5 to 10 minutes	Dr. Merla T. Gonzales
3.3 Go to drug dispensing section, receive available prescribed and sign logbook	<ul style="list-style-type: none"> ➤ Dispense available prescribed medicine 	None	1 minute-2 minutes	Monette Fernandez,RN Elizabeth Rivera
	TOTAL:		27 minutes	



D. PROVISION OF LABORATORY SERVICES

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:				
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE INFORMATION		
Health Declaration Form, or any personal ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1. Proceed to Laboratory clinic, give general information, listen to instruction on proper collection of specimen	<ul style="list-style-type: none"> ➤ Verify ID ➤ Receive lab request 		1 minute - 2 minutes	Iolie Delos Santos Arlene Abad
4.2. Submit specimen, pay laboratory test requested and wait for the result				
Fasting Blood Sugar Random Blood Sugar Cholesterol Triglycerides HDL/LDL Blood Urea Nitrogen Creatinine Blood Uric Acid SGOT SGPT Serum Sodium Serum Potassium Serum Chloride Serum Calcium		P 100.00 P 80.00 P 120.00 P 250.00 P 250.00 P 120.00 P 120.00 P 120.00 P 200.00 P 200.00 P 180.00 P 180.00 P 180.00 P 180.00	4 hours	Iolie Delos Santos Arlene Abad
Complete Blood Count (Manual) Complete Blood Count (Automated) CBC with Platelet Count Manual Fecalysis Pregnancy Test Urinalysis Platelet Count Blood typing		P 80.00 P 200.00 P 100.00 P 50.00 P 150.00 P 50.00 P 100.00 P 100.00 P 100.00 P 50.00 P 200.00	30-40 minutes	



Hemoglobin Hematocrit HBs Ag AFB Stain		P 50.00		
Gram Stain		P 50.00 <i>*Based on Municipal Ordinance</i>		
4.3. Receive laboratory result and proceed to interpretation of result	➤ Give result			
4.4. Interpretation of result	Interpret Result and give Prescription if necessary	None	5 minutes-15 minutes	Dr. Larry B. Sarito, Dr. Virgilio M. Manzano Jr. Dr. Diana Ray Margarita S. Diala
	TOTAL:	P 3,560.00	4 hours and 17 minutes	



E. ISSUANCE OF SANITARY PERMIT, HEALTH CERTIFICATE & SCHOOL PURPOSES

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:				
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE INFORMATION		
Health Declaration Form, or any personal ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.1. Go to the Rural Sanitary Inspector's office and present assessment form	Verify the assessment form	Assessment of fees refer to Local Government Code	1 minutes-2 minutes	Zita Lapore Doreen Soriano Rolly Jalandoni
5.2. Submit Specimen to the laboratory clinic and get laboratory result		Regulatory fees proceed to treasury department for payment of fees	2 minutes-5 minutes	Iolie Delos Santos Arlene Abad
5.3. Go back to the RSI office and receive the Sanitary permit and Health Certificate	Present Laboratory Results		1 minutes-2 minutes	Zita Lapore Doreen Soriano Rolly Jalandoni
5.4 Issuance of Sanitary Permit	Issue Sanitary Permit and Health Certificate		1 minutes-2 minutes	Zita Lapore Doreen Soriano Rolly Jalandoni
	TOTAL:		11 minutes	



F. MATERNITY AND URGENT CARE CLINIC

A. PROVISION OF MATERNITY CLINIC

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Prenatal		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE INFORMATION		
Health Declaration Form, or any personal ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.1. Proceed to Admitting Section. Get a number, give general information, reason of consultation, and have vital signs taken and proceed to the waiting area and wait for the number to be called.	<ul style="list-style-type: none"> ➤ Verify ID's ➤ Review health declaration forms ➤ Triage is considered ➤ Vital Signs taken ➤ Assist to waiting area 	None	3 minutes-5 minutes	Rural Health Midwives on duty
6.2. Go to the consultation room, submit oneself to Prenatal check- up and listen to the instructions of midwife. Take note of the next schedule of check up	<ul style="list-style-type: none"> ➤ Do the prenatal check-up such as; verifying the LMP, measuring the fundic height, taking vital signs and taking FHS 	None	5 minutes-15 minutes	Rural Health Midwives on duty
6.3. Go to the treatment room or dispensing of medicines and sign patient's logbook	<ul style="list-style-type: none"> ➤ Dispense prescribed medicine, instruct patient how to take medicines prescribed 	None	1 minute-3minutes	Monette Bautista,RN Elizabeth Rivera
TOTAL:			23 minutes	



SERVICES: F. MATERNITY AND URGENT CARE CLINIC

A. PROVISION OF MATERNITY CLINIC

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Delivery Care		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE INFORMATION		
Health Declaration Form, or any personal ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7.1. Proceed to Admitting Section. Get a number, give general information, reason of consultation, and have vital signs taken and proceed to the waiting area and wait for the number to be called.	<ul style="list-style-type: none"> ➤ Verify ID's ➤ Review health declaration forms ➤ Triaging is considered ➤ Vital Signs taken ➤ Assist to waiting area 	None	1 minute-3 minutes	Rural Health Midwives on duty
7.2. Go to consultation room, submit self to Internal Examination, Go to the Delivery Room- follow instructions of health personnel in the delivery of the baby and breastfeed baby	<ul style="list-style-type: none"> ➤ Verify patients care ➤ Do the IE ➤ Facilitate the safe delivery according to standards of BEMONC guidelines ➤ Post delivery ➤ Refer to physician-on-duty ➤ Refer to tertiary care when 	None	1 hour-3 hours	Nurse/Midwife on duty or Camille Mehia Natividad Sison Lourdes Solis Sylvia Jimenez Rhodora Abril Russel Prado Evangeline Solis Norie Biason Villy Cabaña Brenda Espejo Amalia Velasco Lourdes Velasquez Amalia Biasbas Jobell Laca Imelda Fernandez Regina Ocsan Or the physician on duty



	needed			
7.3. Pay bills at the business section and go home with home instructions	➤ Accept bills	With no PhilHealth Maternity: P 2,500.00 New born screening P 1750.00 With PhilHealth: None	2 minutes-5 minutes	Rosemarie De Vera,RN Camille Mejia
	TOTAL:	P 4,250.00	3 hours and 8 minutes	

SERVICES: G. PROVISION OF URGENT CARE CLINIC

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:				
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE INFORMATION		
Health Declaration Form, or any personal ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8.1. Approach the staff at the admitting section. Give general information reason of consultation and have vital signs taken.	➤ Check patient's presented ID ➤ Review health declaration forms ➤ Triaging is considered ➤ Vital Signs taken ➤ Assist patients waiting area	None	1 minute-5 minutes	Maria Therese G. Wilson,RN Staff at the Admitting Section
8.2. Go to Consultation room. Submit oneself for Physical Examination and listen to the physician's advise and recommendation of treatment.	PE, Management and Treatment	None	5 minute-15 minutes	Dr. Larry B. Sarito, Dr. Virgilio M. Manzano Jr. Dr. Diana Ray Margarita S. Diala or
8.3 Go to the treatment room for dressing of wound, administrations of	Management and Treatment	None	5 minute-15 minutes	Ma. Therese G. Wilson,RN Leizl Caloracan, RN Jerald Velasquez



oral medications or IV meds, Nebulization, minor surgery, etc.				Maylinda Santos Charmayne Banda Marissa Petras Marifi Soriano Monica Torio
8.4. Go to the treatment room or dispensing of medicines and sign patient's logbook	Dispensing of Medicines	None	1-2 minutes	Monette Bautista,RN Elizabeth Rivera
	TOTAL:		37 minutes	

SERVICES: H. PROVISION OF NATIONAL TUBERCULOSIS CONTROL PROGRAM

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:				
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE INFORMATION		
Health Declaration Form, or any personal ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admitting Section	To assess history and chief complaint of the patient	None	1-5 minutes	Jasper Credo Abrogar,RN
Get a Number	First come first serve basis			
Give General Information such as Name, Address, Age/Birthdate, Name of Parents'/Guardian or Spouse	Give assistance when necessary			
2. Give reason of consultation	Verify reason of consultation	None		
• Have Vital signs taken and proceed to the waiting area	Take Vital signs			
• Wait for number to be called			10 minutes	
3. Proceed to DOTS clinic	To assess patient history, chief complaint and medications history	None		
• Submit oneself to physical examination and listen to physician's advise	PE and management		5 minutes-15 minutes	Dr. Larry B. Sarito, Dr. Virgilio M. Manzano Jr. Dr. Diana Ray Margarita S. Diala



4. Proceed to the laboratory and submit sputum specimen	Give instruction & specimen bottle for effective lab examination	None	30 seconds	Iolie Delos Santos Arlene Abad, Lorelie Quillope
5. Proceed to the treatment room and listen to the instruction on the dosage of medications and other home care · Sign patient's logbook		None	5 minutes-15 minutes minutes 2 minutes	Jasper Credo Abrogar, RN
6. Sputum Collection/specimen early morning and on the spot specimen (2nd day)		None	1 minute	Iolie Delos Santos Arlene Abad
7. Follow up sputum exam result on 3rd day		None	1 minute	
8. Go to the consultation room for the interpretation of result		None		Dr. Larry B. Sarito, Dr. Virgilio M. Manzano Jr. Dr. Diana Ray S. Diala
10. Proceed to the DOTS Clinic	Instruct patient for proper DOTS treatment	None	1 minute	Jasper Credo Abrogar, RN
9. Identify treatment partner		None	1 minute	
10. Take initial medication in front of DOTS coordinator		None	1 minute	
11. Take daily medication under the supervision of the treatment partner		None	30 seconds	Treatment Partner
14. Go back to the RHU for the follow up sputum exam		None	1 minute	Iolie Delos Santos Arlene Abad Jasper Credo Abrogar, RN
15. Receive clearance of treatment outcome		None	1 minute	
	TOTAL:		55 minutes	



Office of the Municipal Social Welfare and Development Officer

Equity – Enhancing Services



1. Provisions of Assistance to Individual in Crisis Situation (AICS)

Granting Financial assistance to the needy and distressed families such as Burial/Funeral, Medical, Food Subsistence, Transportation and others.

Office or Division:		Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (2 copies – 1 original and 1 photocopy)		Applicant		
2. Medical Certificate or Medicine Prescription (2 copies, photocopy)		Applicant		
3. Death Certificate (2 copies, photocopy)		Applicant		
4. Referral Slip (1 copy, original)		Mayor's Office thru Financial Assistance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral Slip to any MSWD Staff from Mayor's Office with the corresponding amount of financial assistance given based on the client's nature of problem and undergo intake interview.	1. Receive referral slip from client and conduct intake interview.	None	3-5 minutes	<i>All available MSWDO staff</i>
2. Wait for Voucher/ Intake Sheet and sign the necessary documents.	2. Prepare voucher/ Intake Sheet and request client to sign necessary documents.	None	5 minutes	<i>All available MSWDO staff</i>
3. Wait for the signed documents and proceed to the Mayor's Office to receive the financial assistance.	3. Review and sign necessary documents then advise the client to proceed to the Mayor's Office.	None	2 minutes	<i>Municipal Social Welfare and Dev't. Officer</i> <i>Municipal Mayor</i>



Note: If the amount of assistance is P1,001.00 and up, the client should process the documents to the Budget Office, Accounting Office and Treasury Office				
	TOTAL		10-12 minutes	

2. Availment of the Solo Parent Identification Card

Office or Division:	Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Residency (1 copy original)	Applicant
2. Appropriate documents/evidence that the applicant is a solo parent: Any of the following documents which is applicable for the applicant: a. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has a sole parental care and support of the child or children. b. Certification from the Barangay that the applicant is a solo parent and solely supporting his/her child (1 copy, original)	
ADDITIONAL REQUIREMENTS: 1. Rape: Medical report of incident of rape 2. Death of Spouse: Death Certificate 3. Person Deprived with Liberty (either of the 2): ✓ Certificate of detention ✓ Certification that the spouse is serving sentence for at least 3 (three) months issued by the law enforcement agency 4. Physically or mentally incapacitated: Medical records, medical abstract, certificate of confinement in National Center for Mental Health or a valid	Applicant



<p>Person with Disability ID</p> <p>5. De Facto Separation OR Legally Separated:</p> <ul style="list-style-type: none"> ✓ An Additional Affidavit of 2 (two) disinterested persons attesting to the fact of separation (DFS) ✓ Judicially Decree of legal separation of spouses (LS) <p>6. Declaration of nullity or annulment of marriage or divorce:</p> <ul style="list-style-type: none"> ✓ Marriage Certificate annotated with the fact of declaration of nullity of marriage or annulment of marriage. ✓ Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce. <p>7. Abandonment of the spouse:</p> <ul style="list-style-type: none"> ✓ Marriage certificate ✓ An Additional Affidavit of 2 (two) disinterested persons attesting to the abandonment of the spouse ✓ Police or barangay record of the fact of abandonment <p>8. Unmarried mother OR unmarried father:</p> <ul style="list-style-type: none"> ✓ CENOMAR 	
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>9. Overseas Filipino Worker (OFW) –</p> <ul style="list-style-type: none"> ✓ Marriage certificate, if the applicant is the spouse of the OFW, or birth certificate or the other competent proof of the relationship between the applicant and the OFW, if the applicant is a family member of the OFW. ✓ Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document. ✓ Photocopy of the OFW's passport with stamps showing continuous twelve (12) months of overseas work, or a certification from the Bureau of Immigration. ✓ Proof of income of the OFW's spouse or family member. <p>10. Legal guardian, Adoptive or Foster</p>	



parent – Proof of guardianship, such as the decision granting legal guardianship issued by a court; proof of adoption, such as the decree of adoption issued by a court, or order of Adoption issued by the DSWD or the National Authority on Child Care (NACC); proof of foster care such as the Foster Parent License issued by the DSWD or the NACC.				
3. Income Tax Return, depending on the client's work (1 copy, photocopy)		Applicant		
4. 1x1 ID Picture (2 pieces)		Applicant		
5. Birth Certificate of child/children (less than 22 years old) (1 copy, photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant solo parent will be interviewed and assessed by staff and check if all requirements are submitted.	Verify for authenticity of the requirements submitted, review/ check the entries on the form and conduct initial interview.	None	5-10 minutes	<i>All available MSWDO staff</i>
2. Wait for the validation and the confirmation message that the Solo Parent ID is ready for issuance. <i>Based on the Guidelines of RA 8972 30 days of validation and issuance</i>	Conduct ocular visit for verification and validation of the information.	None	30 days	<i>All available MSWDO staff</i>



3. Wait for the signed ID and proceed to Mayor's Office for signature				Hon. Bona Fe De Vera - Parayno Municipal Mayor
	TOTAL		5 days and 8 minutes	

3. Availment of Person With Disability (PWD ID) Card with Purchase Booklet for Medicines and Prime Commodities

Office or Division:	Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1x1 Picture of Disabled Person (2 pieces)		Applicant		
2. Medical Certificate indicating the nature/type of Disability (1 copy, original)		Applicant		
3. Barangay Certificate of Residency (1 copy, original)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Application Form and submit the supporting documents to the MSWD staff.	1. Review/Check entries in the application form and verify for authenticity of the requirements submitted.	None	15 minutes	All available MSWDO staff
2. Return the filled-out form and undergo interview and counseling.	2. Conduct interview and brief counseling.	None	5 minutes	All available MSWDO staff
3. Wait for the signed ID and booklets and proceed to Mayor's Office for signature	3. Encoding/typing and issuance of the PWD ID Card with Purchase Booklets.	None	2 minutes	All available MSWDO staff Municipal Social Welfare and Dev't. Officer
	TOTAL		22 minutes	



4. Emergency Shelter Assistance (ESA) to clients/families affected by any kind of disaster

The process includes home visitation of the family, area and collateral information from Barangay officials and community residence.

Office or Division:		Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Blotter or Certification from the Bureau of Fire for victims of fire (1 copy, original)		Applicant		
2. Barangay Clearance (1 copy, original)		Applicant		
3. Picture of the affected house		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from Mayor's Office and undergo interview based from the intake sheet conducted by MSWD staff.	1. Receive the referral Slip and conduct interview.	None	10 minutes	<i>All available MSWDO staff</i>
2. Wait for the preparation of Voucher and proceed to the Budget Office, Accounting Office and Treasury Office to process the documents.	2. Prepare Voucher	None	3 minutes	<i>All available MSWDO staff</i>
3. Proceed to the Mayor's Office to receive the Emergency Shelter Assistance.	3. Advise the client to go to the Mayor's Office	None	2 minutes	<i>M.O Staff</i>
TOTAL			15 minutes	



5. Preparation and Issuance of Social Case Study Report (SCSR)

Office or Division:		Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen / G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Abstract or Medical Certificate (1 copy, original or photocopy)		Applicant		
2. Hospital Statement of Account or Promissory Note or Prescription (1 copy, original or photocopy)		Applicant		
3. Letter of request or copy of checklist from the referring agency or (1 copy, original)		Applicant		
4. For scholarship purposes the following should be presented by the applicant: a. Enrollment Form or Report Card b. Certificate of Indigency from Barangay		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral from the requesting agency together with the other requirements.	Receive and check the referral and the other documents and conduct interview and assessment.	None	5-10 minutes	<i>All available MSWDO staff</i>
2. Client will come back for the issuance of the Social Case Study Report.	Prepare and encode the Social Case Study Report	None	Maximum of 1 - 2 days	<i>Social Welfare Officer III</i> <i>Social Welfare Officer I</i>
3. Wait for the issuance and approval of the SCSR.	Signed and issue the approved SCSR	None		<i>Municipal Social Welfare and Dev't. Officer</i> <i>Social Welfare Officer III</i> <i>Social Welfare Officer I</i>
Note: <i>For those clients with existing record of SCSR they just need to</i>				



present the updated Medical Records and wait for 5-10 minutes for the issuance of the SCSR.				
	TOTAL		1 day and 15 minutes	

6. Preparation of Certification

Issuance of Certificate of Indigency for Litigation – Court Purposes,
Medical or Hospitalization.

Office or Division:	Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 copy, original)		Applicant		
2. Letter of request or copy of checklist from the referring agency		Applicant		
3. Copy of the case being filed or subpoena (for litigation purposes)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral from the requesting agency together with the other requirements.	1. Receive and check the referral and validate the authenticity of the other documents and conduct interview and assessment.	None	5 minutes	<i>All available MSWDO staff</i>
2. Wait for the release of the Certificate of Indigency.	2. Prepare and encode the Certificate of Indigency	None	10 minutes	<i>Social Welfare Officer III</i> <i>Social Welfare Officer I</i> <i>Admin. Aide IV</i>
3. Wait for the issuance and approval of the Certification.	3. Signed and issue the approved SCSR	None	1 minute	<i>Municipal Social Welfare and Dev't. Officer</i> <i>Social Welfare Officer III</i>
	TOTAL		16 minutes	



Office of the Municipal Civil Registrar

Equity – Enhancing Services



1. ISSUANCE OF CERTIFIED COPIES OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

Birth, Death & Marriage Records are kept strictly confidential and no information relating thereto shall be issued except to the concerned person himself or any person authorized by him, his spouse, parents, direct descendants, or guardian, institution legally in-charge of him (if minor) (PD 603, Art. 7).

Office or Division:		Municipal Civil Registry Office		
Classification:		Simple		
Type of Transaction:		G2C- Gov't. to Citizen		
Who may avail:		All Registrants of Mangaldan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Request Slip (1 copy)		MCR Office		
2. Valid ID of Document Owner/Requester(1 copy)		Requester/Document Owner		
3. Authorization Letter (if authorized representative) (1 original copy)		Document owner		
4. Official Receipt (1 original copy)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up request form to the person-in-charge for verification	1. Receive the duly filled up request slip and verify the availability of the requested document. 1.1. Prepare the certificate if available 1.2 Advise the client for further verification at PSA serbilis outlet, Calasiao, Pangasinan	None	15 minutes	Registration Officer II Adminsitrative Aide II Job Order PSA Serbilis outlet
2. Pay the certification fee at the Treasurer's Office or proceed to PSA for further verification upon the person-in-charge's advise	2. Ask for the Official Receipt obtain from the Mun. Treasury Office or the Certificate obtain from PSA for proper action	P130.00	10 minutes	Mun. Treasury Office's collector
3. Receive the document and check first the data before leaving the office	3. Issue the certificate to the client	None	5 minutes	Mun. Civil Registrar Registration Officer II
TOTAL		P130.00	30 MINUTES	



2. REGISTRATION OF LIVE BIRTH

2.1 TIMELY REGISTRATION

The birth of a child shall be registered by the parents and attendant at birth **within thirty (30) days from the time of birth** at the Office of the Civil Registrar of the municipality where the birth occurred.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C- Gov't. to Citizen			
Who may avail:	All born in Mangaldan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Processing Slip (1 copy)		MCR Office		
2. Municipal Form 102 duly signed by attendant at birth (4 copies)		Applicant/MCR Office		
3. (For Illegitimate child)) AUSF (4 copies)		Mother of the child (Notary Public Office)		
4. Valid ID of parents		Parents of the child		
5. Official Receipt (1 copy)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled- up processing slip and other requirements to the person-in-charge	1. Check and verify the entries provided in the processing slip 1.1. Encode the data in the PHILCRIS 2.2 Print the Certificate of Live Birth	None	15 minutes	Registration Officer II
2. Pay the Processing fee at the Treasurer's Office and present to the person-in-charge	2. Ask for the Official Receipt obtain from the Mun. Treasury Office	P130.00	10 minutes	
3. Receive, review and certify as to the correctness of the data encoded in the certificate before leaving the office	3. Issue and advise the client to check the correctness and completeness of the data encoded in the certificate	None	5 minutes	Municipal Civil Registrar Registration Officer II
TOTAL		P130.00	30 MINUTES	



2.2 DELAYED REGISTRATION OF BIRTH

Any birth not registered within the reglementary period (**within thirty (30) days from the time of birth**) can be registered at the Municipal Civil Registry Office by way of delayed registration.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C- Gov't. to Citizen			
Who may avail:	All born in Mangaldan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Processing Slip (1 copy)		MCR Office		
2. Municipal Form 102 duly signed by attendant at birth (4 copies)		Applicant/MCR Office		
3. Negative Certification from PSA (1 original copy)		PSA Serbilis Outlet		
4. Valid ID of parents		Parents of the child		
5. Affidavit of Late Registration (4 copies)		Notary Public		
6. Certificate of Marriage of parents(if married)		Parents of the registrant		
7. Any 2 of the following: 1. Baptismal Certificate 2. Form 137 3. Voter Registration Record 4. Any document showing the name, date and place of birth of the person to be registered		Applicant/Registrant		
8. For Illegitimate child 1.1. AUSF (4 copies) 1.2 Admission of Paternity/Acknowledgement (4 copies)		Mother of the child (Notary Public) Father of the Child (Notary Public)		
9. Official Receipt (1 copy)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up processing slip and ALL requirements to the person-in-charge	1. Check and verify the entries provided in the processing slip and the requirements submitted. 1.1. Encode the data in the PHILCRIS 2.2 Print the Certificate of Live Birth	None	15 minutes	Registration Officer II
2. Pay the required fees at the Treasurer's Office and present to the person-in-charge	2. Ask for the Official Receipt obtain from the Mun. Treasury Office and post the late registration notice for 10 consecutive days at the MCR Bulletin Board	Processing Fee-P200.00 Birth Certificate fee 100.00 Documentary Stamp-30.00	10 minutes 10 days (posting period starts on the following day after filing)	Mun. Treasury Office's collector Job Order
3. Receive, review and certify as to the correctness of the data encoded in the certificate before leaving the office	3. Advise the client to check the correctness and completeness of the data encoded in the certificate and date of release of the document	None	(release will be on the 11 th day after filing) 5 minutes	Mun. Civil Registrar Registration Officer II



	TOTAL	P330.00	10 DAYS & 30 MINUTES	
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3.REGISTRATION OF MARRIAGE

3.1.TIMELY REGISTRATION

The Solemnizing Officer has the duty to register the marriage to the Office of the Civil Registrar where the marriage was solemnized **within fifteen (15) days** following the solemnization of marriage , in ordinary marriage and **within thirty(30) days** following the solemnization of marriage, for marriage exempt from license requirement.

Office or Division:		Municipal Civil Registry Office		
Classification:		Simple		
Type of Transaction:		G2C- Gov't. to Citizen		
Who may avail:		All whose marriage were SOLEMNIZED in Mangaldan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Municipal Form 97 duly signed by the contracting parties, sponsors and solemnizing officer (4 copies)		Solemnizing Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Municipal Form No. 97 to the person-in-charge	1. Check and verify the entries provided in the Marriage Certificate 1.1. Assign Registry Number 1.2. Receive and Register the Certificate of Marriage	None	15 minutes	Administrative Aide II
2. Receive the registered Marriage Certificate	2. Release the couple's and solemnizing officer's copy	None	5 minutes	Registration Officer II Mun. Civil Registrar
	TOTAL		20 minutes	



3.2 DELAYED REGISTRATION OF MARRIAGE

All marriage solemnized within the jurisdiction of Mangaldan and are not registered within the reglementary period can be registered at the Office of the Municipal Civil Registrar through delayed registration.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C- Gov't. to Citizen			
Who may avail:	All whose marriage were SOLEMNIZED in Mangaldan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Municipal Form 97 duly signed by the contracting parties, sponsors and solemnizing officer (4 copies)		Soleminizing Officer/Applicant		
2. Affidavit of delayed registration stating therein the exact place and date of marriage, the facts and circumstances surrounding the marriage and the reason or cause of the delay (4 copies)		Soleminizing Officer/Applicant (Notary Public)		
3. Negative Certification (1 original copy)		PSA Serbilis Outlet		
4. In the absence of the original marriage certificate, 4.1) Certification issued by the church or solemnizing officer based on their record or log book (1 original copy) 4.2) Affidavit of the couples (2 copies)		Soleminizing Officer Couples (Notary Public)		
5. Official Receipt (1 copy)		Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Municipal Form 97 and all the needed requirements to the person-in-charge	1. Check and verify the authenticity of the Marriage Certificate 1.1. Encode the data in PHILCRIS and print the Marriage Certificate 1.2 Post notice of Late registration in the MCR Bulletin Board	None	5 minutes 10 minutes 10 days (posting period starts on the following day after filing)	Administrative Aide II Job Order
2. Check the encoded data in the Certificate of Marriage for possible corrections and pay the required fees	2. Rectify errors if there's any 2.1 Advise the client to pay the required fees 2.2 Tell the client the date of release of the Certificate	Processing Fee-P200.00 Marriage Certificate fee 100.00 Documentary Stamp-30.00	10 minutes 10 minutes	Administrative Aide II Mun. Treasury Office's collector
3. Review and receive the registered Certificate	3. Register, and release the Marriage Certificate to the client	None	Release on the 11 th day after filing	Mun. Civil Registrar Registration Officer II



			5 minutes	
	TOTAL	P330.00	10 days & 40 min.	

4. REGISTRATION OF DEATH

4.1 TIMELY REGISTRATION

Registration of death shall be made at the Office of the Civil Registrar of the municipality where it occurred **within thirty (30) days from the time of death** by the nearest relative who has knowledge of the death.

Office or Division:		Municipal Civil Registry Office		
Classification:		Simple		
Type of Transaction:		G2C- Gov't. to Citizen		
Who may avail:		All death that occurred within Mangaldan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Processing Slip		MCR Office		
2. Municipal Form 103 duly signed by the embalmer, Medical attendant and reviewed by Mun. Health Officer (3 copies)		MCR Office – Embalmer- RHU		
3. Official Receipt (1 copy)		Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished processing slip and Municipal Form No. 103 to the person-in-charge	1. Check and verify the completeness of signatories in the Death Certificate and the entries in the Processing Slip	P100.00	Maximum of 1 day	Administrative Aide II
1.1 Pay the Burial Permit	1.1 Advise the client to pay the Burial Permit Fee		10 minutes	Mun. Treasury Office's collector
	1.2 Prepare the Burial Permit		10 minutes	Job Order Mayor's staff
1.2 Bring the Burial Permit at the Mayor's Office for signature	1.3 Encode the data in PHILCRIS and print the Death Certificate		15 minutes	Administrative Aide II
2. Check the encoded data in the Certificate of Death for possible corrections	2. Rectify errors if there's any	None	10 minutes	Administrative Aide II
3. Review and receive the registered Certificate	3. Release the Death Certificate to the client	None	5 minutes	MCR Administrative Aide II
	TOTAL	P100.00	50 minutes	



4.2 DELAYED REGISTRATION OF DEATH

Death that occur within Mangaldan and are not registered **within the thirty days (30) reglementary period** can be registered at the Office of the Municipal Civil Registrar by way of delayed registration.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C- Gov't. to Citizen			
Who may avail:	All death that occurred within Mangaldan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Processing Slip		MCR Office		
2. Municipal Form 103 duly signed by the embalmer, Medical attendant and reviewed by Mun. Health Officer (4 copies)		MCR Office – Embalmer- RHU		
3. Death Certificate (1 original copy)		Church		
4. Embalmer's Certification (1 original copy)		Embalmer		
5. Affidavit executed by any of the nearest relative of the deceased, or by any person having legal charge of the deceased stating therein the name of the deceased, the facts of his death, the date and place of burial or cremation and the circumstances and reason of the delay (4 copies)		Applicant-Notary Public		
6. PSA Negative Death Certificate (1 original copy)		PSA Serbilis Outlet		
7. Certificate of burial, cremation or other means of corpse disposal (1 copy)		Cemetery owner/caretaker		
8. Affidavit of Late Registration (2 witnesses) (3 copies)		Applicant – Notary Public		
9. Official Receipt (1 copy)		Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Processing Slip and Municipal Form No. 103 to the person-in-charge	1. Check and verify the completeness of signatories in the Death Certificate and the entries in the Processing Slip	Processing Fee-P200.00 Death Certificate fee 100.00 Documentary Stamp-30.00	5 minutes	Registration Officer II Administrative Aide II
1.1 Pay the required fees	1.1 Advise the client to pay the required fees		10 minutes	Mun. Treasury Office's collector Administrative Aide II
	1.2 Encode the data in PHILCRIS and print the Death Certificate		15 minutes	
	1.3 Post notice of Late		10 days (posting period)	Job Order



	registration in the MCR Bulletin Board		starts on the following day after filing)	
2. Check the encoded data in the Certificate of Death for possible corrections	2.Rectify errors if there's any and Advise the client on the date of release of the Certificate	None	10 minutes	Administrative Aide II
3. Review and receive the registered Certificate	3.Release the Death Certificate to the client	None	(Release is on the 11 th day after filing) 5 minutes	Mun. Civil registrar Registration Officer II
	TOTAL	P330.00	10 days & 45 minutes	



5. APPLICATION FOR MARRIAGE LICENSE

Marriage applicants must be eighteen years of age and above (either one party or both are residents of Mangaldan). Marriage License is valid in any part of the Philippines for a period of **120 days from the date of issue**. (Art. 20 of FC)

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C- Gov't. to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Municipal Form # 90 (Marriage Application)	MCR Office		
2.	Birth Certificate of both parties preferably new issuance	Applicant		
3.	Parents' consent (for applicant between 18-21 years old-Art. 14FC)or parents' advice (for applicant between 21-25 years old-Art.15FC)	Applicant's parents		
4.	Valid ID of both parties and the parents giving consent/advice	Applicant and their parents		
5.	Certificate of No Marriage (CENOMAR) for applicants aged 25 years and above	Applicant/PSA Serbilis Outlet		
6.	Death Certificate of spouse (if widowed), Annulment papers (Court Decision, Finality, Judicial Decree of Annulment & annotated PSA marriage certificate)	Applicant/Court/PSA Serbilis Outlet		
7.	Certificate of Attendance in a pre-marriage counselling	PMOC Team		
8.	For foreigners, Certificate of Legal Capacity to contract marriage obtain from diplomatic or consular office of their country here in the Philippines	Foreign Embassy		
9.	1x1 ID picture (2 copies) & 2X2 (1 copy)	Applicant		
10.	Official Receipt (1 copy)	Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Municipal Form 90 and the required requirements to the person-in-charge	1. Check and verify the entries provided in the Marriage Application 1.1 Process the Application Papers 1.2. Assign Registry Number	None	20 minutes	Mun. Civil Registrar Administrative Aide II Registration Officer II
2. Pay the Required Fees at the Treasury Office	2. Advise the couples to pay the required fees 2.1 Post the notice of Marriage Application in the	Application Fee P300.00 Family Planning 100.00	10 minutes 10 days	Municipal Treasury Office's collector Job Order



	MCR Bulletin Board	Miscellaneous fee 100.00		
	2.2. Advise the couples to get their marriage license after posting period	Service Fee 100.00	5 minutes	Registration Officer I Administrative Aide II
3. Receive the Marriage License	3. Release the marriage license after the 10 days posting period	P2.00	5 minutes (Release will be on the 11 th day after the date application)	Registration Officer II Mun. Civil Registrar
	TOTAL	P602.00	10 days & 40 minutes	



6. REGISTRATION AND ANNOTATION OF LEGAL INSTRUMENTS

Legal Instruments for Registration and Annotation in the affected Civil Registry Records are:

Affidavit of Legitimation, Affidavit of Acknowledgement/Admission of Paternity, and Affidavit to Use the Surname of Father (AUSF)

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C- Gov't. to Citizen			
Who may avail:	All Registrants of Mangaldan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Legal Instrument for Registration (4 original copies)		Applicant		
2. PSA Birth Certificate of child (original copy with 4 xerox copies)		Applicant		
3. Marriage Certificate (original copy with 4 xerox copies)		Parents		
4. Advisory of Marriage (original copy with 4 xerox copies)		Parents/ PSA Serbilis Outlet		
5. Certificate of Death (if one parent is already dead) (original copy with 4 xerox copies)		Applicant/Parent		
6. Authentic Writing (original copy with 4 xerox copies)		Applicant/Parent		
7. Official Receipt (1 copy)		Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the needed requirements to the person-in-charge	1. Check and verify the authenticity of the submitted requirements	None	1 day	Mun. Civil Registrar Registration Officer II
2. Pay the Required Fees at the Treasury Office	2. Advise the client to pay the required fees	Registration a) Legitimation P200.00 b) AUSF/ Acknowledgement/ Adminisition of Paternity-100	10 minutes	Municipal Treasury Office's collector
	2.1 Annotate the affected records	Fee 100.00	15 minutes	Registration Officer II
	2.2. Endorsed the documents to PSA Central Office, Quezon city	Endorsement Fee 300.00 Birth Certificate Fee 300.00 Doc. Stamp 90.00	5 minutes	Mun. Civil Registrar
3. Receive the document for mailing to PSA, Quezon City	3. Release the owner's copy and PSA copy with proper instruction		5 minutes	Registration Officer II
	TOTAL	P690.00 590.00	1 day & 35 minutes	



7. ANNOTATION IN THE CIVIL REGISTER OF COURT ORDERS/DECREE

Court Orders/Decree to be annotated in the Civil Register are:

Annulment of Marriage, Correction of Entries, Presumptive Death and Adoption

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C- Gov't. to Citizen			
Who may avail:	All Registrants of Mangaldan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True copies of Court Decision and Final Entry (3 sets)		Applicant/Court		
2. Certificate of Registration and Certificate of Authenticity (2 copies)		Applicant/ Civil Registry Office where the court is located		
3. Official Receipt (1 copy)		Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the needed requirements to the person-in-charge	1. Check and verify the authenticity of the submitted documents	None	1 day	Mun. Civil Registrar Registration Officer II
2. Pay the Required Fees at the Treasury Office	2. Advise the client to pay the required fees	Annulment P200.00 Marriage Cert 300.00 Doc Stamp 90.00 Endorsement Fee 100.00 Total P690.00	10 minutes	Municipal Treasury Office's collector
	2.1 Annotate the affected records		15 minutes	Registration Officer II
	2.2. Endorsed the documents to PSA Central Office, Quezon City	Adoption P300.00 Birth Cert. 300.00 Doc Stamp 90.00 Endorsement 100.00 Total 790.00 Correction of Entry P500.00 Certificate fee 300.00 Doc Stamp 90.00 Endorsement Fee 100 Total 990.00 Presumptive Death P500.00 Death Cert. 300.00 Doc. Stamp 90.00 Endorsement 100 Total P990.00	5 minutes	Mun. Civil Registrar
3. Receive the owner's copy and mail the PSA copy to PSA Central Office	3. Release the owner's copy and PSA copy with proper instruction		5 minutes	Registration Officer II
	TOTAL	P 690.00 P 790.00 P 990.00 P 990.00	1 day & 35 minutes	



8. REQUEST FOR SUPPLEMENTAL REPORT ON BIRTH, DEATH AND MARRIAGE CERTIFICATE

A Supplemental Report using the appropriate form (COLB,COM,COD) maybe filed to supply information inadvertently omitted when the document was registered.

Office or Division:		Municipal Civil Registry Office		
Classification:		Simple		
Type of Transaction:		G2C- Gov't. to Citizen		
Who may avail:		All Registrants of Mangaldan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Registered PSA Certificates with omitted entries (original copy with 4 xerox copies)		Applicant		
4. Supporting documents relevant to the requested entries to be supplemented (original copy with 4 xerox copies)		Applicant		
5. Affidavit of Supplemental Report (4 original copies)		Applicant/Notary Public		
6. Official Receipt (1 copy)		Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the needed requirements to the person-in-charge	1. Check and verify the authenticity of the submitted requirements	None	20 minutes	Mun. Civil Registrar
2.Pay the Required Fees at the Treasury Office	2. Advise the client to pay the required fees	Supplemental Report Fee P100.00 Birth/Death/Marriage Certificate Fee 300.00 Doc. Stamp 90.00	10 minutes	Municipal Treasury Office's collector
	2.1 Annotate the affected records		15 minutes	Registration Officer II
	2.2. Endorsed the documents to PSA Central Office, Quezon City		5 minutes	Mun. Civil Registrar
3.Receive the document for mailing to PSA, Quezon City	3.Release the owner's copy and PSA copy with proper instruction		5 minutes	Registration Officer II
TOTAL		P490.00	55 minutes	



9. PETITION FOR CHANGE OF FIRST NAME IN THE CERTIFICATE OF LIVE BIRTH UNDER R.A. NO. 9048

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C- Gov't. to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Birth Certificate to be changed (original copy with 3 xerox copies)		Applicant/PSA Serbilis Outlet		
2. Supporting documents relevant to the entry to be changed (original copy with 2 xerox copies)		Applicant		
a. Baptismal Certificate		Church		
b. Form 137 (Elementary/High School		School		
c. Marriage Certificate		MCR Office		
d. Death Certificate		COMELEC		
e. Birth Certificate –siblings		Assesor's Office		
f. Voter Certification		PNP,NBI Office/Notary Public		
g. Valid ID		Newspaper in General Circulation		
h. Tax Declaration				
i. Police, NBI & Employer's Clearance (If unemployed-Affidavit of Non-Employment)				
j. Affidavit of Publication & Newspaper Clippings				
3. Official Receipt (1 copy)		Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the needed requirements to the person-in-charge	1. Check and verify the authenticity of the submitted requirements	None	20 minutes	Mun. Civil Registrar Registration Officer II
2. Pay the Required Fees at the Treasury Office	2. Advise the client to pay the required fees	Filing Fee P3000.00	10 minutes	Municipal Treasury Office's collector
2.1 Review the finished petition and follow the person-in-charge's instruction	2.1. Process the petition		20 minutes	Mun. Civil Registrar
2.2 Publish the petition for 2 weeks in a newspaper in general circulation	2.2. Post the petition at the MCR's bulletin board		2 weeks publication/ 10 days posting	Job Order
2.3 Mail the documents to PSA Central Office	2.3. Endorsed the documents to PSA Central Office, Quezon City		5 minutes	Mun. Civil Registrar
2.4 Wait for a call/text message			2.5 months	
3 Receive the corrected document (Local Copy)	3. Release the owner's copy	Certificate Fee P200.00 Doc. Stamp 60.00	5 minutes	Registration Officer II
3.1 Verify PSA annotated copy at PSA Serbilis outlet after 2 months	3.1 Endorse Locally annotated copy to PSA Calasiao for endorsement to PSA Region I for SECPA annotation		2.5 months	Mun. Civil Registrar PSO, PSA Calasiao PSA Serbilis Outlet
TOTAL		P3260.00	5 months	



10. PETITION FOR CORRECTION OF CLERICAL ERROR IN THE CERTIFICATE OF LIVE BIRTH, CERTIFICATE OF MARRIAGE AND CERTIFICATE OF DEATH UNDER R.A. NO. 9048

Office or Division:		Municipal Civil Registry Office		
Classification:		Simple		
Type of Transaction:		G2C- Gov't. to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Certificates with erroneous entries (original copy with 3 xerox copies)		Applicant/ PSA Serbilis Outlet		
2. Supporting documents relevant to the entries to be corrected such as: (original copy with 2 xerox copies) a. Baptismal Certificate b. Form 137 (Elementary/High School c. Marriage Certificate d. Death Certificate e. Birth Certificate f. Voter Certification g. Valid ID h. Tax Declaration i. Insurance		Church School MCR Office COMELEC Assessor's Office		
3. Official Receipt (1 copy)		Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the needed requirements to the person-in-charge	1. Check and verify the authenticity of the submitted requirements	None	15 minutes	Mun. Civil Registrar Registration Officer II
2. Pay the Required Fees at the Treasury Office	2. Advise the client to pay the required fees	Filing Fee P1000.00	10 minutes	Municipal Treasury Office's collector
2.1 Review the finished petition and follow the person-in-charge's instruction	2.1. Process the petition		20 minutes	Mun. Civil Registrar
2.2 Mail the documents of PSA Central Office	2.2. Post the petition at the MCR's bulletin board		10 days	Client
2.3 Wait for a call/text message	2.3. Endorsed the documents to PSA Central Office, Quezon City		5 minutes	Mun. Civil Registrar
3. Receive the corrected document (Local Copy)	3. Release the owner's copy	Certificate Fee P200.00 Doc. Stamp 60.00	5 minutes	Registration Officer II Mun. Civil Registrar
3.1 Verify PSA annotated copy at PSA Serbilis outlet after 2 months	3.1 Endorse Locally annotated copy to PSA Calasiao for endorsement to PSA Region I for SECPA annotation		2.5 months	PSO, PSA Calasiao PSA Serbilis Outlet
TOTAL		P1260.00	5 months	



11. PETITION FOR CORRECTION OF CLERICAL ERROR IN THE CERTIFICATE OF LIVE BIRTH(CORRECTION OF SEX AND DAY & MONTH OF BIRTH UNDER R.A. NO. 10172)

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C- Gov't. to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA & LCR Copy Birth Certificate to be corrected (original copy with 3 xerox copies)		Applicant/ PSA Serbilis Outlet		
2. Supporting documents (Madatory Requirements) (original copy with 2 xerox copies)		School Hospital or Medical Clinic Church Rural Health Unit PNP.NBI Office, /Notary Public Newspaper in general circulation Mun. Treasury Office		
a. Form 137-Elementary/High School				
b. Medical Record				
c. Baptismal Certificate				
d. Medical Certification (for correction of sex only)				
e. Valid ID				
f. Police, NBI & Employer's Clearance (If unemployed-Affidavit of Non-Employment)				
g. Affidavit of Publication & Newspaper Clippings				
h. Official Receipt (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the needed requirements to the person-in-charge	1. Check and verify the authenticity of the submitted requirements	None	15 minutes	Mun. Civil Registrar Registration Officer II
2.Pay the Required Fees at the Treasury Office	2. Advise the client to pay the required fees	Filing Fee P3000.00	10 minutes	Municipal Treasury Office's collector
2.1 Review the finished petition and follow the person-in-charge's instruction	2.1. Process the petition		20 minutes	Mun. Civil Registrar
2.2 Publish the petition for 2 weeks in a newspaper in general circulation	2.2. Post the petition at the MCR's bulletin board		2 weeks Publication/ 10 days posting	Client
2.3 Mail the documents to PSA Central Office	2.3. Endorsed the documents to PSA Central Office, Quezon City		5 minutes	Mun. Civil Registrar
2.4 Wait for a call/text message			2.5 months	
4 Receive the corrected document (Local Copy)	3.Release the owner's copy	Certificate Fee P200.00 Doc. Stamp 60.00	5 minutes	Registration Officer II
3.1 Verify PSA annotated copy at PSA Serbilis outlet after 2 months	3.1 Endorse Locally annotated copy to PSA Calasiao for endorsement to PSA Region I for SECPA annotation		2.5 months	Mun. Civil Registrar PSO, PSA Calasiao PSA Serbilis Outlet
	TOTAL	P3260.00	5 months	



Office of the Municipal Cooperatives Officer

Equity – Enhancing Services



1. Assistance to Cooperatives

Provision of technical assistance to cooperatives.

Office or Division:		Municipal Cooperatives Office		
Classification:		Simple		
Type of Transaction:		Government to private individual/ other institutions		
Who may avail:		Any client (Walk-In/With Schedule)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook stating the purpose	1. Determine what transaction needs to be done.	None	2 minutes	Administrative Aide IV
2. Submit documents for review, or any data needed relative to purpose and wait for instructions/ advice from MCO	1. Assess and review submitted documents then instruct/advise the client on the office's action	None	10 minutes	Municipal Cooperatives Officer
		TOTAL	12 Minutes	

2. Request for Online / Face-to-Face PRS Or CCES

Conduct of online / face-to-face Pre Registration Seminar (PRS) for Cooperatives about to be established or Continuing Cooperatives (CCES) Education Seminar for existing cooperatives.

Office or Division:		Municipal Cooperatives Office		
Classification:		Complex		
Type of Transaction:		Government to private individual / Other institutions		
Who may avail:		Cooperatives for Establishment / Existing Cooperatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign In the Client's Logbook	Determine what transaction needs to be done	none	2 minutes	Administrative Aide IV



2. Undergo interview and make arrangements for schedule of the conduct of seminar	Conduct interview and set schedule for the Conduct of Online / Face-to-Face PRS or CCES	none	10 minutes	Municipal Cooperatives Officer
		TOTAL	12 Minutes	



Office of the PESO Manager

Equity – Enhancing Services



1. Referral

Profiling of jobseekers/clients needing Mayor's clearance, trainings and employment.

Office or Division:		PESO		
Classification:		Simple to Complex		
Type of Transaction:		Government to private individual/ other institutions		
Who may avail:		Private individual/ other institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cedula		Municipal Treasury Office		
Brgy. Clearance		Client's Brgy. officials		
Official Receipt (1 copy original)		Municipal Treasury Office		
RA 11261 FORM		MCO/PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in charge and get the Skills Registry System Form and fill it up.	1. Determine what transaction needs to be done. 1.1 Provide the NSRP for the client to fill up.	None	3 minutes	PESO Staff
2. Undergo interview	1. Assist the client for referral to any posted Job Vacancies and Technical Trainings.		5 minutes	PESO Manager - Designate
3. Wait for the Referral				
TOTAL			8 minutes	



2. Assistance to Programs

Catering clients queries to implemented or assisted DOLE/ TESDA programs

Office or Division:	PESO			
Classification:				
Type of Transaction:	Government to private individual/ other institutions			
Who may avail:	Private individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in charge and get the Skills Registry System Form and fill it out.	1. Determine what transaction needs to be done. 1.1 Provide the NSRP for the client to fill up.	None	5 minutes	PESO Staff
2. Undergo interview/ assessment.	1. Assess client's qualification to the preferred program available implemented by the DOLE /TESDA.		15 minutes	PESO Manager - Designate
3. Wait for further instructions from the PESO Manager-Designate				PESO Manager - Designate
TOTAL			20 minutes	



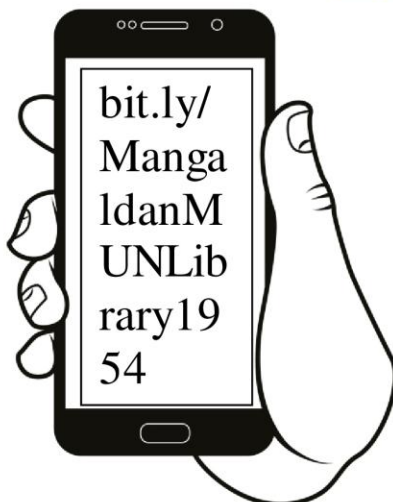
Municipal Library

Equity – Enhancing Services



Please be recognized to avail the services offered by the Municipal Library

In the browser of your android or IOS phone, TYPE this link for the LIBRARY USERS
AND GUESTS ONLINE REGISTRATION: bit.ly/MangaldanMUNLibrary1954 or Scan the QR Code



1. Reader's Service

Check-out and check-in of library materials for inside reading or photocopy.

Office or Division:		Municipal Library		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Type keywords in the OPAC for the availability of book/s and other materials.	Assist client to find the item/s needed.	None	3 minutes	Admin. Aide IV Admin. Aide II
2. Present a valid ID and fill up the Book Card/s	Receive the ID and Book Card/s of the book/s to be checked out	None	5 minutes	Admin. Aide IV Admin. Aide II
3. Return the book/s after use/ photocopy	Receive the book/s and return the ID to the client.	None	5 minutes	Admin. Aide IV Admin. Aide II
		TOTAL TIME	13 MINUTES	



2. Internet Library Service

Use of computer for this service is free to all library clients.

Office or Division:		Municipal Library		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the desk assistant of your intention to use the Computer	Assign client to the available computer unit.	None	3 minute	Admin. Aide (Job Order)
2. Proceed to the assigned computer unit	Monitor the client's activities while using the computer.	None	1 hour	Admin. Aide (Job Order)
3. Log-out after using the computer	Check the state of computer if it's properly shutdown.	None	3 minutes	Admin. Aide (Job Order)
		TOTAL TIME	1 hr. 6 minutes	

3. Online Research Assistance

To address the educational gap among learners during pandemic, the Municipal Library offers this service.

Office or Division:		Municipal Library		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends message of inquiry to Mangaldan Municipal Library's facebook page or email account	Send PDF, PNG or JPEG files available to the client through the same medium	None	30 minutes	Librarian III
		TOTAL TIME	30 minutes	



4. Egov Services

Assistance to online application or appointment services of government agencies like PNP Clearance, NBI Clearance, Philippine Statistics Authority (PSA), PRC, DFA and others.

Office or Division:		Municipal Library		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the desk assistant of the eGov service to avail	Assist the client in the online profiling	None	5 minutes	Admin. Aide (Job Order) Admin. Aide (Job Order)
2. Clients will pay the specified amount in Bayad Centers	Provide the Reference Code generated by the agency for the payment	Payment varies depending on the service availed	2 minutes	Admin. Aide (Job Order) Admin. Aide (Job Order)
3. Client proceeds to the agency concerned for the processing of requested document	N/A	N/A	N/A	N/A
		TOTAL TIME	7 minutes	



EXTERNAL SERVICES **(GROWTH – ORIENTED SERVICES)**



Office of the Market Supervisor

Growth – Oriented Services



1 Tranfer of Market Stall Rights

Transfer of Market Stall Rights is issued to Original Stall owners of thru his authorized representative/s who applies for it.

OFFICE or DIVISION		Office of the Market Supervisor		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2B - Government to Original Stallowner		
WHO MAY AVAIL		Transferror and Transferee Of Market Stall Rights		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Latest Mayor's Permit		Original Stallowner/Lessee	
2	Updated Monthly Rental		Office of Market Supervisor	
3	Deed of Sale		Stallowner/Lessee	
4	Waiver of Stall Rights		Stallowner	
5	Proof of Payment of Transfer of Rights		Office of Market Supervisor	
6	Deed of Conveyance		Office of the Mayor	
7	Certification		Office of Market Supervisor	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE COLLECTED	PROCESSING TIME
1	Submit original copy (deed of sale of stall rights)	Verify documents submitted	None	10 minutes
2	Pay corresponding Fees	Pay Transfer of Rights Fee	Php25,000.00	3 Minutes
		Pay certification fee	Php130.00	3 Minutes
3	Secure deed of conveyance	Present duly signed Deed of Conveyance	None	
4	Secure certification	Issuance of duly signed certification	None	None
		TOTAL		16 Minutes



2 ISSUANCE OF MARKET CLEARANCE

Issuance of Market Clearance for New Applicant and Renewal of Business Permit

OFFICE or DIVISION		Office of the Market Supervisor			
CLASSIFICATION		Simple			
TYPE OF TRANSACTION		G2B - Government to Original Stallowner			
WHO MAY AVAIL		Renewal and New Applicatns for Business Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Pevious Mayor's Permit (Operation and Lessor)	Original Stallowner			
		Original Stallowner/Lessee			
2	Updated Monthly Rental (permanent stall)	Stallowner			
3	DTI Certificate (for new applicant)	Applicant			
4	Proof of Payment	Office of Market Supervisor			
		Stallowner/Representative			
5	Certification	Office of Market Supervisor			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE COLLECTED	PROCESSING TIME	PERSON IN CHARGE
1	Submit photocopy of previous permits	Verify documents submitted	None	10 minutes	Arnold Visperas
2	Pay corresponding Fees	Pay Stall Rentals Pay calibration fee Pay certification fee	per location Php100.00 Php130.00	6 Minutes 3 minutes 3 Minutes	Market RCC's Salome de Vera
3	Bring weighing scales	Evaluation and Calibra- tion of Weighing Scales tion of Weighing Scales	None		Alfredo Gutierrez Noel de Guzman Rolando Prado
4	Secure certification/ Contract of Lesase	Issuance of certification and Contract of Lease	None	1 Minute	Juan R Garcia Jr Gerardo Aquino
		TOTAL		23 Minutes	



3 COMMUNICATIONS

Endorsements, transmittals, recommendations to other local offices

OFFICE or DIVISION		Office of the Market Supervisor		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2B - Government to Government		
WHO MAY AVAIL		Renewal and New Applicatns for Business Permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Executive Memorandum	As provided by LCE		
2	Audit Observation Memorandum	As provided by COA		
2	Municipal Ordinances/Resolutions	As transmitted by LCE and/or SB		
3	Advisories, Updates and other communications	As transmitted by other Provincial & National Offices		
4				
5				
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE COLLECTED	PROCESSING TIME
1	Transmittal of Reports	Prepare and submit collection reports	None	25 minutes
2	Reply to Communications Received	Prepare and Transmits Communications Dessiminate Information as received in printed form or public address system	None	As the need arises
		TOTAL		25 Minutes



Municipal Abattoir

Growth – Oriented Services



MTO-SLAUGHTERHOUSE SECTION

To protect the meat consuming public through efficient and effective meat inspection.

Office or Division:	Mangaldan Municipal Abattoir
Classification:	Simple
Type of Transaction:	G2B – Government Business Entity
Who may Avail:	All
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Large Cattle Document	Ownership
Shipping Permit	Assign Authorized Checkpoint
Veterinary Health Certificate	Provincial Veterinary / LGU-Employee (DA)
Barangay Certificate	Barangay Hall

Steps: Entry of Animals to be slaughtered

NO.	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For Large Cattle - Submit document such as certificate of ownership, transfer, identify markings, age, color	Check provided documents and inspect the animal to be slaughtered		20 Minutes	Caretaker on Duty / Meat Inspector on Duty
2	For Hogs - Submit document such as Shipping Permit, VHC, ASF Free Certificate, Barangay Certification	Check provided documents and inspect the animal to be slaughtered		20 Minutes	Caretaker on Duty / Meat Inspector on Duty
3	Put the animal in the corral	Records no. of animals to be slaughtered		10 Minutes	Caretaker on Duty / Meat Inspector on Duty
End of Transaction					
Time Duration for Large Cattle: 30 Minutes					
Time Duration for Hog: 30 Minutes					
Accomplish Client Feedback Form & Drop Box in front of Slaughterhouse Master Office					



Steps: Slaughtering of Animals

NO	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the animal to be slaughtered to the Slaughterhouse Master or Meat Inspector on duty	Conduct Ante-Mortem examination		10 Minutes	Slaughterhouse Master / Meat Inspector on Duty
2	Put the animal on the Slaughtering Area and slaughter the animal	Inspect for proper slaughtering of animal		1-2 Hours	Meat Inspector on Duty
3	Present the slaughtered animal for inspection of visceral organs	Conduct Post-Mortem Examination		30 Minutes	Meat Inspector on Duty
End of Transaction					
Time Duration: 1 Hour 40 Minutes – 2 Hours 40 Minutes					
Accomplish Client Feedback Form & Drop Box in front of Slaughterhouse Master Office					

Steps: Payment of Slaughtering Fees

NO	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the Revenue Collector's Office for payment of slaughterhouse fees	Collect Slaughterhouse Fees	Hog Carabao Cow SF 45.00 45.00 45.00 PF 10.00 20.00 20.00 CF 20.00 30.00 30.00 SF 20.00 60.00 60.00 UF 27.00 40.00 40.00 AM 5.00 10.00 10.00 PM 33.00 60.00 38.00	15 Minutes	Revenue Collector on Duty
2	Ask for Official Receipt	Issuance of Official Receipt		10 Minutes	Revenue Collector on Duty
End of Transaction					
Time Duration: 25 Minutes					
Accomplish Client Feedback Form & Drop Box in front of Slaughterhouse Master Office					



Steps: Issuance of Meat Inspection Certificate/Delivery Meat to Market

NO	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ask for Meat Inspection Certificate	Issue Meat Inspection Certificate		10 Minutes	Meat Inspector on Duty
2	Put the meat carcass on the delivery van	Delivery of meat carcass in the Public Market		30 Minutes	Meat delivery van Driver on Duty
End of Transaction					
Time Duration: 40 Minutes					
Accomplish Client Feedback Form & Drop Box in front of Slaughterhouse Master Office					



Office of the Municipal Engineer

Growth – Oriented Services

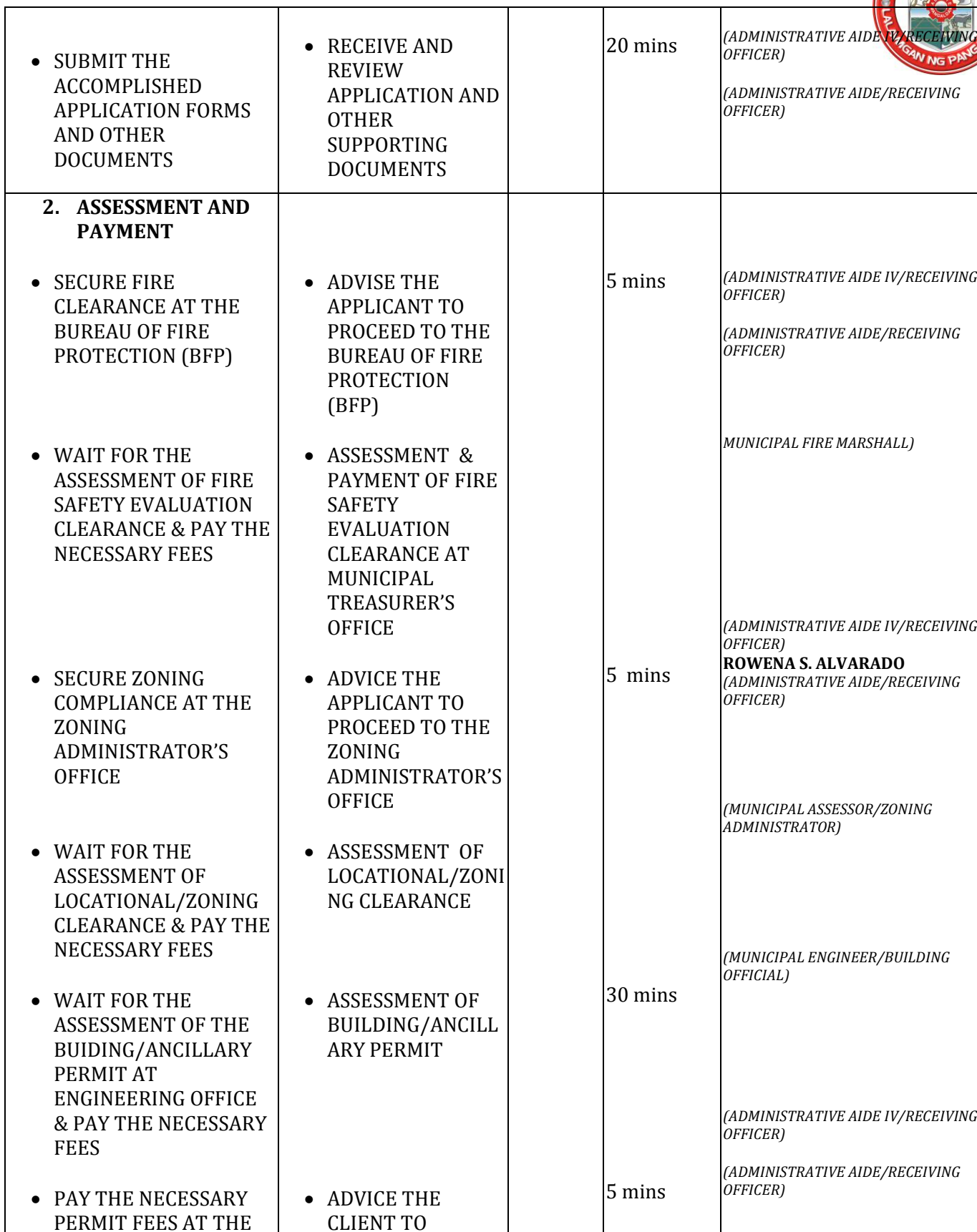


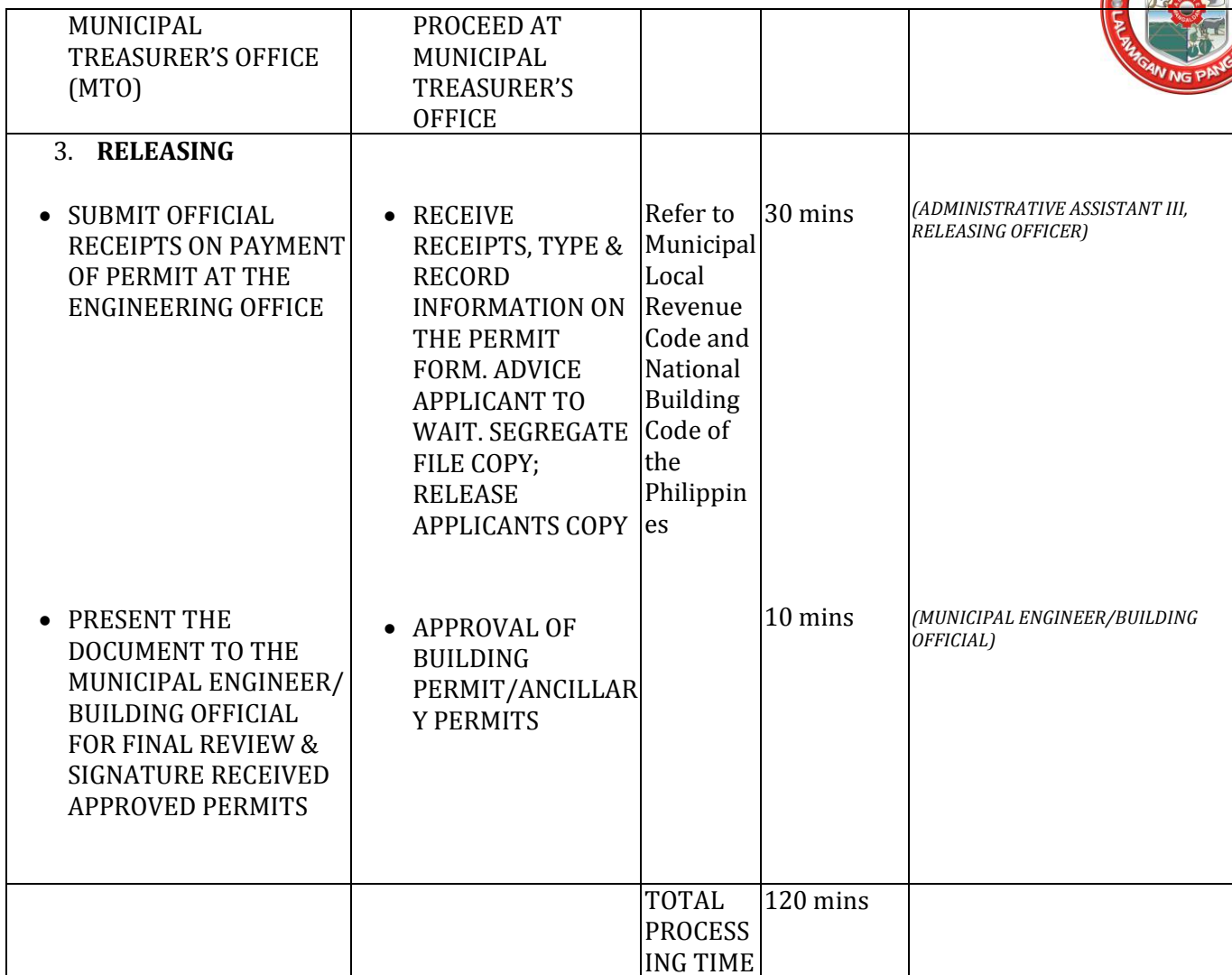
Application of Building Permit

Office or Division:	Municipal Engineering Office
Classification:	Simple Structure
Type of Transaction:	Government to Public Entity
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Four (4) copies of the application form for building permit, duly notarized together with the four (4) sets of the duly accomplished ancillary permit forms and Cedula	Municipal Engineering Office
2. Documentary Requirements: a) Certified true copy of Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT) covering the subject lot or a Lot Location Plan generated thru the Parcel Verification Service of the Land Registration Authority (LRA) – 2 copies b) Certified true copy of Tax Declaration – 2 copies ; and c) Current Real Property Tax Receipt – 2 copies In case the applicant is not the registered owner of lot: a) Duly notarized copy of the Contract of Lease; or b) Duly notarized copy of the Deed of Absolute Sale; or c) Duly notarized Affidavit of Lot Owner's Consent	
3. Four (4) sets of Survey Plans, Design Plan and other documents prepared, signed and sealed over the printed names of duly licensed and registered professionals: i. Geodetic Engineer (Lot Survey Plans) ii. Architect (Architectural Plans) iii. Civil Engineer/Structural Engineer (Civil/Structural Plans) iv. Sanitary Engineer or Master Plumber (Sanitary/Plumbing Plans) v. Professional Electrical Engineer (Electrical Plans) vi. Professional Mechanical Engineer (Mechanical Plans) vii. Professional Electronics Engineer (Electronics Plan) viii. Fire Protection Plan (if	



applicable)				
4. Duly notarized copy of Bill of Materials and Cost Estimate – 4 copies				
5. Technical Specification – 4 copies				
6. a) Structural Analysis and Design (For all buildings/structures except for one storey and single detached building/structure with a total floor area of 20.00 square meters or less) – 4 copies ; b) Boring and Load Test (For Buildings or Structures 3-Storeys & Higher and for lower buildings/structures at areas with potential geological/geotechnical hazards) – 4 copies ; and c) Seismic Analysis – 4 copies				
7. Construction Logbook duly signed by the Civil Engineer/Architect in-charge of construction				
8. Three (3) colored photocopies of valid licenses of all involved professionals (e.g. Professional Tax Receipt (PTR) and the Professional Commission identification card) 9. Clearances from other agencies a. Barangay Clearance (<i>Barangay Council</i>) b. Locational/Zoning Clearance c. Fire Clearance (<i>Fire Department</i>) d. Occupational Safety & Health Clearance (<i>DOLE</i>) e. NGCP Clearance (<i>if applicable</i>) f. DPWH -Lingayen, Pangasinan g. DENR h. DOH				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GET AND SUBMIT REQUIREMENTS <ul style="list-style-type: none"> • SECURE APPLICATION FORMS AND OTHER REQUIREMENTS AND MAKE CLARIFICATORY INQUIRIES • WAIT FOR THE SCHEDULE OF INSPECTION 	<ul style="list-style-type: none"> • BRIEF THE CLIENT ON THE SERVICE AND ITS REQUIREMENTS 		15 mins	(ADMINISTRATIVE AIDE IV/RECEIVING OFFICER) (ADMINISTRATIVE AIDE/RECEIVING OFFICER) (DRAFTSMAN II/BUILDING INSPECTOR) (ELECTRICAL ENGINEER/BUILDING INSPECTOR) (CONTRACT OF SERVICE/BUILDING INSPECTOR)

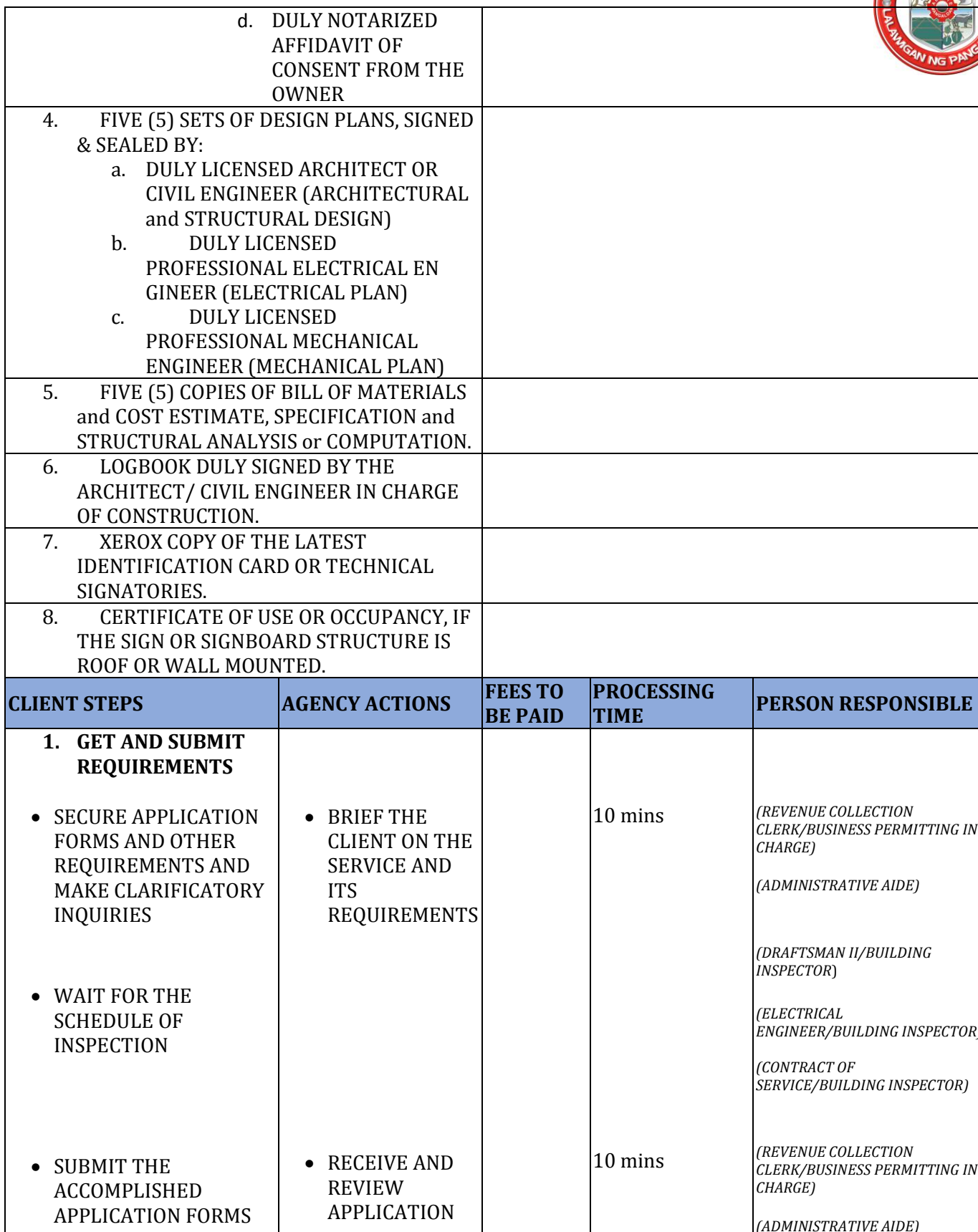


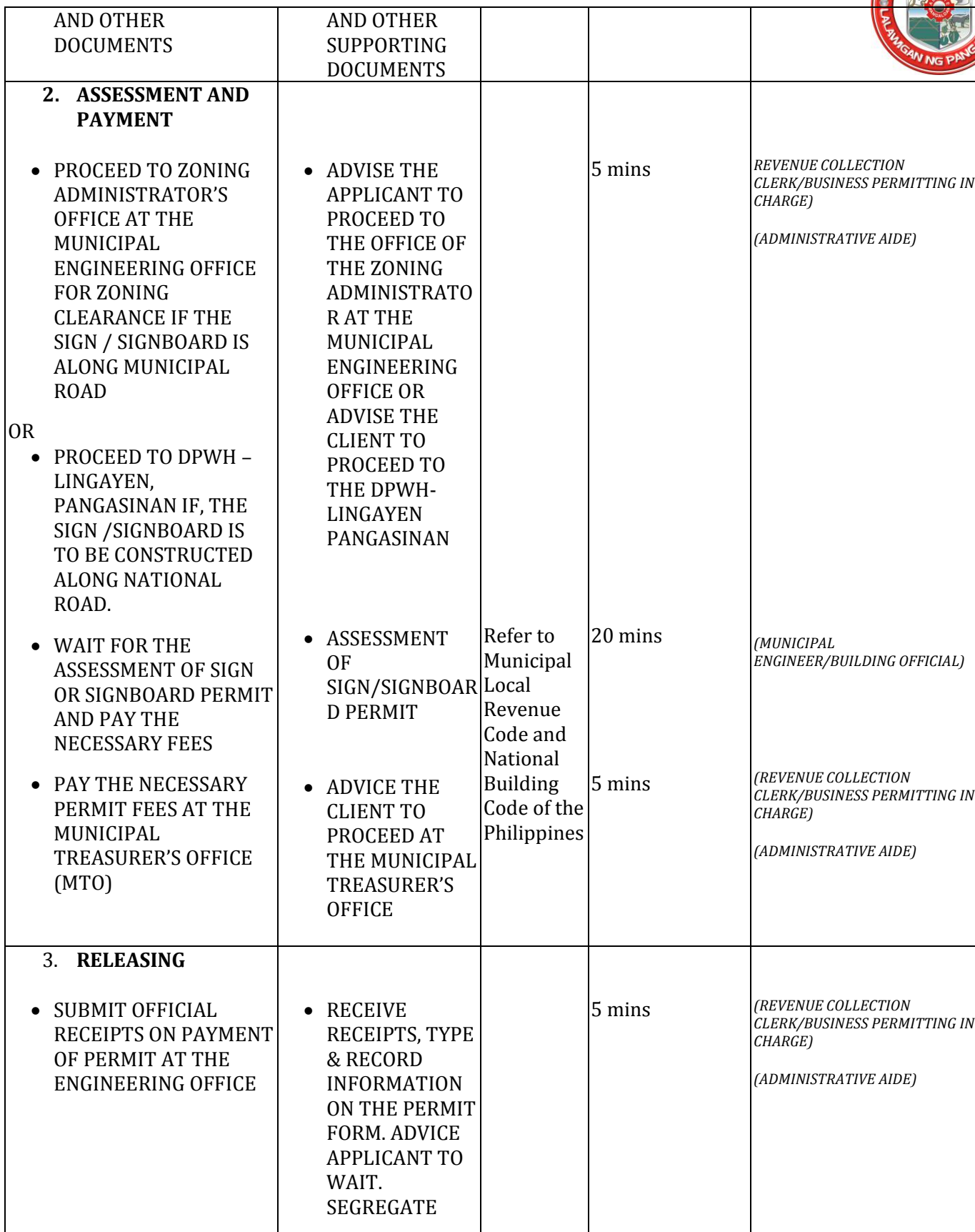




Application of Sign/Signboard Permit

Office or Division:	Municipal Engineering Office
Classification:	Business
Type of Transaction:	Government to Business Entity
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DULY ACCOMPLISHED SIGN OR SIGNBOARD PERMIT	Municipal Engineering Office
2. NOTE: For Proposed construction, Erection/ Installation of Signs or Signboard structures along national roads, a DPWH CLEARANCE is required. For Construction, Erection/ Installation along municipal roads, a Locational/ Zoning Clearance from the Municipal Assessor/ Zoning Administrator is required.	
3. PROOF OF OWNERSHIP, IF THE APPLICANT IS THE REGISTERED OWNER OF LOT / BUILDING; a. CERTIFIED TRUE XEROX COPY OF OCT/ TCT, ON FILE WITH THE REGISTRY OF DEEDS; b. CERTIFIED TRUE XEROX COPY OF TAX DECLARATION; AND c. CURRENT REAL PROPERTY TAX RECEIPTS. IN CASE THE APPLICANT IS NOT THE REGISTERED OWNER OF LOT/ BUILDING: a. DULY NOTARIZED COPY OF THE CONTRACT OF LEASE or b. DULY NOTARIZED COPY OF THE DEED OF ABSOLUTE SALE or c. DULY NOTARIZED COPY OF THE CONTRACT OF SALE or	





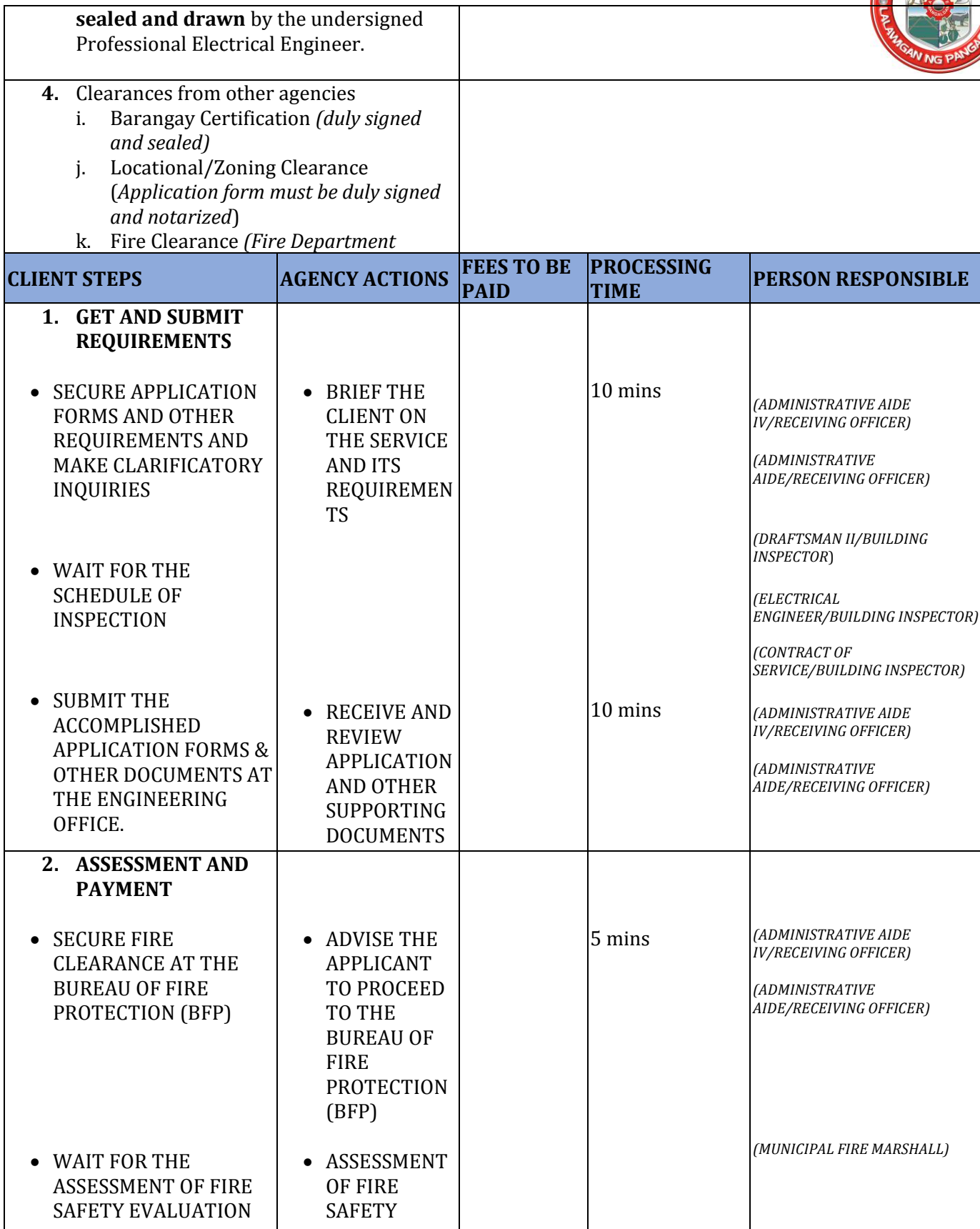


<ul style="list-style-type: none"> PRESENT THE DOCUMENT TO THE MUNICIPAL ENGINEER/ BUILDING OFFICIAL FOR FINAL REVIEW & SIGNATURE RECEIVED APPROVED PERMITS 	<ul style="list-style-type: none"> FILE COPY; RELEASE APPLICANTS COPY APPROVAL OF SIGN/SIGNBOARD PERMIT 		15 mins	(MUNICIPAL ENGINEER/BUILDING OFFICIAL)
		TOTAL PROCESSING TIME	70 mins	



Application of Electrical Permit Only (For Traditional Indigenous Family Dwellings)

Office or Division:	Municipal Engineering Office
Classification:	Ordinary
Type of Transaction:	Government to Public Entity
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) set of the application form for electrical permit duly signed and sealed with Cedula	Municipal Engineering Office
2. Documentary Requirements: a) Certified true copy of Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT) covering the Subject lot or a Lot Location Plan generated thru the Parcel Verification Service of the Land Registration Authority (LRA) – 2 copies b) Certified true copy of Tax Declaration – 2 copies ; and c) Current Real Property Tax Receipt – 2 copies In case the applicant is not the registered owner of lot: a) Duly notarized copy of the Contract of Lease; or b) Duly notarized copy of the Deed of Absolute Sale; or c) Duly notarized Affidavit of Lot Owner's Consent with photocopy of valid ID signed with 3 specimen signatures; d) Duly notarized Affidavit of Undertakings	
3. Three (3) sets of electrical plan signed,	





<p>CLEARANCE & PAY THE NECESSARY FEES</p> <ul style="list-style-type: none"> • SECURE ZONING COMPLIANCE AT THE ZONING ADMINISTRATOR'S OFFICE • WAIT FOR THE ASSESSMENT OF LOCATIONAL/ZONING CLEARANCE & PAY THE NECESSARY FEES • WAIT FOR THE ASSESSMENT OF THE ELECTRICAL PERMIT AT ENGINEERING OFFICE • PAY THE NECESSARY PERMIT FEES AT THE MUNICIPAL TREASURER'S OFFICE 	<p>EVALUATION CLEARANCE</p> <ul style="list-style-type: none"> • ADVISE THE APPLICANT TO PROCEED TO THE ZONING ADMINISTRATOR'S OFFICE • ASSESSMENT OF LOCATIONAL/ZONING CLEARANCE • ASSESSMENT OF ELECTRICAL PERMIT • ADVISE THE CLIENT TO PROCEED AT THE MUNICIPAL TREASURER'S OFFICE 	<p>Refer to Municipal Local Revenue Code and National Building Code of the Philippines</p>	<p>5 mins</p> <p>30 mins</p> <p>5 mins</p>	<p>(ADMINISTRATIVE AIDE IV/RECEIVING OFFICER)</p> <p>(ADMINISTRATIVE AIDE/RECEIVING OFFICER)</p> <p>(MUNICIPAL ASSESSOR/ZONING ADMINISTRATOR)</p> <p>(MUNICIPAL ENGINEER/BUILDING OFFICIAL)</p> <p>(ADMINISTRATIVE AIDE IV/RECEIVING OFFICER)</p> <p>(ADMINISTRATIVE AIDE/RECEIVING OFFICER)</p>
<p>3. RELEASING</p> <ul style="list-style-type: none"> • SUBMIT OFFICIAL RECEIPTS ON PAYMENT OF PERMIT AT THE ENGINEERING OFFICE 	<ul style="list-style-type: none"> • RECEIVE RECEIPTS, TYPE & RECORD INFORMATION ON THE PERMIT FORM. ADVISE APPLICANT TO WAIT. SEGREGATE FILE COPY; RELEASE APPLICANTS COPY 		<p>15 mins</p>	<p>ADMINISTRATIVE ASSISTANT III, (RELEASING OFFICER)</p>



<ul style="list-style-type: none"> PRESENT THE DOCUMENT TO THE MUNICIPAL ENGINEER/ BUILDING OFFICIAL FOR FINAL REVIEW & SIGNATURE RECEIVED APPROVED PERMITS. 	<ul style="list-style-type: none"> APPROVAL OF ELECTRICAL PERMIT. 		5 mins	(MUNICIPAL ENGINEER/BUILDING OFFICIAL)
		TOTAL PROCESSING TIME	85 mins	

Application of Occupancy Permit

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	Government to Public Entity
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. THREE (3) COPIES OF THE ACCOMPLISHED APPLICATION FORM, DULY NOTARIZED AND CEDULA.	Municipal Engineering Office
2. DOCUMENTARY REQUIREMENTS. <ul style="list-style-type: none"> a. THREE (3) COPIES OF DULY NOTARIZED CERTIFICATE OF COMPLETION SIGNED BY THE OWNER/ APPLICANT AND SIGNED AND SEALED BY DULY LICENSED ARCHITECT OR CIVIL ENGINEER IN CHARGE OF CONSTRUCTION, TOGETHER WITH APPROVED PLAN AND SPECIFICATIONS AND ONE COPY OF THE CONSTRUCTION LOGBOOK. IF THE CONSTRUCTION WAS UNDERTAKEN THROUGH A 	



<p>CONTRACT, THE CERTIFICATE OF COMPLETION SHALL BE SIGNED BY THE CONTRACTOR/ AUTHORIZED MANAGING OFFICER;</p> <p>b. ONE (1) COPY OF THE ISSUED BUILDING PERMIT AND THE ISSUED ANCILLARY PERMITS;</p> <p>c. ONE (1) COPY OF THE ISSUED LOCATIONAL CLEARANCE;</p> <p>d. OWNER'S COPY OF FIRE SAFETY CORRECTION SHEET AND ITS CORRESPONDING FSEC;</p> <p>e. THREE (3) COLORED PHOTOCOPIES OF VALID LICENSES OF ALL INVOLVED PROFESSIONALS (e.g. PROFESSIONAL TAX RECEIPT (PTR) AND THE PROFESSIONAL COMMISSION IDENTIFICATION CARD);</p> <p>f. PHOTOGRAPH OF THE COMPLETED STRUCTURE SHOWING FRONT, SIDES, AND REAR AREAS.</p>				
3. THREE (3) SETS OF AS BUILT PLAN REFLECTING ALL THE CHANGES/ MODIFICATIONS/ ALTERATIONS/AMENDMENTS/(IF APPLICABLE)				
4. ONE (1) COPY OF MATERIAL'S TEST RESULTS.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. GET AND SUBMIT REQUIREMENTS</p> <ul style="list-style-type: none"> • SECURE APPLICATION FORMS AND OTHER REQUIREMENTS AND MAKE CLARIFICATORY INQUIRIES • WAIT FOR THE SCHEDULE OF INSPECTION 	<ul style="list-style-type: none"> • BRIEF THE CLIENT ON THE SERVICE AND ITS REQUIREMENTS 		10 mins	<p>(ADMINISTRATIVE AIDE IV/RECEIVING OFFICER)</p> <p>(ADMINISTRATIVE AIDE/RECEIVING OFFICER)</p> <p>(DRAFTSMAN II/BUILDING INSPECTOR)</p> <p>(ELECTRICAL ENGINEER/BUILDING INSPECTOR)</p>



<ul style="list-style-type: none"> SUBMIT THE ACCOMPLISHED FORMS & COPY OF APPROVED BUILDING PERMIT AND RECEIPTS TO MEO 	<ul style="list-style-type: none"> RECEIVE AND REVIEW APPLICATION AND OTHER SUPPORTING DOCUMENTS 		10 mins	<p>(CONTRACT OF SERVICE/BUILDING INSPECTOR)</p> <p>(ADMINISTRATIVE AIDE IV/RECEIVING OFFICER)</p> <p>(ADMINISTRATIVE AIDE/RECEIVING OFFICER)</p>
<p>2. ASSESSMENT AND PAYMENT</p> <ul style="list-style-type: none"> SECURE FINAL SAFETY INSPECTION CERTIFICATE AT THE BUREAU OF FIRE PROTECTION (BFP) WAIT FOR THE ASSESSMENT OF FIRE SAFETY INSPECTION CERTIFICATE & PAY THE NECESSARY FEES WAIT FOR THE ASSESSMENT OF THE CERTIFICATE OF OCCUPANCY PAY THE NECESSARY PERMIT FEES AT THE MUNICIPAL TREASURER'S OFFICE (MTO). 	<ul style="list-style-type: none"> ADVISE THE CLIENT TO PROCEED TO THE BUREAU OF FIRE PROTECTION (BFP) ASSESSMENT OF FIRE SAFETY INSPECTION CERTIFICATE ASSESSMENT OF CERTIFICATE OF OCCUPANCY ADVISE THE CLIENT TO PROCEED AT THE MUNICIPAL TREASURER'S OFFICE 	Refer to Municipal Local Revenue Code and National Building Code of the Philippines	<p>5 mins</p> <p>30 mins</p> <p>5 mins</p>	<p>(ADMINISTRATIVE AIDE IV/RECEIVING OFFICER)</p> <p>(ADMINISTRATIVE AIDE/RECEIVING OFFICER)</p> <p>(MUNICIPAL FIRE MARSHALL)</p> <p>(MUNICIPAL ENGINEER/BUILDING OFFICIAL)</p> <p>(ADMINISTRATIVE AIDE IV/RECEIVING OFFICER)</p> <p>(ADMINISTRATIVE AIDE/RECEIVING OFFICER)</p>
<p>3. RELEASING</p> <ul style="list-style-type: none"> SUBMIT OFFICIAL RECEIPTS ON PAYMENT OF PERMIT AT THE ENGINEERING OFFICE 	<ul style="list-style-type: none"> RECEIVE RECEIPTS, TYPE & RECORD INFORMATION ON THE PERMIT FORM. ADVISE APPLICANT TO WAIT. 		15 mins	<p>(ADMINISTRATIVE ASSISTANT III, RELEASING OFFICER)</p>



<ul style="list-style-type: none"> PRESENT THE DOCUMENTS TO THE MUNICIPAL ENGINEER/ BUILDING OFFICIAL FOR FINAL REVIEW & SIGNATURE. RECEIVED APPROVED CERTIFICATE OF USE OR OCCUPANCY 	SEGREGATE FILE COPY; RELEASE APPLICANTS COPY <ul style="list-style-type: none"> APPROVAL OF CERTIFICATE OF OCCUPANCY/USE 		5 mins	(MUNICIPAL ENGINEER/BUILDING OFFICIAL)
		TOTAL PROCESSING TIME	80 mins	

NOTE: THE BUILDING/STRUCTURE SHALL BE SUBJECT TO ANNUAL INSPECTION AND ISSUANCE OF CERTIFICATE OF OCCUPANCY FOR A PERIOD OF ONE (1) YEAR FROM THE DATE OF ISSUANCE OF CERTIFICATE AND YEARLY THEREAFTER.



Office of the Municipal Assessor

Growth – Oriented Services



The Service:

The Office issues Certified True Copy of Tax Declaration, Certifications of various properties, holdings or with/without improvement, Annotation and/or Cancellation of Mortgage, Bail bonds and other notices for legal purposes and/or as a requirement in securing Building permit and for Loan/Mortgage purposes, transfer of Ownership and Zoning Certificate. Also serve to assess new buildings and machineries, and cancellation of damaged/demolished improvement. The office issues such certifications in compliance with RA 9485 (known as “Anti-Red Tape Act) and RA 11032 (An Act of Promoting Ease of Doing Business & Efficient Delivery of Government Services).

SCHEDULE OF AVAILABILITY OF SERVICES

Monday – Friday (NO NOON BREAK)

Who must avail of the service:

All taxpayers/citizens that need the service.

Fee: ₱ 100.00 - Certification Fee (as adopted in the updated Revenue Code of 2017)
30.00 – Documentary Stamp

How to avail of the service:

For Issuance of Certified True Copy and/or Photocopy, Certifications and Annotations/Cancellation of Mortgages, Annotation of Notices

STEPS (For Client)	REQUIRED DOCUMENTS / AMOUNT OF FEES	OFFICE ACTIVITY	DURATION OF ACTIVITY	EMPLOYEE/S RESPONSIBLE
1. Approach Staff of the Assessor’s Office, fill up request form, give the needed requirements and provide the needed informations being asked.	a. Current Tax Receipt and/or Tax Clearance b. Title (if any) c. Survey Plan (if any) d. Special Power of Attorney (if not the owner) e. Valid ID f. Affidavit/Notice duly notarized by Notary Public g. Real Estate Mortgaged/Cancellation of Mortgaged Contract h. Old Tax Declaration (for verification and annotations)	a. Scrutinize the requirements/documents being presented by the client b. Verify and trace back the concerned record up to the last series. c. Verify in the Tax Mapping and/or Google Maps if necessary	20 minutes	Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Angelo Mari T. Gutierrez
2. Pay the fee at the Municipal Treasurer’s Office	Fee: ₱ 100.00 – Certification Fee ₱ 300.00 – Documentary	a. Attached the official receipts at the certification needed.	2 minutes	Ariel D. Abalos Mhea S. Datlag Naida T. Dizon



	Stamp (as adopted in the updated Revenue Code of 2017) per certification/annotation	b. Stamp the dry seal to the certification. c. Affix the signatures of the assisting staff and the Municipal Assessor together with the requirements.		Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Angelo Mari T. Gutierrez Municipal Assessor
3. Affix the signature to the record/log book for the release of the certification		Release certification copy to client and file office copy.	2 minutes	Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Angelo Mari T. Gutierrez
		Total Length of Service:	24 minutes	

For Cancellation of Improvement

STEPS (For Client)	REQUIRED DOCUMENTS / AMOUNT OF FEES	OFFICE ACTIVITY	DURATION OF ACTIVITY	EMPLOYEE/S RESPONSIBLE
1. Approach Staff of the Assessor's Office, fill up request form, give the needed requirements and provide the needed informations being asked.	a. Current Tax Receipt and/or Tax Clearance b. Title (if any) c. Survey Plan (if any) d. Special Power of Attorney (if not the owner) e. Valid ID f. Affidavit/Notice duly notarized by Notary Public g. Barangay Certification and/or other document that gives support for the service e.g. picture of damages, bureau of fire certification, etc. h. Old Tax Declaration (for verification)	a. Scrutinize the requirements/documents being presented by the client b. Verify and trace back the concerned record up to the last series. c. Verify in the Tax Mapping and/or Google Maps if necessary d. Set date of ocular/ground verification.	20 minutes	Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Angelo Mari T. Gutierrez
2. Fetch the	Locator Slip duly signed	a. Conduct ground	3 hours	Ariel D. Abalos



assigned staff in conducting ocular/ground inspection to the location of the subject property.	by the Personnel concerned Log Book/Inspection Record Book	inspection and verification, taxmapped. b. Affix the signatures of tenants/owners to the inspection log book. c. Prepare endorsements papers based on the inspection report.		Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Municipal Assessor
3. Return to the Municipal Assessor's Office for the completion of the transaction and wait for further instruction and advice.		Advise client to wait for the status of the service from the Provincial Office. Bring all the documents to the Provincial Office for the approval. Upon approval, notice will be given from the Mun. Assessor's Office thru mail, call or text. Total Length of Service:	Upon travel order / 1 day 1 day 3 hrs 20 mins.	Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr.

For Assessment and Declaration of Building and Machinery.

STEPS (For Client)	REQUIRED DOCUMENTS / AMOUNT OF FEES	OFFICE ACTIVITY	DURATION OF ACTIVITY	EMPLOYEE/S RESPONSIBLE
1. Approach Staff of the Assessor's Office, fill up request form, give the needed requirements and provide the needed informations being asked.	a. Current Tax Receipt and/or Tax Clearance where the improvement erected b. Tax Declaration of the lot c. Title (if any) d. Survey Plan (if any) e. Special Power of Attorney (if not the owner) f. Valid ID g. Building permit/electrical permit h. Building Detailed Cost Estimates; Sworn Declaration/Statements duly notarized by the Notary Public	a. Scrutinize the requirements/documents being presented by the client b. Verify and trace back the concerned record up to the last series. c. Verify in the Tax Mapping and/or Google Maps if necessary d. Set date of ocular/ground verification.	20 minutes	Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Angelo Mari T. Gutierrez
2. Fetch the assigned staff in	Locator Slip duly signed by the Personnel	a. Conduct ground inspection and verification,	1 hour	Ariel D. Abalos Mhea S. Datlag



conducting ocular/ground inspection to the location of the subject property on the day it was scheduled.	concerned Log Book/Inspection Record Book	taxmapped, gather all the information needed in the appraisal sheets. b. Affix the signatures of tenants/owners to the inspection log book. c. Review, validate and prepare endorsements papers based on the inspection report.		Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Municipal Assessor
3. Return to the Municipal Assessor's Office for the completion of the transaction and wait for further instruction and advice.		Advise client to wait for the status of the service from the Provincial Office. a. Bring all the documents to the Provincial Office for the approval. b. Review and affix approval of the transaction, numbering c. Prepare and deliver the notice of approval of the assessment of the improvement duly signed by the Municipal Assessor. Total Length of Service:	Upon travel order / 1 day 1 day 1 hour & 20 mins.	Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Provincial Assessor Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr.



Other Services:

*** If the covered subject of service is not yet taxmapped, although the requirements are complete, still it is subject for tax mapping requirements and/or ocular inspection.**

STEPS (For Client)	REQUIRED DOCUMENTS / AMOUNT OF FEES	OFFICE ACTIVITY	DURATION OF ACTIVITY	EMPLOYEE/S RESPONSIBLE
1. Approach Staff of the Assessor's Office, fill up request form, give the needed requirements and provide the needed informations being asked.	a. Current Tax Receipt and/or Tax Clearance b. Title (if any) c. Survey Plan (if any) d. Special Power of Attorney (if not the owner) e. Valid ID f. Old Deed of Conveyance and Tax Declaration (for verification)	a. Scrutinize the requirements/documents being presented by the client b. Verify and trace back the concerned record up to the last series. c. Verify in the Tax Mapping and/or Google Maps if necessary d. Set date of ocular/ground verification.	45 minutes	Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Angelo Mari T. Gutierrez
2. Fetch the assigned staff in conducting ocular/ground inspection to the location of the subject property on the day it was scheduled.	Locator Slip duly signed by the Personnel concerned Log Book/Inspection Record Book Maps concerned and other documents	a. Conduct ground inspection and verification, taxmapped, gather all the information needed in the appraisal sheets. b. Affix the signatures of tenants/owners to the inspection log book.	3 hours	
3. Return to the Municipal Assessor's Office for the completion of the transaction and wait for further instruction and advice.	Checklist of additional/amendment of requirements will be given after the ocular inspection.	a. Review, validate all the requirements and documents; and prepare endorsements papers and new Tax Declaration based on the inspection report. Advise client to wait for the status of the service from the Provincial Office. b. Bring all the documents to the Provincial Office for the approval. c. Review and affix approval of the transaction, number d. Upon approval, notice will be given from the Mun. Assessor's Office thru mail, call or text.	3 hours Upon travel order / 1 day	Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V. Viado, Jr. Municipal Assessor Provincial Assessor Ariel D. Abalos Mhea S. Datlag Naida T. Dizon Annie V. Scott Benjamin A. San Juan, Jr. Benjamin V.



		Total Length of Service:	1 day 3 hrs 45 mins	Viado, Jr.
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ZONING OFFICE

The Service:

The Office issues Locational Clearance / Certificate of Zoning Compliance as one of requirements in securing building permit, land use and zoning for the citizens who want to establish residential, commercial and/or industrial buildings.

Who need the service:

All the citizens that need the service.

Availability:

Monday – Friday (NO NOON BREAK)

Application Requirements for Locational Clearance / Certificate of Zoning Compliance

Basic Requirements (two copies per documents)

- a. Duly accomplished and notarized APPLICATION FORM
- b. Requirements relative to RIGHT OVER LAND
 - i. Photocopy of the Certificate of Title in case registered in the name of applicant;
 - ii. Certified True Copy of the latest Tax Declaration;
 - iii. In the absence of any existing Certificate of Title in the name of the applicant, submit pro-forma Affidavit to the effect that:
 - The applicant is the owner of the property subject of the application
 - The reasons why the property is not yet titled;
 - That the property is situated within alienable and disposable lands and outside lands reserved for the public domain.
 - That the property is free from liens and encumbrances, or stating the liens and encumbrances of the property;
 - That the property is / is not tenanted (in case the property is planted with rice and corn)
 - iv. In case the property is not registered in the name of the applicant, submit Duly Notarized Deed of Sale, or Deed of Donation or Contract of Lease or Authorization to use land, whichever is applicable plus photocopy of the owner's Certificate of Title or in the absence of Title, the Tax Declaration and pro-forma Affidavit as described in Item iii.
- c. Vicinity Map
- d. Site Development Plan
- e. Indorsement / recommendation from the Department of Agrarian Reform for the conversion of agricultural lands into other uses if the project is to be situated in agricultural lands.
- f. For projects of local significance
 - i. Brgy. Resolution favorably endorsing the same
 - ii. Sangguniang Bayan Resolution favorably endorsing the same
- g. Filing and Legal Research Fees – Please refer to HLURB Schedule of Fees as adopted in the updated Revenue Code.



How to avail of the service:

Step	Applicant/Client	Office Activity	Duration	Person-In-Charge
1	Proceed to Zoning Office, make clarificatory inquiries	Brief the client with clarifications on the service.	3 mins.	Eng'r. Felipe A. Cera, Jr. (Zoning Officer)
		Verify / validate in the existing CLUP map / Google map.	10 mins.	Engr. Felipe A. Cera, Jr. (Zoning Officer) Ariel D. Abalos
		Verify / validate the documents if complete and complied with the requirements. Compute the fee to pay. Advise the client to pay the necessary fees	3 hrs.	Eng'r. Felipe A. Cera, Jr. (Zoning Officer)
2	Advise to pay corresponding fee and secure an official receipt from the Treasurer's Office	Type the Zoning Clearance / Certificate of Zoning Compliance with the needed/necessary information.	13 mins.	Eng'r. Felipe A. Cera, Jr. (Zoning Officer)
		Affix signature. Affix the seal	1 min.	Eng'r. Felipe A. Cera, Jr. (Zoning Officer)
3	Affix signature to the Release/Record Book and receive the Locational Clearance / Zoning Certificate	Segregate the duplicate copy. Release owner's copy to the client and/or forwarded to the Engineering office.	3 mins.	Eng'r. Felipe A. Cera, Jr. (Zoning Officer)
		Total Length of Service:	3 hours 30 mins.	



Office of the Municipal Treasurer

Growth – Oriented Services



1. Availing of Community Tax Certificate

A Community Tax Certificate is a form of identification issued by the cities and municipalities to all individuals that have reached the age of 18 years old. CTC is a proof that an individual is a resident of the City/Municipality and that he/she paid the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area. It is paid during the beginning of the year at the Municipal Treasurer's Office. After February 28, a penalty interest is imposed on the total tax due computed on a monthly basis.

Office or Division:		MUNICIPAL TREASURER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business Entity		
Who may avail:		18 years old and above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up form / Old Community Tax Certificate (CTC) / Government issued valid I.D. / For Employed Individuals - BIR Form 2316 or Proof of Income For Business Owners – Tax Order of Payment For Corporation – Tax Order of Payment		Client Client Business Permit & Licensing Office (BPLO) Business Permit & Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the form available in the counter and present it to the collector together with the document/s needed to determine the fees to be paid.	1. Receive the filled out form. 1.1 Issuance of BIR Form 0016 (For Individual) 0017 (For Corporation)	CTC – INDIVIDUAL Basic Community Tax – 5.00 Additional Community Tax – not to exceed P 5,000.00 - Gross Receipts or Earnings from Business during the preceding year P 1.00 for every P 1,000.00 - Salaries or Gross Receipt or Earnings derived from exercise of Profession – P 1.00 for every P 1,000.00 - Income from Real Property – P 1.00 for every P 1,000.00 CTC – CORPORATION Basic Community Tax – P500.00 Additional Community Tax – not to exceed P 10,000.00 - Assessed Value of Real Property owned in the Philippines P 2.00 for every P 5,000.00 - GROSS RECEIPTS including dividend earnings derived from business in the Philippines during the preceding year P2.00 for every P 5,000.00	20 minutes	Revenue Collection Clerk II
2. Pay the Community Tax	2. Collection of payment		10 minutes	Revenue



Certificate and receive the same	and present the CTC to the owner.			Collection Clerk II
3. Affix the signature and place the thumb mark in the box provided in 3 copies. Return the same to the collector.	3. Issue the 1 st copy and file the 2 nd and 3 rd copy.		10 minutes	Revenue Collection Clerk II
TOTAL NUMBER OF MINUTES			40 minutes	

2. Payment of Business Permit, Electrical and Building Permits, Clearances, Certificates and Other fees imposed by the Municipality

Payment of Business Permit is a requirement to every business establishment situated in the locality of Mangaldan. Likewise in the construction of building whether commercial or residential the owner must pay electrical and building permit fees before the construction of building.

Office or Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit – Tax Order of Payment (TOP)		Business Permit & Licensing Section (BPLS)		
Electrical & Building Permit – Assessment of Payment		Engineering Office		
Certificates – Government issued valid I.D. / CTC		MTO/MCR/RPTS/ASSESSOR and others		
Clearances – Government issued valid I.D. / CTC		PNP/Mayor's Office and others		
Others		Various Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required document/s for the payment of Business Tax and Regulatory Fees, Permit Fees, Electrical and Building Permit, Birth / Death / Marriage Certificates, Zoning Fees, Rental Fees, Garbage Fees, Clearances and Other Fees.	1. Prepare the Official Receipt (AF #51)	Tax, Fees and charges stated in the Municipal Ordinance No. 2017-104	20 minutes	Revenue Collection Clerk II
Pay the fees and receive the official receipt	Collection of payment		10 minutes	Revenue Collection Clerk II
TOTAL NUMBER OF MINUTES			30 minutes	



3. Registration and Transfer of large Cattle

The owner of a large cattle is hereby required to register said cattle with the Municipal Treasurer for which a Certificate of Ownership shall be issued to the Owner upon payment of a registration fee.

Office or Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Certificate of Ownership	P 150.00 + AF#53 5.00	Place of Business		
B. For Certificate of Transfer	150.00 + AF# 52 10.00			
C. For Registration of Private Brand	200.00			
D. Branding Fee	200.00			
E. Research/ Verification fee	100.00			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for inspection of Cattle	1. Prepares necessary document/s for the inspection		5 minutes	Revenue Collection Clerk II
2. Enumerate the distinguishing marks	2. Indicate appropriate brand, marks, and permanent physical mutilations or peculiarities of animal giving marginal description when necessary to fully identify the animal.		10 minutes	Revenue Collection Clerk II
3. Pay the required fees	3. Collection of fees	Refer to list of fees above	10 minutes	Revenue Collection Clerk II
4. Receive the Certificate of Ownership/Transfer of Ownership	4. List down in the Book of Registry the Certificate issued		5 minutes	Revenue Collection Clerk II
TOTAL NUMBER OF MINUTES			30 minutes	



Business Permit and Licensing Section

Growth – Oriented Services



1. BUSINESS PERMIT (New – Walk In)

Any business entity who shall establish, operate or conduct any business, trade or activity in this municipality shall first obtain a Mayor's Permit and pay the fee thereof and the business tax imposed.

OFFICE or DIVISION	Business Permit & Licensing Section			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2B – Government to Business Entity			
WHO MAY AVAIL	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Market Clearance – For Public Market Applicants (1 copy original)		Office of the Market Supervisor		
2. SEC/DTI/CDA Registration (1 copy Xerox)		SEC/DTI/CDA		
3. Sworn Statement of Capital Investment (1 copy Original)		Applicant		
4. Three (3) passport size picture of the owner/President if Corporation.		Applicant		
5. Community Tax Certificate (Upon Payment of TOP)		Municipal Treasury Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements at the Business Permit & Licensing Section.	Evaluation and Assessment	1/20 of 1% of Capital Investment + Regulatory Fees (refer to Local Revenue Code, Chapter IIIA, Sec 1) Ex: Capital of ₱30,000	1 Day (1 hour)	<i>Elma P. Aquino</i> Section Chief - BPLS <i>Gary H. Catungal</i> Livestock Inspector II <i>Lily Loren G. Bagbagay</i> Rev. Coll. Clerk I
2. PAY AND WAIT FOR THE RELEASE OF THE MAYORS PERMIT	Treasury Office- Received Payment BPLS- Release of the Business Permit	Fees to be paid: Business Tax - ₱15.00 Add: Regulatory Fees - ₱1,700.00 Total - ₱1,715.00	1 Day (1 hour)	<i>Estela B. Aquino</i> Administrative Aide II <i>Charina Presto</i> Administrative Aide IV
	TOTAL		1 Day (2 hours)	



2. BUSINESS PERMIT (New – Online)

Any business entity who shall establish, operate or conduct any business, trade or activity in this municipality shall first obtain a Mayor's Permit and pay the fee thereof and the business tax imposed.

OFFICE or DIVISION	Business Permit & Licensing Section			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2B – Government to Business Entity			
WHO MAY AVAIL	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Market Clearance – For Public Market Applicants (1 copy original)		Office of the Market Supervisor		
2. SEC/DTI/CDA Registration (1 copy Xerox)		SEC/DTI/CDA		
3. Sworn Statement of Capital Investment (1 copy Original)		Applicant		
4. Three (3) passport size picture of the owner/President if Corporation.		Applicant		
5. Community Tax Certificate (Upon Payment of TOP)		Municipal Treasury Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Apply online and upload the complete requirements thru ebpls link at http://bit.ly/3XOduNr	Evaluation and Assessment	1/20 of 1% of Capital Investment + Regulatory Fees (refer to Local Revenue Code, Chapter IIIA, Sec 1)) Ex: Capital of ₱30,000 Fees to be paid:	1 Day (1 hour)	<i>Elma P. Aquino</i> Section Chief - BPLS <i>Gary H. Catungal</i> Livestock Inspector II <i>Lily Loren G. Bagbagay</i> Rev. Coll. Clerk I
2. PAY AND WAIT FOR THE RELEASE OF THE MAYORS PERMIT	Treasury Office- Received Payment BPLS- Release of the Business Permit	• Business Tax - ₱15.00 • Regulatory Fees - ₱1,700.00 Total - ₱1,715.00	1 Day (1 hour)	<i>Estela B. Aquino</i> Administrative Aide II <i>Charina Presto</i> Administrative Aide IV
	TOTAL		1 Day (2 hours)	



3. BUSINESS PERMIT (Renewal – Walk in)

Any business entity who shall establish, operate or conduct any business, trade or activity in this municipality shall first obtain a Mayor's Permit and pay the fee thereof and the business tax imposed.

OFFICE or DIVISION		Business Permit & Licensing Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2B – Government to Business Entity		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Mayor's Permit (1 copy original)		Applicant		
2. Market Clearance – For Public Market Applicants (1 copy original)		Office of the Market Supervisor		
3. SEC/DTI/CDA Registration (1 copy Xerox)		SEC/DTI/CDA		
4. Sworn Statement of Gross Receipt (1 copy original)		Applicant		
5. Community Tax Certificate (Upon Payment of TOP)		Municipal Treasury Office		
CLIENTS STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements at the Business Permit & Licensing Section.	Evaluation and Assessment	Assessment of Fees (referto Local Government Code) + Regulatory Fees (refer toLocal Rev.Code Chapter II, Sect. 2) Ex. (RETAILER) GROSS SALES: P365,000.00 FEES TO BE PAID: Business Tax -P 8,760.00 Regulatory Fees -P 1,700.00 Total -P 10,460.00	1 Day (1 hour)	<i>Elma P. Aquino</i> Section Chief - BPLS <i>Gary H. Catungal</i> Livestock Inspector II <i>Lily Loren G. Bagbagay</i> Rev. Coll. Clerk I
2. PAY AND WAIT FOR THE RELEASE OF THE MAYORS PERMIT	Treasury Office- Received Payment BPLS- Release of the Business Permit		1 Day (1 hour)	<i>Estela B. Aquino</i> Administrative Aide II <i>Charina Presto</i> Administrative Aide IV
	TOTAL		1 Day (2 hours)	



4. BUSINESS PERMIT (Renewal – Online)

Any business entity who shall establish, operate or conduct any business, trade or activity in this municipality shall first obtain a Mayor's Permit and pay the fee thereof and the business tax imposed.

OFFICE or DIVISION		Business Permit & Licensing Section		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2B – Government to Business Entity		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Mayor's Permit (1 copy original)		Applicant		
2. Market Clearance – For Public Market Applicants (1 copy original)		Office of the Market Supervisor		
3. SEC/DTI/CDA Registration (1 copy Xerox)		SEC/DTI/CDA		
4. Sworn Statement of Gross Receipt (1 copy original)		Applicant		
5. Community Tax Certificate (Upon Payment of TOP)		Municipal Treasury Office		
CLIENTS STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Apply online and upload the complete requirements thru ebpls link at http://bit.ly/3XOduNr	Evaluation and Assessment	Assessment of Fees (refer to Local Government Code) + Regulatory Fees (refer to Local Rev. Code Chapter II, Sect. 2) Ex. (RETAILER) GROSS SALES: P365,000.00 FEES TO BE PAID:	1 Day (1 hour)	<i>Elma P. Aquino</i> Section Chief - BPLS <i>Gary H. Catungal</i> Livestock Inspector II Lily Loren G. Bagbagay Rev. Coll. Clerk I
2. PAY AND WAIT FOR THE RELEASE OF THE MAYORS PERMIT	Treasury Office- Received Payment BPLS- Release of the Business Permit	<ul style="list-style-type: none"> • Business Tax -P 8,760.00 • Regulatory Fees -P 1,700.00 Total -P 10,460.00	1 Day (1 hour)	<i>Estela B. Aquino</i> Administrative Aide II <i>Charina Presto</i> Administrative Aide IV
	TOTAL		1 Day (2 hours)	



5. BUSINESS CLOSURE CERTIFICATION

The business closure certification is issued to an entity who applies for business closure.

OFFICE or DIVISION		Business Permit & Licensing Section		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2B – Government to Business Entity		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Closure (1 Copy original)		Applicant		
2. Sworn Statement of Gross Sales/ITR (1 copy original)		Applicant		
3. Latest Mayor's Permit (1 copy original)		Applicant		
4. Official Receipt (1 copy original)		Municipal Treasury Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements and apply on-line or thru Ebpls, or walk-in at the Business Permit & Licensing Section.	Evaluation and Assessment	Closure Fee – (Refer to Local Rev. Code, Chapter II, Sec 2) Certification Fee – PHP130.00	1 Day (1 hour)	<i>Elma P. Aquino</i> Section Chief - BPLS <i>Gary H. Catungal</i> Livestock Inspector II Lily Loren G. Bagbagay Rev. Coll. Clerk I
	Treasury Office- Received Payment BPLS- Release of Certification		1 Day (1 hour)	<i>Estela B. Aquino</i> Administrative Aide II <i>Elma P. Aquino</i> Section Chief - BPLS
	TOTAL		1 Day (2 hours)	



6. CERTIFICATION

The certification is issued to affirm the validity of information.

OFFICE or DIVISION		Business Permit & Licensing Section		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Client, G2G – Government to Government		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (1 Copy original)		Applicant		
2. Official Receipt (1 copy original)		Municipal Treasury Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit the required documents for assessment and verification at the Business Permit & Licensing Section.	Received the required documents and check for completeness.	CertificationFee – PHP130.00	1 Day (1 hour)	<i>Elma P. Aquino</i> Section Chief - BPLS <i>Gary H. Catungal</i> Livestock Inspector II Lily Loren G. Bagbagay Rev. Coll. Clerk I Nancy Suarez Admin Aide III
2. PAY AND WAIT FOR THE RELEASE OF THE CERTIFICATION	Treasury Office- Received Payment BPLS- Release of Certification		1 Day (1 hour)	<i>Estela B. Aquino</i> Administrative Aide II Nancy Suarez Admin Aide III
	TOTAL		1 Day (2 hours)	



7. MOTORIZED TRICYCLE OPERATORS PERMIT

The Mayor's Permit is a requirement for all motorized tricycle plying the territorial jurisdiction of the municipality. It is a document that proves and as a proof that the operator has complied with safety requirements, including LTO registration and settled regulatory fees due to the LGU.

OFFICE or DIVISION	Business Permit & Licensing Section			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Client, G2G – Government to Government			
WHO MAY AVAIL	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Mayor's Permit (1 copy original)		Applicant		
2. Community Tax Certificate (1 Copy original)		Municipal Treasury Office		
3. Official Receipt / Certificate of Registration of Motor Vehicle (1 Copy Xerox)		Applicant		
4. Medical Certificate (1 copy original)		Municipal Health Office		
5. Road Worthiness Clearance of Motor Vehicle (1 copy original)		Municipal Traffic Regulatory Group		
6. Official Receipt (1 copy original)		Municipal Treasury Office		
CLIENTS STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Fill out application form and submit therequired documentsfor assessment and verification at the Business Permit & Licensing Section.	Receive application, check the requirements and assessed the fees and charges.	PHP 510.00	1 Day (1 hour)	<i>Elma P. Aquino</i> Section Chief - BPLS <i>Gary H. Catungal</i> Livestock Inspector II <i>Lily Loren G. Bagbagay</i> Rev. Coll. Clerk I <i>Nancy Suarez</i> Admin Aide III
	Treasury Office- Received Payment BPLS- Release of the Business Permit		1 Day (1 hour)	<i>Estela B. Aquino</i> Administrative Aide II <i>Charina Presto</i> Administrative Aide IV
	TOTAL		1 Day (2 hours)	



8. PEDALLED TRICYCLE OPERATORS PERMIT

The Mayor's Permit is a requirement for all pedaled tricycle plying the territorial jurisdiction of the municipality. It is a document that proves and as a proof that the operator has complied with safety requirements and settled regulatory fees due to the LGU.

OFFICE or DIVISION	Business Permit & Licensing Section			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Client			
WHO MAY AVAIL	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Mayor's Permit (1 copy original)		Applicant		
2. Community Tax Certificate (1 Copy original)		Municipal Treasury Office		
3. Medical Cert. (1 copy original)		Municipal Health Office		
4. Road Worthiness Clearance of Pedaled Vehicle (1 copy original)		Municipal Traffic Regulatory Group		
5. Official Receipt (1 copy original)		Municipal Treasury Office		
CLIENTS STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out application form and submit therequired documentsfor assessment and verification at the Business Permit & Licensing Section.	Receive application, check the requirements and assessed the fees and charges.	PHP 410.00	1 Day (1 hour)	<i>Elma P. Aquino</i> Section Chief-BPLS <i>Garry H. Catungal</i> Livestock Inspector II <i>Lily Loren G. Bagbagay</i> Rev. Coll. Clerk I <i>Nancy Suarez</i> Admin Aide III
2. PAY AND WAIT FOR THE RELEASE OF MAYOR'S PERMIT.	Treasury Office- Received Payment BPLS- Release of the Business Permit		1 Day (1 hour)	<i>Estela B. Aquino</i> Administrative Aide II <i>Charina Presto</i> Administrative Aide IV
	TOTAL		1 Day (2 hours)	



9. CERTIFICATION ON DROPPING OF LINE OF MOTORVEHICLE

The certification is issued to affirm the validity of information.

OFFICE or DIVISION	Business Permit & Licensing Section			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Client, G2G – Government to Government			
WHO MAY AVAIL	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt / Certificate of Registration of Motor Vehicle (1 Copy Xerox)		Applicant		
2. Official Receipt (1 copy original)		Municipal Treasury Office		
CLIENTS STEP/S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit the required documents for assessment and verification at the Business Permit.	Received the required documents and check for completeness.	Certification Fee – PHP330.00	1 Day (1 hour)	<i>Elma P. Aquino</i> Section Chief - BPLS <i>Gary H. Catungal</i> Livestock Inspector II Lily Loren G. Bagbagay Rev. Coll. Clerk I Nancy Suarez Admin Aide III
2. PAY AND WAIT FOR THE RELEASE OF THE CERTIFICATION	Treasury Office- Received Payment BPLS- Release of Certification		1 Day (1 hour)	<i>Estela B. Aquino</i> Administrative Aide II Nancy Suarez Admin Aide III
	TOTAL		1 Day (2 hours)	



Municipal Treasurer's Office – Real Property Tax Section

Growth – Oriented Services



1. COLLECTION OF REAL PROPERTY TAXES:

All persons who owns land, machinery and building located within the Municipality.

OFFICE or DIVISION:		Real Property Tax Section		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Client, G2G – Government to Government		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old Official Tax Receipt		Applicant		
2. Tax Declaration		Applicant		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the purpose and provide the information needed.	1. Verify from the Real Property Tax Account Register <ul style="list-style-type: none"> Start processing the request 	None	25 Minutes	RCC III RCC II ADMIN. IV
2. Wait while tax is being Computed.	2. NATB (Notice of Assessment And Tax Bill)	None	25 Minutes per parcel	RCC III RCC II ADMIN. IV
3. Pay Real Property Tax and Get Official Receipt.		2% of total Assessed Value of the Declared Property	25 Minutes	RCC III RCC II ADMIN. IV (Bonded Collectors)
	TOTAL		75 Minutes	



2. ISSUANCE OF CERTIFICATION:

The certification is issued to affirm the validity of the information.

OFFICE or DIVISION:		Real Property Tax Section		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Client, G2G – Government to Government		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Official Tax Receipt		Applicant		
2. Tax Declaration		Applicant		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the purpose and provide the information needed.	1. Verify from the Record	None	30 Minutes	RCC III RCC II ADMIN. IV ADMIN. III
2. Pay the required fees at Municipal Treasury Office for the Certification Fee.	2. Accept the payment based on the Order of Payment. • Issue the Official Receipt	Certification Fee – PHP130.00	25 Minutes	Revenue Collection Clerk Municipal Treasury
3. Wait for the requested Certification	3. Check the Official Receipt • Prepare the Certification	None	25 Minutes	Mun. Treasurer LRCCO III RCC II
4. Received the Certification	4. Release the Certification	None	25 Minutes	RCC II ADMIN. IV ADMIN. III
	TOTAL		105 Minutes	



Office of the Municipal Agriculturist

Growth – Oriented Services



1. Availment of Certified and Hybrid Rice Seeds, Vegetable Seeds and Hybrid Yellow Corn Seeds

Quality seeds were provided to the local food producers to sustain the continuous production in support to the national food security program.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Registered Farmer			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Photocopy of government issued id	Farmer			
2. RSBSA registered	Municipal Agriculture Office			
CLIENT STEPS		AGENCY ACTIONS		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up of client's log book and Farmers' interview	1. Verification at farmers' masterlist	None	5 Minutes	Client Agricultural Technologist
2. Filling-up of carbonized post masterlist and client feedback form	2. Processing of requested seeds	None	5 Minutes	Agricultural Technologist
3. Proceed to the seed releasing area	3. Releasing of seeds	None	2 Minutes	Agricultural Technologist
			Total -12 Minutes	



2. Anti-Rabies Vaccination at Barangay

Rabies is a viral disease that is spread by infected animals through bite, scratches or close contact with infected saliva from rabid animals, thus anti-rabies vaccination is continually conducted to protect the community against the deadly rabies.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Pet owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dogs and cats at least 3 months of age		Owners' record		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the dogs/cats to the ARV venue	1. Preparation of vaccines	None	15 Minutes	Pet Owners
2. Register the name of owner to the assigned MAO staff	2. Clients' interview	None	2 Minutes	Agricultural Technologist
3. Go to the livestock inspector for ARV administration	3. Administration of anti-rabies vaccine	None	2 minutes	Agricultural Technologist
			Total -19 Minutes	



3. Fisherfolk Registration

Fisherfolk registration is a program of Bureau of fisheries and Aquatic Resources to enhance, fast-track and complete the Municipal Fisherfolk Registry of coastal LGUs nationwide.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Fisherfolk		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of valid government issued id		Fisherfolk applicant		
2. Barangay certification		Barangay Hall		
3. Fish-R form		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up of clients' log book	1. Preparation of required forms	None	5 Minutes	Client Agricultural Technologist
2. Filling-up of Fish-R form	2. Client's interview	None	5 Minutes	Agricultural Technologist
3. Submission of filled-up Fish-R form	3. Validation of submitted form	None	3 minutes	Agricultural Technologist
			Total – 13 Minutes	



Office of the Sangguniang Bayan

Growth – Oriented Services



FRONTLINE SERVICES:

I. ISSUANCE OF CERTIFICATES OF ANY KIND.

II.ISSUANCE OF PUBLIC DOCUMENTS PERTAINING TO LOCAL LEGISLATION.

HOW TO AVAIL OF THIS SERVICES:

I. ISSUANCE OF CERTIFICATES OF ANY KIND.

STEPS (For Client)	REQUIRED DOCUMENTS/AMOUNT OF FEES	OFFICE ACTIVITY	DURATION OF ACTIVITY	EMPLOYEE/S RESPONSIBLE
1	Submit a written request.	Receive, read and ascertain the request and advise the client to proceed at the Treasurer's Office to pay for a Secretary's fee	2 minutes	Juan C. Aquino/ Larah Socorro S. Soriano
2	Pay at the Treasurer's Office the needed Secretary's Fee in the amount of Sixty Pesos (P60.00) for the 1 st ten (10) pages and additional Two Pesos and 50/100 (P2.50) for succeeding pages as mandated by the Revenue Code of 2017 of Mangaldan.			
3	Present the Official Receipt to the SB Secretary.	Determine the authenticity of the Official Receipt	1 minute	Juan C. Aquino/ Larah Socorro S. Soriano
4	Wait for the needed certificate.	Prepare the needed certificate and present the same after its perfection.	5 minutes END	Juan C. Aquino/ Larah Socorro S. Soriano

II. ISSUANCE OF PUBLIC DOCUMENTS PERTAINING TO LOCAL LEGISLATION

STEPS (For Client)	REQUIRED DOCUMENTS/ AMOUNT OF FEES	OFFICE ACTIVITY	DURATION OF ACTIVITY	EMPLOYEE/S RESPONSIBLE
1	Submit a written request	Receive, read and ascertain the request and advise the client to proceed at the Treasurer's Office to pay for a Secretary's fee	2 minutes	Juan C. Aquino/ Larah Socorro S. Soriano
2	Pay at the Treasurer's Office the needed Secretary's Fee in the amount of Sixty Pesos (P60.00) for the 1 st ten (10) pages and additional Two Pesos and 50/100 (P2.50) for succeeding pages as mandated by the Revenue Code of 2017 of Mangaldan.			
3	Present the Official Receipt to the SB Secretary.	Determine the authenticity of the Official Receipt	1 minute	Juan C. Aquino/ Larah Socorro S. Soriano
4	Wait for the needed documents	Locate the needed documents and present the same after completion.	5 minutes END	Camille Ann N. Biason



Office of the Municipal Environment and Natural Resources Officer

Growth – Oriented Services



1. Mangaldan Transfer Facility Service

Dumping of Residual Waste at the Mangaldan Transfer Facility

Office or Division:		Municipal Environment & Natural Resources Office		
Classification:		Simple		
Type of Transaction:		Government to Barangays, Business and private entities.		
Who may avail:		Barangays/Business Entities/Residence of Mangaldan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of payment (1 copy original)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Subject the vehicle for inspection & measurement of wastes volume	1. Records volume of Wastes to be dumped. 1.1 Issue Charge slip and advice the client to pay the indicated amount in the charge slip to the Municipal Treasury Office.	800/cubic meter	7 minutes	Administrative Aide (JO)
2. Present the Payment Official Receipt.	2. Check the official Receipt. 2.1 Allows the garbage vehicle to enter MTF.	None	3 minutes	Administrative Aide (JO)
3. Dumps the residuals wastes at the MTF	3. Guides the driver in dumping the wastes at the Material Transfer facility.	None	10 minutes	Administrative Aide (JO)
TOTAL			20 minutes	



2. Material Recovery Facility Service

Sale and distribution of soil enhancer

Office or Division:		Municipal Environment & Natural Resources Office		
Classification:		Simple		
Type of Transaction:		Government to residents of the municipality		
Who may avail:		Interested party who would like to procure or request for a soil enhancer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of payment (1 copy original)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt of payment.	1. Review and releases the soil enhancer procured. 1.1 Records the transaction on the sales ledger.	P120.00/ sack	10 minutes	Administrative Aide (JO)
2. Undergo interview regarding the request for free soil enhancer.	2. Screen the purpose of such request for free soil enhancer and make necessary arrangement on the availability of such request. 2.1 Request the client to sign the logbook for free distribution of soil enhancer.	None	10 minutes	Mun. Environment & Natural Resources Officer Administrative Aide (JO)
		Total	20 minutes	



INTERNAL SERVICES



Office of the Human Resource Management

Internal Services



1. Applying For A Job In The Municipality

Applying for a job in the municipality shall be opened to all qualified men and women according to the principles of merit, fitness and equal employment opportunity. Thus, there shall be no discrimination in the selection of employees on account of age, sex, sexual orientation and gender identity, civil status, disability, pregnancy, religion, ethnicity, or political affiliation.

Office or Division:		Human Resource Management Office		
Classification:		G2G – Government to Citizen / G2G – Government to Government		
Type of Transaction:		Simple		
Who may avail:		All qualified applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter addressed to Municipal Mayor or Municipal Vice Mayor		Applicant		
2. CSC Form 212 Revised 2017 or Personal Data Sheet (PDS) with 2x2 picture		CSC Website / Human Resource Management Office		
3. Diploma		Applicant		
4. Transcript of Records		Applicant		
5. Certificate/s of Eligibility, if any		Applicant / CSC		
6. Certificate/s of Trainings, if any		Applicant		
7. Other credentials		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and pertinent documents.	Receive the application letter and pertinent documents and advise the applicant to wait for a call or sms / text message re: schedule of initial assessment.	- - -	2 minutes	All Available HR Staff
2. Undergo initial assessment.	Conduct initial assessment such as initial interview, written examination, skills test, and background investigation to applicants found to be initially qualified. Advise qualified applicants to wait for the schedule of the Human Resource Merit Promotion and Selection Board (HRMPSB) Meeting.	- - -	5 days	Chief Administrative Officer
3. Attend panel interview with the HRMPSB and wait for notification of the outcome of the board meeting.	Notify applicants on the outcome of the HRMPSB Meeting, prepare appointment papers, schedule oath of office and post notice of	- - -	7 days	HRMPSB Chief Administrative Officer



	appointment.			All HR Staff Dep't. Head / Section Chief Concerned
TOTAL			12 days, 2 minutes	

2. Issuance of service record, certificate of employment & other personnel records

All incumbent and former municipal employees including elective officials may avail copies of service records, certificate of employment and other certifications related to their employment in the municipality at the HRMO. These documents are usually required for salary loans, other forms of loans, credit card applications, step increments/promotions, retirement and terminal leave purposes, employment to other companies / agencies upon resignation from the municipality, benefit claims, school discount, legal and other purposes.

Office or Division:		Human Resource Management Office		
Classification:		G2G – Government to Citizen / G2G – Government to Government		
Type of Transaction:		Simple		
Who may avail:		All officials / employees / former officials or employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supporting data on employment for former employees.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the needed document stating purpose therein.	Receive client's request and verify supporting data (if any)		2 minutes	Administrative Assistant I
2. Wait for the encoding and printing of the needed document.	Encode and print needed document and have it signed by the Chief Administrative Officer and/or Municipal Mayor		10 minutes	Chief Administrative Officer Municipal Mayor
3. Claim the duly signed document.	3. Release the duly signed document.		2 minutes	Administrative Assistant I
TOTAL			14 Minutes	



3. Processing Of Application For Leave Of Absence

Leave of absence is generally defined as a right granted to officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribed in Rule XVI of the Omnibus Rules Implementing Book V of Executive order 292 (The Revised Administrative Code of 1987).

Hence, *all elective and appointive municipal officials and employees of the municipality who render work during the prescribed office hours shall be entitled to 15 days vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sundays, Public Holidays without limitation as to the number of days of vacation and sick leave that they may accumulate.

However, *leave of absence for any reason other than illness of an official or employee or of any member of his immediate family must be contingent upon the needs of the service. Hence, the grant of vacation leave shall be at the discretion of the head of department / agency. (*Amended by CSC MC No. 41, s. 1998)

Office or Division:		Human Resource Management Office		
Classification:		G2G – Government to Government		
Type of Transaction:		Simple		
Who may avail:		All Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 copies of CSC Form No. 6, Revised 1984 or ALF		Human Resource Management Office		
2. Medical Certificate for sick leave exceeding 5 days		Official or employee		
3. CS Form No. 7 (Clearance Form) for maternity leave and vacation leave abroad		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Application for Leave Form (ALF) and have it approved by immediate supervisor.	Interview client on details of leave like type of leave, number of working days applied for, etc.		5 minutes	Assistant Registration Officer Administrative Aide IV Administrative Aide III Administrative Aide (JO)
2. Submit the filled-out form to HRMO office.	2. Assess, evaluate and have the leave form signed by the OIC-HRMP; then transmit it to the Office of the Municipal Mayor for approval / disapproval.		3 minutes 10 minutes	Chief Administrative Officer Municipal Mayor
3. Claim approved/ disapproved ALF.	Release duly approved / disapproved ALF copy for client.		2 minutes	Any available HRMO Staff
TOTAL			20 Minutes	



4. Processing of Travel Orders

All municipal officials, regular employees including personnel employed by the municipality thru contract of service as expressly stipulated in the contract are entitled to Travel Orders (TO) if such travel is made outside the vicinity of the municipality with purpose bearing extensive necessity and if official in nature.

Office or Division:		Human Resource Management Office		
Classification:		G2G – Government to Government		
Type of Transaction:		Simple		
Who may avail:		All Municipal Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supporting letter/documents with action slip (approved by the Municipal Mayor)		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Travel Order application form.	Check supporting letter/document and yellow slip and encode details of Travel.		5 minutes	Assistant Registration Officer Administrative Aide IV Administrative Aide III Administrative Aide (JO)
2. Have the T.O. form approved by immediate supervisor then return to the HRMO.	2.Receive the T.O. form, then transmit to the Office of the Municipal Mayor for approval / disapproval.		3 minutes	Chief Administrative Officer
3. Claim approved/ disapproved T.O. form.	Release duly approved / disapproved T.O. copy for client form.		10 minutes	Municipal Mayor
			2 minutes	Any available HRMO Staff
TOTAL			20 Minutes	



Office of the Municipal Budget Officer

Internal Services



1. Certification as to the existence of available appropriations in the Obligation Request Form

The certification is given to the clients as to the existence of available appropriations.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G-Gov't. to Gov't./ G2C-Gov't. to Citizen/G2B-Gov't. to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Certification as to the existence of availa appropriations in the Obligation Request Form .	Municipal Budget Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement Vouchers with accompanying documents.	Review if all documents are completely accomplished and duly signed.	None	3 minutes	Jury Danielle A. Aquino-AOII Mary Grace Y. Viñas - ADAS IV Estrella O. De Guzman- ADAS I Jayson D. Mejia - JO
2. Wait for the verification of documents and signature of the Municipal Budget Officer or her authorized representative.	If documents and signature are complete and in order, the obligation request control number and account code are duly recorded in the Obligation RequestForm and Office Internal Control Record Book and the Municipal Budget Officer or her authorized representative affixes her signature certifying to the existence of available appropriations in the Obligation Request Form.	None	5 minutes	Jury Danielle A. Aquino-AOII Mary Grace Y. Viñas - ADAS IV Estrella O. De Guzman- ADAS I Jayson D. Mejia - JO Julieta C. Petonio - MBO Authorized Representative
3. Clients accept/ receive the Disbursement Voucher duly signed.	The Disbursement voucher duly signed is presented/given to client	None	2 minutes	Client
	TOTAL -		10 Minutes	



Office of the Municipal Accountant

Internal Services



1. Processing of Claims (Barangay and Municipal Transactions)

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of vouchers/claims are submitted:

of Voucher claims are submitted.

Office or Division:	Municipal Accounting Office		
Classification:	Simple, Complex and Highly Technical Transaction		
Type of Transaction:	Government to Business Entity / Government to Citizen / Government to Government / Government to Client		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Disbursement Voucher (DV) (4copies)		Requesting office/unit	
2. OBLIGATION REQUEST (OBR) (4 copies) /or Fund Utilization Requests and Status, in the case of Trust Fund (4 copies)		Requesting Office/unit Municipal Budget Office Municipal Treasury Office Municipal Accounting Office	
3. Billing Statements / Statement of Account (for Utilities such as water, telephone, electricity and others) / Delivery Receipt		Claimant (Supplier / Contractor / Merchants / Employees)	
In the case of Procurement of Goods/ Services/ Infrastructure			
4. Approved Procurement Plan (APP)		General Service Office	
5. Approved Purchase Request (PR)		General Service Office	
6. Bidding Documents and others, if applicable (Sec. 17.1 under Revised IRR of RA 9184 and Sections 32.1 and 25.2, Sections 37.1, 37.2.3 including BAC Resolutions, Invitation of Observers, Minutes of Meeting, Posting to Philgeps, Abstract of Submitted Price Quotations/Canvass, Notice of Award, Notice to Proceed and other necessary documents)		Bids and Awards Committee (BAC Secretariat) / General Service Office Claimant (Supplier / Contractor / Merchants)	
7. Price Quotation (at least 3 suppliers)		General Service Office	
8. Approved Purchase Order/Letter Order / Contract		General Service Office	
9. Duly Received and signed Delivery Invoice with complete details		Claimant (Supplier / Contractor / Merchants)	
10. Duly signed , dated and properly filled up Inspection and Acceptance		General Service Office	
11. Other necessary documents, if applicable		General Service Office	



(Infra: Statement of Work Accomplished, Inspection Report by Municipal Engineer, Certificate of Completion, Pictures, Warranty, As built plans) and others		Municipal Engineering Office Requesting Office/unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents subject for Coding of DV and checking of documents, If there is lacking /deficiency in documents resubmit for rechecking	1. Received the Documents subject for coding of DV and Checking	None	2 Minutes	Joseph Rodriguez
	2. Code / Assign number to DV and record to logbook		2 Minutes	Carolyn Tambalo Imelda De Guzman Roanne Angela Ubaldo
	3. compute the necessary withholding tax and fill the checklist of documentary requirements, if applicable and return the voucher if with lacking documents		5 Minutes	Flordilyn Parayno Imelda De Guzman
	4. Check and sign the completeness, propriety of supporting documents, accountable officer has no unliquidated cash advance, certification as to the existence of trust fund account		2 Minutes (simple)	Veneranda Gutierrez Carolyn Tambalo
			10 Minutes (complex)	Flordilyn Parayno Roanne Angela Ubaldo
2. Receive the Voucher and sign the logbook	5. Release the Processed Voucher	None	1 Minute	Joseph Rodriguez
	TOTAL		11 - 189 Minutes	



2. ISSUANCE OF CERTIFICATE OF CREDITABLE TAX WITHHELD AT SOURCE / FINAL TAX WITHHELD FROM SUPPLIERS / CONTRACTORS AND CERTIFICATE OF COMPENSATION PAYMENT/TAX WITHHELD FROM EMPLOYEES

Suppliers, Contractors and Government employees income taxes are withheld pursuant to the National Internal Revenue Code. The Certificate of Compensation Payment/Tax Withheld monthly/quarterly/annually and Certificate of Creditable Tax Withheld at Source on every transaction is given to show proof that tax due to employees, suppliers and contractors have been paid.

Office or Division:	MUNICIPAL ACCOUNTING OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	Government to Business Entity Government to Client			
Who may avail:	Suppliers / Contractors/ Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate request and wait for processing of the document	1. Preparation and Printing of Certificate of Creditable Tax Withheld at Source / Final Tax Withheld / Certificate of Compensation Payment/Tax Withheld (BIR Form 2305, 2306, 2307, 2316)	None	10 Minutes	Flordilyn Parayno
	2. Check and sign the Certificate of Tax Withheld		1 Minute	Josie Bulatao
2. Received the Document and sign the logbook	3. Release the Certificate of Tax Withheld.		1 Minute	Flordilyn Parayno
	Total		12 Minutes	



3. ISSUANCE OF CERTIFICATE OF NET TAKE HOME PAY

Employees shall secure from the Municipal Accounting Office the certificate of net take home pay for whatever purpose it may serve them.

Office or Division:	MUNICIPAL ACCOUNTING OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		1. Requesting Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	1. Preparation of Certificate of Net take home pay	None	5 Minutes	Elizabeth Urmatan Alberto Velasquez Joseph Rodriguez
	2. Check and sign the prepared Certificate		1 Minute	Josie Bulatao
	3. Release the Certificate		1 Minute	Elizabeth Urmatan
	Total		7 Minutes	



4. ISSUANCE OF ACCOUNTANTS ADVICE

Accountant's advice of Local Check Disbursement shall be prepared by Accounting daily for each depository account.

Office or Division:	MUNICIPAL ACCOUNTING OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	Government to Business Entity / Government to Citizen / Government to Government / Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed check		1. Municipal Treasury Office		
2. Approved Disbursement Vouchers with Supporting Documents		2. Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed Check and approved Disbursement Vouchers with Supporting documents and Request for Accountants Advice	1. Received the Signed check with approved DV and supporting documents and Prepare and Print Accountants Advice	None	2 Minutes	Dolores Visperas Joseph Rodriguez Alberto Velasquez
None	1. Post to Accounting System and Print the JEV		5 Minutes	Lea Y. Vizcarra Imelda De Guzman
None	2. Check the JEV and Sign the Accountants Advice		3 Minutes	Josie Bulatao
None	3. Forward the Documents (Checks and DV , JEV and supporting documents) to Municipal Treasury Office		2 Minutes	Dolores Visperas Joseph Rodriguez Alberto Velasquez
2. Received the copy of Accountants Advice and sign the logbook	4. Release to client the Accountants Advice and Deliver the Accountants Advice to the Bank		15 Minutes	Dolores Visperas Alberto Velasquez
	TOTAL		27 Minutes	



5. ISSUANCE OF CERTIFICATE OF PHILHEALTH PREMIUM

Employees shall secure from Municipal Accounting Office the certificate of Philhealth Premium for whatever purpose it may serve them.

Office or Division:		MUNICIPAL ACCOUNTING OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		1. Requesting Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for the issuance of Certificate of PhilHealth Premium	1. Receive Request and prepare the documents	None	5 Minutes	Lea Y. Vizcarra
	2. Check and Sign the Certificate		1 Minute	Josie Bulatao
2. Receive the Requested Certificate	3. Release the Certificate of PhilHealth Premium		1 Minute	Lea Y. Vizcarra
Total			7 Minutes	



6. ISSUANCE OF CERTIFICATE OF SALARY LOAN PAYMENT OF MUNICIPAL EMPLOYEES

Employees shall secure from Municipal Accounting Office the certificate of Loan Payment for whatever purpose it may serve them.

Office or Division:		MUNICIPAL ACCOUNTING OFFICE		
Classification:		Simple Transaction		
Type of Transaction:		Government to Client		
Who may avail:		Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	1. Receive the Request and prepare the Certificate of Salary Loan Payment of Municipal Employees	None	10 Minutes	Elizabeth Urmatan
	2. Check and sign the Certificate		2 Minutes	Josie Bulatao
2. Receive the Certificate of Salary Loan Payment of Municipal Employees and sign on logbook	3. Release the Certificate of Salary Loan Payment of Municipal Employees	None	1 Minute	Elizabeth Urmatan
Total			13 Minutes	



Office of the Municipal Planning and Development Officer

Internal Services



1. PROVISION OF TECHNICAL INFORMATION

Assistance to research and data needed by the clients.

Office or Division:		Municipal Planning & Development Coordinator (MPDC)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Applicant		
2. Official Receipt (1 copy original)		Mun. Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State Purpose/ Details of Research	Provide assistance for needed data.	P130.00 (Printing Fee per colored page)	5 minutes	Statistician I Planning Assistant
2. Pay the required fee	Print needed Data/ Maps		5 minutes	Revenue Collection Clerk Municipal Treasury
3. Get requested data	Official Receipt/s		5 minutes	Statistician I
	TOTAL	P 130.00	15 minutes	



2. SCREENING OF MUNICIPAL SCHOLARSHIP APPLICANTS

The scholarship consists of financial aid from the Local Government of Mangaldan for the secondary and college education of poor but deserving elementary and Grade 12 graduates.

Office or Division:	Municipal Planning & Development Coordinator (MPDC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Individual Information Sheet (MSF Form No. 2)			Applicants	
Xerox copy Form 138 (Report Card)			Applicants	
1x1 picture			Applicants	
CLIENT STEPS	AGENCY ACTIONS	REQUIRED DOCUMENTS	PROCESSING TIME	PERSON RESPONSIBLE
1. State Purpose/Undergo Interview	Check completion/accuracy of requirements	Accomplished Scholarship Forms	15 minutes	Administrative Aide III
2. Wait for Notice of Examination	Finalize Preparations for Municipal Scholarship Examination	Notice of Examination during the Examination Day	a. Notice of examination is given immediately or at most one week before the examination day depending on the schedule of the screening and verification.	Administrative Aide III Administrative Aide (JO)
3. Wait for the Examination result	Post final List of New Municipal Scholars		1 week after the Examination Day	Administrative Aide III
TOTAL			2 Weeks	



Office of the General Services Officer

Internal Services



1. Rental of Properties Owned by the Municipality

Some properties owned by the Municipality are for rent. They serve as venues for programs and activities such as meetings, conferences, seminars, milestone occasions and other small and big gatherings.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy 2 of duly Approved Permit to Rent form		Office of the Mayor		
2. Official Receipt		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Copy 2 of duly approved Permit to Rent form and present Official Receipt	1. Receive the Permit to Rent form and verify the authenticity of the O.R. presented	None	3 Minutes	Admin. Officer II Admin. Aide IV Admin. Aide III Admin. Aide (Job Order)
2. Wait for advice/instruction from the GSO personnel	2. Advise Client to submit Copy 3 of Permit to the Caretaker of the Venue 2.1 Give instruction for the Permit applied for	None	3 Minutes	Admin. Aide (Job Order) (MYDC) Admin. Aide (Job Order) (3 rd Floor) Admin. Aide (Job Order) (Wellness Center) Admin. Aide (Job Order) (Senior Citizen's Bldg.) Admin. Aide (Job Order) (Public Plaza)
TOTAL			6 Minutes	



2. Borrowing/Using Vehicle Owned by the Municipality

Borrowing/Using vehicle of the municipality by client (internal and external) is for free but client must be accountable on the borrowed vehicle.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Motor Vehicle Utilization Form (MVUF)		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Motor Vehicle Utilization Form (MVUF) at the General Services Office	1. Receive and check the filled-out MVUF	None	3 Minutes	Admin. Aide 4 (Mechanic 1)
2. Wait for the approval of the MVUF and get instructions from GSO personnel relative to the requested vehicle	2. Approve the MVUF and issue the same to the client 2.1 Give instructions to the client relative to the requested vehicle	None	3 Minutes	Admin. Aide 4 (Mechanic 1)
	TOTAL		6 Minutes	



3. Borrowing/Using Materials, Equipment and Other Properties Owned by the Municipality

Borrowing/Using materials, equipment and other properties of the municipality by client (internal and external) is for free but client is accountable to the borrowed property.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Approved Request/Yellow Slip from the Office of the Mayor		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved Request/Yellow Slip	1. Receive the approved Request/Yellow Slip and verify its authenticity	None	3 Minutes	Admin. Officer II Admin. Aide IV Admin. Aide III Admin. Aide (Job Order)
2. Wait for the Borrower's Form and instructions from GSO personnel relative to the material, equipment and other properties to be borrowed	2. Issue approved Borrower's Form 2.1 Give instructions to the client relative to the borrowed material, equipment and other properties	None	3 Minutes	Admin. Officer II Admin. Aide IV Admin. Aide III Admin. Aide (Job Order)
	TOTAL		6 Minutes	



4. Gasoline Consumption

Regular coding & encoding of Driver's Trip Ticket of Various Municipal Vehicles.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form for Driver's Trip Ticket		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request of Driver's Trip Ticket	Receive & Accomplish of Driver's Trip Ticket	None	3 Minutes	Admin. Officer II Admin. Aide IV Admin. Aide III Admin. Aide (Job Order)
2. Received the encoded Driver's Trip Ticket	Issuance of PO	None	3 Minutes	Admin. Aide II
	TOTAL		6 Minutes	



5. Delivery of Supplies, Materials & Equipment

Delivery of Supplies, Materials & Equipment to Various Department upon complete receipt.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acceptance & Inspection of Delivered Supplies, Materials & Equipment		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete delivery by Supplier	Receive & inspect the delivered supplies	None	Within 24 Hours	Admin. Officer II Admin. Aide IV Admin. Aide III Admin. Aide (Job Order)
2. Wait for the Signature of OR by the GSO Personnel	Signature of OR	None	Within 24 Hours	Admin. Officer II Admin. Aide IV Admin. Aide III Admin. Aide (Job Order)
TOTAL			Within 48 Hours	



Bids and Awards Committee

Internal Services



1. PREPARATION OF ANNUAL PROCUREMENT PLAN (APP)/SUPPLEMENTAL PROCUREMENT PLAN (SAPP)

The Annual Procurement Plan (APP) is the requisite document that the agency must prepare to reflect the necessary information on the entire procurement activities for goods, services and infrastructure to be procured within the calendar year.

The Supplemental Annual Procurement Plan (SAPP) is the document that reflects the additional or changes in procurement activities in the agency's Annual Procurement Plan for the current year.

Office/Division:	Office of the BAC Secretariat			
Classification:				
Type of Transaction:	G2G - Government to Government			
Who may avail:	End User Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Procurement Management Plan (PPMP)		Form is downloadable at the GPPB website or at the BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PPMP/SPPMP	1. Receive the document and return the receiving copy to the end-user.	N/A	1 minute	
	2. Posting of consolidated APP/SAPP.		1 day	
	TOTAL		1 Day	



2. CONDUCT OF THE COMPETITIVE/PUBLIC BIDDING

Refers to a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, eligibility screening of prospective bidders, receipt and opening of bids, evaluation of bids, post-qualification, and award of contract. This is considered as the default mode of procurement.

Office/Division:	Office of the BAC Secretariat			
Classification:				
Type of Transaction:	G2G - Government to Government			
Who may avail:	All prospective suppliers and contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (1 photocopy)		Municipal Treasurer's Office		
Bidding Documents		BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Purchase the bidding documents <ul style="list-style-type: none"> Present <i>Special Power of Attorney /SPA (for bidder's representative) and 2 valid IDs specifically company ID and SSS ID.</i> Pay at the MTO 	3.1. Ask for Special Power of Attorney /SPA (for bidder's representative) and 2 valid IDs specifically company ID and SSS ID. 3.2. Let the bidder pay at the MTO and ask for the photocopy of receipt. 3.3 Issue the bidding documents		5 minutes	BAC Secretariat
4. The prospective bidder/ or shortlisted consultant may or may not attend the pre-bid conference	4. Conduct of Pre-bid conference for projects with an ABC of 1 Million and more		1 hour	BAC, BAC Sec., BAC TWG, End-user
5. Requests for clarification(s) on any	5. Issue a supplemental/Bid Bulletin if there is an		5 days	BAC/BAC Sec.



part of the Bidding Documents at least ten (10) calendar days before the deadline of submission and receipt of bids.	amendment on the bid documents. 5.1. Post the supplemental bid bulletin		10 minutes	
6. The prospective bidder/ or shortlisted consultant should submit their bids on or before the deadline of submission of bids. • <i>bidders may or may not attend the bid opening</i>	6.1. Receiving bids on or before the deadline of submission of bids. 6.2. Opening and checking of bids. 6.3. Declaration of the winning bidder or failure of bidding. 6.4 Preparation of minutes and resolutions.		3 minutes 30 minutes 3 minutes 2 days	BAC, BAC Sec., BAC TWG, End-user, observer, COA
8. Upon receipt of the notice of Lowest Calculated Bid or Highest Rated Bid, the bidder shall prepare the original copies of all documents submitted during the bid opening .	8.1. Conduct Post Qualification to determine the authenticity of all the documents submitted during the bid opening. 8.2. Issue a Notice of Post Qualification/Disqualification • <i>In case of post-disqualification, the BAC shall be given the same fresh period to conduct the postqualification of the next lowest calculated bid/highest rated bid until a bidder is postqualified or failure of bidding is declared.</i>		2 hours 3 days	BAC, BAC Sec., BAC TWG,
	9. Issuance of BAC Resolution Recommending the Award of Contract to the Lowest Calculated and Responsive Bidder/Highest Rated and Responsive Bidder.		3 days	BAC and BAC Secretariat
	10. Posting of Award, Contract and Notice to Proceed at the PhilGEPS website.		10 minutes	BAC Secretariat



3. ALTERNATIVE MODE OF PROCUREMENT

Alternative Mode of Procurement is a procurement mode that promotes economy and efficiency. In all instances, the Procuring Entity shall ensure that the most advantageous price for the Government is obtained.

Office/Division:	Office of the BAC Secretariat			
Classification:				
Type of Transaction:	G2G - Government to Government			
Who may avail:	End- User Unit, prospective suppliers and contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Business Permit		At the Municipality where the business is located		
PhilGEPS Registration Number		PhilGEPS website		
Notarized Omnibus Sworn Statement		Form is downloadable at the GPPB website		
Tax Clearance/Income or business Tax Return		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Purchase request supported with a copy of the APP	1. Check the completeness of the data required in the documents and if it is in accordance with the APP submitted.		5 minutes	BAC Secretariat
	2.If the ABC is Fifty Thousand and more, PhilGEPS posting will be done.		3 calendar days	BAC Secretariat
	3. If the ABC is below Fifty Thousand, require the end user to submit a filled up Request for Quotation.		3 minutes	BAC Secretariat
2. Submit Request for Quotations and Abstract of Quotation if necessary	1. Review and Receive the Request for Quotation and Abstract		10 minutes	BAC Secretariat
2.1. Received the PR and supporting documents with Resolution to Award 2.2 Prepares the Purchase Order, has it signed and submits a copy to the BAC Office (for procurement amounting to Fifty Thousand and Up)	2. Post the Resolution to Award and PO at the PhilGEPS website		10 minutes	BAC Secretariat



FEEDBACK and COMPLAINTS MECHANISMS

Complaints may be filed thru:

1. Public Assistance and Complaints Desk (PACD)
2. Drop box
3. E – mail: hrmo_mangaldan.pangasinan@yahoo.com
4. Text 0950-470-8000
5. Contact Center ng Bayan (text 0908-881-6565)
6. Log – on to www.contactcenterngbayan.gov.ph



Report the name of the fixer,
name and location of government office,
date and type of transaction to the following:

OFFICE OF THE OMBUDSMAN 0926-6994703 / (02) 927-4102 or 927-2404 **OFFICE OF THE MAYOR** (075) 540-2400 to 02 / 523-6168

CIVIL SERVICE COMMISSION 0917-8398272 / (02) 932-0111 **FIX THE FIXERS!**



This is a NO SMOKING room

Republic Act No. 9211 Section 5 Tobacco Regulation Act bans smoking in public places - with the exception of separate smoking room. **CSC Memorandum Circular No. 17.** Smoke-Free Policy of the Bureaucracy to Promote a **100% Smoke-Free Civil Service.** **Municipal Ordinance No. 1996-45.** Banning smoking at public buildings and vehicles and imposing penalties to violators.



Schedule of Availability of Service:

Monday – Friday
8:00 AM – 5:00 PM



MUNICIPALITY OF MANGALDAN



LOCAL NO.	LOCAL LANDLINE	OFFICE & DEPT.
633-7180	633-7180	COI (TRUNKLINE)
	523-6168	FAX (MAYOR'S OFFICE)
102	633-7180	MAYOR'S OFFICE/ OPERATOR
103		BUDGET OFFICE
104	600-1482	OMPDC
105		ASSESSOR'S OFFICE
106		TREASURER'S OFFICE
107		ACCOUNTING OFFICE
108		LAND TAX SECTION
109		AGRICULTURE OFFICE
110		DILG
111		GSO
112		MSWD0
113		AOTF
114		BUS. TAX SECTION / BPLS
115		MCR OFFICE
116		ENGINEERING OFFICE
117		PIO/TOURISM
118		MTRG
119		MAYOR'S OFFICE
120		HRMO
121		COMMUNITY AFFAIRS OFFICE
122		ADMIN
LOCAL NO.	LOCAL LANDLINE	OFFICE & DEPT.
	517-2417	MIS – ICT OFFICE
	529-0218	MDRRMO
	522-5733	PUBLIC MARKET
	513-5563	SLAUGHTERHOUSE
	523-3641	RHU I
	513-5293	RHU II
	523-9624/ 513-3523 / 513-2247 / 656-3196	SANGGUNIANG BAYAN
	540-3839	UCC/INFIRMARY
LOCAL NO.	NATIONAL LANDLINE	OFFICE & DEPT.
	529-5130	CENPELCO
	523-5888	COMELEC
	529-6677	DISTRICT I
	653-1173/522-6310/ 604-2120/513-3053	MNHS
	523-5889	PNP
	513-4458	BFP
	513-5690	COA
	523-3626	SENIOR CITIZEN (OSCA)



**When Paging - Press the * (Asterisk)
followed by 107401 Then Talk.....**

***107401**