



MUNICIPALITY OF TUPI
CITIZEN'S CHARTER
2023 Edition

W W TUPI!



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CITIZEN'S CHARTER

I. Vision

The Municipal Government of Tupi through its frontline offices attain clients' satisfaction by promoting the true essence of effective and efficient services, giving them utmost courtesy and an institutionalized feedback mechanism.

II. Mission

The Municipal Government of Tupi through its Citizen's Charter evolves the existing routine of frontline services into an environment that:

- Upholds and nurtures service excellence;
- Builds and sustain a customer-oriented culture;
- Understands that people and systems in the organization must be constantly tuned to customer needs.

III. PERFORMANCE PLEDGE

We, the officials and employees of the Local Government Unit of Tupi pledge and commit to deliver quality public service as promised in this Citizen's Charter, specifically, we will:

1. Serve with integrity;
2. Be prompt and timely;
3. Display procedures, fees and charges;
4. Provide adequate and accurate information;
5. Be consistent in applying rules;
6. Provide feedback mechanisms;
7. Be polite and courteous;
8. Demonstrate sensitivity and appropriate behavior and professionalism;
9. Wear proper uniform and identification;
10. Be available during office hours;
11. Respond to complaints;
12. Treat everyone equally.



Republic of the Philippines
Province of South Cotabato
MUNICIPALITY OF TUPI

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Sangguniang Bayan

**EXCERPT FROM THE JOURNAL OF PROCEEDINGS OF THE 24th REGULAR SESSION
CONDUCTED BY THE 25th SANGGUNIAN HELD AT BARANGAY HALL, BARANGAY MIASONG,
TUPI, SOUTH COTABATO ON JUNE 26, 2023 AT 11:00 O'CLOCK IN THE MORNING.**

PRESENT:

Hon. Glenn C. Hatulan Mun. Vice Mayor/Presiding Officer
Hon. Wendy Aguinaldo Duarte SB Member
Hon. Glezel Mariano-Trabado SB Member
Hon. Marvin M. Zabala SB Member
Hon. Joselito G. Yabut SB Member
Hon. Pedro S. Digo SB Member/IPMR
Hon. Joyce Belle Dialang SB Member/SK Federation President

ABSENT:

Hon. Rubi Hatulan Navarro SB Member – OB
Hon. Jasper C. Solilapsi SB Member – OB
Hon. Weynard John B. Cornejo SB Member – OB
Hon. Ruel D. Marcelino SB Member – OB
Hon. Jeffrey R. Agustin SB Member/LnB President – OB

Sponsored by Honorable Glezel D. Mariano Trabado

RESOLUTION NO. 155

Series of 2023

**RESOLUTION ADOPTING THE UPDATED CITIZENS CHARTER OF THE MUNICIPALITY OF
TUPI, SOUTH COTABATO.**

WHEREAS, presented before the Honorable Body for consideration is the letter from the Municipal Mayor, Honorable Romeo S. Tamayo, requesting to pass a resolution adopting the updated citizens charter of the municipality;

WHEREAS, the Philippine Constitution declares that a public office is a public trust and ordains that public officer and employees shall serve with the highest degree of responsibility, integrity, loyalty and efficiency and shall remain at all times accountable to the people;

WHEREAS, Republic Act No. 9485 or the Anti-Red Tape Act of 2007, as amended by Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" with its Implementing Rules and Regulations is an important tool for all government offices/instrumentalities in delivering frontline services to the people with the basic essence of accuracy, transparency and immediacy through a modified system of transactions;

WHEREAS, the updated citizens charter of the municipality describes in detail the comprehensive and uniform checklist of requirements for each type of application or request, procedure to obtain a particular service, person/s responsible for each step, maximum time to conclude the process, document/s to be presented by the applicant or requesting party, amount of fees, if necessary, and procedure for filing complaints;


WHEREFORE, after deliberation, on motion of Honorable Glezel D. Mariano-Trabado and seconded by Honorable Wendy Aguinaldo Duarte and Honorable Joselito G. Yabut; be it


RESOLVED, as it is hereby resolved to adopt the Updated Citizens Charter of the Municipality of Tupi, South Cotabato;

RESOLVED FINALLY, that copies of this resolution be furnished all offices concerned for their information, guidance and appropriate action.

I HEREBY CERTIFY to the correctness of the above-quoted resolution.

Attested:


ARLYN A. PANDARAWAN
Secretary to the Sanggunian


GLENN C. HATULAN
Municipal Vice Mayor
Presiding Officer



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Municipal Accountant's Office

External Services



1. CERTIFICATION AND PRINTING OF SCANNED FINANCIAL TRANSACTIONS

Certified scanned copies of original documents are given to clients for any claims and/or any legal purposes

Office or Division:	Municipal Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form (1 original)			Municipal Accountant's Office-Admin Section	
2. Official Receipt (1 original)			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Filled-up Request Form	1.1 Receive filled-up request form	None	10 minutes	Administrative Officer Admin Support Section
	1.2 Assess if the requested documents is with MACCO or MTO	None	10 minutes	Administrative Officer Admin Support Section
	1.3 Forward request form to Municipal Accountant for approval	None	20 minutes	Secretary to Municipal Accountant
	1.4 If approved, locate Documents requested If not approved, forward clients to concerned offices	None	15 minutes	Administrative Officer/Data Encoder Admin Support Section
	1.5 For approved requests, compute corresponding fees based on the number of documents requested	None	5 minutes	Administrative Officer Admin Support Section
2. Pay necessary fees to MTO	2. Present computation for fees	P100.00 + P30.00= P130.00 (Secretary's Fee + Documentary Stamps	30 minutes	Cashier Municipal Treasurer's Office
3. Present Official Receipt to MACCO	3. Print and certify scanned financial documents	None	20 minutes	Administrative Officer Admin Support Section
TOTAL		P100.00+P30.00 =P130.00 (Secretary's Fee+ Documentary stamp	1 hour and 55 minutes	



2. PROCESSING OF PAYROLLS

Payroll of Employees are checked for completeness of supporting documents and proper account charging.

Office or Division:	Municipal Accountant's Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices of the Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Checklist for processing of claims (1 original copy)		Concerned Office/Requisitioner		
2. Obligation Request and Disbursement Voucher with complete supporting documents (1 original copy)		Concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payroll to the Pre-Audit Division	1.1 Receive payroll	None	10 minutes	Receiving Section
	1.2 Forward payroll to Pre-audit personnel	None	15 minutes	Receiving Section
	1.3 Pre-audit payroll	None	4 days	Pre-Audit Division
	1.5 Forward pre-audited payroll to the Municipal Accountant for approval	None	1 hour	Municipal Accountant
	1.6 Release of approved payroll to the Municipal Treasurer's Office	None	1 hour	Releasing Section Accounting Division
TOTAL		None	4 days, 2 hrs. 25 minutes	

3. PROCESSING OF VOUCHERS

Financial Claims are checked for completeness of supporting documents and proper account charging.

Office or Division:	Municipal Accountant's Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All Offices of the Local Government Unit of Tupi, Suppliers/Contractors, Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Checklist for processing of claims (1, original copy)		Concerned Department/Requisitioner		
2. Obligation Request and Disbursement Voucher with complete supporting documents (1, original copy)		PGSC, Concerned Offices' Financial Management System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward vouchers to the Pre-Audit Division	1.1 Receive vouchers	None	10 minutes	Receiving Section
	1.2 Forward vouchers to the Pre-audit personnel	None	15 minutes	Receiving Section
	1.3 Pre-audit vouchers	None	5 days	Pre-Audit Division
	1.4 Approval of vouchers	None	1 hour	Municipal Accountant



	1.5 Release of approved vouchers to the Municipal Treasurer's Office	None	1 hour	Utility Workers Releasing Section
	TOTAL	None	5 days,2hrs 25 mins.	



Municipal Administrator's Office

External Services



1. PROCESSING OF NON- FINANCIAL DOCUMENTS FOR APPROPRIATE ACTION

Documents/letter requests and other pertinent papers for signature/information/appropriate action addressed to the Municipal Mayor and Municipal Administrator are duly received and processed.

Office or Division:	Municipal Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents, letter requests and other pertinent papers (1 original copy)		Client/Requisitioner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letters/request /document for action	1. Receive and record the document for action or referral of the Provincial Administrator.	None	10 minutes	Admin. Staff Admin. Support Services
	1.2 Review and acted or initial signature (Cause release, distribution or circulation of the document presented). 1.3 Recommend or refer to the Office of the Municipal Mayor for further action.	None	20 minutes	Municipal Administrator Provincial Administrator's Office
	1.4 Release the document to Records Section /Forward document to Office of the Municipal Mayor	None	10 minutes	Admin. Staff Admin. Support Services
TOTAL		None	40 minutes	

2. PROCESSING OF FINANCIAL DOCUMENTS FOR SIGNATURE/INITIAL

All financial documents/claims are received from clients and duly processed.

Office or Division:	Municipal Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Financial Documents (Payrolls, Vouchers- 1 set -original copy)		Client/ Requisitioner /Concerned Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit financial documents	1.1 Receive the financial documents	None	10 minutes	Admin. Staff Admin. Support Services
	1.2. Review and Evaluation of Financial documents 1.3 Affixes her full signature and causes release of the financial document	None	20 minutes	Municipal Administrator Municipal Administrator's Office



	1.4 Release of document to concerned office/Forward document to Office of the Provincial Governor for further action.	None	10 minutes	Admin. Staff Admin. Support Services
TOTAL		None	40 minutes	



Municipal Administrator's Office
A. Human Resource Management Office
Internal Services



1. EMPLOYEES AND WORKERS BIOMETRIC REGISTRATION

Employees and workers' biometric registration is facilitated to register new employees and workers in the HRMO, capture unique physical features such as finger print and assignment of employee ID number.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		New hired Employees and Job Order Workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment (1,Original)		New Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original appointment	1.1 Check the appointment legibly	None	3 minutes	Human Resource Management Office - Personnel
	1.2 Encode data for registration and processing.	None	5 minutes	
2. Proceed to biometric machine	2. Register the name of the employee and the finger print, name of the supervisor and the office assigned.	None	5 minutes	Human Resource Management Office - Personnel
	2.1 Capture and save finger print.	None	2 minutes	
TOTAL:		None	15 inutes	

2. ISSUANCE OF CERTIFICATE OF RATING/CERTIFIED PHOTOCOPY OF IPCRS

Certified IPCRs are requested by employees for employment applications/ promotion reference and/or office or personal file.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G Government to Government; G2C-Government to Citizen		
Who may avail:		Municipal Government of Tupi Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request photocopy of a IPCR	1. Prepare photocopy of IPCR with a certified machine copy.	None	30 minutes	Human Resource Management Office - Personnel
2. Receive certified copy of requested document.	2. Release to Client	None	5 minutes	Human Resource Management Office - Personnel
TOTAL:		None	35 minutes	



3. ISSUANCE OF CERTIFICATE OF EMPLOYMENT, (PERSONAL/ LEGAL PURPOSE, GSIS, PAGIBIG HDMF MATURITY AND SEPARATION PURPOSES) FOR ACTIVE AND INACTIVE EMPLOYEES

Certificate of Employment is requested by Employees for Personal and/or Legal Purpose and GSIS, PAGIBIG HDMF Maturity and Separation Purposes. Certifications are issued to validate employees' information and employment history.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Municipal Government of Tupi Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Municipal Treasurers Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Certificate of Employment	1. Issue order of payment	None	20 minutes	Human Resource Management Office - Personnel
2. Pay corresponding fees at Municipal Treasurer's Office and return to HR Office.	2. Issue Official receipt from Municipal Treasury Office	Certification Fee: Php100.00 Documentary Stamp Tax (DST): Php30.00	10 minutes	Municipal Revenue Collector
3. Present official receipt to HR personnel and claim the Certificate of Employment.	3. Issue/Release Certificate of Employment	None	5 minutes	Human Resource Management Office - Personnel
TOTAL:		Php 130.00	35 minutes	

4. ISSUANCE OF SERVICE RECORD AND CERTIFICATE OF LEAVE CREDITS (FOR PERSONAL/ LEGAL PURPOSE) FOR ACTIVE AND IN-ACTIVE EMPLOYEES

These said documents are requested by PGSC In-active Employees for Personal and/or Legal Purposes. Certifications are issued to validate employees' information and employment history.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government; G2C-Government to Citizen			
Who may avail:	Municipal Government of Tupi Employees and In-active Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the Service Record and Certificate of Leave Credits	1. Prepare and check the Service Record and Certificate of Leave Credits	None	20 minutes	Human Resource Management Office - Personnel



2. Claim the Service Record and Certificate of Leave Credits	2. Issue/Release Service Record and Certificate of Leave credits	None	5 minutes	Human Resource Management Office - Personnel
TOTAL:		None	25 minutes	

5. PROCESSING OF LEAVE APPLICATION

Leave Application is filed by Mayor and employees as a right or privilege not to report for work with or without pay as may be provided by law and as prescribed under CSC Rules.

Office or Division:		Human Resource Management and Development Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:		Municipal Government of Tupi Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CS Form No. 6 Leave Application Form (3 original copies)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit Application for Leave of Absence Form	1.1 Record leave details in the leave card	None	20 minutes	Human Resource Management Office - Personnel
	1.2 Check/Verify and fill-out the leave credits forward to HRMO for signature			
	1.3 Submit at the Office of the Mayor to approve leave application.		10 minutes	Municipal Mayor
	1.4 Return the application for leave at the HRMO. *retain one (1) original copy		2 minutes	Human Resource Management Office - Personnel
2. Claim approved leave application	2. Release approved leave application	None	3 minutes	Human Resource Management Office - Personnel
TOTAL		None	35 minutes	

6. PROCESSING OF REGULAR AND CASUAL LEAVE MONETIZATION

A privilege given to officials and employees in the career and non-career who have accumulated leave credits to monetize portion of such leave credits in accordance with rules prescribed by the CSC and DBM.

Office or Division:		Human Resource Management Office	
Classification:		Simple	
Type of Transaction:		G2G- Government to Government	
Who may avail:		Municipal Government of Tupi Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. CS Form No. 6 Leave Application Form (2 original copies)		HRMO	
2. Application Form Monetization for Leave (2 original copies)		HRMO	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for Leave Monetization (CS Form 6)	1.1 Receive and record leave application.	None	10 minutes	Human Resource Management Office - Personnel
	1.2 Check for availability of fund		5 minutes	Municipal Budget Office- Personnel
	1.3 Record leave monetization in the leave card, verify leave application for signature.		5 minutes	Human Resource Management Office - Personnel
2.1. Received application for leave monetization	2. Release application for leave monetization.	None	2 minutes	Human Resource Management Office - Personnel
2.2 Forward to mayor office for approval.			3 minutes	Municipal Mayor
TOTAL:		None	25 minutes	

7. PROCESSING OF TERMINAL LEAVE AND RETIREMENT/SEPARATION BENEFITS AND CLAIMS

Processing of Terminal Leave and Retirement/Separation Benefits and Claims is compelled by retirees and those that have separated from service to comply the requirements needed for their terminal leave and other benefit claims

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal Government of Tupi Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CS Form No. 6 Leave Application Form (2 original copies)		Human Resource Management Office		
2. Office Clearances (2 original copies)		Retiree		
3. Service Record (2 original copies)		Human Resource Management Office		
4. NOSA/NOSI (2,Certified Photocopy)		Human Resource Management Office		
5. SALN (2, Certified Photocopy)		Human Resource Management Office		
6. Affidavit of No Pending Case		Puplic Notary		
7. Leave Card (1,Photocopy)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Process Clearance	1. Advice retiree to see GSIS liaison officer for retirement counseling	None	10 minutes	Human Resource Management Office - Personnel
2. File Terminal Leave Application.	2. Coordinate with retiree/heir regarding requirements needed for the processing of terminal leave	None	3minutes	



	2.1 Provide checklist		2 minutes	
3. Submit complete requirements for processing of request	3.1 Receive and check/verify complete requirements for	None	15 minutes	Human Resource Management Office - Personnel
	3.2 Prepare the Terminal Leave Voucher		20 minutes	
	3.3 Process terminal leave benefit.		-	
		None	50 minutes	



Municipal Agriculture Office External Services



1. AVAILMENT OF ANIMAL HEALTH CERTIFICATE

Animal Health Certificate is given to animals that is free from communicable diseases and has undergone examination/inspection and are fit travel and slaughter. This government service is being availed by livestock and poultry raiser and animal shipper/handlers based on the Municipal Revenue Ordinance.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen			
Who may avail:	All Farmers/Business entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order slip (1 original copy) Official Receipt (1 original copy)		Office of the Municipal Agriculturist Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book.	1. Give Log Book to the Client	None	1 Minute	Municipal Agriculture Office - Livestock Designate
2. Submit any Animal Health Records or accompany Livestock Designate to the farm for assessment and validation * Secure order of payment that the Livestock Designate will issue.	2. Receive and assess animal health records from the Client or visit the farm for validation.	None	35 Minutes	
	2.1 Issue Order of Payment if all required documents were given and the inspected animals passed health assessment	None	5 Minutes	
	2.2 Start processing the request.	None	10 Minutes	
3. Pay prescribed fees at the Municipal Treasury by presenting the Order of Payment. * Secure official receipt that will be issued upon payment.	3. Receive, Check, and Photocopy official receipt.	1. Animal Health Certificate a. Large Animal Cattle/Carabao) - P100/head b.Goats/Swine/Do g/Sheep- P50/head c. Fowls 1. Adult - P20/head 2. Chicks - P10/head d. Animal waste and by products - P100/load e. Fighting Cock - P50/head	15 Minutes	Revenue Collection Clerk Municipal Treasury Officer
4. Return to OMAG for the processing and release of Animal Health Certificate.	4. Issue the Animal Health Certificate to the Client.	None	5 Minutes	Municipal Agriculture Office - Livestock Designate
TOTAL		As indicated	46 Minutes	



2. AVAILMENT OF ANIMAL DEWORMING AND DISEASE TREATMENT

Treatment of diseases and deworming of livestock and poultry.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen			
Who may avail:	All livestock and poultry raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order slip (1 original copy) Official Receipt (1 original copy)		Office of the Municipal Agriculturist Municipal Treasury Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of animal for -History Taking -Physical examination	1.1 Receive and assess animal health records from the Client or visit the farm for validation.	None	30 Minutes	Office of the Municipal Agriculturist - Livestock designate
	1.2 Issue Order of payment if all required documents were given and the inspected animals passed health assessment	None	5 Minutes	Municipal Agriculture Office - Livestock Designate
2. Pay prescribed fees at the Municipal Treasury by the presenting the Order of Payment. * Secure official receipt that will be issued upon payment.	2. Issuance of Official Receipt	Deworming (Injectable) Small Animal – 100.00/hd/dose Large animal – 150.00/hd/dose Deworming (Oral) Small animal – 75.00/hd/dose Large animal – 125.00/hd/dose Disease treatment Small Animal – 100% cost of drug applied Large Animal – 100% cost of drug applied	15 Minutes	Revenue Collector Clerk Municipal Treasury Officer
3. Return to OMAG for the presentation of receipt for service.	3. Receive, Check, and Photocopy official receipt.	None	5 Minutes	Municipal Agriculture Office - Livestock Designate
	4. Perform animal deworming or disease treatment	None	-	Municipal Agriculture Office - Livestock Designate
TOTAL		As prescribed	55 Minutes	



3. AVAILMENT OF ANTI RABIES VACCINATION

Injection of rabies vaccines to dogs/cats to prevent or control rabies in animals which is valid for 1 year

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen			
Who may avail:	All livestock and poultry raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order slip (1 original copy) Official Receipt (1 original copy) Dogs/cats must be 3 months old and above		Office of the Municipal Agriculturist Municipal Treasury Office Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of animal for -History Taking -Physical examination	1.1 Receive and assess animal health records from the Client or visit the farm for validation.	None	30 Minutes	Municipal Agriculture Office - Livestock Designate
	1.2 Issue Order of payment if all required documents were given and the inspected animals passed health assessment	None	5 minutes	Municipal Agriculture Office - Livestock Designate
2. Pay prescribed fees at the Municipal Treasury by the presenting the Order of Payment. * Secure official receipt that will be issued upon payment.	2.Issuance of Official Receipt	1.Breed (for commercial purposes) – 150/hd 2.Domesticated / Pet Dogs – 50/hd	15 Minutes	Revenue Collection Clerk Municipal Treasury Office
3. Return to OMAG for the presentation of receipt for service.	3. Receive, Check, and Photocopy official receipt.	None	5 Minutes	Municipal Agriculture Office - Livestock Designate
	4. Perform animal deworming or disease treatment	None	-	Municipal Agriculture Office - Livestock Designate
TOTAL		As prescribed	55 Minutes	

4. AVAILMENT OF PESTICIDES/CHEMICALS

Pesticides are chemical substances that are meant to kill pests. They most commonly used by farmers to kill insects, weeds, rodents, fungi, mold and mildew.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Rice, Corn & High Value Crop Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Report of Infestation (1 original copy) 2.Withdrawal Slip (1 original copy)		Municipal Agriculturist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Report of Infection	1.1 Accept the Report of Infection 1.2.Schedule visitation/validation	None	5 minutes	



8. Wait for the request to be processed	2.1. Conduct field inspection and validation 2.2. Prepare Validation Result 2.3. Inform farmer of the Validation Result 2.4. Prepare withdrawal Slip	None	2 days	Municipal Agriculture Office – AT, Integrated Pest Management Designate
3. Secure withdrawal slip	3.1. Provide withdrawal slip	None	5 minutes	
4. Wait for the release of available pesticides	4. Release of required pesticides	None	20 minutes	
TOTAL		None	2 days, 30 mins.	

5. AVAILMENT OF PLANTING MATERIALS AT COST

Availability of good quality seedlings or planting materials is one of the important elements of successful horticulture production. It determines potential yield and performance of crop production. Further, the rate per planting material is based on the approved Revenue Code of the Municipality of Tupi.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Walk-in Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Area to be planted must be within South Cotabato (1 photocopy- title) Proof of ownership of area to be planted (1 photocopy) Withdrawal Slip (1 original) Official Receipt (1 original)		Farmer Farmer Office of the Municipal Agriculturist Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of planting materials	1.1. Verifies the availability of Planting Materials	None	15 minutes	Municipal Agriculture Office – AT, Nursery Incharge
	1.2 Prepare and process approval in the Withdrawal Slip	None	15 minutes	
2. Pay required fees at the Municipal Treasurer's Office by showing withdrawal slip	2.1. Received payment of required fee/s 2.2 Issue Official Receipt	1. Sexually Propagated Seedlings 2. Agro Forest Trees – 10.00/Seedling 3. Fruit trees (except mangosteen) – 15.00/Seedling 4. Asexually propagated seedlings 5. Propagated seedling and mangosteen – 30.00/Seedling	30 minutes	Municipal Agriculture Office – AT, Nursery Incharge Revenue Collection Clerk Municipal Treasury Officer



		LPM (Large planting materials) – 60.00/seedling		
3. Claim for the planting materials paid by showing the Official Receipt and Withdrawal Slip	3.1. Receive the Official Receipt and the Withdrawal slip	None	20 minutes	Municipal Agriculture Office – AT, Nursery Incharge
	3.2. Prepare for the planting materials indicated in the withdrawal slip			
	3.3. Release the planting materials			
TOTAL		As prescribed	1 Hour and 20 minutes	



6. AVAILMENT OF PLANTING MATERIALS UNDER PLANT NOW, PAY LATER (PNPL) SCHEME

Availability of good quality seedlings or planting materials is one of the important elements of successful horticulture production. It determines potential yield and performance of crop production.

Office or Division:	Municipal Agriculture Office				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Farmers				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Deed of Undertaking between the Governor and the Farmer (1 original copy) Proof of ownership of area to be planted (1 photocopy-title) Any valid ID (1 original)		Office of the Municipal Agriculturist Farmer Farmer			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit application letter for the availment of PNPL addressed to the LCE for approval	1.1.Receives application letter	None	1 day	Municipal Agriculture Office – AT, PNPL Incharge	
	1.2.Indorse application letter for the approval of the Municipal Mayor				
	1.3.Receives copy of the application letter approved by the Municipal Mayor				10 minutes
	1.4.Conducts site validation & report validation				1 day
	1.5.Submit to the Municipal Agriculturist for approval of the validation report				45 minutes
	1.6. Notify client of the approved application and submission of requirements				10 minutes
2. Submit requirements	2.1. Receive requirements 2.2. Issue withdrawal slip	None	15 minutes	Municipal Agriculture Office – AT, PNPL Incharge	
3. Claim planting materials by showing the withdrawal slip	3.1. Receive withdrawal slip 3.2. Release of Planting Materials	None	1 hour	Municipal Agriculture Office – AT, PNPL Incharge	
TOTAL		None	2days, 2hr,20mins.		

7. TECHNICAL ASSISTANCE ON AGRICULTURE AND FISHERY DEVELOPMENT

Technical assistance is mainly provided for agriculture, fishery and aquaculture management and development to further improve technical skills on part of workers, production and income on the part of farmers.

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



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original)		Farmer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1. Receive letter request 1.2. Secure approval of the Municipal Agriculturist	None	30 minutes	Office of the Municipal Agriculture – Municipal Agriculturist
2.Wait for technical assistance	2.Render/pr ovide technical assistance	None	1 day	Municipal Agriculture Office – AT assigned in a particular program
TOTAL		None	1day,30 mins.	

8. AVAILMENT OF TRACTOR OPERATION SERVICE

Tractor operation services is available for both disc harrow and disc plow operations. This government service is being availed by farmers for any land preparation.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen			
Who may avail:	All Farmers/Business entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order slip (1 original copy)		Municipal Agriculture Office		
Official Receipt (1 original copy)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book.	1. Give Log Book to the Client	None	1 Minute	Municipal Agriculture Office - Tractor
2. Provide information of area to be tractored including contact details. *Secure order of payment that the Tractor operation Designate will issue.	2.1 Check and validate clients request (address and contact details)	None	25 Minutes	
	2.2 Issue Order of Payment if all required documents were given and the inspected.	None	5 minutes	Designate
3. Pay prescribed fees at the Municipal Treasury by the presenting the Order of Payment. * Secure official receipt that will be issued upon payment.	3.1 Receive, Check, and Photocopy official receipt. 3.2 Issue Official request	1. Service Fees A. Discharrow A1. P1600/Hectare A2. P1700/Hectare for Barangay Polonuling and Kablon B. Disc plow - P3,500/hectare	15 Minutes	Revenue Collector Clerk Municipal Treasury Office



4. Return to OMAG for the processing of request. * Secure schedule to be issued by the Tractor operation designate and your original OR.	4.1 Issuance of Scheduled assignment and return original official receipt to the client.	None	5 Minutes	Municipal Agriculture Office - Tractor Designate Revenue Collection Clerk Municipal Treasury Officer
	4.2 Tractor operation based on schedule.	None	5 Minutes	Municipal Agriculture Office - Tractor Designate
TOTAL		As indicated	51 Minutes	

9. AVAILMENT OF SPECIALIZED TRAINING

Specialized training in agriculture is important to give both the field workers and farmers the opportunity to gain hands-on experience and inputs to further improve their technical expertise and knowledge in promoting agriculture in our place.

Office or Division:	Municipal Agriculture Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All farmers/PO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original)		MLGUs, Farmers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Municipal Agriculturist indicating the kind of training	1.1. Receive letter request 1.2. Secure approval of the Municipal Agriculturist 1.3. Verify the status of the conduct of requested training (schedule and venue) 1.4. Prepare technical materials	None	10 days	Municipal Agriculture Office – AT assigned in a particular program – AT
2. Prepares the venue and target participants	2. Facilitate/conduct the requested technical training	None	2 days	Municipal Agriculture Office – AT assigned in a particular program
TOTAL		None	12 days	



Municipal Assessor's Office

External Services



1. AVAILMENT OF APPRAISAL AND ASSESSMENT OF REAL PROPERTIES (SIMPLE)

The service is given to real property owners for real property taxation. It determines the market and assesses value of a certain property as of specific date.

Office/Division:	MASSO – Administrative Support Staff Real Property Appraisal and Assessment Section Tax Mapping and Assessment Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Present the following:		Notary Public		
1.1 Deed of Conveyance (1 Certified Photocopy)		Provincial/Municipal treasurer's Office		
1.2 Tax Clearance (1 Certified Photocopy)		Provincial Treasurer's Office		
1.3 Transfer Tax Receipt (1 Certified Photocopy)		Bureau of Internal Revenue		
1.4 Certificate of Authorizing (Registration (CAR) (1 Certified Photocopy) Certificate of Title (1 Certified Photocopy)		Registry of Deeds		
Additional Requirements: (for Newly Declared Properties)				
1.5 Survey Plan Approved by (LMB) of DENR-(1 original)		Local Field Office-DENR		
1.6 Certification from CENRO (1 original)		Local Field Office-CENRO		
1.7 Sworn Statement (1 original)		Declarant		
1.8 Certification from the Brgy. Captain (1 original)		Office of the Barangay		
1.9 Ocular Inspection Report (issued by MASSO) (1 original)		Brgy. Captain/Municipal Assessor's Office		
1.10 Certification from NCIP (for public domain occupied & possessed by NCC prior to July 04, 1955) (1 original)		Local Field Office- NCIP		
Additional Requirements: (for Subdivision or Consolidation)				
1.11 Approved Subdivision Plan or Approved Consolidation Plan (1 original)		DENR / LMS / Record Section-Regional Office		
1.12 Updated Sworn statement		Declarant		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name to the logbook and fill- up the request form	1. Present the visitor's logbook to the client	None	5 minutes	Admin Aide Admin Support Services
2. Submit the complete required documents to Appraisal and Assessment Section	2.1 Receive the required documents for assessment		5 minutes	LAOO I, LAOO III, AC II Appraisal and Assessment Section
	2.2 Verifies/Evaluate the submitted documents		15 minutes	LAOO I, LAOO III, AC II Appraisal and Assessment Section



	2.3 Prepare FAAS and Appraise/Assess the property	None	1 hour	LAOO I, LAOO III, AC II Appraisal and Assessment Section
	2.4 Assign PIN , boundaries and update TMCR		30 minutes	Taxmapper III, Taxmapping Aide Taxmapping and Record section
	2.5 Check and recommend FAAS for approval		10 minutes	Municipal Assessor
	2.6 Transmit FAAS to PASSO for approval		4 hours	MASSO Staff
	2.7 Approve the encoded FAAS		5 days	PASSO
	2.8 Pickup approved FAAS from PASSO		4 hours	MASSO Staff
	2.9 encode/print approved FAAS		10 minutes	Admin Aide Admin Support Services
3.Claim the Real Property Tax Declaration	3. Release copy of Real Property Tax Declaration		5 minutes	Admin Aide Admin Support Services
TOTAL		None	6 days; 2 hours and 30 minutes	

2.AVAILMENT OF APPRAISAL AND ASSESSMENT OF REAL PROPERTIES (COMPLEX)

The service is given to real property owners for real property taxation. It determines the market and assesses value of a certain property as of specific date.

Office or Division:	MASSO –Administrative Support Staff Real Property Appraisal and Assessment Section Tax Mapping and Assessment Records	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen	
Who May Avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Present the following: 1.13 Deed of Conveyance (1 Certified Photocopy) 1.14 Tax Clearance (1 Certified Photocopy) Transfer Tax Receipt (1 Certified Photocopy) 1.15 Certificate of Authorizing (Registration (CAR) (1 Certified Photocopy) 1.16 Certificate of Title (1 Certified Photocopy) Additional Requirements: (for Newly Declared Properties) 1.17 Survey Plan Approved by (LMB) of DENR-(1 original) 1.18 Certification from CENRO (1 Original) 1.19 Sworn Statement (1 Original) 1.20 Certification from the Brgy. Captain (1original) 1.21 Ocular Inspection Report (issued by MASSO) (1 original) 1.22 Certification from NCIP (for public domain occupied & possessed by NCC prior to July 04, 1955) 1 Original) Additional Requirements: (for Subdivision or Consolidation) Approved Subdivision Plan of Approved Consolidation Plan (1 original) 1.23 Updated Sworn statement		Notary Public Provincial/Municipal treasurer's Office Provincial treasurer's Office Bureau of Internal Revenue Registry of Deeds Local Field Office-DENR Local Field Office- CENTRO Declarant Office of the Barangay Captain Municipal Assessor's Office Local Field Office- NCIP DENR / LMS / Record Section-Regional Office Declarant



CLIENTS STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name to the logbook and fill- up the request form (OD will guide you to the person responsible)	1.1.Present the visitor's logbook to the client 1.2 Direct the client to person responsible	None	5 minutes	Admin Aide Admin Support Services
2. Submit the complete required	2.1 Receive the required documents for assessment	None	5 minutes	LAOO I, LAOO III, AC II Appraisal and Assessment Section
	2.2 Verifies/Evaluate the submitted documents <i>(if requires inspection to determine the classification, valuation, location and existing improvements of the real Property)</i>	None	5 days	LAOO I, LAOO III, AC II Appraisal and Assessment Section
	2.3 Prepare FAAS and Appraise/Assess the property	None	1 hour	LAOO I, LAOO III, AC II Appraisal and Assessment Section
	2.4 Assign PIN , boundaries and update TMCR	None	30 minutes	Taxmapper III, Taxmapping Aide Taxmapping and record section
	2.5 Check and recommend FAAS for approval	None	10 minutes	Municipal Assessor
	2.6 Transmit FAAS to PASSO for approval	None	4 hrs.	MASSO Staff.
	2.7 Approve the encoded FAAS	None	5 days	PASSO
	2.8 Pickup approved FAAS from PASSO	None	4 hrs.	MASSO Staff
	2.9 encode approved FAAS	None	5 min.	Admin Aide Admin Support Services
	3.0 Release copy of Real Property Tax Declaration	None	5 minutes	Admin Aide Admin Support Services
	TOTAL	None	11days; 2hrs.	



3. AVAILMENT OF CERTIFICATIONS ON (SIMPLE):

A. NO IMPROVEMENTS/WITH IMPROVEMENTS

B. NO PROPERTY

This service is given to the Real Property Owners as part of the requirements by other agencies.

Office or Division:	MASSO- Administrative Support Services Assessment Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Brgy. Certification (1 Original copy) 2. Tax Clearance (1Photocopy) 3. Official Receipt (1original)		From Certain Barangay From Municipal Treasurers Office From Municipal Treasurers Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register name to the logbook	1.Present the Logbook to the client	None	5 minutes	Admin Aide Admin Support
2. Present Brgy. Certification/ Tax clearance to the Record Section	2. Verify Records as existence of Real Property/check if Sworn Statement was complete filed.	None	10 minutes	Admin Aide Admin Support Services
	2.1 Issue Order of payment for the Certification	None	5 minutes	Admin Aide Admin Support Services
3. Secure Official Receipt at the Mun. Treasurer's Office	3. Receive payment	Certification Fee P 130.00	20 minutes	MTO Personnel
4. Present the Official Receipt	4.1. Log the Official Receipt number to the verification logbook		5 minutes	Admin Aide Admin Support Services
	4.2. Prepare the Certification	None	15 minutes	Admin Aide Admin Support Services
	4.3 Forward the documents for approval to MA	None	5 minutes	
	4.4 Sign the documents	None	10 minutes	Edna S. Guiñares-MA
5. Claim the Certification	5. Release the documents	None	5 minutes	Admin Aide Admin Support Services
	TOTAL	Certification Fee- P 130.00 Tax Clearance - P 130.00	1 hour and 20 minutes	



4. AVAILMENT OF CERTIFICATIONS ON (COMPLEX):

4.1 NO IMPROVEMENTS /WITH IMPROVEMENTS/ NO PROPERTY HISTORY

This service is given to the Real Property Owners as part of the requirements by other agencies.

Office or Division:	MASSO- Administrative Support Services Assessment Records Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Brgy. Certification (1 Original copy) 2. Tax Clearance (1 Photocopy) 3. Official Receipt (1 Original)		From Certain Brgy. Municipal treasurer's Office Municipal Treasurers Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name to the logbook	1. Present the Logbook to the client	None	5 minutes	Admin Aide Admin Support Services
2. Present Brgy. Certification/ Tax Clearance to the Record Section	2. Verify Records as existence of Real Property /check if Sworn Statement was complete filed.	None	10 minutes	Admin Aide Admin Support Services
	2.1. Issue Order of payment for the Certification/SS/History		10 minutes	Admin Aide Admin Support Services
3. Secure Official Receipt at the Mun. Treasurer's Office	3. Receive payment	Certification Fee P 130.00 History Fee P 200.00	10 minutes	MTO Personnel
4. Present the Official Receipt	4.1. Log the Official Receipt number to the verification logbook		5 minutes	Admin Aide Admin Support Services
	4.2. Prepare the Certification	None	15 minutes	Admin Aide Admin Support Services
	(If request involve History of Assessment) 4.3 Trace back records and encode result	None	5 days	Admin Aide Admin Support Services
	4.4 Forward the documents for approval to MA		5 minutes	Admin Aide Admin Support Services
	4.5 Sign the documents	None	5 minutes	Edna s. Guiñares-MA
	4.6 Release the documents	None	5 minutes	Admin Aide Admin Support Services
	TOTAL	Certification Fee- P 130.00 History Fee – P 200.00 Tax Clearance - P 130.00	5 Days & 1 hr, 10 mins.	



5. AVAILMENT OF OWNERS COPY AND CERTIFIED TRUE COPY OF TAX DECLARATION

Office or Division:	MASSO- Administrative Support Services Assessment Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2BE – Government to Business Entity			
Who May Avail:	1. Private Individual 2. Business Intities 3. Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Issuance of owners copy and Certified True Copy of Tax Declaration 2. Tax Clearance 3. Updated Sworn Statement		Municipal Treasurers Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name to the logbook	1. Present the Logbook to the client	None	5 minutes	Admin Aide Admin Support Services
	2.1. Issue Order of payment for the Tax Declaration		10 minutes	Admin Aide Admin Support Services
3. Secure Official Receipt at the Mun. Treasurer's Office	3. Receive payment	100	10 minutes	MTO Personnel
	4.5 Sign the documents	None	5 minutes	Edna s. Guiñares-MA
	TOTAL	Tax Declaration Fee 100.00	30 mins.	

6. AVAILMENT OF ASSISTANCE TO ALL SORT OF VERIFICATION

Office or Division:	MASSO- Administrative Support Services Assessment Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2BE – Government to Business Entity			
Who May Avail:	Assistance to all sort of verification			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Documents Related to Real Property		Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name to the logbook	1. Present the Logbook to the client	N/A	5 minutes	Admin Aide Admin Support Services
2. Verify Real Property/Ask for assistance	1. Refer to the Designate Personnel	N/A	10 mins	Admin Aide Admin Support



				Services
	TOTAL	0	15 mins.	



MUNICIPAL BUDGET OFFICE

External Services



1. CERTIFIES TO THE EXISTENCE OF AVAILABLE APPROPRIATION

Certifies to the Existence of Available Appropriation according to budget appropriated to ensure that the financial transaction is in order.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- government services whose client is a government employee or another government agency.			
Who may avail:	Offices within Municipal Government of Tupi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (4 Original)		- Budget Office - Offices provided with form and its content Office concerned		
2. Supporting Documents (depending on the type of transaction) (1 original)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request (OBR) and supporting documents	1.1. Receives Obligation Request (OBR) and supporting documents	None	10 mins	Budgeting Assistant II Admin Aide VI Admin Aide II
	1.2. Controls OBR with corresponding appropriation	None	15 mins	Budgeting Assistant II Admin Aide VI Admin Aide II
	1.3. Signs OBR	None	1 day	Municipal Budget Officer
	1.4. Releases OBR	None	10 mins	Budgeting Assistant II Admin Aide VI Admin Aide II
TOTAL		None	1 day, 35 mins	

2. RELEASE OF ALLOTMENT

Release of Allotment according to office request.

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- government services whose client is a government employee or another government agency.			
Who may avail:	Offices within the Municipal Government of Tupi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for release of quarterly allotment (1 Original)		- Budget Office - Requesting Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for release of allotment	1.1. Receives request for release of quarterly allotment	None	10 mins.	Budgeting Assistant II Admin Aide VI Admin Aide II
	1.2. Evaluates request for allotment vis-à-vis approved appropriations ordinance	None	30 mins	Budgeting Assistant II Admin Aide VI Admin Aide II
	1.3. Prepares Allotment Release Order (ARO)	None	1 hour	Budgeting Assistant II Admin Aide VI Admin Aide II



	1.4. Signs ARO	None	1 day	Municipal Budget Officer
	1.5. Release ARO to Municipal Mayor's Office	None	10 mins.	Budgeting Assistant II Admin Aide VI Admin Aide II
	1.6. Approve ARO and return to Municipal Budget Office	None	1 day	Municipal Mayor
	1.7. Receive and Record approved ARO	None	15 mins.	Budgeting Assistant II Admin Aide VI Admin Aide II
Total		None	2 days, 2 hours and 5 mins.	

3. APPROVES PROGRAM OF WORKS

Notes and approves program of works according to budget appropriated to ensure that program has ample appropriation.

Office	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- government services whose client is a government employee or another government agency.			
Who may avail:	Offices within Municipal Government of Tupi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Program of Works (4 Original) 2. Supporting Documents (Bill of Materials) (4 original)		Offices concerned Office concerned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Program of Works (POW) and supporting documents	1.1. Receives Program of Works (POW) and supporting documents	None	10 mins	Budgeting Assistant II Admin Aide VI Admin Aide II
	1.2. Evaluate and record POW according with corresponding allotment order and appropriation	None	30 mins	Budgeting Assistant II Admin Aide VI Admin Aide II
	1.3. Signs POW	None	1 day	Municipal Budget Officer
	1.4. Releases POW	None	10 mins	Budgeting Assistant II Admin AAide VI Admin Aide II
TOTAL		None	1 day, 50 minutes	



4. REVIEWS BARANGAY BUDGETS

Review technically barangay budgets according to the Local Government Code and Budget Circulars to ensure compliance with laws and policies.

Office	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- Government services whose client is a government employee or another government agency.			
Who may avail:	Barangay Officials, Barangay Treasurer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Budget/Supplemental Budget		Barangay concerned		
2. Supporting Documents (Resolutions, Appropriations Ordinance, Annual Investment Program) (14 original copies)		Barangay concerned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Annual Budget/Supplemental Budget	1.1. Receives Annual Budget/Supplemental Budget and supporting documents	None	5 mins	Administrative Officer Budgeting Assistant II
	1.2. Evaluate and review Annual Budget /Supplemental Budget as to compliance with the Local Government Code and Budget Circulars	None	5 days	Administrative Officer
	1.3. Signs Endorsement Letter to Sangguniang Bayan that the budget has been reviewed by the office	None	1 day	Municipal Budget Officer
	1.4. Forwards Annual /Supplemental Budget to Sangguniang Bayan.	None	10 mins	Budgeting Assistant II Admin Aide VI Admin Aide IIO
TOTAL		None	6 days, 15 minutes	



MUNICIPAL BUDGET OFFICE
A. BIDS AND AWARDS COMMITTEE
External Services



1. ISSUANCE OF BIDDING DOCUMENTS

Issuance of bidding documents to interested supplier/bidder of goods and services, infrastructure projects of the Municipal Government of Tupi.

Office or Division:	Office of the Mayor - Bids and Awards			
Classification:	Simple			
Type of Transaction:	G2B- GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Business entities, suppliers, contractors, bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization Letter/Special Power of Attorney (1 Original or photocopy)		Business entity,supplier,contractor,bidder		
2. Secretary's Certificate (1 Original or photocopy)		Business entity,supplier,contractor,bidder		
3. Valid ID		Business entity,supplier,contractor,bidder Bids and Awards Division		
4. Payment Form (1, original)		Municipal Treasurer's Office Bids and Awards Committee		
5. Official Receipt (1 original)				
6. Dealer's List (1, original)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about Bidding Opportunities	1. Provide client with appropriate information about Bidding Opportunities	None	5 minutes	Goods & Services 1. BAC Secretariat (Supply Officer III) Civil Works 1. BAC Secretariat (Supply Officer II) 2. Program Engineer
2. Fill-out Payment Form	2. Provide client with the Payment Form	None	2 minutes	Goods & Services 1. BAC Secretariat (SO III) Civil Works 1. BAC Secretariat (SO III) 2. Procuring Office
3. Pay to Municipal Treasurer's Office & Claim Official Receipt	3. Instruct client to proceed to MTO to pay the appropriate fee and secure Official Receipt	Per guidelines issued by the GPPB for the sale of Bidding Documents	10 minutes	RCC Municipal Treasurer's Office
4. Present O.R. and Fill-out the Dealer's List	4. Photocopy Official Receipt and Provide client with Dealer's List to fill-out	None	2 minutes	Goods & Services 1. BAC Secretariat (SO III) Civil Works 1. BAC Secretariat (SO III)
5. Receive complete set of bidding documents	5.1 Print-out complete bidding documents 5.2. Provide copy of bidding documents	None	10 minutes	Goods & Services 1. BAC Secretariat (SO III) Civil Works 1. BAC Secretariat (SO III) 2. Procuring Office
TOTAL	Per guidelines issued by the GPPB for the sale of Bidding Documents	29 minutes		



Bidding Documents fee	
Approved Budget for the Contract	Cost of Bidding Document
500,000 and below	₱500.00
500,000- 1,000,000	₱1,000.00
1,000,000-5,000,000	₱5,000.00
5,000,000-10,000,000	₱10,000.00
10,000,000-50,000,000	₱25,000.00
50,000,000-500,000,000	₱50,000.00
More than 500,000,000	₱75,000.00

1. PARTICIPATION IN ALTERNATIVE MODE OF PROCUREMENT (SVP AND SM)

Issuance of canvass forms to a minimum of three (3) supplier/contractor or its representative for the alternative mode of procurement for goods and services, and infrastructure projects of the Municipal Government of Tupi

Office or Division:	Office of the Mayor - Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2B- GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Business entities, contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Price Quotation (1, original) 2. Business Permit (1 photocopy) 3. Certificate of PhilGEPS Registration (1, Certified Photocopy) 4. Income Tax Return (1, Certified photocopy)		Bids and Awards –Secretariat Business entities, contractors Business entities, contractors Business entities, contractors Business entities, contractors		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about Opportunities for Alternative Method of Procurement	1. Provide client with canvass forms	None	10 minutes	Goods & Services 1. Canvasser 2. BAC Sec 3. SO III 4. Procuring Office Civil Works Section 1. BAC Sec 2. SO III 3. Procuring Office
2. Submit Price Quotation	2.1. Receive Price Quotation Form 2.2. Check Accuracy of Price Quotation	None	5 minutes	Goods & Services 1. Canvasser 2. BAC Sec 3. SO III Civil Works Section 1. Canvasser 2. BAC Sec 3. SO III



3. Abstract of Personal Canvass	3.1 Type Abstract of Price Quotations	None	15 mins	BAC Secretariat
	3.2 For Signature of BAC Members	None	1 day	
4. Resolution of Awards	4.1 Resolutions of Awards	None	1 day	BAC Secretariat
TOTAL		None	2 days and 30 minutes	



Municipal Civil Registrar Office

External Services



1. Registration of Live Birth

A birth certificate is a vital record that establishes the birth of a child. It is an official form that gives details or the time and place of a person's birth, and his or her name, sex, mother's name and usually father's name. The birth of the child shall be registered within thirty (30) days from the time of birth at the Local Civil Registrar's office of the municipality where the birth occurred.

Office		Municipal Civil Registrar Office		
Classification		G2C-Government to Citizen		
Type of Transaction		Simple Transaction		
Who May Avail		Immediate Family (spouse, parents, direct descendants or guardian if minor), Attendant at Birth (Physician/ Nurse/ Midwife/ Hilot) , the person himself or any person authorized by him.		
Checklist of Requirements		Where to Secure		
1. Original copy of Marriage Certificate with registry number		Office of the Local Civil Registrar where the marriage of the Parents took place		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Requests birth information sheet from birth section (window #1)	1. Initially interview the client. Guide client how to fill up the information sheet.	None	3 minutes	Cathleen Reesa S. Egonio
2. Submit the completely and correctly filled up information sheet with the marriage certificate.	2. Review information sheet as to completeness of entries. Cross check with the marriage contract to ensure accuracy of spelling and dates. If found in order, process the certificate of live birth.	None	15 minutes	Cathleen Reesa S. Egonio
3. Affix signature at the space provided for the informant	3. Print out birth certificate.	None	2 minutes	Cathleen Reesa S. Egonio
3.1. Secure the signature of Attendant at Birth		None		
3.2. Return the birth certificate form to window #1	3.1. Issue Order of Payment.	None	5 minutes	Cathleen Reesa S. Egonio
4. Pay the required fees at the Office of the Municipal Treasurer by showing the Order of Payment	4. Issuance of official receipt	Php 100.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer
5. Present the official receipt back to window #1 and wait for the release of the owner's copy of birth certificate.	5. Post official receipt number at log book.	None	5 minutes	Cathleen Reesa S. Egonio
	5.1 Register the Certificate of Live Birth. Post entry in the civil registry book and transcribe registry number on the certificate of vital event.	None	5 minutes	Cathleen Reesa S. Egonio
	5.2. Release client's copy of the Birth Certificate	None	2 minutes	Cathleen Reesa S. Egonio
	TOTAL	Php 100.00	56 minutes	



2. Delayed Registration of Live Birth

A birth certificate is a vital record that establishes the birth of a child. It is an official form that gives details or the time and place of a person's birth, and his or her name, sex, mother's name and usually father's name. The birth of the child shall be registered within thirty (30) days from the time of birth at the Local Civil Registrar's office of the municipality where the birth occurred.

Office	Municipal Civil Registrar Office			
Classification	G2C-Government to Citizen			
Type of Transaction	Complex Transaction			
Who May Avail	Immediate Family (spouse, parents, direct descendants or guardian if minor), Attendant at Birth (Physician/ Nurse/ Midwife/ Hilot) , the person himself or any person authorized by him.			
Complete Checklist of Requirement		Where to Secure		
1. Original copy of Marriage Certificate with registry number		Office of the Local Civil Registrar where the marriage of the Parents took place		
Additional Requirements				
2. Any two, public or private document showing the correct entry or entries: that attest the birth of the child, such as but not limited to: baptismal certificate and other document issued by religious authorities, earliest school records, ITR of parents, Government Issued ID.		Church, School, BIR, ID - LTO, GSIS, Pag-ibig, SSS, PRC		
3. If 7 years of age and up: Certification as to non-existence of record (Negative Certification)		Philippine Statistics Authority.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire requirements for the delayed registration of birth. at window #1	1. Initially interview the client. Provide checklist of requirements in the recording of delayed registration of birth.	None	3 minutes	Cathleen Reesa S. Egonio
2. Submit the complete list of requirements for the delayed registration of birth.	2. Received and acknowledged the submitted requirements for the Delayed Registration of Live Birth.	None	15 minutes	Cathleen Reesa S. Egonio
3. Affix signature at the space provided for the informant.	3. Print out the birth certificate and sign.	None	5 minutes	Cathleen Reesa S. Egonio
3.1. Secure the signature of Attendant at birth		None	5 minutes	
3.2. Return form to window 1. for the issuance of order of payment	3.1. Issue Order of Payment	None	3 minutes	Cathleen Reesa S. Egonio
4. Pay the required fees at the Office of the Municipal Treasurer by showing the Order of Payment	4. Issuance of official receipt	Php 200.00	20 minutes	Revenue Collection Clerk, Municipal Treasurer
5. Present the official receipt back to window #1.	5. Post official receipt number at log book.	None	2 minutes	Cathleen Reesa S. Egonio
6. Observe the 10 day posting period for delayed registration	6. Notify informant on the prerequisites in the delayed registration of birth.	None	10 days Publication Period	Cathleen Reesa S. Egonio



	6.1. Post Notice on the Pending Application for Delayed Registration of Birth on the bulletin board of the municipality for a period of not less than ten (10) days	None	2 minutes	Cathleen Reesa S. Egonio
7. Return after 10 calendar days to pick up owner's copy of birth certificate.	7. Register the Certificate of Live Birth. Post entry in the civil registry book and transcribe registry number on the certificate of vital event.	None	5 minutes	Cathleen Reesa S. Egonio
8. Claim owner's copy of birth certificate	8. Release client's copy of the Birth Certificate	None		Cathleen Reesa S. Egonio
	TOTAL	Php 200.00	10 days and 1 hour	

3. APPLICATION FOR MARRIAGE LICENSE

Application for Marriage License is an application in writing setting forth if each of the contracting parties has the necessary qualifications for contracting marriage and this writing is subscribed and sworn by the parties separately before any public official authorized to administer oaths of before the local civil registrar who shall then issue the proper license. In brief, it is the authority to marry. Marriage License is good only for 120 days. From date of issuance and will be deemed automatically cancelled if not used within the said period.

Office	Office of the Municipal Registrar		
Classification	G2C-Government to Citizen		
Type of Transaction	Complex Transaction		
Who May Avail	Contracting parties who has the necessary qualifications to contract marriage provided that one of them habitually resides in the municipality.		
Checklist of Requirement	Where to Secure		
1. Original birth certificate or baptismal certificates of the contracting parties 2. Marriage Counseling Certificate 3. A. Parent's Consent, in case either or both of the contracting parties are between the ages of eighteen (18) and twenty one (21) 3. B. Parental Advice upon the Intended Marriage, in case either or both of the contracting parties are between the ages of twenty one (21) and twenty five (25) 4. Certificate of No Marriage (CENOMAR) 5. Photocopy of any government issued ID (COMELEC ID or Certification, PRC license , LTO license, Postal ID)	Local Civil Registrar where the contracting parties were born or baptized Local Civil Registrar where the contracting parties applied for the Marriage License Father, and Mother, Surviving Parent or Guardian, or person having legal charge of them Philippine Statistics Authority COMELEC, PRC, LTO, Post Office		
Additional Requirements for Widows, Divorced, Annulled or Nullified Marriages		Death Certificate - PSA Judicial Decree - Regional Trial Court where the decree/ declaration were granted Consular Office	
I. If either of the contracting parties have been previously married, the applicant shall be required to furnish, the death certificate of the deceased spouse or the judicial decree of the absolute divorce, or the judicial decree of annulment or declaration of nullity of the previous marriage			
Additional Requirement for Foreigner Applicant			
I. When either or both of the contracting parties are citizen of a foreign country, applicant/s must present Certificate of Legal Capacity to Contract Marriage issued by their respective diplomatic or consular officials			
Fees	For Foreigner	2,000.00	Official Receipt shall be secured from the Office of the Municipal



	Registration for Legal Capacity to Marry	1,000.00	Treasurer	
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Request for an application for marriage license information sheet at window #3	1. Initially interview the applicant.	None	3 minutes	Ester Shiela B. Tamayo
	1.1 Provide checklist of requirement for the Application of Marriage License	None	2 minutes	Ester Shiela B. Tamayo
2. Attend Pre-Marriage Counseling.	2. Facilitate Pre- Marriage Counseling	200.00	1 day	Pre-Marriage Counselors
3. Submit the completely filled up information sheet with the checklist of requirements. To window #3	3. Review the completely filled up information sheet and the attached requirements. If found in order, process the Application for Marriage License.	None	10 minutes	Ester Shiela B. Tamayo
	3.1. Print out the application for marriage license form.	None	2 minutes	Ester Shiela B. Tamayo
4. Sign in the space provided for the applicants then return to window #3	4. Guide client where to affix signature in the AML form. .	None	3 minutes	Ester Shiela B. Tamayo
5. For applicants requiring Parental Advice or Parents' Consent, presence of parents were required to sign the Advice/Consent form.	5. Ensure that the signatories were the parents or guardian of the contracting parties	None	3 minutes	Ester Shiela B. Tamayo
	5.1. Issue order of payment	None	2 minutes	
6. Pay the required fees at the Office of the Municipal Treasurer by showing the Order of Payment.	6. Issuance of Official Receipt	-	20 minutes	Revenue Collection Clerk, Municipal Treasurer
	6.1. For local resident applicants	500.00		
	6.2. For applicants where one of the contracting parties were non-resident	750.00		
7. Present receipt back to window # 3.	7. Post official receipt number at log book.	None	3 minutes	Ester Shiela B. Tamayo
8. Wait for 10 calendar days while notice of pending application for marriage license is posted.	8.10 days posting of a Notice on Application for Marriage License. MCR forward a copy of notice to the birth place of one of the contracting parties.	None	10 days	Ester Shiela B. Tamayo
9. Contracting parties returns on the 11th day to window # 3.	9. Issue order of payment (License Fees)	None	2 minutes	Ester Shiela B. Tamayo
10. Pay the required fees at the Office of the Municipal Treasurer by showing the Order of Payment.	10. Issuance of Official Receipt	100.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer
11. Present receipt back to window # 3.	11. Post official receipt at the logbook then Issue Marriage License	None	13 minutes	Ester Shiela B. Tamayo
12. Wait for the issuance of marriage license	12. Issuance of Marriage License	None	10 minutes	Ester Shiela B.



	12.1. Post entry in the civil registry book and transcribe marriage license Number and Date of Issuance.			Tamayo
13. Claim marriage license	13. Release the Marriage License	None	2 minutes	Ester Shiela B. Tamayo
	TOTAL	850.00	11 days, 1 hour and 35 minutes	

4. ISSUANCE OF DEATH CERTIFICATE

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place. Registration of death shall be made in the Office of the Civil Registrar of the municipality where the death occurred within 30 days from the time of death. (Section 5 PD 651)

Office	Municipal Civil Registrar Office			
Classification	G2C-Government to Citizen			
Type of Transaction	Simple Transaction			
Who May Avail	Physician who last attended the deceased or the administrator of the hospital or clinic where the person died, nearest relative of the deceased.			
Checklist of Requirement		Where to Secure		
1. Birth Certificate of the deceased or Marriage Certificate		Local Civil Registrar where the deceased was born or where the marriage took place. May also secure document from Philippine Statistic Authority		
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Requests death information sheet from birth and death section (window #1)	1. Initially interview the client. Guide client how to fill up the form.	None	15 minutes	Joey DC Bullos
2. Submit the completely and correctly filled up information sheet with the deceased marriage or birth certificate	2. Review information sheet as to completeness of entries. Cross check with the marriage or birth certificate to ensure accuracy of spelling and dates. If found in order, process the certificate of death	None	15 minutes	Joey DC Bullos
3. Affix signature at the space provided for the informant. Secure the signature of the below listed individual.	3. Print out the death certificate and sign.	None	3 days	Joey DC Bullos
3.1. Signature of Embalmer				
3.2. Signature of Attending Physician				
3.3. Signature of Municipal Health Officer				
4. Return the signed death certificate to window # 1.	4. Issue Order of Payment.	None	2 minutes	Joey DC Bullos
5. Pay the required fees at the Office of the	5. Issuance of official receipt	Service Fee- 100.00	20 minutes	Revenue Collection Clerk



Municipal Treasurer by showing the Order of Payment		Burial Permit-200.00		II, Municipal Treasurer
6. Present the official receipt back to window #1 and wait for the release of owner's copy of the death certificate.	6. Post entry in the civil registry book and transcribe registry number on the certificate of vital event.	None	3 minutes	Joey DC Bullos
7. Claim death certificate	7. Release client's copy of the death Certificate	None	2 minutes	Joey DC Bullos
	TOTAL	Php 300.00	3 days and 57 minutes	Joey DC Bullos

5. DELAYED REGISTRATION OF DEATH

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place. Registration of death shall be made in the Office of the Civil Registrar of the municipality where the death occurred within 30 days from the time of death. (Section 5 PD 651)

Office	Municipal Civil Registrar Office			
Classification	G2C-Government to Citizen			
Type of Transaction	Complex Transaction			
Who May Avail	Nearest kin of the deceased			
Complete Checklist of Requirement		Where to Secure		
1. Birth Certificate of the deceased or Marriage Certificate		Local Civil Registrar where the deceased was born or where time of marriage took place. May also secure document from Philippine Statistic Authority Informant Philippine Statistics authority Office of the Punong Barangay		
2. Affidavit for Delayed Registration of Death				
3. Certificate as to non-existence of record (Negative Result)				
4. Barangay Certification to prove occurrence of death in the said place				
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Inquire requirements for the delayed registration of death at window # 1	1. Initially interview the client. Provide checklist of requirements in the recording of delayed registration of death.	None	15 minutes	Joey DC Bullos
2. Submit the complete list of requirements for the delayed registration of death	2. Received and acknowledge the submitted requirements for the Delayed Registration of Death.	None	5 minutes	Joey DC Bullos
3. Affix signature at the space provided for the informant. Secure the signature of the below listed individual.	3. Print out the death certificate and sign.	None	3 days	Joey DC Bullos
3.1. Signature of Embalmer				
3.2. Signature of Attending Physician				



3.3. signature of Municipal Health Officer				
4. Return death certificate form to window #1.	4. Notify informant on the prerequisites in the registration for the Delayed Registration of Death pursuant to Section 47a of the Family Code of the Philippines	None	5 minutes	Joey DC Bullos
4.1. Observe the 10 day posting period for delayed registration.	4.1 Post Notice on the Pending Application for Delayed Registration of Marriage on the bulletin board of the municipality for a period of not less than ten (10) days.	None	10 days	Joey DC Bullos
5. After the publication period, return to window # 1 and check result of pending application.	5. If after ten days, no one opposes the registration, evaluate the veracity of all documents submitted and if found in order, register the delayed report	None	10 minutes	Joey DC Bullos
	5.1. Issue Order of Payment.	None	3 minutes	Joey DC Bullos
6. Pay the required fees at the Office of the Municipal Treasurer by showing the Order of Payment	6. Issuance of official receipt	200.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer
7. Return to window # 1, present official receipt and wait for the client's copy of death certificate.	7. Post entry in the civil registry book and transcribe registry number on the certificate of vital event.	None	5 minutes	Joey DC Bullos
8. Claim death certificate	8. Release client's copy of the death Certificate	None	2 minutes	Joey DC Bullos
TOTAL		Php 200.00	13 days and 35 minutes	

6. REGISTRATION OF MARRIAGE

Marriage is defined as a special contract of permanent union between a man and a woman entered into in accordance with law, for the establishment of conjugal and family life. It is the foundation of the family and an inviolable social institution whose nature, consequences and incidence are governed by law and not subject to speculation, except that marriage settlements may fix the property relations during the marriage within the limits provided in the Family Code of the Philippines.

Office	Office of the Municipal Registrar	
Classification	G2C-Government to Citizen	
Type of Transaction	Simple Transaction	
Who May Avail	Solemnizing Officer	
Checklist of Requirement		
1. Certificate of Marriage	Solemnizing Officer Local Civil Registrar where the license was issued	
2. Marriage License		
Marriages Exempt from License Requirement		
Article 27 - Marriage in Articulo Mortis		
Article 28 - Marriage in Remote Places		



Article 33 - Marriage among muslim or among members of the ethnic cultural communities maybe performed validly without the necessary marriage license, provided they are solemnized in accordance with their customs, rites or practices;				
Article 34 - No license shall be necessary for the marriage of the man and a woman who have live together as husband and wife for at least five years and without any legal impediment. However they are required to secure a Certificate of No Marriage (CENOMAR) from the Philippine Statistics Authority.				
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Submit Certificate of Marriage with the copy of marriage license at window # 3	1. Check certificate of marriage, as to completeness of entries and correctness of data and spelling of names. If found in order, stamped date of receipt and issue order of payment.	None	5 minutes	Ester Shiela B. Tamayo
2. Pay the required fees at the Office of the Municipal Treasurer by showing the Order of Payment	2. Issuance of official receipt	200.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer
3. Present the official receipt back to window #3 and wait for the release of owner's copy	3. Post entry in the civil registry book and transcribe registry number on the certificate of vital event.	None	5 minutes	Ester Shiela B. Tamayo
4. Claim certificate of marriage	4. Release the client's registered copy of Certificate of Marriage	None	2 minutes	Ester Shiela B. Tamayo
TOTAL		200.00	32 minutes	

7. DELAYED REGISTRATION OF MARRIAGE

Marriage is defined as a special contract of permanent union between a man and a woman entered into in accordance with law, for the establishment of conjugal and family life. It is the foundation of the family and an inviolable social institution whose nature, consequences and incidence are governed by law and not subject to speculation, except that marriage settlements may fix the property relations during the marriage within the limits provided in the Family Code of the Philippines. In ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage while the marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage is solemnized.

Office	Office of the Municipal Registrar
Classification	Government to Citizen
Type of Transaction	Complex Transaction
Who May Avail	Solemnizing Officer, the Contracting Parties themselves



Checklist of Requirement		Where to Secure		
1. The solemnizing officer or the person reporting or presenting the marriage for registration shall be required to execute and file an affidavit stating the exact place and date of marriage, the facts and circumstances surrounding the marriage and the reason or cause of the delay.		Notary Public		
2. Certificate of Marriage 2.1. In cases where neither the applicant nor the Solemnizing Officer has a copy of the marriage certificate and no other record about the marriage could be obtained, the applicant shall execute an affidavit of marriage attested by two persons who witness the performance of the marriage. It should be supported with documentary evidences, such as birth certificate, of the children, income tax returns, title to properties, and other documents where facts of the marriage are shown. 2.2. Based on the affidavit and its supporting documents the civil registrar shall re-construct the certificate of marriage.		Solemnizing Officer Notary Public The other documentary requirements shall be provided by the couple		
3. Marriage License		Local Civil Registrar where the license was issued		
4. Certificate of No Marriage		Philippine Statistics Authority		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible / Step
1. Inquire requirements for the delayed registration of marriage. (window #3)	1. Initially interview the client. Provide checklist of requirements in the recording of delayed registration of marriage.	None	2 minutes	Ester Shiela B. Tamayo
2. Submit the complete list of requirements for the delayed registration of marriage	2. Received and acknowledge the submitted requirements for the Delayed Registration of Marriage. Print out notice of pending application.	None	3 minutes	Ester Shiela B. Tamayo
	2.1 Post Notice on the Pending Application for Delayed Registration of Marriage on the bulletin board of the municipality for a period of not less than ten (10) days.	None	10 days	Ester Shiela B. Tamayo
3. Return to window # 3 to check result of pending application.	3. If after ten (10) days, no one opposes the registration, evaluate the veracity of all documents submitted and if found in order, register the delayed report	None	25 minutes	Ester Shiela B. Tamayo
	3.1. Issue Order of Payment.	None	3 minutes	Ester Shiela B. Tamayo
4. Pay the required fees at the Office of the Municipal Treasurer by showing the Order of Payment	4. Issuance of official receipt	300.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer



5. Present the official receipt back to window #3 and wait for the release of owner's copy	5. Post entry in the civil registry book and transcribe registry number on the certificate of vital event.	None	5 minutes	Ester Shiela B. Tamayo
5. Claim the certificate of marriage.	5. Release the client's registered copy of Certificate of Marriage	None	2 minutes	Ester Shiela B. Tamayo
TOTAL		300.00	10 days and 1 hour	

8. ISSUANCE OF CERTIFIED TRANSCRIPT OR COPIES OF ANY CERTIFICATE OR DOCUMENT REGISTERED, UPON PAYMENT OF THE PROPER FEES.

Civil registry documents are used to establish the occurrence of an event, to provide prima facie evidence of the facts surrounding the event, and to trace one's lineage. To an individual, the civil registry documents are used to: establish one's identity, enroll in school, obtain driver's license, claim benefits, tax exemptions, obtain a passport, seek employment, obtain professional license, take licensure examination or apply for marriage license, and others.

Office	Municipal Civil Registrar Office			
Classification	G2C-Government to Citizen			
Type of Transaction	Simple Transaction			
Who May Avail	Immediate Family Members			
Checklist of Requirement		Where to Secure		
1. Government Issued ID, such as but not limited to GSIS/ SSS UMID ID, PRC license, LTO license, COMELEC ID or Certification		Government agency issuing ID card		
2. If not an immediate family member, authorized representative must present ID card with the letter of authorization from the document owner		Document Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request and fill up information sheet for the issuance of certified transcript from window #1.	1. Initially interview client. Guide client on how to fill up request form.	None	3 minutes	Cathleen Reesa S. Egonio; Joey R. Bullos, Ester shiela B. Tamayo, Vivian O. Gacambo
2. Attached requirements at request form and submit in the same window.	2. Check information sheet as to completeness of entries. Evaluate attached documents, if found in order, verify data from registry database,	None	5 minutes	Cathleen Reesa S. Egonio; Joey R. Bullos, Ester shiela B. Tamayo, Vivian O. Gacambo
	2.1. Print out certified copies and issue order of payment		3 minutes	
3. Pay the required fees at the office of the Municipal Treasurer by showing the order of payment.	3. Issuance of official receipt	50.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer
4. Present official receipt and wait for the release of requests and claim	4. Post entry at logbook and release the requested form.	None	2 minutes	Cathleen Reesa S. Egonio; Joey R. Bullos, Ester shiela B. Tamayo, Vivian O. Gacambo
TOTAL		50.00	33 minutes	



9. OUT OF TOWN REPORTING OF BIRTH

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

Office	Municipal Civil Registrar Office			
Classification	G2C-Government to Citizen			
Type of Transaction	Complex Transaction			
Who May Avail	The person itself or any person authorized by him, his spouse, parents			
Checklist of Requirements		Where to Secure		
1. Certification as to non-existence of record (Negative Result)		Philippine Statistics Authority		
2. Certificate of Marriage (Parents of Applicant)		Local Civil Registrar where the wedding took place		
3. Not less than two public or private documents showing the correct entry or entries: earliest school records, COMELEC certification, PRC/ LTO issued License, UMID card, baptismal certificate or other documents issued by religious authorities, ITR of parents; .(document that establishes the facts of birth especially those pertaining to the date and place of birth and filiation of the child whose birth is being sought for registration)		May requests from: School, COMELEC, PRC, LTO, GSIS/SSS, Church, BIR		
4. The party who is applying for out-of-town reporting of birth shall execute an affidavit declaring therein, among other things, the facts of birth and the reasons why said birth was not recorded in the civil registrar of the city or municipality where it occurred. The affidavit which must be attested by at least two (2) witnesses, shall serve as an application for registration shall be submitted to the civil registrar together with four (4) copies of the Certificate of Live Birth;		Notary Public		
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Request facilitation assistance from window # 1	1. Initially interview the client. Brief client the protocol on delayed registration and out of town registration. Give checklist of requirements and guide how to fill up form.	None	10 minutes	Cathleen Reesa S. Egonio
2. Submit requirements with the completely filled up information sheet.	2. Check information sheet as to completeness of data and correctness of spelling.	None	5 minutes	Cathleen Reesa S. Egonio
	2.1. Process and print out birth certificate. Let client cross check document as to correctness of entry	None	5 minutes	Cathleen Reesa S. Egonio
3. Review document and affix signature at the space provided for informant	3. Affix signature in the form then. Issue order of payment	None	5 minutes	Cathleen Reesa S. Egonio
4. Pay the required fees at the Office of the Municipal Treasurer by showing order of payment	4. Issuance of official receipt.	Service fee- 500.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer



5. Present official receipt at window 1 and wait for further instruction	5. Post official receipt number at the log book then give instruction to the client.	None	5 minutes	Cathleen Reesa S. Egonio
5.1. Leave telephone number to receiving clerk for updates.	5.1. Mail application of delayed registration of birth via registered mail.	-	-	Cathleen Reesa S. Egonio
	5.2. Post postal acknowledgement receipt at logbook	None	5 minutes	Cathleen Reesa S. Egonio
6. Wait feedback from transmitting local civil registrar	6. Wait for feedback from the receiving local civil registrar	None	-	Cathleen Reesa S. Egonio
TOTAL		500.00	50 minutes	

10. OUT OF TOWN REPORTING OF MARRIAGE

Article 177, Family Code: Children conceived and born outside of wedlock, at the time of the conception, were not disqualified by any impediment to marry each other or were so disqualified only because either or both of them were below 18 years of age. Out of town Reporting of Marriage. It is a reporting of marriage when the Certificate of Marriage is presented to the Civil Registrar of a city or municipality which is not the place of marriage, not for registration but to be forwarded to the civil registrar of the city/municipality where the marriage occurred and where it should be registered.

Office	Municipal Civil Registrar Office			
Classification	G2C-Government to Citizen			
Type of Transaction	Complex Transaction			
Who May Avail	The person itself or the nearest kin			
Complete Checklist of Requirement		Where to Secure		
1. Certification as to non-existence of record (Negative Result)		Philippine Statistics Authority		
2. Certificate of Marriage		Local Civil Registrar where the wedding took place		
2.1 In cases where neither the applicant nor the Solemnizing Officer has a copy of the marriage certificate and no other record about the marriage could be obtained, the applicant shall execute an affidavit of marriage attested by two persons who witness the performance of the marriage. It should be supported with documentary evidences, such as birth certificate. of the children, income tax returns, title to properties, and other documents where facts of the marriage are shown.		LCR, BIR, Bureau of Lans, COMELEC Certification		
3. The solemnizing officer or the person reporting or presenting the marriage for registration shall be required to execute and file an affidavit stating the exact place and date of marriage, the facts and circumstances surrounding the marriage and the reason or cause of the delay.		Notary Public		
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Request facilitation assistance from window 3	1. Initially interview client. Brief client the protocol on delayed registration and out of town registration. Give checklist of requirements and guide how to fill up form.	None	10 minutes	Ester Shiela E. Tamayo



2. Submit required documents for registration.	2. Review/Evaluate completeness of requirement. If found in order, process for transmittal of out of town reporting. Issue order of payment.	None	10 minutes	Ester Shiela E. Tamayo
3. Pay the required fees at the Office of the Municipal Treasurer by showing order of payment	3. Issuance of official receipt.	Service fee- 500.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer
4. Present official receipt at window 3 and wait for further instruction	4. Post official receipt number at the log book.	None	5 minutes	Ester Shiela E. Tamayo
5.1. Leave telephone number to receiving clerk for updates.	5.1. Mail application of delayed registration of marriage via registered mail including money order for prescribed fees and mailing	-	-	Ester Shiela E. Tamayo
	5.2. Post postal acknowledgement receipt at logbook	-	5 minutes	Ester Shiela E. Tamayo
6. Wait feedback from transmitting local civil registrar for more or less 60 calendar days	6. Wait for feedback from the accepting local civil registrar	None	-	Ester Shiela E. Tamayo
	TOTAL	500.00	50 minutes	

11. LEGITIMATION

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

Office	Municipal Civil Registrar Office	
Classification	G2C-Government to Citizen	
Type of Transaction	Complex Transaction	
Who May Avail	Parents	
	Checklist of Requirement	Where to Secure
	1. Certificate of No Marriage (Father, Mother)	Philippine Statistics Authority
	2. Certificate of Marriage (certified true copy)	Local Civil Registrar where the marriage was recorded
	3. Certificate of Live Birth of the Child (certified true copy)	Local Civil Registrar where the birth of the child was registered



4. Affidavit of Legitimation executed by both parents which shall contain the following facts: a). the name of the parents, b). the time the child was conceived, the aforementioned parents could have contracted marriage and that they subsequently contracted marriage c). the date and place where the marriage was solemnized, d). the name of the officer who officiated the marriage; e). the city or municipality where such marriage was recorded; f). the name of the child to be legitimated and other facts of birth, g). the date and place where the child was registered, h). the manner by which the child was acknowledges by the parents which maybe in the child's record of birth.		Notary Public		
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Request facilitation assistance from window 1	1. Initially interview client. Give checklist of requirements and guide how to fill up form.	None	1 hour	Vivian O. Gacambo
2. Submit requirements with the completely filled up information sheet.	2. Check information sheet as to completeness of entries and correctness of spelling and dates	None	5 minutes	Vivian O. Gacambo
	2.1. Process annotated birth certificate.	None	10 minutes	Vivian O. Gacambo
	2.2. Issue order of payment	None	3 minutes	Vivian O. Gacambo
3. Pay the required fees at the Office of the Municipal Treasurer by showing the Order of Payment	3. Issuance of official receipt	Service fee-800.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer
4. Present the official receipt back to window #1 and wait for further instruction	4. Post official receipt number at log book.	None	2 minutes	Vivian O. Gacambo
	4.1. Post entry at Registry of Legal Instruments and transcribe RLI #.	None	15 minutes	Vivian O. Gacambo
	4.2. Endorse annotated birth certificate to Office of the Civil Registrar General	None	5 minutes	Vivian O. Gacambo
5. Wait for 2 -3 months to request copy of birth certificate from PSA with annotation		None	3 months	-
	TOTAL	800.00	3 months; 2 hours	



12. PETITION: RA 9255, AN ACT ALLOWING ILLEGITIMATE CHILDREN TO USE THE SURNAME OF THEIR FATHER

The Affidavit of Admission of Paternity, Private handwritten Instrument, of the Affidavit to Use the Surname of the Father shall be registered within twenty (20) days from the date of execution.

Office	Municipal Civil Registrar Office			
Classification	G2C-Government to Citizen			
Type of Transaction	Simple Transaction			
Who May Avail	Father, Mother, the Person Himself, if of age, or the guardian			
Complete Checklist of Requirement		Where to Secure		
Affidavit of Admission of Paternity		Notary Public		
Private Handwritten Instrument		To be personally filed by the father at LCR for registration		
Affidavit to Use the surname of the Father		Notary Public		
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Request facilitation assistance from window no. 2	1. Initially interview client. Provide checklist of requirement.	None	45 minutes	Vivian O. Gacambo
2. Submit completely filled up form with supporting documents	2. Examine the completeness and correctness of entries in the Certificate of Live Birth and the supporting documents. If found in order, accept the following documents for registration: Certificate of Live Birth, Affidavit of Admission of Paternity, Private handwritten Instrument, Affidavit to Use the surname of the Father	None	10 minutes	Vivian O. Gacambo
	2.1. Issue order of payment	None	3 minutes	Vivian O. Gacambo
3. Pay the prescribed fees at the Office of the Municipal Treasurer by showing the order of payment	3. Issuance of official receipt	Service fee- 850.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer
4. Present official receipt back to window no. 2	4. Record the entries of the CLB in the Register of Birth.	None	2 minutes	Vivian O. Gacambo
	4.1. Record at the Registry of Legal Instrument the Private Handwritten Instrument and the Affidavit to Use the Surname of Father	None	10 minutes	Vivian O. Gacambo
	4.2. Annotate the COLB and enter the annotation on the Remarks Portion of the Register of Birth	None	10 minutes	Vivian O. Gacambo
5. Receive copy of annotated birth certificate with certified	5. Distribute/ Transmit copies to OCRG, concerned and LCRO	None	10 minutes	Vivian O. Gacambo



copies with annotation and certified copies of Affidavit of admission of Paternity, Affidavit to use the surname of the Father and the Private Handwritten Instrument	5.1. Issue certified copies or certified transcription with annotation and certified copies of Affidavit of Admission of Paternity, Affidavit to Use the Surname of the Father and Private Handwritten Instrument	None	10 minutes	Vivian O. Gacambo
6. May request PSA copy of birth certificate, two (2) months after endorsement	-	None	3 months	-
TOTAL		850.00	3 months; 1 hour and 50 minutes	

13. PETITION: RA 10172

An Act Authorizing the Local Civil Registrar to Correct Clerical or Typographical Error in the Day and Month in the Date of Birth or Sex of a person Appearing in the Civil Registry without need of Judicial Order

Office	Office of the Municipal Registrar -			
Classification	Government to Citizen			
Type of Transaction	Complex Transaction			
Who May Avail	Parents or the Person Himself, if of age			
Checklist of Requirements		Where to Secure		
1. A certified true copy of the certificate or of the page or of the civil registry book containing the entry or entries		Local Civil Registrar where the birth occur		
2. Not less than two (2) public or private documents showing the correct entry or entries: COMELEC Voters ID/ Certification, Baptismal Certificate, Medical Records, Earliest School Record, Employment Record, Government Issued ID, Civil Registry Records of Ascendants		COMELEC, Church, Hospital, School, Employer, PRC, LTO, GSIS/SSS, LCR		
3. Publication in a newspaper of general circulation for two consecutive weeks		News Publisher, in the form of affidavit and Clippings		
4. NBI Clearance		NBI		
5. PNP Clearance		PNP		
6. If employed, Employer's Certification as to Non-existence of Administrative Case		Employer		
For correction of Sex				
Certification issued by an accredited government physician attesting that petitioner have not undergone sex change or sex transplant		Government Physician		
MCR issue certification as to authenticity of physicians certification		Local Civil Registrar		
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Ask facilitation from window # 3	1. Initially interview client. Provide checklist of requirements.	None	45 minutes	Aize Shayne B. Duyo
2. Submit information sheet and other needed documents	2. Evaluate submitted documents, if found in order process petition for correction	None	10 minutes	Aize Shayne B. Duyo
	2.1. Issue order of payment	None	3 minutes	Aize Shayne B. Duyo



3. Pay the prescribed fees at the office of the Municipal Treasurer by showing the order of payment	3. Issuance of Official receipt	Filing Fee- 3,000.00; Miscellaneous- 1,000.00	20 minutes	Revenue Collection Clerk II, Municipal Treasurer
4. Present official receipt back at window #3	4. Post notice of pending petition for correction of clerical or typographical error in the day and month of the date of birth or sex of a person appearing in the civil register for ten (10) calendar days	None	10 days	Aize Shayne B. Duyo
5. Provide telephone number to window # 3 for updating of pending petition after six (6) months	5. Endorse petition to the Office of the Civil Registrar General	None	6 months	Aize Shayne B. Duyo
	5.1.Wait feedback from the OCRG for not less than six (6) months.	None	-	Aize Shayne B. Duyo
6. Upon receipt of feedback from MCRO personnel, proceed to the Office of the Municipal Registrar to check result of petition	6. Transmit feedback received from OCRG to petitioner	None	5 minutes	Aize Shayne B. Duyo
6.1. Wait for another two (2) months then request for a corrected copy from the PSA	6.1. If approved, endorse approved petition to Philippine Statistics Authority	None	2 months	Aize Shayne B. Duyo
6.2. Submit additional requirements that the civil registrar may requests	6.2. If impugned, prepare letter of reconsideration	None	10 minutes	Aize Shayne B. Duyo
6.3. Wait feedback from the OCRG for not less than six (6) months.	6.3. Wait for the result of reconsideration	None	-	Aize Shayne B. Duyo
6.4. Wait for another two (2) months then request for a corrected copy from the PSA	6.4. If approved, endorse approved petition to Philippine Statistics Authority	None	2 minutes	Aize Shayne B. Duyo
	TOTAL	4,000.00	8 months, 10 days, 1 hour and 37 minutes	



14. PETITION: RA 9048

Authorizes the City or Municipal Civil Registrar or the Consul General to Correct a Clerical or Typographical Error in an Entry and or Change the First Name or Nickname in the Civil Registrar without need of Judicial Order

Office	Municipal Civil Registrar Office			
Classification	G2C-Government to Citizen			
Type of Transaction	Highly Technical			
Who May Avail	Maybe filed by a person of legal age who must have direct and personal interest in the correction of the error or in the change of first name in the civil register. (owner of the record, Owner's spouse, children, parents, siblings, grandparents or guardian)			
Complete Checklist of Requirement		Where to Secure		
1. Petition in the form of affidavit (Content: 1. Merits of the petition, 2. competency of the petitioner, 3. erroneous entry to be corrected and proposed correction, first name to be changed and the proposed new first name)		Notary Public		
2. Certified machine copy of the certificate containing the alleged erroneous entry or entries		Local Civil Registrar where the event took place		
3. Not less than two public or private documents upon which the correction shall be based. (Baptismal Certificate, Voter's Affidavit, employment record, GSIS/SSS record, medical record, school record, business record, driver's license, land title, certificate of land transfer, bank passbook, NBI/Police clearance, civil registry records of ascendants and others)		Church, COMELEC, Employer, GSIS, SSS, School, Hospital, NBI, Police, LCRO		
4. Notice and Certificate of Posting		Local Civil Registrar where the birth took place		
5. Other documents as may be required by the Local Civil Registrar				
Additional Requirements for Change of First Name				
6. Clearance from authorities, such as clearance from employer, if employed, the National Bureau of Investigation, the Philippine National Police.		Employer, NBI, PNP		
7. Proof of Publication (an affidavit of publication from the publisher and copy of the newspaper clippings should be attached)		Newspaper		
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Request facilitation assistance from window #3	1. Initially interview client. Provide checklist of requirements.	None	10 minutes	Aize Shayne B. Duyo
2. Submit requirements with the completely filled up information sheet.	2.0 Evaluate submitted documents, if found in order process petition for correction	None	3 hours	Aize Shayne B. Duyo
	2.1. Issues order of payment	None	5 minutes	Aize Shayne B. Duyo



3.0. Pay the required fees at the office of the Municipal Treasurer by showing the order of payment	3. Issuance of official receipt	Change of First Name-3,000.00; Correction of Clerical Error-1,000.00; Service Fee-600.00	20 minutes	Revenue Collection Cler II, Municipal Treasurer
4. Observe the 10 day posting period	4. Post notice of pending petition for correction of clerical or typographical error in an entry and/or change of first name for ten (10) calendar days	None	10 days	Aize Shayne B. Duyo
5. Wait result of petition from OCRG through the Local Civil Registrar	5. Endorse petition to the Office of the Civil Registrar	None	25 minutes	Aize Shayne B. Duyo
5.1. Leave contact number to LCRO for updating/ feedbacking	5.1. Wait feedback from OCRG	None	6 months	-
6. If approved, wait for another two (2) months before requesting for an annotated copy from Philippine Statistics Authority	6. Transmit feedback received from OCRG to petitioner.	None	2 months	-
6.1. If impugned, submit additional requirements as may be requested by OCRG		None	-	-
TOTAL		Change of First Name-3,000.00; Correction of Clerical Error-1,000.00; Service Fee-600.00	8 months, 10 days, 4 hours and 10 minutes	



Municipal Disaster Risk Reduction and Management Office

External Services



1. PROVISION OF RELIEF ASSISTANCE

Relief Assistance is a food and non-food items provided to families whose houses are either totally or partially damaged due to fire, flashflood, earthquake, tornado or any other analogous occurrences.

Office or Division:	Municipal Disaster Risk Reduction and Management (MDRRM) Office (Admin and Training Section)			
Classification:	Simple .3			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All victims of the effects of hazards (fire, flood, landslide, etc.) or emergencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Incident or Flash Report with attached photos of incident Filled-in Distribution Sheet (3 copies)		Barangay Municipal Disaster Risk Reduction and Management Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Report of Incident or Flash Report, detailing the nature of incident, to MDRRM Office	1. Verify the incident through assessment /inspection and/or photo documentation	None	10 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
2. Submit the filled-in distribution sheet (3 copies) to MDRRM Office	2. Checking and securing copies of distribution sheets and documentation.	None	5 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
3. Receive the relief assistance	3. Provide relief assistance	None	5 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
TOTAL		None	20 minutes	

2. PROVISION OF FOOD-FOR- WORK

Food-for-Work Program is one of the services provided under the MDRRMO aimed to raise income and employment for the poor through the creation of incremental Assets and by means of work generation. This program wanted to ensure goods instead of money.

Office or Division:	Municipal Disaster Risk Reduction and Management (MDRRM) Office (Admin and Training Section)			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Barangay Local Government Unit who has project/s related to disaster risk reduction and management, especially those affected by hazards or any disaster-related incidents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Incident or Flash Report with attached photos of incident Accomplished Food-for-Work Project Proposal (3 copies) Filled-in Distribution Sheet (3 copies)		Barangay Barangay Municipal DRRM Office Municipal DRRM Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Report of Incident or Flash Report, detailing the nature of incident, to MDRRM Office	1. Verify the incident through assessment /inspection and photo documentation	none	5 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
2. Prepare Food-for-Work Project Proposal	2. Provide copy, printed or electronic, of Food-for-Work	none	5 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye



	Project Proposal Template			Bastarriche
3. Submit the accomplished Food-for-Work Project Proposal to Mayor's Office for Approval	3. Facilitate the approval of Food-for-Work Project Proposal	none	5-10 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
4. Furnish a copy of the Food-for-Work Project Proposal to MDRRM Office	4. Secure a copy of the approved Food-for-Work Project Proposal, release a commodity slip, and provide distribution sheet (3 copies)	none	5 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
5. Submit the filled-in distribution sheet (3 copies) to MDRRM Office	5. Checking and securing copies of distribution sheets and documentation.	none	5 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
TOTAL		None	30 minutes	

3. REQUEST FOR TRANSPORT

The Request for Transport is a service provided by the MDRRMO to ferry, refer, or transfer patient, victims or persons with emergency needs, medical ailments, and other conditions which necessitates transportation means through the use of rescue vehicle.

Office or Division:	Municipal Disaster Risk Reduction and Management (MDRRM) Office (Admin and Training Section)			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Citizens, within or outside the Municipality, who request transport or referral of patients/s (emergency, medical or non-medical) towards the area, hospital, or place of choice.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(If available) Original or photocopy of medical or hospital record of the patient or client		Hospital, Clinic, Barangay Health Center, Rural Health Unit		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill in and sign the Request for Transport Form	Facilitate in filling-up of the Request Form. Then, do patient or client assessment using the COVID-19 checklist.	none	5 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
Present and submit the request form to Mayor's Office for approval	Facilitate for approval at Mayor's Office	none	5 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
After the approval go back to MDRRM Office for final processing	Final scheduling, proper endorsement, and dispatch of rescue vehicle. *A copy of request form will be given to the requester	none	5 minutes	Sunshine Alegria, Jay-ar Tacoyan, Angela Faye Bastarriche
TOTAL		None	15 minutes	



4. REQUEST FOR EMERGENCY MEDICAL SERVICES (URGENCY)

The request for Emergency Medical Services provided by the MDRRMO to ferry, provide emergency medical services, or transfer patient, victims or persons with emergency needs, medical ailments, and other conditions which necessitates transportation means through the use of rescue vehicle as urgent request that need immediate response.

Office or Division:	Municipal Disaster Risk Reduction and Management (MDRRM) Office (Operation and Warning)			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Citizens, within or outside the Municipality, who request transport or referral of patients/s (emergency, medical or non-medical) towards the area, hospital, or place of choice.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(If available) 1 valid ID (Walk-in) and /Verified information (Scene)		MDRRMO/RADIO ROOM/HOTLINE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate with the Office/Inform the Team Leader-On duty through walk-in or on call	Conduct interview or assessment and coordinate with client or caller for verification	none	Immediate Response	Jed Patrick Loreno/Franc is Carlo Fabronero
Processing of the Request of Emergency Medical Services	-Prepare logistical support and medical supplies/equipment -Dispatch the Personnel/Team to Provide Emergency Medical Services -Prepare Incident report	none	Immediate Response	Jed Patrick Loreno/Franc is Carlo Fabronero
TOTAL		None	Immediate Response	

5. REQUEST FOR SEARCH AND RESCUE ASSISTANCE/OPERATION (URGENCY)

Search and Rescue Assistance/Operation Services is one of the services provided under the MDRRMO aimed to provide search and rescue assistance/operation to the individual or constituents inside and outside the locality as urgent request that need immediate response.

Office or Division:	Municipal Disaster Risk Reduction and Management (MDRRM) Office (Operation and Warning)		
Classification:	Simple		
Type of Transaction:	G2C –Government to Citizen		
Who may avail:	Citizens, within or outside the Municipality, who request Search and Rescue Services (Search and Rescue) in coordination with other response agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
(If available) 1 valid ID (Walk-in) and /Verified		MDRRMO/RADIO ROOM/HOTLINE	



Information (Scene) from call				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate with the Office/ Inform the Team Leader - On duty through walk-in or on call	Conduct interview or assessment and coordinate with Client or Caller for verification	none	Immediate Response	Jed Patrick Loreno/Franc is Carlo Fabronero
Processing of the Request of Search and Rescue Assistance	-Prepare logistical support and lifesaving equipment -Dispatch the Personnel/Team to provide immediate Search and Rescue Assistance/Operation -Prepare Incident Report	none	Immediate Response	Jed Patrick Loreno/Franc is Carlo Fabronero
TOTAL		None	Immediate Response	

6. REQUEST FOR DISASTER PREPAREDNESS TRAININGS AND SEMINARS

Disaster Preparedness Trainings and Seminars services is one of the services under the MDRRMO conducted to Public and Private Institution, among others (BDRRMC, Schools, Companies, Employees of both private and public, religious sectors, civic organization, non-government organization, etc)

Office or Division:	Municipal Disaster Risk Reduction and Management (MDRRM) Office (Admin and Training Section and Research and Planning Section)			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen G2G- Government to Government G2B-Government to Business			
Who may avail:	BDRRMC, MDRRMC, Organizations, Public and Private Employees, Groups or constituents of the Municipality of Tupi, South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		MDRRMO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request disaster preparedness trainings or seminars to MDRRMO	- Verify and review the request of training and seminar -Prepare flow of training/seminar and training/seminar requirements	None	5 days	Sheena Lyne Magpatoc, Jay-ar Tacoyan, Angela Faye Bastarriche, Angelle Mae Deypalubos
After 5 days, Coordinate with the MDRRMO for the schedule of the training and seminar	-Prepare the training/ seminar schedule -coordination with the requesting party for the preparation of training/seminar (In- house or out of town)	None	3 days	Sheena Lyne Magpatoc, Jay-ar Tacoyan, Angela Faye Bastarriche, Angelle Mae Deypalubos



Close coordination of the preparation, requirements and agreements	Prepare the training/seminar flow for generation and reproduction of documents and agreements	None	5 days	Sheena Lyne Magpatoc, Jay-ar Tacoyan, Angela Faye Bastarriche, Angelle Mae Deypalubos
Prepare the requirements based on the agreements and	Prepare for the actual training/seminars and other logistical support and resource person	None	2 days	Sheena Lyne Magpatoc, Jay-ar Tacoyan, Angela Faye Bastarriche, Angelle Mae Deypalubos
TOTAL		None	15 days	



Municipal Economic Enterprises and Development Office

External Services



1. Issuance Of The Municipal Gymnasium Permit

Office :	Municipal Economic Enterprise And Development Office			
Classification:	Government to Client			
Type of Transaction:	Simple			
Who may avail:	Client			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Gym Permit (4 original copies) 2. Official Receipt (1 original copy)		Municipal Economic Enterprise and Development Office Municipal Treasurer's Office, Tupi Municipal Hall		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the availability of TSCC for Reservation	1. Check the availability of the gym and booking 1.2 Issue order of payment	None	15 Minutes	Ma. Rusty S. Espiritu Clerk
2. Pay required fees to the Office of the Municipal Treasurer's and return to MEEDO	2. Issue official receipt.	A. Light - 200/hr. B. Sound system - 500/hr. C. 1-4 hours - 500. for 4 hrs. D. In excess of 4 hrs or a fraction thereof - 200.00/hr.	20 Minutes	Revenue Collector Clerk
3. Present official receipt	3. Check/Record in the logbook	None	5 minutes	Ma. Rusty S. Espiritu Clerk
	3.1. Prepare gym permit then indicate the official receipt number.	None	10 minutes	Ma. Rusty S. Espiritu Clerk
4. Claim the gym permit.	4. Release the gym permit.	None	5 minutes	Ma. Rusty S. Espiritu Clerk
TOTAL:		-	45 Minutes	

2. ISSUANCE OF THE CASH TICKET

Office :	MUNICIPAL ECONOMIC ENTERPRISE AND DEVELOPMENT OFFICE			
Classification:	Government to Business			
Type of Transaction:	Simple			
Who may avail:	Client			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
		Toll booth		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fees to the Market Collector	1. Issued cash ticket to Drivers and Conductor	Refer to the table below.	5 Minutes	Toll Collector
TOTAL:		-	5 Minutes	



Terminal Fees	
Types of Vehicle	Fees
a. Public Utility and other Cargo vehicles	
Buses	30.00/parking
Vans	20.00/parking
Jeepneys	15.00/parking
Multi-cabs	20.00/parking
Taxi	20.00/parking
Delivery Motorcycle	10.00/parking
Tricycle	10.00/parking
Private Vehicle Car Motorcycle	10.00/parking
Light (four wheels vehicle)	30.00/parking
Medium (six wheels vehicle)	50.00/parking
Heavy (ten wheels vehicle)	100.00/parking

3. EQUIPMENT RENTAL

Office :	MUNICIPAL ECONOMIC ENTERPRISE AND DEVELOPMENT OFFICE			
Classification:	Government to Client			
Type of Transaction:	Simple			
Who may avail:	Client			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Equipment Rental Form (2 original copies) 2. Billing (2 original copies) 3. Official Receipt (1 original copy)		Municipal Economic Enterprise and Development Office Municipal Economic Enterprise and Development Office Municipal Treasurer's Office, Tupi Municipal Hall		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the availability of Equipment and fill up the equipment rental forms	1. Coordinate to motorpool supervisor for scheduling client request 1.2 Issue order of payment	None	10 Minutes	Nonard Habakuk Loreno
2. Pay the 20% down payments to the office of the Municipal Treasurer and return to MEEDO	2. Issue official receipt	Refer to the table below.	20 Minutes	Revenue Collection Clerk
3. Present the official receipt	3. Photo copy the Official receipt for recording purposes and area verification		1 day	Joy Delizo Clerk
4. Queue for schedule of heavy equipments	4. Finalize schedule of deployment of heavy equipment	None	6 days	Nonard Habakuk Loreno
	4.1. Issue billing and order of payments to requestor for the full payment rendered		5 Minutes	Joy Delizo Clerk
5. Pay the full payments to the office of the Municipal Treasurer and return to MEEDO.	5. Issue official receipt	Refer to the table below.	20 minutes	Revenue Collection Clerk



6. Present the official receipt	6.1 Record the official receipt and deploy the heavy equipment.	None	5 minutes	Joy Delizo Clerk
TOTAL:		-	7 days and 1 hour	
Equipment Rental Rate				
Type of Equipment		Rental Rate (per hour)		
Payloader		1,700.00/hr		
Dumptrucks		1,500.00/hr		
Grader		2,000.00/hr		
Roller		2,000.00/hr		
Backhoe		2,000.00/hr		
Crawler Dozer		4,000.00/hr		

4. CATERING SERVICES

Office :	MUNICIPAL ECONOMIC ENTERPRISE AND DEVELOPMENT OFFICE			
Classification:	Government to Government			
Type of Transaction:	Simple			
Who may avail:	Government			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Purchase Request (4 original copies) 2. Attendance (1 original copy)		Municipal Economic Enterprise and Development Office Requestor		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Purchase Request	1. For scheduling request		5 Minutes	Office Clerk/Staff
2. Prepare Attendance	2. Process Billing		30 Minutes	Ma. Rusty S. Espiritu
TOTAL:		-	35 Minutes	

Rates			
Buffet	Pack Meals	Snacks (light)	Snacks (Heavy)
2 viand + dessert/fruit in season Php 180 Php 240.00 with 2 snacks	1 viand 80	40	80
3 viand + dessert 250 340.00 with 2 snacks	2 viand 125		



5. ISSUANCE OF TICKET TO MUNICIPAL TRAFFIC VIOLATORS

Office :	MUNICIPAL ECONOMIC ENTERPRISE AND DEVELOPMENT OFFICE				
Classification:	Government to Citizen				
Type of Transaction:	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENT			WHERE TO SECURE		
1.Citation Ticket (1 original copy) 2.Official Receipt (1 original copy)			Municipal Economic Enterprise and Development Office Municipal Treasurer's Office, Tupi Municipal Hall		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Present citation ticket to the Office of Municipal Economic Enterprise & Development Office	1. Issue order of payments	None	5 Minutes	Office Clerk/Staff	
2. Pay required fees to the Office of the Municipal Treasurer and return to MEEDO.	2. Issue official receipt	Refer to table below.	20 Minutes	Revenue Collection Clerk	
3. Present official receipt to MEEDO-In charge of Traffic Section	3. Record the official receipt number and release the driver's license	None	10 Minutes	Office Clerk/Staff	
TOTAL:		-	35 Minutes		
Penalties for the following violation					
	Violation	Fees		Violation	Fees
1	Unregistered vehicle	500.00	20	No wiper	200.00
2	Illegal loading, unloading	500.00	21	Illegal turning	300.00
3	No body number	200.00	22	Illegal overtaking	300.00
4	Tampered Number	300.00	23	Reckless driving	500.00
5	Failure to carry OR and CR	300.00	24	Disregarding traffic signs/signal lane marking	300.00
6	Unclean and Improper plate Display	200.00	25	Illegal parking	300.00
7	Driving without license	500.00	26	Refusal to convey passengers/trip cutting	500.00
8	Driving on delinquent license/expired	300.00	27	Operation out of lane	200.00
9	Driving on student permit	300.00	28	Involved in accident	300.00
10	Imitation and false representative using on license	500.00	29	No helmet	300.00
11	Overloading	300.00	30	No plate	300.00
12	Passengers freight on top	300.00	31	Wearing sandos	250.00
13	Riding on running board	200.00	32	Wearing shorts	250.00
14	No capacity marking	300.00	33	Wearing slippers	250.00
15	No brake light	200.00	34	without side mirror	200.00
16	No headlight	200.00	35	Re-routing	500.00
17	No taillight	200.00	36	No cash ticket	100.00
18	No stoplight	200.00	37	No franchise	1,000.00
19	No parklight	200.00	38	Impounding (for 2 days after succeeding day P100.00/day)	200.00



6. SLAUGHTERHOUSE SERVICES

Office :	MUNICIPAL ECONOMIC ENTERPRISE AND DEVELOPMENT OFFICE			
Classification:	Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Certificate of ownership for large cattle only (1 Original Copy)		Owner		
2. Certificate of transfer of ownership for large cattle only (1 Original Copy)		Owner		
3. Application form		Office of Public Market		
4. Official Receipt		Municipal Treasurer's Office, Tupi Municipal Hall		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay slaughterhouse fee	1. Record Official Receipt Number	Refer to table below	5 Minutes	Slaughterhouse Staff
2. Present requirements to meat inspector	2. Review the requirements	None	5 Minutes	Meat Inspector
Slaughtering Animals 3. Wait while the animals are slaughtered, weight in and inspected	3. Slaughtering Animals and weighting	None	2 Hours	Slaughterhouse Staff/Butcher
TOTAL:		-	12 Minutes	

<u>Slaughter House Fees</u>				
FEE	Cattle	Hog	Goat/ Sheep	Poultry
Holding Pen fee	10.00/hd.	8.00/hd.	6.00/hd.	1.00/hd.
Ante-Mortem Inspection	25.00/hd.	15.00/hd.	8.00/hd.	1.00/hd.
Permit Fee to slaughter	35.00/hd.	20.00/hd.	20.00/hd.	1.00/hd.
Post Mortem Inspection Fee	70.00/hd.	20.00/hd.	20.00/hd.	1.00/hd.
Certificate of Ownership Fee	100.00/hd.			
Transfer of Certificate of Ownership Fee	100.00/hd.			
Delivery Fee	0.25/kl.	0.25/kl.	0.25/kl.	0.25/kl.
Entrails Cleaning Fee	0.25/kl.	0.25/kl.	0.25/kl.	0.25/kl.
Dehairing Fee of large cattle Hide, head, feet and tail	100.00/hd.			



7. AVAILMENT OF TRACTOR OPERATION SERVICES

7. Availment of Tractor Operation Services				
Office :	MUNICIPAL ECONOMIC ENTERPRISE AND DEVELOPMENT OFFICE			
Classification:	G2C-Government to Citizen G2B-Government to Business			
Type of Transaction:	Simple			
Who may avail:	All Farmers/Business Entity			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Order Slip (1 original copy) Official Receipt (1 original copy)		MEEDO Municipal Treasury Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	Give log book to the client	None	1 Minute	MEEDO Admin
2. Provide information of area to tractored including contact details *secure order of payment that the tractor operation designate will issue	2.1 Check and validate clients request (address and contact details)	None	25 minutes	MEEDO
	2.1 Issue order of payment if all required documents were given and inspected	None	5 minutes	
3. Pay prescribed fees at the Municipal Treasury by presenting the order of payment.	3.1 Receive, Check, and Photocopy official receipt 3.2 Issue Official Receipt	Refer to the table below	10 minutes	Revenue Collector Clerk
4. Return to MEEDO-Admin for processing of request. * Secure schedule to be issued by the tractor operator designate and original official receipt	4.1 Issuance of schedule assignment and return original official receipt to the client	None	5 minutes	MEEDO
	4.2 Tractor operation based on schedule	None	5 minutes	Tractor Operator
TOTAL:		As indicated	51 Minutes	

DISC HARROWING RATE

DIESEL PRICE PER LITER IN PESOS	RATE PER HECTARE
45.00 Below	2,000.00
46.00-50.00	2,160.00
51.00-55.00	2,332.00
56.00-60.00	2,519.00
61.00-65.00	2,720.00



66.00-70.00	2,937.00
71.00-75.00	3,172.00
76.00-80.00	3,425.00
81.00-85.00	3,699.00
86.00-90.00	3,994.00
91.00-95.00	4,313.00
96.00-100.00	4,658.00
101.00-105.00	5,030.00
106.00-110.00	5,432.00
111.00-115.00	5,866.00
116.00-120.00	6,335.00
121.00-125.00	6,841.00
126.00-130.00	7,388.00
131.00-135.00	7,979.00
136.00-140.00	8,617.00
141.00-145.00	9,306.00
146.00-150.00	10,050.00



Municipal Engineering Office

Internal Services



1. REQUEST FOR THE PREPARATION OF PLAN & PROGRAM OF WORK (POW)

Office	Municipal Engineer's Office (MEO)-Planning, Designing & Programming Division			
Classification	Complex			
Type of Transaction	G2C -Government to Client; G2G-Government to Government			
Who May Avail	Concerned government office with approved and Funded projects in the AIP			
Checklist of Requirement		Where to Secure		
Copy of the Annual Investment Plan (AIP) showing the list of approved & funded infra projects for the year. (Certified Photocopy)		Municipal Planning and Development Office		
Client Steps	Agency Action	Fess to be Paid	Processing Time	Person Responsible
1. Municipal Planning and Design Office forwards a copy of the approved AIP to Engineering Office	1. Receives/log approved AIP for appropriate action	None	5 minutes	Maria Fe C. Losala- Clerk
	1.2 Conduct preliminary investigation & survey	None	5 days	Rasan P. Nolasco/Romeo T.Siacor/Shiela E. David/Eugene N. Pancho
	1.3 Prepare Plan & program of works of the concerned office for approval.			
TOTAL		None	5 days & 5 minutes	



Municipal Engineering Office

External Services



1. ISSUANCE OF BUILDING PERMIT

Office/Division:	Office of the Municipal Engineer			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Building Plans w/ Forms, Estimates, Design & Specification	(1copy)	Owner		
2. Lot Title or any Document	(1copy)	Owner		
3. Tax Clearance	(1copy)	Municipal Treasure's Office		
4. Tax Declaration	(1copy)	Municipal Assessor's Office		
5. Locational Clearance	(1copy)	Municipal Planning and Development Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire process in securing Building permit	1. Issue checklist of requirements.	None	8 minutes	Eugene N. Pancho Shiela E. David
2. Submit required document	2. Review as to completeness of documents	None	5 minutes	Eugene N. Pancho Shiela E. David
	2.1 Endorsement to BFP for Fire Safety Evaluation Clearance if found in order return the document to Office of the Building Official (OBO)	None	3 days	BFP Personnel
	2.2. Compute and Issue Order of Payment	None	10 minutes	Romeo T. Siacor / Shiela E. David
3. Pay corresponding fees to the Office of the Municipal Treasurer and return to Office of the Municipal Engineer	3. Issue official receipt	Base on Floor Area and Type of Building as per category on National Building Code of the Philippines and BPF AU (Building Permit Fees Assessment Utility)	15 minutes	Revenue Collector Clerk
4. Present official receipt and claim the building permit	4. Encode corresponding fees in the forms and for approval of the OBO. Release the Building Permit	None	15 minutes	Eugene N. Pancho
TOTAL:		-	3 days; 53 minutes	



2. ISSUANCE OF THE ELECTRICAL PERMIT

Office/Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Community Tax Certificate (1 copy) 2. Affidavit of Electrical Disconnection Form (1 copy) 3. Affidavit of Authorization Form (1 copy) 4. Electrical Forms (2 copies)		Municipal Treasurer's Office Municipal Engineer's Office Municipal Engineer's Office SOCOTECO- II		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document	1. Review as to completeness of documents	None	6 minutes	Eugene N. Pancho Eng'g Assistant
	1.1 Refer client to BFP for Electrical Clearance	None	5 minutes	Eugene N. Pancho Eng'g Assistant
2. Proceed to BFP and secure Electrical Clearance and return to OME with document	-	-	1 day	BFP Personnel
3. Present the documents from BFP	3. Check and verify the document	None	5 minutes	Eugene N. Pancho Eng'g Assistant
	3.1 Issue order of payment	None	4 minutes	Eugene N. Pancho Eng'g Assistant
4. Pay corresponding fee to the Office of the Municipal Treasurer and return to the Office of the Municipal Engineer	4. Issue official receipt	Residential-Php 888; Commercial-Php 1,500.00	20 minutes	Revenue Collector Clerk
5. Present official receipt and Claim electrical permit	5. Encode corresponding fees in the forms and for approval of the OBO. Release the Electrical Permit	None	15 minutes	Engr. Rasan Nolasco Acting Mun.Engineer
TOTAL:		-	1 day; 55 minutes	

3. NOTIFICATION OF BRGY. PROGRAM OF WORKS

Office/Division:	Office of the Municipal Engineer			
Classification:	G2G-Government to Government			
Type of Transaction:	Simple			
Who may avail:	Barangay within Municipal Government of Tupi			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Barangay Program of Works		Concerned Barangay		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document	1. Review as to completeness of documents	None	4 minutes	Maria Fe C. Losala- Clerk Jenalyn Kate C.



				Coniza-Admin Aide I
	1.2 Issue order of payment	None	4 minutes	Maria Fe C. Losala- Clerk Jenilyn Kate C. Coniza-Admin Aide I
2. Pay corresponding fee to the Office of the Municipal Treasurer and return to the Office of the Municipal Engineer's Office	2. Issue official receipt	Service fee- Php100.00	10 minutes	Revenue Collector Clerk
3. Present official receipt and claim the document.	3. Record in the log book and release the document.	None	6 minutes	Maria Fe C. Losala- Clerk Jenilyn Kate C. Coniza-Admin Aide I
TOTAL:		Php 100.00	24 minutes	



Municipal Environment and Natural Resources Office

External Services



1. AVAILMENT OF MENRO CLEARANCES/CERTIFICATES FOR TREE CUTTING

Office :	MENRO - Environmental Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Brgy. Clearance (2 copies, Original) 2. Machine Copy any of the Following: > Title (1 photocopy) > Tax Declaration or Assessment (1 photocopy) > Deed of Sale (1 photocopy) > Assessment (1 photocopy)		Barangay Hall where the residence of the clients Owner		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Barangay Cleanace and requirements.	1. Review and validate documents presented by the client, if found in order.	None	20 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
	1.2 Issue order of payment.	None	5 minutes	
	1.3. Conduct inspection/validation to the area of items.	None	2-10 hours	Gilbert S.Juele
2. Pay corresponding fees to the office of the Mun. Treasurer and return to MENRO	2. Issue official receipt	Inspection Fee - Php 300.00 within Poblacion Php 350 Outside Poblacion area Php 400 Brgy. Simbo Php 550 Brgy. Miasong Clearance/ Certificate Fee - Php 750.00	20 minutes	Revenue Collector Clerk
3. Present official receipt and claim the clearance	3. Check official receipt and release clearance	None	5 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
TOTAL:		Poblacion Area- Php 1,050 Outside Poblacion area Php 1,100 Brgy. Simbo- Php 1,150 Brgy. Miasong- 1,300	2 hr and 50 min — 10 hr and 50 min	

2. AVAILMENT OF MENRO CERTIFICATE FOR CHAINSAW, BANDSAW & FURNITURE OPERATORS

Office :	MENRO - Environmental Division	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Operator / Proprietor & Business Owner	
CHECKLIST OF REQUIREMENT	WHERE TO SECURE	



1. Brgy. Certificate (2 copies, Original) 2. Photocopy any of the Following: > O. R. (1 copy) > Deed of Sale, if available (1 copy) > DENR Reg. if available		Barangay hall where the residence of the clients Owner		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Barangay Certificate and requirements	1. Review/validate documents presented by the client, if found in order.	None	10 minutes	Baser A. Dimalilay AA III
			5 minutes	
	1.2 Issue order of payment.		5 minutes	
	1.3. Conduct inspection/validation the area and equipment.		2-8 hours	Gilbert S. Juele Enforcer/ Inspector
2. Pay corresponding fees to the office of the Mun. Treasurer and return to MENRO	2. Issue official receipt	Inspection Fee - Php 300.00 Clearance/ Certificate Fee - Php 750.00	20 minutes	Revenue Collection Clerk
3. Present official receipt and claim the clearance	3. Check official receipt and release clearance	None	5 minutes	Baser A. Dimalilay AA III
TOTAL:		Php 1,050.00	2 hr and 40 min — 8 hr and 40 min	

3. PROCESSING OF SOLID WASTE MATERIALS

Office :	MENRO - Environmental Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Household in Subdivision & Perimeter Area in Public Market			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
-		MENRO		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for sticker	1. Issue order of payment for SWM Sticker	None	5 minutes	Vernon Wayne GB Tuesca/ Jo-an Lim
2. Pay corresponding fees to the office of the Mun. Treasurer and return to MENRO	2. Issue official receipt	Garbage Fee - Php 20 / Sacks	20 minutes	Revenue Collection Clerk
3. Present official receipt and claim the clearance	3. Check official receipt and Issue SWM Stickers	None	10 minutes	Vernon Wayne GB Tuesca/ Jo-an Lim



4. Present the SWM sticker to the garbage collector	4. Inspect then collect the segregated garbage; no segregation, no collection	None	40 minutes	Garbage Collector
	4.1 Travel to sanitary land fill and dump the garbage	None	1 hour	Driver
TOTAL:		Php 20.00 / Sacks	2 hours and 15 minutes	

4. AVAILMENT OF QUARRY CERTIFICATES

Office :	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Interested Individual, Landowner, Landowner adjacent/parallel to the River			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Clearance 2. Title for Private Area (1 photo copy) 3. Sketch map 4. Resolution No Objection where the area belong.		Barangay hall Owner Owner Owner		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Review and validate documents presented by the client, if found in order. 1.2. Issue order of payment.	None	15 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
2. Pay corresponding fees to the office of the Mun. Treasurer	2. Issue official receipt	Inspection Fee - Php 300.00 within Poblacion Php 350 Outside Pob. area Php 400 Brgy. Simbo Php 550 Brgy. Miasong Certificate Fee - Php 750.00	20 minutes	Revenue Collector Clerk
3. Wait for the Certificate.	3. Conduction inspection /validation at quarry site.	None	2-8 hours	Gilbert S. Juele
	3.1. Prepare inspection report.	None	15 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
	3.2. Process the certificate with findings and recommendations	None	15 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
4. Claim the certification.	4. Release the certification	None	5 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
TOTAL:		Poblacion Area- Php 1,050	3 hr and 10 min – 9 hr and 10	



	Outside Poblacion area Php 1,100 Brgy. Simbo- Php 1,150 Brgy. Miasong- 1,300	min	
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5. ENDORSEMENT LETTER FOR AVAILMENT OF PAMB CLEARANCE

Office :	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Landowner on Multi-use zone area in MMPL			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of intent 2. Project description 3. Sketch Plan 4. Barangay Endorsement Letter		Owner Owner Owner Barangay hall		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Requirements	1. Review and validate documents presented by the client, if found in order. 1.2. Issue order of payment.	None	15 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
2.Pay corresponding fees to the office of the Mun. Treasurer	2. Issue official receipt	Inspection Fee - Php 350 Outside Pob. area Php 550 Brgy. Miasong	20 minutes	Revenue Collector Clerk
3. Wait for the Certificate.	3. Conduction inspection /validation at quarry site.	None	6-10 hours	Gilbert S. Juele
	3.1. Prepare inspection report.	None	15 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
	3.2. Process the certificate with findings and recommendations	None	15 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
4. Claim the certification.	4. Release the certification	None	5 minutes	Michelle Y. Magadia/ Baser A. Dimalilay
TOTAL:		Poblacion Area- Php 1,050 Outside Poblacion area Php 1,100 Brgy. Simbo- Php 1,150 Brgy. Miasong- 1,300	7 hr and 10 min – 11 hr and 10 min	



Municipal General Services Office

External Services



1. INSPECTION & ACCEPTANCE OF DELIVERED SUPPLIES

One of the Mandates of Municipal General Services Office is to perform all functions pertaining to supply and property management of the Local Government Unit. This Office with partnership with the Inspectorate Team is tasked to inspect and accept deliveries of supplies and materials procured by the LGU.

Office/Division:	MGSO/Supply Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Suppliers			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Approved PO (1, original) 2. Charge Invoice/Delivery Receipt, original 3. Items to be delivered (actual)		From Supplier From Supplier From Supplier		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Present copy approved PO, Charge Invoice/Delivery Receipt and the Items to be delivered	1. Receive and check copy approved PO, charge invoice/Delivery Receipt	None	30 minutes	Personnel In-Charge (per office) Supply Management Section
	1.1 Inform GSO-inspectorate of the delivery			Inspector MGSO-Inspectorate Team
	1.2 Conduct inspection of delivered supplies and materials, check compliance to specifications, term and conditions set in the approved PO			
2. Secure copies of delivery receipt and charged invoice signed by MGSO personnel	2. Accept inspected deliveries and forward items to stockroom.	None	30 minutes	Stockroom-in-Charge MGSO Supply Section
TOTAL:		None	1 hour	

2. RELEASE OF SUPPLIES TO REQUISITIONERS/END-USER

Supplies purchased through bulk procurement are released to end users upon receipt of approved. Requisition Issue Slips (RIS), Inventory Custodian Slip (ICS) or Acknowledgement Receipt of Equipment (ARE)

Office/Division:	MGSO/Supply Management Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Offices/ Departments			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Requisition Issue Slip (RIS) (1, original) 2. Inventory custodian Slip (ICS) (1, original) 3. Acknowledge Receipt of Equipment (ARE) (1, original)		MGSO - Supply Section MGSO - Inventory Section MGSO - Inventory Section		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved RIS, ICS or ARE to MGSO Staff	1. Check documents	None	30 minutes	Personnel In-Charge MGSO-Storage and Issuance Unit



	1.2 Release supplies from the stockroom to end-user based on approved RIS, ICS or ARE			
2. Check and receive supplies from MGSO Staff based on the approved RIS	2. Release of Supplies	None	30 minutes	Stockroom-in-Charge MGSO Supply Section
	2.1. Get copies of approved RIS, ICS or ARE for Office file			
TOTAL:		None	1 hour	

3. SALE OF UNSERVICABLE PROPERTIES THRU AUCTION SALE

Auction Sale is conducted upon receipt of approved Inventory and Inspection Report of Unserviceable Properties (IIRUP) and appraisal of value from the Commission of Audit.

Office/Division:	MGSO- Property Disposal Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Notice of Auction Sale (NOAS) (1, original)		MGSO - Property Disposal Unit		
2. Notice of Award (NA) (1, original)		MGSO - Property Disposal Unit		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare Notice of Auction sale and post the same in conspicuous places	None	5 minutes	Personnel In-Charge Property Disposal Unit
1. Secure bid forms from MGSO-Property Disposal Unit and fill-up the same	1.1. Provide bid forms to clients			
2. Drop bid forms to the drop box located at the MGSO-Property Disposal Unit	2. See to it that bid forms are secured	None		Personnel In-Charge Property Disposal Unit
	2.1 Opening and evaluation of bids by the Committee of Disposal			Committee on Disposal Members and Secretariat
	2.2. Preparation of Abstract of Bids , resolution, Notice of Award and Sales Invoice			Personnel In-Charge Property Disposal Unit
3. Receive Notice of Award and payment of dues	3. Require Official Receipt for release of items sold	Php 500.00	30 Minutes	Revenue Collection Clerk
TOTAL:		Php 500.00	35 Minutes	



Municipal Health Office

External Services



1. TOOTH EXTRACTION

A health facility has dental clinic offering services such as assessment and diagnosis of dental conditions, simple tooth extractions under local anesthesia, management of dental infections and conducting oral health education.

Office/Division:	Municipal Health Office- Dental Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Patients with referral from Barangay Health Facility			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Health Evaluation Form 2. Individual Treatment Record 3. Dental Anesthesia & Needle 4. Official receipt of Dental Service/ Dental certificate		Dental Section (Dental Aide) Out-Patient Desk Nearest dental supply dealer or store Municipal Treasury office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name in the logbook & get priority number at OPD Desk. 1.1 For patients who have dental record wait for the retrieval of your records	1. Call the Patient's priority number 1.1 Encode Patient's Data	None	10 minutes	OPD assigned Personnel
2. Fill in new health evaluation form for history of present illness & History of Travel	2. Provide & Evaluate Patient's Record, History of Present Illness & History of Travel.	None	5 minutes	Dental Aide Dental Section
3. Taking Vital Signs (Temp, O2 level & BP) 3.1 Above 21 years old proceed for blood pressure taking 3.2 Above 19 years old proceed for pulse oximeter test 3.3 Body temperature taking	3. Record Patient's blood pressure, oxygen level and body temperature result.	None	10 minutes	OPD assigned Personnel or Dental Aide Dental Section
4. Wait for dental anesthesia, needle and medicine prescription if necessary. 4.1 Proceed to the nearest dental supply store or pharmacy to purchase the needed items.	4.1 Provide list of items needed for extraction	None	30 minutes	Dentist Dental Section
4.2 Pay dental charges to Municipal Treasury Office.	4.2 Issue official receipt	Php 50.00 (dental service charge)		Revenue Collection Clerk
4.3 Return to Dental Clinic and present official receipt for Dental Treatment	4.3 Check official receipt and Assessment of Patient's Dental Status 4.4 Perform necessary dental procedure and treatment.	None		Dentist Dental Section



5. Receive the Dentist's Order & comply to Home Medications and Instructions	5. Provide prescription of medicines and Post-operative Instructions. 5.1 Conduct Oral Health Education & Management	None	5 minutes	Dentist/ Dental Aide Dental Section
TOTAL:		Php 50.00 (dental service charge)	1 hour	

2. ISSUANCE OF DENTAL CERTIFICATE

Office/Division:	Municipal Health Office- Dental Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Patients with referral from Barangay Health Facility			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Health Evaluation Form 2. Individual Treatment Record 3. Dental Anesthesia & Needle 4. Official receipt of Dental Service/ Dental certificate		Dental Section (Dental Aide) Out-Patient Desk Nearest dental supply dealer or store Municipal Treasury office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register Name in the logbook & get priority number at OPD Desk. 1.1 For patients who have dental record wait for the retrieval of your records	1. Call the Patient's priority number 1.1 Encode Patient's Data and issue order of payment	None	10 minutes	OPD assigned Personnel or Dental Aide Dental Section
2. Pay dental certificate fee to Municipal Treasury Office.	2. Issue official receipt	Php 100.00 (dental certificate)	20 minutes	Revenue Collection Clerk
3. Return to Dental Clinic and present official receipt to dental section as proof of payment.	3. Check official receipt Assess the Patient.	None	10 minutes	OPD assigned Personnel or Dental Aide Dental Section
4. Submit self for oral examination. 4.1 Receive any dental advice and prescription for medication if necessary.	4. Perform Oral Examination 4.1 Provide dental advice and instructions 4.2 Conduct Oral Health Education	None	15 minutes	Dentist Dental Section
5. Wait for the releasing of Dental Certificate	5. Record and Release of dental certificate	None	5 minutes	Dentist/ Dental Aide Dental Section
TOTAL:		Php 100.00 (dental certificate)	1 hour	



3. ORAL HEALTH EXAMINATION

A dental health service such as oral check-up/consultation, assessment and diagnosis of dental conditions such as dental trauma and infections. Providing Oral health information and education.

Office/Division:		Municipal Health Office- Dental Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Pregnant women with referral from Barangay Health Facility		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Referral/Mother's booklet 2. Health Evaluation Form 3. Individual Treatment Record 4. Dental Examination Form		Midwife assigned at Barangay health facility Dental Section (Dental Aide) Out-Patient Desk Dental Section (Dental Aide)		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register Name in the logbook & get priority number at OPD Desk. 1.1 Present referral/mother's booklet.	1.1 Record the referral/mother's booklet	None	10 minutes	OPD assigned Personnel or Dental Aide Dental Section
2. Fill in new Health evaluation form for history of present illness & History of Travel	2. Provide & Evaluate Patient's Record, History of Present Illness & History of Travel.	None	5 minutes	Dental Aide Dental Section
3. Taking Vital Signs (Temp, O2 level & BP) 3.1 Above 21 years old proceed for blood pressure taking 3.2 Above 19 years old proceed for pulse oximeter test 3.3 Body temperature taking	3. Record Patient's blood pressure, oxygen level and body temperature result.	None	10 minutes	OPD assigned Personnel or Dental Aide Dental Section
4. Submit self for oral examination. 4.1 Receive any dental advice and prescription for medication if necessary.	4. Perform Oral Examination 4.1 Provide dental advice and instructions 4.2 Conduct Oral Health Education	None	5 minutes	Dentist Dental Section
TOTAL:		None	30 minutes	

4. CLINICAL LABORATORY SERVICES

1. To be able to provide our clients with outstanding quality services.
2. To deliver an efficient, accurate testing and affordable laboratory services for the people of Tupi

Office/Division:		Municipal Health Office-Laboratory		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All patients		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Doctor's order (CBC, Thrombocyte, Urinalysis, Stool Exam, FBS, Hgb, Blood typing, COVID-19 RDT) 2. Official Receipt		Municipal Health Physician Municipal Treasurer's Office		



CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request form.	1. Validate request form and issue order of payment	None	5 minutes	Medical Technologist
2. Pay corresponding fee to Municipal Treasury Office and return to MHO	2. Issue official receipt	Refer to table below	20 minutes	
3. Present official receipt and submit collected sample	3. Check the official receipt and perform the requested laboratory test	None	30 minutes	
4. Wait and claim the laboratory test result	4. Release the Laboratory test result	None	5 minutes	
TOTAL:			1 hour	

Laboratory test	Fees to be paid	Processing time
Hemoglobin	50.00	30 minutes
Urinalysis	60.00	30 minutes
Stool exam	60.00	30 minutes
Blood Typing	100.00	30 minutes
CBC	150.00	1 hour
Thrombocyte counting	90.00	30 minutes
COVID-19 RDT	1,200.00	30 minutes
FBS	60.00	30 minutes

5. DRUG TESTING LABORATORY SERVICES

1. To improve quality screening test of commonly used drugs (tetrahydrocannabinol and methamphetamine).
2. To network with NGOs and other government agencies in providing a drug free workplace and community.

Office/Division:	Municipal Health Office-Laboratory			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All patients			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Valid I.D. 2. Official Receipt		Client Municipal Treasurer's Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Issue order of payment	None	5 minutes	Authorized specimen collector
2. Pay corresponding fee to Municipal Treasury Office and return to MHO	2. Issue official receipt	Php 300.00	20 minutes	Revenue Collection Clerk



3. Present official receipt and fill out consent, CCF & Seal Forms	3. Check the official receipt, valid 8. OUT PATIENT DESK i.d. and verify completeness of form	None	10 minutes	Authorized specimen collector
4. Submit urine sample	4. Process & examine urine simplest result	None	15 minutes	Drug Testing Analyst
5. Claim the result	5. Encode and release result	None	5 minutes	Encoder
TOTAL:		Php 300.00	55 minutes	

6. DISPENSING OF MEDICINES/COUNSELING

To ensure the accessibility to safe, effective and quality medicines for all the patients in Rural Health Unit.

Office/Division:	Municipal Health Office-Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Individual Treatment Record 2. Prescription 3. NCD ID (for diabetic & hypertensive patients maintenance) 4. Mental Patient's Card (for mentally ill patient) 5. Insulin Registry (for diabetic patient)		Barangay Health Station Municipal Health Physician Barangay Health Station Pharmacy Pharmacy		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Prescription, ITR, NCD ID & Mental Health Card given	1. Get the prescription, check for the available medicines	None	15 minutes	Pharmacist
	2. Prepare the medicines			
	3. Counsel the clients			
	4. Dispense available medicines			
	5. Record in the logbook			
TOTAL:		None	15 minutes	

7. ISSUANCE OF MEDICAL & MEDICO LEGAL CERTIFICATE

To furnish legal documents to clients efficiently

Office/Division:	Municipal Health Office-Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Official receipt for medical certificate 2. ITR for Medical Certificate 3. Police Request for Medico Legal 4. Barangay or MSWDO certification for Medico Lega		Municipal Treasurer's Office Barangay Health Station Tupi Police Station Barangay or DSWD		



CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Medical Certificate for fit to work and with findings				
1. Proceed to Pharmacy	1. Prepare the medical certificate; fill-in clients name 1.1 Issue order of payment	None	5 minutes	Pharmacist
2. Pay Medical certificate fee at MTO and return to MHO	2. Issue official receipt	Php 100.00	20 minutes	Revenue Collection Clerk
3. Present the official receipt to the Pharmacy	3. Instruct client to proceed to physician for medical check-up	None	10 minutes	Physician/ Pharmacist
4. Return to pharmacist for further instructions	4. Release the medical certification	None	5 minutes	Pharmacist
TOTAL		Php 100.00	40 minutes	
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Medico Legal Certificate				
1. Proceed to Pharmacy	1. Look for police request document	None	15 minutes	Physician/ Pharmacist
2. Present Police Request/Barangay Request document	2. Prepare Medico Legal Form			
3. Provide necessary information	3. Ask Necessary information			
4. Bring Medico Legal Form for Doctor's Assessment	4. Ask patient to proceed to doctor's office for physical examination			
5. Return to pharmacy to get your own copy and for further instruction	5. Released patient's copy and keep doctor's copy			
6. Present Prescription if any	6. Dispense Medicine to patient if needed			
TOTAL		None	15 minutes	

8. OUT PATIENT DESK

To provide quality and efficient health services for the constituent of Tupi especially the poor.

Office/Division:	Municipal Health Office - OPD			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All patients			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Referral Form, Individual Treatment Record		Barangay Health Station		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Medical Certificate for fit to work and with findings				
1. Register at Waiting Area Get priority number and wait for your turn	1. OPD In-charge to give priority number	None	15 minutes	OPD assigned personnel, Physician
2. Present Referral or Individual Treatment Record	2. Prepare & check the referral & ITR			



3. Proceed for Physician's consultation	3. Doctor's check-up, give prescription and advised			
TOTAL		None	15 minutes	

9. ISSUANCE OF HEALTH CARD AND SANITARY PERMIT TO OPERATE

1. To ensure the safety and wholesomeness of the food.
2. To furnish legal documents to clients efficiently.

Office/Division:	Municipal Health Office – Environmental Sanitation			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Stool & Urine Laboratory Result		Laboratory Section		
2. 1x1 ID picture		Nearest Photo Services		
3. Cedula		Municipal Treasurer's Office or Barangay		
4. Official Receipt for Health Card & Sanitary Permit		Municipal Treasurer's Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issuance of Health Card				
1. Proceed to Sanitation Inspector Office	1. Sanitation give instruction about the required document needed	None	40 minutes	Sanitation Inspector, Laboratory In-charge
2. Proceed to laboratory for urine & stool examination	2. Med. Tech. assigned perform laboratory examination after 30 minutes to 1 hour for result			
3. Wait the laboratory result release and present to Sanitation Inspector	3. Issue order of payment			
4. Pay health card fee at Municipal Treasurer's Office and return to MHO	4. Issue official receipt	Health card-Php 100.00	20 minutes	Revenue Collection Clerk
5. Present the official receipt to Sanitation Inspector and claim the health card	4. Record and release the Health Card	None	5 minutes	Sanitation Inspector, Laboratory In-charge
TOTAL		Php 100.00	1 hour and 5 minutes	

10. ISSUANCE OF SANITARY PERMIT TO OPERATE

Office/Division:	Municipal Health Office – Environmental Sanitation			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Stool & Urine Laboratory Result		Laboratory Section		
2. 1x1 ID picture		Nearest Photo Services		
3. Cedula		Municipal Treasurer's Office or Barangay		
4. Official Receipt for Health Card & Sanitary Permit		Municipal Treasurer's Office		



CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Sanitation Inspector Office	1. Inspect document requirement for sanitary permit	None	10 minutes	Sanitation Inspector, Laboratory In-charge
2. Present required document for the issuance of Sanitary Permit	2. Record the detail of the clients to logbook			
	2.1 Issue order of payment			
3. Pay Health Card Fee At Municipal Treasurer's Office And Return To MHO	3. Issue Official Receipt	Refer To Table Below	20 Minutes	Rvenueue Collection Clerk
4. Present the official receipt	4. Check the official receipt and prepare the sanitary permit	None	5 minutes	Sanitation Inspector, Laboratory In-charge
5. Claim the sanitary permit	5. Release the sanitary permit			
TOTAL		-	35 minutes	

Business	Amount
Sari-sari store	300.00
Grocery	300.00
Catering	500.00
Poultry & Piggery	2,500.00

11. ESSENTIAL NEWBORN CARE

To provide a quality efficient and safe maternal and newborn care service delivered by the trained professional health care provider at a most affordable cost.

Office/Division:	Municipal Health Office – Lying-In			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Birth Certificate		Municipal Civil Registrar Office		
2. Member Data Record (Philhealth)/ Philhealth ID		Philhealth Office		
3. Intake Sheet		Municipal Social Worker Officer		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission of Newborn	1. Admit Newborn as soon after delivery		1 hour	Midwife on duty
2. Actual Newborn Care: a. Initiate breastfeeding b. Cord dressing	2. Actual conduct of Newborn care: Put newborn on skin to skin contact Cleaning of umbilical cord			
c. Eye prophylaxis d. Hepa B/ Vitamin K/ BCG vaccines e. Newborn Screening test (done after 24hours)	Apply eye ointment Vaccinate newborn Heel prick for blood sample Provide birth information sheet		24 hours	
			24 hours	



f. Birth registration				
3. a. Discharge of newborn				
a.1. Philhealth member/Beneficiary	Assist watcher for Philhealth processing (MDR, Premium Payment, birth certificate) Prepare PHIC form for signature of member	Philhealth Package (Php 2,750)	24 hours	Philhealth Encoder
a.2. Non-Philhealth member/indigent	Assist watcher to secure certificate of indigency from Barangay, valid ID's and processing to DSWD for intake sheet			
b. Discharge instruction and IEC	Prepare form for signature of parent Checking of cord, feeding status give instruction for follow-up to watcher	Intake sheet (Php 1,880)	after 24 hours	Midwife on duty
TOTAL		Php 4,630.00	-	



Municipal Mayor's Office External Services



1. ISSUANCE OF MAYOR'S CLEARANCE

Mayor's clearance is issued to individuals residing in the municipality for local employment, firearms licensing and PNP/AFP requirements.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A) Barangay Clearance (1 original copy)		Barangay Hall (where the client is residing)		
B) Community Tax Certificate (Cedula) (1 photocopy)		Barangay Hall or Municipal Treasurer's Office, LGU Tupi		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Mayor's Office, Municipal Hall, Tupi, South Cotabato and submit the required documents	1. Verify the submitted documents and issue an order of payment	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
2. Proceed to Municipal Treasurer's Office for the payment of required fees	2. Receive the order of payment, required fee and issue official receipt	Certification Fee: <u>Php200.00</u> Documentary Stamp Tax (DST): <u>Php30.00</u>	5 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
3.1. Go back to the Mayor's Office, present the official receipt and wait for the document	3.1. Record the official receipt number and print the mayor's clearance	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
3.2. Claim the Mayor's Clearance	3.2. Affix the dry seal and released the approved Mayor's Clearance	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
TOTAL:		Php 230.00	14 minutes	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

2. ISSUANCE OF NEW BUSINESS PERMIT (WALK-IN)

Business Permit is issued to any person or organization who engages in a business activity within the Municipality of Tupi.

Office or Division:	Mayor's Office - Permits and Licensing Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity	
Who may avail:	Businessmen / General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
a.) Duly filled-out online unified application form (capitalization and no. of employees included)		Online iBPLS Application: (https://prod8.ebpls.com/tupisouthcotabato/index.php/)
b.) One (1) original copy of Barangay Clearance		Municipal Treasurer's Office
c.) Proof of Business Registration, Incorporation or Legal Personality (1 photocopy)		Single Proprietorship - DTI Negosyo Center, Tupi Corporation/OPC – SEC, Davao City



		Cooperative – CDA, Kidapawan City Association – DOLE, Koronadal City		
d.) Contract of Lease, if lessee (1 photocopy)		Lessor/Owner of Commercial Building		
e.) Community Tax Certificate (CTC)		Municipal Treasurer's Office		
f.) Zoning Clearance		Municipal Planning & Dev't Office		
g.) Health Card and Sanitary Permit		Municipal Health Office		
h.) Environmental Clearance		MENR Office		
g.) Occupancy Permit		Municipal Engineer's Office		
i.) Market Clearance (if Public Market Stall Holder)		MEEDO-Market		
j.) Fire Safety Inspection Certificate (FSIC)		Bureau of Fire Protection (BFP)		
k.) Other Requirements According to Category: > ECC or CNC for Resorts, Gasoline Station, Piggery, Poultry, Manufacturing Plant, Sawmill/Bandsaw, Furniture Shop and the like > BSP Registration Certificate for Banks, Pawnshops, Money Changer, Remittance and ForEx		DENR Bangko Sentral ng Pilipinas		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(FILE) 1. Submit the documentary requirements to the Permits & Licensing Section, Mayor's Office for Initial assessment and verification	2. Accept and Evaluate the documentary requirements submitted	None	3 minutes	Dennis S. Pacres BPLO or Jay Ann D. Oserio Admin. Aide I (Mayor's Office)
	1.2 Encode the application to the DICT-iBPLS System (https://prod8.ebpls.com/tupisouthcotabato/index.php/)	None	5 minutes	Dennis S. Pacres BPLO or Jay Ann D. Oserio Admin. Aide I (Mayor's Office)
	1.3 Endorsed the Application to the Regulatory Offices for approval of required fees (perform online approval)	None	10 minutes	Regulatory Offices: -Planning (AA I) -Engineering (AA I) -Health (Sanitary Inspector) -MENRO (AA I) -MEEDO (AA I) -BFP (Collection Officer)
	1.4 Issuance and Printing of Tax Order of Payment	None	2 minutes	RCC, Treasury Office
(PAY) 2.1. Pay fees and charges at Municipal Treasurer's Office 2.2. Claim Official Receipts 2.3. Claim Fire Safety Inspection Certificate	2.1. Receive payment and issuance of Official Receipt and Barangay Clearance 2.2. If found compliant and already inspected, Fire Safety Inspection Certificate will be issued	LGU Basic Regulatory Fees: Mayor's Permit: Minimum of P1,000 (depending on the capitalization) OTHER CHARGES: *Miscellaneous Fee: P200 *Occupational Tax ID: P200 per	7 minutes	Anthony G. Balisi III, Jezza Khryss M. Miranda (Treasury Office)



		employee *MPDO Zoning Clearance: P720 per 1-hectare area *MENRO Environmental Fee: P500 *MHO Sanitary Inspection Fee: P500 *Engineering Annual Inspection Fee: P100 minimum (depending on the capitalization) *Garbage Fee minimum of P800 (if applicable) *Laboratory Fees & Health Card: P320 per person *Fire Safety Inspection Fee: 15% of all fees charged by LGU but in no case shall be lower than P500.00	8 minutes	Collecting Officer BFP
(CLAIM) 3. Claim Business Permit at Permits & Licensing Section, Mayor's Office <i>Note: During long queues and business one stop shop, the client may have the option to request the LGU to deliver the business permit in their business address thru the LGU's designated Messenger.</i>	Approval and Releasing of Business Permit to Client.	None	5 minutes	Dennis S. Pacres BPLO or Jay Ann D. Oserio Admin. Aide I (Mayor's Office)
	TOTAL:	P4,840.00	40 minutes Response time is under normal circumstance per transaction. Process cycle time varies.	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.



3. ISSUANCE OF BUSINESS PERMIT FOR RENEWAL (WALK-IN)

Business Permit is issued to any person or organization who engages in a business activity within the Municipality of Tupi.

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	Businessmen / General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a.) Duly filled-out online unified application form for renewal		Online iBPLS Application: (https://prod8.ebpls.com/tupisouthcotabato/index.php/)		
b.) One (1) original copy of Barangay Clearance		Municipal Treasurer's Office		
c.) Valid Proof of Business Registration, Incorporation or Legal Personality (1 photocopy)		Single Proprietorship - DTI Negosyo Center, Tupi Corporation/OPC – SEC, Davao City Cooperative – CDA, Kidapawan City Association – DOLE, Koronadal City		
d.) Community Tax Certificate (CTC)		Municipal Treasurer's Office		
e.) Zoning Clearance		Municipal Planning & Dev't Office		
f.) Health Card and Sanitary Permit		Municipal Health Office		
g.) Environmental Clearance		MENR Office		
h.) Market Clearance (if Public Market Stall Holder)		MEEDO-Market		
i.) Valid Fire Safety Inspection Certificate (FSIC)		Bureau of Fire Protection (BFP)		
j.) Gross Sales of Previous Year or Audited Financial Statement		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(FILE) 1. Submit the documentary requirements to the Permits & Licensing Section, Mayor's Office for Initial assessment and verification	1.1. Accept and Evaluate the documentary requirements submitted	None	3 minutes	Dennis S. Pacres BPLO or Jay Ann D. Oserio Admin. Aide I (Mayor's Office)
	1.2. Generate the unified application form at DICT-iBPLS System (https://prod8.ebpls.com/tupisouthcotabato/index.php/)	None	5 minutes	
	1.3 Endorsed the Application to the Regulatory Offices for approval of required fees (perform online approval)	None	10 minutes	Regulatory Offices: -Planning (AA I) -Engineering (AA I) -Health (Sanitary Inspector) -MENRO (AA I) -MEEDO (AA I) -BFP (Collection Officer)
	1.4. Issuance and Printing of Tax Order of Payment	None	2 minutes	RCC, Treasury Office
(PAY) 2.1. Pay fees and charges at	2.1. Receive payment and issuance of Official	LGU Basic Regulatory Fees: Mayor's Permit:		Anthony G. Balisi III,



<p>Municipal Treasurer's Office</p> <p>2.2. Claim Official Receipts</p> <p>2.3. Claim Fire Safety Inspection Certificate</p>	<p>Receipt and Barangay Clearance</p> <p>2.3. If found compliant and already inspected, Fire Safety Inspection Certificate will be issued</p>	<p>Minimum of P1,000 (depending on the Gross Sales)</p> <p>OTHER CHARGES:</p> <p>*Miscellaneous Fee: P200</p> <p>*Occupational Tax ID: P200 per employee</p> <p>*MPDO Zoning Clearance: P720 per 1 hectare area</p> <p>*MENRO Environmental Fee: P500</p> <p>*MHO Sanitary Inspection Fee: P500</p> <p>*Engineering Annual Inspection Fee: P100 minimum (depending on the Gross Sales)</p> <p>*Garbage Fee minimum of P800 (if applicable)</p> <p>*Laboratory Fees & Health Card: P320 per person</p> <p>*Fire Safety Inspection Fee: 15% of all fees charged by LGU but in no case shall be lower than P500.00</p> <p>PLUS BUSINESS TAXES depending on the line of business and is based on rates provided in the Revised Revenue Code of Tupi</p> <p>Fire Safety Inspection Fee: 15% of all fees charged by LGU but in no case shall be lower than P500.00</p>	<p>7 minutes</p> <p>8 minutes</p>	<p>Jezza Khryss M. Miranda (Treasury Office)</p> <p>Collecting Officer BFP</p>
<p>(CLAIM)</p> <p>3. Claim Business Permit at Permits & Licensing Section, Mayor's Office</p>	<p>Approval and Releasing of Business Permit to Client.</p>	<p>None</p>	<p>5 minutes</p>	<p>Dennis S. Pacres BPLO or Jay Ann D.</p>



<i>Note: During long queues and business one stop shop, the client may have the option to request the LGU to deliver the business permit in their business address thru the LGU's designated Messenger.</i>				Oserio Admin. Aide I (Mayor's Office)
	TOTAL:	P4,840.00 plus Business taxes which are computed based on the declared gross sales/ receipts.	40 minutes Response time is under normal circumstance per transaction. Process cycle time varies.	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

4. ISSUING OF NEW BUSINESS PERMIT THROUGH THE INTEGRATED BUSINESS PERMIT AND LICENSING SYSTEM (iBPLS-ONLINE)

This service processes and issues permits for new business applications through the Integrated Business Permit and Licensing System (iBPLS). The iBPLS is adopted to create an enabling environment for businesses to thrive under the new normal and towards the ease of doing business in Municipality of Tupi. Business Permit is issued to any person or organization who engages in a business activity within the Municipality of Tupi

Office or Division:	Mayor's Office - Permits and Licensing Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity
Who may avail:	Businessmen / General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a.) Duly filled-out online unified application form (capitalization and no. of employees included)	Online iBPLS Application: (https://prod8.ebpls.com/tupisouthcotabato/index.php/)
b.) One (1) original copy of Barangay Clearance	Municipal Treasurer's Office
c.) Proof of Business Registration, Incorporation or Legal Personality (1 photocopy)	Single Proprietorship - DTI Negosyo Center, Tupi Corporation/OPC – SEC, Davao City Cooperative – CDA, Kidapawan City Association – DOLE, Koronadal City
d.) Contract of Lease, if lessee (1 photocopy)	Lessor/Owner of Commercial Building
e.) Community Tax Certificate (CTC)	Municipal Treasurer's Office
f.) Zoning Clearance	Municipal Planning & Dev't Office
g.) Health Card and Sanitary Permit	Municipal Health Office
h.) Environmental Clearance	MENR Office
g.) Occupancy Permit	Municipal Engineer's Office
Market Clearance (if Public Market Stall Holder)	MEEDO-Market
j.) Fire Safety Inspection Certificate (FSIC)	Bureau of Fire Protection (BFP)
k.) Other Requirements According to Category: > ECC or CNC for Resorts, Gasoline Station, Piggery, Poultry, Manufacturing Plant, Sawmill/Bandsaw, Furniture Shop and the like > BSP Registration Certificate for Banks, Pawnshops, Money Changer, Remittance and ForEx	DENR Bangko Sentral ng Pilipinas



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (FILE) 1. REGISTER AND APPLY ONLINE: 1.1 Using an active email address, create an account (sign up) at https://prod8.ebpls.com/tupisouthcotabato	None	None	Variable	Client/Registrant
1.2. Click "REGISTER NOW" to create an account				
1.3. Fill-in completely all required information				
1.4. Click "REGISTER" after encoding completely all Information				
<i>And check your email for the confirmation link and Click "CLICK HERE" to confirm registration</i>				
1.5 Input username and Password thru: https://prod8.ebpls.com/tupisouthcotabato				
1.6.a. Click "CLICK HERE" TO APPLY and Select the type of application (New) and mode of payment as Annual				
1.6.b. Fill-in completely all Information from Part I to Part IV and click "Submit"				
1.7. Client waits for the application to be verified, endorsed and assessed online <i>*Reminder to registrant/ applicant: Remember to check on the status of application on your iBPLS account. The Tax Order of Payment (TOP) will also be sent to your email.</i>	1.7.a. Verify the completeness of basic requirements and correctness of data Information in the iBPLS	None	5 minutes	Dennis S. Pacres, BPLO or Jay Ann D. Oserio, Admin Aide I, Mayor's Office
	1.7.b. Endorse the application for assessment	None		
	1.7.c. Process the assessment of business taxes and fees and put remarks if any (perform online approval)	None	10 minutes	Regulatory Offices: -Planning (AA I) -Engineering (AA I) -Health (Sanitary Inspector) -MENRO (AA I) -MEEDO (AA I) -BFP



				(Collection Officer)
	1.7.d. Issue the Electronic Tax Order of Payment and the system automatically send the same to the email address provided by the registrant	None	3 minutes	Anthony G. Balisi III or Jezza Khryss M. Miranda (Treasury Office)
2. (PAY) FOR ONLINE PAYMENT: <p>2.1. Online payment option: Pay thru Land Bank Portal and choose any banks and bayad centers available online of your choice:</p> <p>Go to this site: https://www.lbp-eservices.com/egps/portal/index.jsp</p> <ol style="list-style-type: none"> Click "PAY NOW"; Select Merchant by typing "Municipality of Tupi" and click continue; Then select a transaction you wish to Pay (Business Tax, Other Fees); Fill-up the mandatory details and select the bank of your choice or bayad centers available online for the payment; Check the terms and conditions and review payment details before continue; If payment confirmation received wait for the treasurer's office to validate your payment 	<p>2.1.a. The Municipal Treasurer's Office check and validate the online payment</p> <ol style="list-style-type: none"> Issue official receipt Input the OR to the iBPLS Notify the client to proceed to the permits and licensing section to claim the permit 	<p>LGU Basic Regulatory Fees:</p> <p>Mayor's Permit: Minimum of P1,000 (depending on the Gross Sales)</p> <p>OTHER CHARGES:</p> <p>*Miscellaneous Fee: P200</p> <p>*Occupational Tax ID: P200 per employee</p> <p>*MPDO Zoning Clearance: P720 per 1 hectare area</p> <p>*MENRO Environmental Fee: P500</p> <p>*MHO Sanitary Inspection Fee: P500</p> <p>*Engineering Annual Inspection Fee: P100 minimum (depending on the Gross Sales)</p> <p>*Garbage Fee minimum of P800 (if applicable)</p>	Variable	Client/ Registrant
FOR OVER THE COUNTER PAYMENT: <p>2.2 Prepare cash and bring your tax order of payment or business ID Number to Municipal Treasurer's Office to Pay over the counter</p>	<p>2.2 The Municipal Treasurers' Office checks on the iBPLS</p> <ol style="list-style-type: none"> Accept the payment from the client Issue official receipt Input the OR to the system Instruct the client to proceed to Permits and Licensing Section to Claim the 	<p>*Laboratory Fees & Health Card: P320 per person</p> <p>*Fire Safety Inspection Fee: 15% of all fees charged by LGU but in no case shall be lower than P500.00</p> <p>PLUS BUSINESS TAXES depending on the line</p>	10 minutes	Anthony G. Balisi III or Jezza Khryss M. Miranda (RCC II, Treasury Office)



	permit	of business and is based on rates provided in the Revised Revenue Code of Tupi Fire Safety Inspection Fee: 15% of all fees charged by LGU but in no case shall be lower than P500.00		Collection Officer, BFP
(CLAIM) 3.1. Proceed to Permits and Licensing Section and submit original basic requirements for authentication *Reminder to applicant: <i>When the business establishment is included in the Negative List the same has to comply with deficiency prior to release of business permit. Likewise, submit proof of payments for any delinquencies of business taxes, fees and surcharges.</i>	3.1.a. Checks the proof of payment and/or the OR submitted by the MTO and checks the original basic requirements for authentication <i>Note: When non-compliant or with business tax deficiencies inform the client to comply prior to release of business permit</i> If found compliant: 3.1.b. Proceed to the issuance of business permit 3.1.c. Prints the business permit and Affix the LGU official Dry Seal	None	8 minutes	Dennis S. Pacres, BPLO or Jay Ann D. Oserio, Admin Aide I, (Mayor's Office)
3.2. Affix signature in the logbook as proof of claim and claim the approved Business Permit together with the original requirements <i>Note: During long queues and business one stop shop, the client may have the option to request the LGU to deliver the business permit in their business address thru the LGU's designated Messenger.</i>	3.2.a Release the approved business permit 3.2.b. Record the claimed permit in the logbook <i>The designated messenger of the permits and licensing section will deliver the business permit to the business owner's address free of charge.</i>	None None	2 minutes 2 minutes	Dennis S. Pacres, BPLO or Jay Ann D. Oserio, Admin Aide I, (Mayor's Office)
	TOTAL:	P4,840.00	40 minutes Response time is under normal circumstance per transaction. Process cycle time varies.	



*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

5. ISSUING OF BUSINESS PERMIT FOR RENEWAL THROUGH THE INTEGRATED BUSINESS PERMIT AND LICENSING SYSTEM (iBPLS-ONLINE)

This service processes and issues permits for renewal through the Integrated Business Permit and Licensing System (iBPLS). The iBPLS is adopted to create an enabling environment for businesses to thrive under the new normal and towards the ease of doing business in Municipality of Tupi. Business Permit is issued to any person or organization who engages in a business activity within the Municipality of Tupi

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	Businessmen / General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a.) Duly filled-out online unified application form for renewal	Online iBPLS Application: (https://prod8.ebpls.com/tupisouthcotabato/index.php/)			
b.) One (1) original copy of Barangay Clearance	Municipal Treasurer's Office			
c.) Valid Proof of Business Registration, Incorporation or Legal Personality (1 photocopy)	Single Proprietorship - DTI Negosyo Center, Tupi Corporation/OPC – SEC, Davao City Cooperative – CDA, Kidapawan City Association – DOLE, Koronadal City			
d.) Gross Sales of Previous Year or Audited Financial Statement	Bureau of Internal Revenue			
e.) Community Tax Certificate (CTC)	Municipal Treasurer's Office			
f.) Zoning Clearance	Municipal Planning & Dev't Office			
g.) Health Card and Sanitary Permit	Municipal Health Office			
h.) Environmental Clearance	MENR Office			
i.) Market Clearance (if Public Market Stall Holder)	MEEDO-Market			
j.) Valid Fire Safety Inspection Certificate (FSIC)	Bureau of Fire Protection (BFP)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIB LE
(FILE)				
1. LOG-IN AND APPLY ONLINE:	None	None	Variable	Client/Registrant
1.1 Visit or Go to: https://prod8.ebpls.com/tupisouthcotabato				
1.2. Input Username and Password				
1.3. Click "CLICK HERE" TO APPLY and Select the type of application (Renewal) and mode of payment as Quarterly				
1.4. Fill-in completely all Information from Part I to Part IV and click "Submit"				



<p>1.5. Client waits for the application to be verified, endorsed and assessed online</p> <p><i>*Reminder to registrant/ applicant:</i></p> <p><i>Remember to check on the status of application on your iBPLS account. The Tax Order of Payment (TOP) will also be sent to your email.</i></p>	1.5.a. Verify the completeness of basic requirements and correctness of data Information in the iBPLS		5 minutes	Dennis S. Pacres, BPLO or Jay Ann D. Oserio, Admin Aide I (Mayor's Office)
	1.5.b. Endorse the application for assessment			
	1.5.c. Process the assessment of business taxes and fees and put remarks if any	None	10 minutes	Regulatory Offices: -Planning (AA I) -Engineering (AA I) -Health (Sanitary Inspector) -MENRO (AA I) -MEEDO (AA I) -BFP (Collection Officer)
	1.5.d. Issue the Electronic Tax Order of Payment and the system automatically send the same to the email address provided by the registrant	None	3 minutes	Anthony G. Balisi III or Jezza Khryss M. Miranda (Treasury Office)
<p>(PAY)</p> <p>FOR ONLINE PAYMENT:</p> <p>2.1. Online payment option: Pay thru Land Bank Portal and choose any banks and bayad centers available online of your choice:</p> <p>Go to this site: https://www.lbp-eservices.com/egps/portal/index.jsp</p> <p>a) Click "PAY NOW";</p> <p>b) Select Merchant by typing "Municipality of Tupi" and click continue;</p> <p>c) Then select a transaction you wish to Pay (Business Tax, Other Fees);</p> <p>d) Fill-up the mandatory details and select the bank of your choice or bayad centers available online for the payment;</p>	<p>2.1.a. The Municipal Treasurer's Office check and validate the online payment</p> <p>a) Issue official receipt</p> <p>b) Input the OR to the iBPLS</p> <p>c) Notify the client to proceed to the permits and licensing section to claim the permit</p>	<p>LGU Basic Regulatory Fees:</p> <p>Mayor's Permit: Minimum of P1,000 (depending on the Gross Sales)</p> <p>OTHER CHARGES:</p> <p>*Miscellaneous Fee: P200</p> <p>*Occupational Tax ID: P200 per employee</p> <p>*MPDO Zoning Clearance: P720 per 1 hectare area</p> <p>*MENRO Environmental Fee: P500</p>	Variable	Client/Registrant



<p>e) Check the terms and conditions and review payment details before continue;</p> <p>f) If payment confirmation received wait for the treasurer's office to validate your payment</p> <p>FOR OVER THE COUNTER PAYMENT:</p> <p>2.2 Prepare cash and bring your tax order of payment or business ID Number to Municipal Treasurer's Office to Pay over the counter</p>	<p>2.2 The Municipal Treasurers' Office checks on the iBPLS</p> <p>a) Accept the payment from the client</p> <p>b) Issue official receipt</p> <p>c) Input the OR to the system</p> <p>d) Instruct the client to proceed to Permits and Licensing Section to Claim the permit</p>	<p>*MHO Sanitary Inspection Fee: P500</p> <p>*Engineering Annual Inspection Fee: P100 minimum (depending on the Gross Sales)</p> <p>*Garbage Fee minimum of P800 (if applicable)</p> <p>*Laboratory Fees & Health Card: P320 per person</p> <p>*Fire Safety Inspection Fee: 15% of all fees charged by LGU but in no case shall be lower than P500.00</p> <p>PLUS BUSINESS TAXES depending on the line of business and is based on rates provided in the Revised Revenue Code of Tuguegarao</p> <p>Fire Safety Inspection Fee: 15% of all fees charged by LGU but in no case shall be lower than P500.00</p>	<p>10 minutes</p>	<p>Anthony G. Balisi III or Jezza Khryss M. Miranda (Treasury Office)</p>
<p>(CLAIM)</p> <p>3.1. Proceed to Permits and Licensing Section and submit original basic requirements for authentication</p> <p>*Reminder to applicant:</p> <p>When the business establishment is included in the Negative List the same has to comply with deficiency prior to release of business permit. Likewise, submit proof of payments for any delinquencies of business taxes, fees and surcharges.</p>	<p>3.1.a. Checks the proof of payment and/or the OR submitted by the MTO and checks the original basic requirements for authentication</p> <p><i>Note: When non-compliant or with business tax deficiencies inform the client to comply prior to release of business permit</i></p> <p>If found compliant:</p> <p>3.1.b. Proceed to the</p>	<p>None</p>	<p>5 minutes</p>	<p>Dennis S. Pacres, BPLO or Jay Ann D. Oserio, Admin Aide I, Mayor's Office</p>



	issuance of business permit			
	3.1.c. Prints the business permit and Affix the LGU official Dry Seal			
3.2. Affix signature in the logbook as proof of claim and claim the approved Business Permit together with the original requirements	3.2.a Release the approved business permit	None	2 minutes	Dennis S. Pacres, BPLO or Jay Ann D. Oserio, Admin Aide I, (Mayor's Office)
	3.2.b. Record the claimed permit in the logbook	None	2 minutes	
<i>Note: During long queues and business one stop shop, the client may have the option to request the LGU to deliver the business permit in their business address thru the LGU's designated Messenger.</i>	<i>The designated messenger of the permits and licensing section will deliver the business permit to the business owner's address free of charge.</i>			
	TOTAL:	P4,840.00 plus Business taxes are computed based on the declared gross sales/ receipts.	40 minutes Response time is under normal circumstance per transaction. Process cycle time varies.	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

6. ISSUANCE OF CERTIFICATION FOR CLOSURE OF BUSINESS

Provide assistance to businesses who will terminate their businesses permanently.

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	General Public, Persons engaged in Business or undertaking			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Letter of Intent for Closure of Business (3 copies)		Applicant/Company		
b) Latest Business Permit		Applicant/Company		
c) Basis for computing taxes, applicable fees (Gross Sales)		Applicant/Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for business retirement	1. Receive and verify the submitted documents	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
2. Proceed to Municipal Treasurer's Office for the	2.1. Receive the letter of intent and	None	3 minutes	Revenue Collection Clerk,



payment of business taxes, fees and charges	prepare the tax order of payment			Municipal Treasurer's Office
	2.2 Receive the payment of taxes, fees and charges and issue corresponding official receipt	Based on the Revised Revenue Code of Tupi	5 minutes	
3.1. Go back to the Mayor's Office, present the official receipt and wait for the document	3.1. Record the official receipt number and print the certificate of retirement	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
3.2. Claim the approved Certificate of Retirement	3.2. Affix the dry seal and released the approved Certificate of retirement	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
	TOTAL:	Based on the Revised Revenue Code of Tupi	15 minutes	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bpplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

7. REQUEST FOR CERTIFICATION OF NO BUSINESS

Applicants who wish to secure a certificate of no business record may proceed to this office for processing.

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public, Persons engaged in Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Letter of Intent (1 original)		Applicant		
b) Barangay Certification (1 original)		Respective Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for certification of no business to the Mayor's Office	1.1 Receive and check application as to completeness of requirements.	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
	1.2 Check and verify the information on the database.	None	3 minutes	



2. Proceed to Municipal Treasurer's Office for the payment of certification fee	2. Receive the payment and issue official receipt	Certification fee: P200 DST: 30	5 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
3.1. Proceed to the Mayor's Office, present the official receipt and wait for the document	3.1. Record the official receipt number and print the certification of no business	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
3.2. Claim the approved Certification of no business	3.2. Affix the dry seal and released the approved Certification of no business	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
TOTAL:		P230.00	15 minutes	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

8. REQUEST FOR CERTIFIED TRUE COPY OF BUSINESS PERMIT

The Permit and Licensing Section processes tax payers' requests on acquisition of certified true copies of business permits.

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Persons engaged in Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Letter of Intent (1 Original)		Client		
b) Business Permit (1 Original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Mayor's Office	1.1 Receive and check application as to completeness of requirements.	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
	1.2 Check and verify the information on the database.	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
2. Proceed to Municipal Treasurer's Office for the payment of certification fee	2. Receive the payment and issue official receipt	Certification fee: P200 DST: 30	5 minutes	Revenue Collection Clerk, Municipal Treasurer's Office



3.1. Proceed to the Mayor's Office, present the official receipt and wait for the document	3.1. Record the official receipt number and print the certification of no business	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
3.2. Claim the approved Certification of no business	3.2. Affix the dry seal and released the approved Certification of no business	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
TOTAL:		P230.00	14 minutes	

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9. ISSUANCE OF MOTORIZED TRICYCLE OPERATORS' PERMIT (MTO)

Motorized Tricycle Operator's Permit (MTO) is a document granting franchise or license to a person, natural or juridical, allowing him to operate tricycles-for-hire over specified zones

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Tricycle Operators/Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Certificate of Registration (CR) and Official Receipt (OR) of Tricycle Unit/s (1 photocopy)		Land Transportation Office (LTO)		
b) Professional Driver's License (1 photocopy)		Land Transportation Office (LTO)		
c) Latest Community Tax Certificate (Cedula) (1 photocopy)		Barangay Hall or Municipal Treasurer's Office, Tupi		
d) Deed of Sale of Motor Vehicle for transfer of ownership (1 photocopy)		Notary Public or Previous Owner of Motorcycle Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Permits and Licensing Section, Mayor's Office, Municipal Hall, Tupi, South Cotabato	1. Verify the required documents and issue order of payment	None	5 minutes	Alfonso T. Sumagaysay or Rizelle T. Santos
2. Proceed to Municipal Treasurer's Office, ground floor, Municipal Hall, Tupi, South Cotabato	2. Receive the payment and issue Official Receipt	Application Fee: 900 Annual Franchise Fee: 500 Supervision Fee: 400 Occupational Tax ID: 200 Sticker: 70 per unit Documentary Stamp Tax: 30	5 minutes	Anthony G. Balisi III, Jezza Khyriss M. Miranda Revenue Collection Clerks
3. Proceed to Mayor's Office and wait for the MTO Documents	3. Record the OR Number and prepare the MTO documents	None	10 minutes	Alfonso T. Sumagaysay or Rizelle T. Santos



4. Proceed to Tupi Municipal Police Station for the signing of MTOP Application	4. Approve/ Disapprove the MTOP Application	None	5 minutes	PNP Traffic Officer
5. Proceed to a Notary Public to notarized your MTOP application	5. Notarize the MTOP Application	-	Variable	Notary Public
6. Proceed to Vice Mayor's Office, Legislative Building, Tupi for the Approval of MTOP Application	6. Approve/Disapprove the Authority to Operate Tricycle Franchise Unit	None	Variable	Vice Mayor Glenn C. Hatulan
7. Proceed to Mayor's Office and wait for the approved copy of MTOP	7. Approve/Disapprove the MTOP Application	None	Variable	Mayor Romeo S. Tamayo Alfonso T. Sumagaysay
8. Proceed to Land Transportation Office, Koronadal City for the processing of Tricycle-For-Hire	8. Approve/Disapprove the Application for Tricycle for Hire	-	Variable	LTO Personnel
9. Present the LTO Official Receipt indicating (Tricycle For Hire) to Mayor's Office, Municipal Hall	9. Verify the LTO Official Receipt	None	3 minutes	Alfonso T. Sumagaysay or Rizelle T. Santos
10. Claim the MTOP Sticker	10. Issue the MTOP Sticker	None	3 minutes	Alfonso T. Sumagaysay or Rizelle T. Santos
TOTAL:		Php2,100.00	31 minutes	

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10. ISSUANCE OF CERTIFICATION FOR DROPPING OF MUNICIPAL TRICYCLE OPERATOR'S PERMIT (MTOP)

Provide assistance to Tricycle Operators/Drivers who will drop and retire their municipal tricycle operator's permit.

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Tricycle Operators/Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
d) Latest copy of official receipt and certificate of registration of tricycle unit		Land Transportation Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for certification for dropping of MTOP Franchise	1.1 Receive and verify the submitted documents to the database	None	3 minutes	Alfonso T. Sumagaysay (Mayor's Office)
	1.2 Issue an order of payment	None	2 minutes	Alfonso T. Sumagaysay (Mayor's Office)



2. Proceed to Municipal Treasurer's Office for the payment of required fees	2. Receive the payment and issue corresponding official receipt	Certification fee: P200 DST: 30.00	5 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
3.1. Present the official receipt and wait for the document at the Mayor's Office	3.1. Record the official receipt number and print the certification of dropping of MTOP	None	3 minutes	Alfonso T. Sumagaysay (Mayor's Office)
3.2. Claim the approved Certification of dropping of MTOP	3.2. Affix the dry seal and released the approved Certification of dropping of MTOP	None	2 minutes	Alfonso T. Sumagaysay (Mayor's Office)
TOTAL:		P230.00	15 minutes	

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11. ISSUANCE OF SPECIAL PERMIT FOR COCKFIGHT

Provide assistance for application of Special Permit for the conduct of Cockfighting in the registered cockpit in the municipality of Tupi.

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Letter of Intent approved by the Municipal Mayor		Client/Businessman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document for verification	1. Verify the submitted document and issue an order of payment	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
2. Proceed to Municipal Treasurer's Office for the payment of required fees	2. Receive the order of payment, required fee and issue official receipt	Mayor's Permit Fees: *Special: P2,000 *2-Cock Derby: P3,000 *3-Cock Derby: P4,000 *4-Cock Derby: P6,000 *5-Cock Derby: P8,000	5 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
3.1. Go back to the Mayor's Office, present the official receipt and wait for the document	3.1. Record the official receipt number and print the special permit	None	5 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)



3.2. Claim the Special Permit	3.2. Affix the dry seal and release the approved Special Permit	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
3.3. Provide the Tupi Municipal Police Station a copy of Special Permit	3.3. Instruct the client to proceed to Tupi Mun. Police Station for the signature of permit and give the extra copy to the station	None	5 minutes	Chief of Police or authorized representative
	TOTAL:	Based on the rate of Mayor's Permit fee provided in the revenue code	20 minutes	

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12. ISSUANCE OF SPECIAL PERMIT FOR PARADE, MOTORCADE, FUN RUN, TARPULINS, DISCO, LIVE BAND, SPECIAL EVENTS & OTHER RELATED ACTIVITIES

Provide assistance for application of Special Permit for the conduct of parade, motorcade, fun run, tarpaulins, disco, live band, special events and other related activities in the municipality of Tupi.

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a.) Letter of Intent approved by the Municipal Mayor		Client/Businessman		
b) Barangay Certification (for Disco, Live Band, special events)		Barangay Hall		
c) Event Route Map (for motorcade, fun run and parade)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for verification	1. Verify the submitted document and issue an order of payment	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
2. Proceed to Municipal Treasurer's Office for the payment of required fees	2. Receive the order of payment, required fee and issue official receipt	Permit Fee: P500.00	5 minutes	Revenue Collection Clerk, Municipal Treasurer's Office



3.1. Go back to the Mayor's Office, present the official receipt and wait for the document	3.1. Record the official receipt number and print the special permit	None	5 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
3.2. Claim the Special Permit	3.2. Affix the dry seal and release the approved Special Permit	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
3.3. Provide the Tupi Municipal Police Station a copy of Special Permit	3.3. Instruct the client to proceed to Tupi Mun. Police Station for the signature of permit and give the extra copy to the station	None	5 minutes	Chief of Police or authorized representative
TOTAL:		P500.00	20 minutes	

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13. ISSUANCE OF SPECIAL PERMIT FOR SPECIAL RECRUITMENT ACTIVITY (SRA)

Provide assistance for application of Special Permit for the conduct of Special Recruitment Activity (SRA) in the municipality of Tupi.

Office or Division:	Mayor's Office - Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a.) Copy of Certificate of No Objection in the conduct of SRA		Tupi PESO Office		
b.) Copy of approved Endorsement from Department of Migrant Workers (DMW)		Department of Migrant Workers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for verification	1. Verify the submitted document and issue an order of payment	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
2. Proceed to Municipal Treasurer's Office for the payment of required fees	2. Receive the order of payment, required fee and issue official receipt	Mayor's Permit Fee: P500	5 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
3.1. Go back to the Mayor's Office, present the official receipt and wait for the document	3.1. Record the official receipt number and print the special permit	None	5 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
3.2. Claim the Special Permit for SRA	3.2. Affix the dry seal and release the approved Special Permit for	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio



	SRA			(Mayor's Office)
3.3. Provide the Tupi Municipal Police Station a copy of Special Permit for SRA	3.3. Instruct the client to proceed to Tupi Mun. Police Station for the signature of permit and give the extra copy to the station	None	5 minutes	Chief of Police or authorized representative
	TOTAL:	P500.00	20 minutes	

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14. ISSUANCE OF ENDORSEMENT / RECOMMENDATION

Recommendation/Endorsement is given to individuals and organizations to support their intentions and purpose.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Approved letter of intent/request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document to the Mayor's Office	1.1. Receive and verify the submitted document	None	3 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
	1.2. Prepare and print the endorsement/ recommendation letter	None	5 minutes	
2. Claim the recommendation/ endorsement letter	2. Affix the dry seal and released the approved recommendation/ endorsement letter	None	2 minutes	Dennis S. Pacres or Jay Ann D. Oserio (Mayor's Office)
	TOTAL:		10 minutes	

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15. SOLICITATIONS AND REQUESTS

Provide assistance depending on the nature of the request or solicitation.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved letter of request			Client/Requester	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the solicitation letter and supporting documents with original signature of requesting person	1. Receive solicitation letter and certified photocopy of supporting documents	None	3 minutes	Mayor's Office Staff
2. Wait for the solicitation/letter request to be processed	2. Forward approved letter request to the Chief Executive/ Administrator, prepared OBR & voucher & forward the documents to Budget Office, Accounting and Treasury	None	3 days	Mayor's Office Staff, Budget Staff, Accounting Staff, Treasury Staff
3. Receive assistance from the Municipal Government of Tupi by affixing signature on the disbursement voucher	3. Release the check and validate if the client signed the voucher	None	5 minutes	Municipal Treasurer's Office Staff
	TOTAL	None	3 days, 8 minutes	

16. ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS)

Provide Burial, Financial, Medical, Medicines, Hospitalization and Rice assistance to the constituents of the municipality

Office or Division:	Mayor's Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Barangay Certificate of Indigency		Barangay Hall concerned
Photocopy of Valid ID		Client
Hospital Bill, Medical Certificate or Medical Prescription		Concerned hospital
Funeral Contract		Concerned Funeral Parlor
General Intake Sheet		MSWD Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement for assistance at Mayor's office, Tupi Municipal Hall, Tupi, South Cotabato	Verify the submitted documents and issue referral slip to the MSWD office	None	None 5 minutes	Emily Cardino, Donato Lanado (Mayor's Office)
2. Proceed to the MSWD Office, Mun. hall compound for an interview and assessment	Submit the Certificate of Eligibility to Mayor's office for releasing of assistance	None	None 10 minutes	MSWDO staff
3. Receive the assistance from the LGU by affixing the client's signature on the Petty Cash Voucher/ Log book	Release the Cash/Guarantee letter/Medicines/ P.O. slip and validate if the client signed the voucher/ log book	None	None 5 minutes	Emily Cardino, Donato Lanado (Mayor's Office)
TOTAL:			25 minutes	

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17. EDUCATIONAL ASSISTANCE

Provide educational assistance per semester to the tertiary students of the municipality.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent		Applicant		
Final Grades		Applicant/School		
Memorandum of Agreement		Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an intent letter and other necessary documents for scholarship to the Mayor's office, Tupi Municipal Hall, Tupi, South Cotabato	1. Receive intent letter	None	5 minutes	Mayor's Staff
2. Wait for the request to be approved	2. Forward the intent letter to the Local Chief Executive for approval. Once approved, prepare the Memorandum of Agreement	None	10 minutes	Mayor's Staff



3. Submit the final grades	3. Receive the final grades and verify if all subjects are passed. If passed, process the necessary documents	None	7 days	Mayor's Staff
3. Receive the assistance from the LGU by affixing the client's signature on Disbursement Voucher	3. Release the Check validate if the client signed the voucher/log book	None	5 minutes	Mayor's Staff
	TOTAL:		7 days and 20 minutes	

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18. REQUEST FOR FOOD ASSISTANCE (EXTERNAL)

A national gov't agency, business entity, individual or NGOs may request food (meals or snacks) as a form of assistance of the Mayor's Office in their activity.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client / Requesting agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Mayor's Office	Receive the letter request	None	2 mins	Admin. Aide I, Mayor's Office
2.Wait for the letter request to be processed	Endorse the letter to the Mayor or Municipal Administrator for approval	None	10 mins	Admin. Aide I, Mayor's Office
3.Provide details of the activity (no. of pax and the venue)	After approval, inform the requesting party.	None	5 mins	Admin. Aide I, Mayor's Office
4. Received the food assistance	Prepare purchase request of meals/snacks and inform the requesting party	None	5 mins	Admin. Aide I, Mayor's Office



	that the food will be delivered on the schedule of activity			
	TOTAL:		22 minutes	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

19. REQUEST FOR FUEL ASSISTANCE (EXTERNAL)

A national gov't agency, barangay officials, NGOs, business entity, DepEd or individual may request fuel as a form of assistance of the Mayor's Office in their activity or travel.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client / Requesting agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Mayor's Office	Receive the letter request	None	2 mins	Admin. Aide I, Mayor's Office
2. Wait for the letter request to be processed	Endorse the letter to the Mayor or Municipal Administrator for approval	None	10 mins	Admin. Aide I, Mayor's Office
3. Provide details of the activity or travel	After approval, inform the requesting party	None	5 mins	Admin. Aide I, Mayor's Office
4. Receive the fuel assistance	Prepare trip ticket and have it signed by the requesting party and provide the Fuel Slip	None	5 mins	Admin. Aide I, Mayor's Office
	TOTAL:		22 minutes	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

20. REQUEST FOR MUNICIPAL VEHICLE

An individual, government agency or business entity may request to use the municipal vehicle for official purpose.



Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client / Requesting agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Mayor's Office	Receive the letter request	None	3 mins	Admin. Aide I, Mayor's Office
2. Wait for the letter request to be processed	Endorse the letter to the Mayor or Municipal Administrator for approval	None	5 mins	Admin. Aide I, Mayor's Office
3. Provide other details of the official travel	After approval, inform the requesting party and check the schedule for the booking of vehicle	None	5 mins	Admin. Aide I, Mayor's Office
TOTAL:			13 minutes	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the

21. ASSISTANCE TO PEACE AND ORDER COUNCIL (POC) PROGRAM

Provide assistance to peacekeeping officers / men in uniform under for the POC program.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Mayor's office, Tupi Municipal Hall, Tupi, South Cotabato	Receive the letter request and issue P.O. slip for rice, materials and fuel assistance	None	5 minutes	Jay Ann D. Oserio Rizelle T. Santos



2. Receive the P.O slip and affix signature in the log book	Release the PO slip and validate if the client signed the logbook	None	5 minutes	Jay Ann D. Oserio Rizelle T. Santos
TOTAL:			10 minutes	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

22. RANDOM DRUG TESTING

Conduct random drug testing to the secondary and tertiary students of different schools as well as government private employees as mandated by the municipality's ordinance

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	General Public, business entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Letter		Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Plot a schedule for random drug testing	Notify the concerned schools of the schedule of the random drug testing	None	1 day	Municipal Administrator / Mayor's Staff
2. Proceed to the RHU-Drug Testing Laboratory, Mun. hall compound for the collection of specimens as a requirement for the test	Submit and test the specimen and once done, submit consolidated report to the office of the mayor	None	1 day	Drug Testing Laboratory Personnel
TOTAL:			2 days	

*** For complaints, suggestions and/or recommendations, file or submit complaint(s)/ suggestion(s)/ recommendation(s) to the Permits and Licensing Section or to the Mayor's Office or call/ contact telephone number (083) 226-2800 or thru e-mail at bplotupi@gmail.com. You may also drop your recommendation/ suggestion/complaint at the drop box located at the municipal hall lobby.

23. BARANGAY ASSISTANCE (MATERIALS)

The Municipal Government of Tupi thru the Barangay Affairs Office extend assistance in the form of materials to facilitate implementation of programs and delivery of basic services to its constituents.



Office or Division:	Mayor's Office – Barangay Affairs Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Residents/Officials of the Barangay Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Materials Assistance (1,original)		Barangay Hall-BLGU concerned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter Request for Materials Assistance	1.1. Receive Letter Request for Materials Assistance 1.2. Indorse to assigned Community Organizer	None	5 minutes	BAO Staff
2.Wait for the request to be processed	2.1. Schedule Validation 2.2. Conduct of Validation	None	3 day	Community Organizer Barangay Affairs Office
	2.3. Secure the approval of the Municipal Mayor	None	1 day	In-Charge of Office, Barangay Affairs Office
3.Return to BAO to claim the materials assistance	3.1. Prepare the materials assistance 3.2 Release of Materials Assistance	None	3 days	BAO Staff
TOTAL		None	7 days & 5 minutes	

24. COMMUNITY ORGANIZING

This is one of the community services provided by the Municipal Government of Tupi to capacitate the leaders and constituents in the barangay local government units.

Office or Division:	Mayor's Office - Barangay Affairs Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Residents/Officials of the Barangay Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal (1, original)		Barangay Hall-Barangay Secretary (BLGU concerned)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit proposal (construction materials, water system, support to sports program)	1.1.Receive proposal	None	5 minutes	Receiving Staff (BAO Office)
	1.2.Indorse to assigned Community Organizer			
2.Wait for the proposal to be processed	2.2. Schedule conduct of Assessment/ Evaluation of the proposal	None	3 days	Community Organizer Barangay Affairs Office
	2.3. Conduct of Assessment/ Evaluation of the proposal	None		Community Organizer Barangay Affairs Office
	2.4. Secure approval of the proposal	None	2 days	In-Charge of Office Barangay Affairs Office
	2.5.Process Program of Works and Purchase Request	None	3 days	BAO Office Staff
TOTAL		None	8 days & 5 minutes	



25. PUBLIC LIBRARY SERVICES AND TECH4ED DIGITAL LITERACY SERVICES

Constituents from the Municipality of Tupi can avail the services of the Public Library and Tech4Ed Center during Weekdays only.

Office or Division:	Mayor's Office – Public Library/Tech4Ed Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in in the Logbook	1. Conduct an initial interview to the client	None	2 minutes	Public Library /Tech4Ed Staff
2. Listen to the Orientation given by the Library Staff	2. Conduct an Orientation, House Rules and Services offered by the Library	None	8 minutes	Municipal Librarian Designate
3. Avail the services of the Library/Tech4Ed Center	-	None		Public Library/Tech4Ed Staff
	TOTAL:	None	10 minutes	

26. FILING OF COMPLAINTS

The Office of the Mayor entertains complaints from clients and entities against employees and services of the municipal government of Tupi, issues and other matters that, to the opinion of the complainant, is detrimental to his/her personality.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint	1. Receives and forwards letter of complaint to Mayor's Office	None	2 minutes	Administrative Aide I
	1.1. Tell the complainant that he/she will be informed of the action taken on the complainant	None	3 minutes	Administrative Aide I
	1.2. Acts on the complaint	None	2 minutes	Mayor's Office
	1.3. Provides a copy of the letter of complaint with Mayor's note to concerned	None	5 minutes	Administrative Aide I



	office			
	1.4 Prepares memorandum directing employee to answer the complaint (if against to a particular employee)	None	24 hours	Mayor's Office
	1.5. For complaints against an office, submits reply to the Mayor's Office	None	2 minutes	Concerned Office
	1.6. Receives reply to complaint and forward it to the Mayor's Office	None	5 minutes	Administrative Aide I
	1.7. Acts on the reply	None	2 minutes	Mayor's Office
	1.8. Provide a copy of action taken to the complainant	None	5 minutes	Administrative Aide I
	TOTAL:	NONE	24 hours and 26 minutes	



Municipal Mayor's Office Internal Services



27. RECEIVING OF INCOMING COMMUNICATIONS

Receive communication/letters from different agencies in the municipality, NGAs for information and updates.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	General Public, Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Communication Letter		Concerned agency, individual, business entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication letter to the Mayor's office, Tupi Municipal Hall, Tupi, South Cotabato	1.1. Receive the letter and record it to the logbook	None	3 mins	Admin. Aide I, Mayor's Office
	1.2. Forward the letter to the Municipal Administrator for information and proper action	None	5 mins	Admin. Aide I, Mayor's Office
	TOTAL:		8 minutes	

28. ISSUANCE OF ENDORSEMENT LETTERS

Submit communication letters from different agencies to different offices in the municipality for information and updates.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGU Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
b) Communication Letter		Concerned agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication letter to the Mayor's office, Tupi Municipal Hall, Tupi, South Cotabato	Receive the letter and process for endorsement	None	None 5 mins	Jay Ann Oserio, Dennis Pacres Rizelle T. Santos
2. Submit the endorsement letter to the concerned offices	Receive the endorsement letter and affix the signature of the receiver	None	None 15 mins	Minalyn Tan, Romie Tubio, Clark Monterola
	TOTAL:		20 minutes	

29. REQUEST FOR FOOD ASSISTANCE (INTERNAL)

A department, special bodies or section from LGU may request food (meals or snacks) as a form of assistance of the Mayor's Office in their activity.



Office or Division:		Mayor's Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		LGU Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Concerned agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Mayor's Office	Receive the letter request	None	2 mins	Admin. Aide I, Mayor's Office
2. Wait for the letter request to be processed	Endorse the letter to the Mayor or Municipal Administrator for approval	None	10 mins	Admin. Aide I, Mayor's Office
3. Provide details of the activity (no. of pax and the venue)	After approval, inform the requesting party.	None	5 mins	Admin. Aide I, Mayor's Office
	Prepare purchase request of meals/snacks and inform the requesting party that the food will be delivered on the schedule of activity	None	5 mins	Admin. Aide I, Mayor's Office
	TOTAL:		22 minutes	

30. REQUEST FOR FUEL ASSISTANCE (INTERNAL)

A department, special bodies or section from LGU may request fuel as a form of assistance of the Mayor's Office in their activity or travel.

Office or Division:		Mayor's Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		LGU Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Concerned agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to the Mayor's Office	Receive the letter request	None	2 mins	Admin. Aide I, Mayor's Office
Wait for the letter request to be processed	Endorse the letter to the Mayor or Municipal Administrator for approval	None	10 mins	Admin. Aide I, Mayor's Office



Provide details of the activity or travel	After approval, inform the requesting party	None	5 mins	Admin. Aide I, Mayor's Office
	Prepare trip ticket and have it signed by the requesting party and provide the Fuel Slip	None	5 mins	Admin. Aide I, Mayor's Office
	TOTAL:		22 minutes	



Municipal Mayor's Office
A. Public Employment Service Office
External Services



1. AVAILMENT OF SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

Special Program for Employment of Students (SPES) provides temporary employment to poor but deserving students, out-of-school youth, and beneficiaries of displaced and would-be displaced workers to continue their education.

Office or Division:	Municipal Mayor's Office- Public Employment Service Unit (PESO)			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Poor but deserving students, out-of-school youth aged 15-30 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (1 photocopy)	Local Civil Registrar/ Philippine Statistics Authority			
2. Income Tax Return (ITR) of parents OR Certification from the BIR that the parents/ guardians are exempted from tax OR Certificate of Low Income/ Certificate of Indigence ITR (1 photocopy) OR BIR Certification (1 photocopy) OR Certificate of Indigence/ Low Income (1 original)	ITR- Parents of the client BIR Certification- Nearest BIR Office where the client resides Certificate of Low Income/ Indigence- Barangay Hall where the client resides			
3. Picture (2x2, colored, 1 original)	Client			
4. For Students: any of the two, in addition to requirement nos. 1, 2, 3				
a. Proof of average passing grade such as (1) class card or (2) Form 138 of previous semester or year immediately preceding the application (1 photocopy)	School where the client is enrolled			
b. Certification from the School Registrar as to passing grade (1 original)	School where the client is enrolled			
5. For Out-of-School youth: Certification as OSY issued by the barangay where OSY resides, in addition to nos. 1,2,3 (1 original)	Barangay Hall where the client resides			
6. For Whole Year-round Implementation: Class Schedule, in addition to nos. 1,2,3,4 (1 photocopy)	School where the client is enrolled			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Application Form	1. Provide Application Form	None	15 minutes	PESO Staff
2. Register online at www.dole12-spes.ph , submit application form and proceed for an interview	2. Receive Application Form and proceed the interview	None	30 minutes	PESO Staff
3. Wait for an application to be processed	3. Evaluate documentary requirements	None	40 days	PESO Staff
4. Attend SPES Orientation, Signing of Contract and Oath of Undertaking	4. Facilitate the conduct of SPES Orientation, Signing of Contract and Oath of Undertaking	None	4 hours	PESO Staff
5. Claim the required Identification Card before reporting to duty	5. Facilitate the distribution of Identification Card	None	15 minutes	PESO Staff
TOTAL		None	40 days, 5 hours	



2. APPLICATION OF DOLE INTEGRATED LIVELIHOOD EMERGENCY EMPLOYMENT PROGRAM (DILEEP)

The DOLE Integrated Livelihood Emergency Employment Program is given to applicants who belong to marginalized workers who have no fixed income. It seeks to contribute to poverty reduction and reduce vulnerability to risks of the poor, vulnerable and marginalized workers.

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (PESO)			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Marginalized workers who have no fixed income			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Residency (1 original)		Barangay Hall where the client resides		
2. Certificate of Indigence (1 original)		Barangay Hall where the client resides		
3. Latest picture (2x2, 2 original, colored)		Client		
4. Certificate of Non-Coverage of Pantawid Familyang Pilipino Program (4Ps) (1 original)		DSWD Municipal Link assigned to the municipality OR Municipal Social Welfare and Development Office where the client resides		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Individual Business Plan Form	1. Provide Individual Business Plan Form	None	15 minutes	PESO Staff
2. Submit Individual Business Plan and wait to be processed	2. Evaluate Individual Business Plan	None	40 days	PESO Staff/ DOLE Staff
3. Release of tools and materials under the DILEEP	3. Facilitate the release of tools and materials	None	4 hours	PESO Staff
TOTAL		None	40 days, 4hrs, 15 minutes	

3. PESO REFERRAL

PESO Referral is issued to jobseekers who are looking or applying for a job to a certain business establishment. It contains the name of an establishment and the position he/she is applying for.

Office or Division:	Municipal Mayor's Office- Public Employment Service Unit (PESO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. National Skills Registry Form (1 original)		Public Employment Service Office		
2. Official Receipt (1 original)		Municipal Treasurer's Office-		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and Secure National Skills Registry Form	1. Provide the National Skills Registry Form	None	30 minutes	PESO Staff
2. Submit duly filled- out National Skills Registry Form	2. Receive the National Skills Registry Form	None	10 minutes	PESO Staff
3. Present Official Receipt and wait request to be processed	4. Prepare PESO Referral	None	20 minutes	PESO Staff
4. Claim PESO Referral	5. Issue PESO Referral	None	5 minutes	PESO Staff
TOTAL		None	1 hour, 20 minutes	



4. TRABAHO, NEGOSYO, KABUHAYAN (Job and Business Fairs)

Trabaho, Negosyo, Kabuhayan (Job and Business Fairs) is an avenue where organizations meet potential employees and gives jobseekers the opportunity to learn more about potential employers and job opportunities.

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume		Client		
2. Transcript of Records (if required, 1 photocopy)		School where the client graduated		
3. Diploma (if required, 1 photocopy)		School where the client graduated		
4. Certificate of Competencies (if required, 1 photocopy)		TESDA Office where the client assessed		
5. Driver's License (if required, 1 photocopy)		LTO where the client applied		
6. PRC IDs (if required, 1 photocopy)		PRC Office where the client applied		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure National Skills Registry Form	1. Provide National Skills Registry Form	None	20 minutes	PESO Staff
2. Submit duly filled-out National Skills Registry Form and wait to be processed	2.1 Evaluate National Skills Registry Form if filled-out properly 2.2. Instruct applicant to proceed to different participating employers for Job Interview	None	10 minutes	PESO Staff
3. Present self for Job Interview to different participating employers	3. Facilitate conduct of interview by the participating employer	None	30 minutes	HR-participating agencies/ companies
TOTAL		None	1 hour	



Municipal Planning and Development Office

External Services



1. REQUEST FOR MUNICIPAL PLANNING DOCUMENTS (CDP, ELA, AIP, BDP)

Office or Division	Project Development, Monitoring and Evaluation Section / Development Plans, Research, Statistics and Data Management Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter Request		From requesting agency/individual		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter to MPDO Admin requesting for a copy of planning documents	a.) The Administrative Officer forwards the letter request to the Municipal Planning and Development Coordinator.	None	5 minutes	Agnes S. Sotaridona
	b.) The MPDC routes the same request to the Project Development Section/ Development Plans, Research Section	Certified True Copy (documents)- 5 pages or less P 4.40 for every additional page. Photocopy of documents- P3.00 per page	10 minutes	MPDC Louie R. Manansala
	c.) Project Development and Evaluation provides copy either printed or e-copy of planning documents	None	10 minutes	Ma. Percenette S. Macalipay Annabelle M. Duyo Mark Vincent A. Paciente Florellyn O. Licayan
	TOTAL	Certified True Copy (documents)- 5 pages or less P 4.40 for every additional page. Photocopy of documents- P3.00 per page	25 minutes	

2. REQUEST FOR VARIOUS MAPS, DATA AND SHAPEFILES

Office or Division	Project Development/ Plans Research, Statistics and Data Management Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter request		From requesting agency/individual		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter of request for maps, data, and shapefiles to MPDO Admin.	1.1 The Administrative Officer forwards the letter request to the Municipal Planning and Development Coordinator and issues Order of Payment for Regulatory Fees.	None	5 minutes	Agnes S. Sotaridona
	1.2 The MPDC routes the same request to the Project Development and Evaluation/ Development Plans Section	None	5 minutes	MPDC Louie R. Manansala
2. Pay Regulatory Fees at Municipal Treasurer's Office	2. Receive payment and issues Official Receipt.	Electronic File (Land Use Map)- P 200 Certified True Copy (Maps)- P 100	10 minutes	Revenue Collection Clerk Municipal Treasurer's Office
3. Return to MPDO and present Official Receipt	3. If map, data or shapefiles is/are available, it will be provided immediately (JPEG, Word, Excel, shapefiles) <i>If map is/are to be created and data is not available.</i>	None	20 minutes	MPDC Louie R. Manansala
			3 days	
	TOTAL	Electronic File (Land Use Map)- P 200 Certified True Copy (Maps)- P 100	40 min to 3 days	

3. ISSUANCE OF ZONING CERTIFICATION FOR BUSINESS

Office or Division:	Housing, Zoning Administration and Special Project Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Business Permit		Business Permit Licensing Officer (Office of the Mayor)		
ECC- Environmental Compliance Certificate for environmentally critical business establishments i.e.poultry, piggery, woodcraft, fishpond, resort, mining, gasoline station and other related businesses		Environmental Management Bureau (EMB)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Application Form for Business Permit from BPLO	1. Check the documents as to completeness of required attachments. Requires Environmental Compliance Certificate (ECC) from EMB for environmentally critical	Php 720/ha	2 minutes	Master Franz Jann P. Tambagan



	business establishments			
2. Wait while the document is approved.	2. Process Zoning Certification for Business Permit	None	2 minutes	Master Franz Jann P. Tambagan
3. Claim the document	3. Release the document	None	1 minute	Master Franz Jann P. Tambagan
	TOTAL	Php 720/ha	5 minutes	

4. ISSUANCE OF CERTIFICATE OF ZONING CLASSIFICATION (Simple)

Office or Division:	Housing, Zoning Administration and Special Project Section			
Classification:	Simple			
Type of Transaction:	G2C G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Title/ Tax Declaration of the lot being applied for		Municipal Assessor's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Title or Tax Declaration of the lot	a. Zoning Officer Designate evaluates the document and locate the lot in the map. b. Issues Order of Payment for the Regulatory Fees.	None	10 minutes	Engr. Nepthali R. Lauron
2. Pay Regulatory Fees at Municipal Treasurer's Office	Receives payment and issues Official Receipt.	Php 720/ha	5 minutes	Revenue Collection Clerk
3. Return to MPDO and presents Official Receipt.	Prepare the Certificate of Zoning Classification	None	20 minutes	Engr. Nepthali R. Lauron
4. Wait for the approval of the document	Release the document	None	2 minutes	Engr. Nepthali R. Lauron
	TOTAL	Php 720/ha	37 minutes	

5. ISSUANCE OF CERTIFICATE OF ZONING CLASSIFICATION (Complex)

Office or Division:	Housing, Zoning Administration and Special Project Section			
Classification:	Complex			
Type of Transaction:	G2C G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Title/ Tax Declaration of the lot being applied for		Municipal Assessor's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present Title or Tax Declaration of the lot	1. Zoning Officer Designate evaluates the document, arrange schedule of actual site validation and issues Order of Payment for Regulatory Fees.	None	5 minutes	Engr. Nephthali R. Lauron Engr. Norhana Dimalilay
2. Pay Regulatory Fees at Municipal Treasurer's Office	2. Receives payment and issues Official Receipt.	Php 720/ha	5 minutes	Revenue Collector Clerk
3. Return to MPDO and presents Official Receipt.	3. Conduct actual site validation together with the owner/applicant.	None	5 to 7 days	Engr. Nephthali R. Lauron Engr. Norhana Dimalilay
4. Wait for the approval of the document	4. Prepare the Certificate of Zoning Classification	None	30 minutes	Engr. Nephthali R. Lauron
5. Claim the document	5. Release the document	None	2 minutes	Engr. Nephthali R. Lauron
	TOTAL	Php 720/ha	7 days	

6. ISSUANCE OF LOCATIONAL CLEARANCE AND DECISION ON ZONING (HIGHLY TECHNICAL)

Office or Division:	Housing, Zoning Administration and Special Project Section		
Classification:	Highly Technical		
Type of Transaction:	G2C G2G		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
I. Basic Requirements (two copies per document) Duly accomplished and notarized Application Form		Municipal Planning & Development Office	
Any of the following requirement relative to RIGHT OVER LAND; a. Photocopy of the Certificate of Title, in case registered in the name of applicant b. In the absence of any existing Certificate of Title in the name of applicant, submit : b.1) Certified true copy of latest tax declaration; and b.2) Pro-forma affidavit c. In case the property is not registered in the name of applicant, submit duly notarized deed of sale or deed of donation, or contract of lease or authorization to use land, whichever is applicable plus the photocopy of the owners certificate of title, the tax declaration and pro-forma affidavit		a. Registry of Deeds b.1) Municipal Assessor's Office c. From the owner/applicant	



as described in form to hereof.				
Vicinity Map showing the existing land uses within the prescribed radius from the lot boundary of the project site.		Engineer who prepared the Plan of the proposed project		
Site Development Plan showing the project site, lot area boundaries and dimensions of proposed improvements within the project site; the plan need not to be drawn to scale for projects of local significance.		Engineer who prepared the Plan of the proposed project		
Filing and Legal Research Fees- Please refer to HSRC Schedule of Fees.				
MPDC/ Municipal Mayor's Certification as to site Zoning Classification		Municipal Planning & Development Office		
II. Additional Requirements (two copies per document) For applications filed by Authorized representative, Sworn Special Power of Attorney for the representative to file/ follow up application, and decision to the application.		From the owner/applicant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application for Locational Clearance Form	Issues Form for Locational Clearance and orient the client on filling out of the form and the documentary requirements needed	None	2 minutes	Engr. Nephthali R. Lauron Engr. Norhana Dimalilay
2. Fill out form and have it notarized	2. Interview and assist client in filling out the prescribe form, arrange schedule of actual site validation and issues Order of Payment for Regulatory Fees.	None	10 minutes	Engr. Nephthali R. Lauron Engr. Norhana Dimalilay
3. Pay Regulatory Fees at Municipal Treasurer's Office	3. Receives payment and issues Official Receipt.	Refer to Schedule of Fees (Article V- Zoning/Locational Clearance Related Fees- 2022 Revenue Code)	20 minutes	Revenue Collection Clerk
4. Return to MPDO and presents notarized Application Form, Official Receipt and other requirements.	4. Conduct actual site validation together with the owner/applicant.	None	10 to 15 days	Engr. Nephthali R. Lauron Engr. Norhana Dimalilay
5. Wait for the approval of the document	5. Process Locational Clearance and Decision on Zoning.	None	20 minutes	Engr. Nephthali R. Lauron Engr.



				Norhana Dimalilay
1. Claim the document	Release the document.	None	2 minutes	Engr. Nephthali R. Lauron Engr. Norhana Dimalilay
	TOTAL:	Refer to Schedule of Fees (Article V- Zoning/Location al Clearance Related Fees- 2022 Revenue Code)	15 days	

7. PROVISION OF STATISTICAL DATA TO RESEARCHERS

Office or Division	Project Development, Plans Research, Statistics and Data Management Section			
Classification:	Simple			
Type of Transaction:	G2C G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter Request		From requesting agency/ individual		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter Request addressed to the MPDC	1. Received the submitted Letter request 1.1. Start processing the request: A. for available data, could be released within 15 minutes B. advise client to be back after 1 day for unavailable data.	Certified True Copy (documents)- 5 pages or less P 4.40 for every additional page. Photocopy of documents - P3.00 per page	15 minutes 1 day	Mark Vincent A. Paciente Florellyn o. Africa
2. Wait for the release of the document/ data.	Release documents to the clients/ researchers	None	5 minutes	Mark Vincent A. Paciente Florellyn o. Africa
	TOTAL	Certified True Copy (documents)- 5 pages or less P 4.40 for every additional page. Photocopy of documents - P3.00 per page	20 minutes to 1 day	



Sangguniang Bayan Office

External Services



1. ISSUANCE OF CERTIFICATE OF POSTING OF POSTING FOR NOTICES OF HEARING NATIONAL WATER REGULATORY BOARD (NWRB), ENERGY REGULATORY COMMISSION'S (ERC) AND NATIONAL TELECOMMUNICATIONS (NTC) (FOR WALK-IN CLIENT)

Copy of Certificate of Posting for water permit application, ERC and NTC notice for posting is issued to the concerned agencies after compliance of the required posting.

Office or Division:	Office of the Municipal Vice Mayor and Office of the Secretary to the Sanggunian.			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – government to Citizens			
Who May Avail:	ALL COMPONENT BLGU'S AND CONCERNED STAKEHOLDERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copies of Water Permit, ERC & NTC Application (2 copies)		Concerned agencies		
2. Copies of the notice of hearing on petitions and public hearing (2, copies)		From concerned agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book at the Office of the SB Secretary Admin Section	1. Present Log Book	None	1 minutes	Admin. Aide III
2. Fill-up the Request Form	Provide Request Form	None	1 minutes	Admin. Aide III
	Issue Order of Payment Slip	None	1 minutes	Admin. Aide III
Present the Order of Payments Slip to the Office of the Municipal Treasurer and pay	Accept payment and issue Official Receipt	200	3 minutes	Revenue Collectors Office of the Municipal Treasurer I
Present the Official Receipt to the Office of the SB Secretary Admin Section	Record the Official Receipt Number, Date and Amount in the Request Form	None	1 minutes	Admin. Aide III
	Submit the Filled-in Request Form and the documents to the Records Section	None	None	Admin. Aide III
	Prepare the documents and post in the Bulletin Board	None	15 minutes	Admin. Officer V/Admin



				Aide I
Received copy of Certificate of Posting	Issuance of Certificate of Posting	None	3 minutes	Secretary to the Sanggunian/ Admin. Officer V
Total Payables Fees		PHP200.00		
Total Processing Time			25minutes	

2. ISSUANCE OF REQUESTED RESOLUTION, ORDINANCE AND CONFIDENTIAL DOCUMENTS

Office or Division:	Office of the Sanggunian Bayan, Office of the Secretary to the Sanggunian			
Classification:	Simple and Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (for private agencies and Individuals) (1, original)		From requesting agency/individual		
2. Identification Card of client (1,Original)		From requesting agency/individual		
3. Request Form duly accomplished (1,Original)		From SB Office, Records and Management Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client's Logbook at the Office of the SB Secretary-Admin Section	Present logbook to the client	None	1 minutes	Admin. Aide III
Fill up the Request Form	Provide Request Form	None	1 minutes	Admin. Aide III
	Issue Order of Payment Slip	None	1 minutes	Admin. Aide III
Present the Order of Payment Slip to the Office of the Municipal Treasurer and pay	Accept payment and issue Official Receipt	Secretary's Fee: <ul style="list-style-type: none"> • For certified copies/ authentication=100.00 • Photocopy or any other copy produced by 	3 minutes	Revenue Collector Clerk Municipal Treasurer's Office



		copying machine per page – 100.00 Exemption: The fees imposed shall not be collected for copies furnished to other offices and branches of the government except for those copies required by the court		
Present the Official Receipt to the Office of the SB Secretary-Admin Section	Record the Official Receipt Number, Date and Amount in the Request Form	None	1 minutes	Admin. Aide III
	<i>For Simple Transaction:</i> Approval of SB Secretary Submit the approved filled-in Request Form to the Records Section	None	3 minutes	SB Secretary Admin Aide III
	<i>For Confidential record:</i> Approval of the Sanggunian Submit the approved filled-in Request Form to the Records Section		7 days	Municipal Vice Mayors/Sanggunian Admin Aide III
	<i>Retrieval of requested document as approved by proper authority:</i> Simple Transaction Confidential Record	None	15 minutes	Admin. Officer V
Acknowledge receipt of requested document	Issuance of requested document	None	5 minutes	Admin. Officer V
Total Payable Fees		As indicated		
Total Processing Time (Simple Transaction)			30 minutes	
Total Processing Time (Complex Transaction)			7 days, 27 minutes	



3. RECEIVING OF COMPLAINTS AGAINST OFFICIALS OF COMPONENT BARANGAY FOR APPROPRIATE ACTION BY THE SANGGUNIAN

Office or Division:	Office of the Secretary to the Sanggunian & Office of the Sanggunian Bayan Legislative			
Classification:	Highly Technical			
Type of Transaction:	G2G — Government to Government G2C — Government to Government			
Who May Avail:	ALL COMPONENT BARANGAY AND CONCERNED STAKEHOLDERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verified complaint/s with attached supporting documents: (1,Original; 13 photocopies) 1.1. Affidavits (1 original, 13 photocopies) 1.2. Other Annexes (1 original, 13 photocopies)		From barangay/agency/individual of origin		
2. Formal complaint/ position paper with original signature of concerned party (1, original; 13 Photocopies)		From private persons and other stakeholders		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook at the Office of the SB Secretary-Admin Section	Present Logbook	None	1 minutes	Admin. Aide III
Submission of complaint to the Office of the Secretary to the Sanggunian-Records Section	Receive the complaint and check the completeness of the necessary supporting papers and the number of required copies	None	15 minutes	Admin. Officer V
Receive Order of Payment Slip	<i>Complete requirement and copies:</i> Issue Order of Payment Slip	None	1 minutes	Admin. Aide III
Present the Order of Payments Slip to the Office of the Municipal Treasurer and pay	Accept payment and issue official Receipt	Filing Fee for Administrative case-5,000.00	3 minutes	Revenue Collectors Office of the Municipal Treasurer
Present the Official Receipt to the Office of the SB Secretary-Admin Section	Xerox Official Receipt and submit to the Records Section for acknowledgment	None	1 minutes	Admin. Aide III



Receive copy of the acknowledged verified complaint	Acknowledge receipt of the submitted verified complaint Record/docket and file the submitted verified complaint in the administrative case book with attached Xeroxed Official Receipt Calendar in the Order of Business for Referral to the proper committee	None	5 minutes	Admin. Officer V
	Conduct of investigation (summary hearing or submission of position paper) Issuance of Decision	None	<i>Investigation:</i> Within 90 days reckoned from the date of the first hearing <i>Signed Decision:</i> Within 30 days after decision is being rendered	Quasi-Judicial Body
	Forward the Decision to the Municipal Mayor	None	None	Office of the SB Secretary-Records Section
Total Payable Fees		5,000		
Total Processing Time (Received)			26 minutes	
Total Processing Time (Investigation and Decision)			120 days minutes	



4. RECEIVING OF BARANGAY BUDGET, ORDINANCES AND EXECUTIVE ORDERS OF COMPONENT BARANGGAY FOR SB REVIEW

Office or Division:	Office of the Sanggunian Bayan, Office of the Secretary to the Sanggunian			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	ALL COMPONENT BARANGAY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement letter with copies of signed resolutions/ordinances/ executive orders with attached necessary supporting documents (1 original, 13 photocopies)		From agency/BLGU of origin		
1. Proof of the required conduct of Public hearing (for ordinances with penal provisions) (1 original, 13 photocopies)		From agency/BLGU of origin		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the barangay document to the Office of the SB Secretary-Admin Section	Receive the submitted barangay document and check the completeness of the necessary supporting papers and the number of required copies	None	15 minutes	Admin. Aide III
Received copy of the acknowledged barangay document	<i>For Complete requirement and copies:</i> Acknowledge receipt of the submitted document Submit copy of the acknowledged documents to the Records Section		5 minutes	
	Calendar in the Order of Business for Referral to the proper committee Record and file the submitted document			Admin Officer V



	Review of the Submitted document for approval or disapproval	None	<i>For Barangay Ordinance/Executive Order:</i> within 30 days from receipt thereof <i>For Barangay Budget:</i> within 60 days from receipt thereof	Sangguniang Bayan
	Transmittal of the approved/disapproved barangay documents to offices concerned	None	Within 3 days upon approval	Office of the SB Secretary-Records Section
Total Payable Fees		None	-	
Total Processing Time (Receiving)			20 minutes	
Total Processing Time (Review)			As Indicated	

5. RECEIVING OF LETTER REQUEST, ENDORSEMENT FROM THE OFFICE OF THE MAYOR AND OTHER INDIVIDUAL FOR SB REVIEW

Office or Division:	Office of the Sanggunian Bayan, Office of the Secretary to the Sanggunian			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C- Government to Citizen			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1. Letter request, endorsements from the Municipal Mayor with the necessary attachments (1 original, 13 photocopies)		From concerned agency/individual		
1.2. Copies of approved AIP and project profiles (for Annual Appropriation Ordinance and Supplemental Budget) attachments (1 original, 13 photocopies)		From concerned agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit document to the Office of the SB Secretary-Admin Section	Receive the submitted document and check the completeness of the necessary supporting papers and the number of required copies	None	15 minutes	Admin. Aide III
Receive copy of the acknowledged document	<i>Complete requirement and copies:</i> Acknowledge receipt of the submitted document		5 minutes	
	Submit copy of the acknowledged document to the Records Section			



	Calendar in the Order of Business for Referral to the proper committee Record and file the submitted document	None	None	Admin. Officer V
	Review of the submitted document for approval or disapproval	None	<i>For Annual Budget:</i> On or before the end of the current fiscal year <i>For other measures:</i> Within 30 days from receipt thereof	Sangguniang Bayan
Total Payables Fees		None	-	
Total Processing Time (Receiving)			20 minutes	
Total Processing Time (Review)			As Indicated	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



1. WOMEN'S WELFARE PROGRAM

Support to the implementation of RA 9262: Anti-Violence against Women and Children Act.

Office Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may Avail:		Abused VAWC Victim		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay VAWC Report 2. Personal Appearance of VAWC Victim 3. Medico-Legal 4. Marriage Contract		Barangay MHO MCR		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Assistance to Women Abuse	1. Rescue VAWC victim with PNP Women's Desk Officer and BCPC	None	1.5 hours	Emmie C. Centina, RSW
2. Request to blotter the incident and referral for medico-legal at PNP Women's Desk Officer	2. Accompany at PNP Women's Desk	None	15 minutes	Emmie C. Centina, RSW
3. Bring the request referral at MHO for procurement of Medical Certificate	3. Sign billing for free of charge for the Medico-Legal	Medical Certificate	1 minute	Emmie C. Centina, RSW
4. Affix signature to Intake Sheet	4. Intake/interview and conduct selling		None 45 minutes	Emmie C. Centina, RSW
5. If client decide to file a case	5. Refer back to PNP to file a case		None 5 minutes	Emmie C. Centina, RSW
Total Payable Fees Total Processing Time		None	2hours and 36 minutes	

2. CHILD WELFARE PROGRAM

Support to the implementation of Republic Act 7610-Special Protection of Filipino Children against abuse, exploitation and discrimination act

Office Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may Avail:		Abused Children		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Child Abuse Report 2. Personal Appearance of Child Abused 3. Medico-Legal 4. Birth Certificate		Barangay MHO MCR		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance to child abuse	1. Rescue minor victim with PNP women's desk officer and BCPC	None	1.5 hour	Frell Jean C. Pacres, RSW
2. Request referral for medico-legal at	2. Accompany at PNP women's desk	None	15 minutes	Frell Jean C. Pacres, RSW



PNP women's desk officer				
3. Bring the victim at MHO for procurement of medical certificate	3. Sign billing for free of charge for the medico-legal 4. Intake/interview and counseling	None None	1 minute 25 minutes	Frell Jean C. Pacres, RSW
4. File a case (victim with her/his parent/guardian)	4. Assist minor in filing case of orphan or no guardian/relatives	None	2 hours	Frell Jean C. Pacres, RSW
5. Parent/guardian minor signed Intervention Contract	5. Prepare intervention contract	None	20 minutes	Frell Jean C. Pacres, RSW
6. Request for safekeeping and psycho-social intervention	6. Prepare referral to Group Home for Girls and prepare requirements	None	15 minutes	Frell Jean C. Pacres, RSW
7. Not to file a case	7. Conduct case conference and refer back to Punong Barangay	None	30 minutes	Frell Jean C. Pacres, RSW
Total Payable Fees Total Processing Time			None 1 day to 2months (depends on the case)	

3. BURIAL ASSISTANCE

Aid to individual in crisis situation

Office Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	Individuals in crisis situation			
CHECKLIST OF REQUIREMENT	WHERE TO SECURE			
1. Registered Death Certificate 2. Valid ID and Barangay Certification 3. Funeral Contract 4. Senior Citizen/PWD ID	MCR Barangay Funeral Parlor MSWDO			
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Review the pertinent documents	None	10 minutes	Marvie A. Ralla Rosemarie B. Sagan
2. Submit self for interview/assessment	2. Conduct assessment/intake/interview	None	30 minutes	Marvie A. Ralla Rosemarie B. Sagan
3. Bring the	3. Endorse the	None	5 minutes	Marvie A.



documents to Mayor's Office	documents to the client			Ralla Rosemarie B. Sagan
4. Avail of the requested assistance	4. Release of credit slip guarantee letter/referral slip	None	5 minutes	Marvie A. Ralla Rosemarie B. Sagan
Total Payable Fees Total Processing Time		None	50 minutes	

4. MEDICAL/FINANCIAL ASSISTANCE

Office Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may Avail:		Individuals in crisis situation		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Certificate of Indigency stating the purpose 2. Medical Certificate/Abstract/Certificate of Confinement 3. Updated medicine prescription 4. Laboratory Request from the doctor with price quotation (for laboratory assistance) 5. Official Bill or Promissory Note (for unpaid hospital billing assistance) 6. Valid Identification Card		Barangay Hall MHO Attending Physician Attending Physician Hospital		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Review the pertinent documents	None	10 minutes	Marvie A. Ralla Rosemarie B. Sagan
2. Submit self for interview/assessment	2. Conduct assessment/intake/interview	None	30 minutes	Marvie A. Ralla Rosemarie B. Sagan
3. Bring the documents to Mayor's Office	3. Endorse the documents to the client	None	5 minutes	Marvie A. Ralla Rosemarie B. Sagan
4. Avail of the requested assistance	4. Release of credit slip guarantee letter/referral slip	None	5 minutes	Marvie A. Ralla Rosemarie B. Sagan
Total Payable Fees Total Processing Time		None	50 minutes	

5. ISSUANCE OF CERTIFICATE OF INDIGENCY

Issued to a less fortunate clients

Office Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may Avail:		Less fortunate clients		



CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification 2. Letter request from the client 3. Certification form Assessor's Office 4. Photocopy of Subpoena		Barangay Hall Municipal Assessor's Office Trial Court		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Review the pertinent documents	None	10 minutes	Marvie A. Ralla Rosemarie B. Sagan
2. Submit self for interview/assessment	2. Conduct assessment/intake/interview	None	30 minutes	Marvie A. Ralla
3. Wait for the assistance to be process	3. Prepare Certificate of Indigency	None	5 minutes	Rosemarie B. Sagan
4. Avail of the requested assistance	4. Record and release document	None	3 minutes	Marvie A. Ralla
Total Payable Fees		None		
Total Processing Time			48 minutes	

5.1 ISSUANCE OF REFERRAL SERVICES

Office Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	Less fortunate clients			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification 2. Medical Certificate (Medical Assistance) 3. Updated medicine's prescription 4. Funeral Contract (Burial Assistance) 5. Laboratory Request 6. Official Hospital Bill 7. Valid ID of client or representative		Barangay Hall Attending Physician Attending Physician Funeral Parlor Attending Physician Hospital		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Review the pertinent documents	None	10 minutes	Marvie A. Ralla Rosemarie B. Sagan
2. Submit self for interview/assessment	2. Conduct assessment/intake/interview	None	30 minutes	Marvie A. Ralla
3. Wait for the assistance to be process	3. Prepare referral letter to the concerned agency -Prepare social case study report	None	10 minutes 2 days (as needed)	Rosemarie B. Sagan
4. Avail of the requested assistance	4. Record and release document	None	3 minutes	Marvie A. Ralla
Total Payable Fees		None		
Total Processing Time			48 minutes	



6. ISSUANCE OF SOCIAL CASE STUDY REPORT

Issued to clients for financial, medical and other social services

Office Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may Avail:		Less fortunate clients		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Certificate of Indigency with a purpose of seeking assistance		Barangay Hall		
2. Medical Certificate (Medical Assistance)		Attending Physician		
3. Updated medicine's prescription		Attending Physician		
4. Funeral Contract (Burial Assistance)		Funeral Parlor		
5. Laboratory Request		Hospital/Attending Physician		
6. Official Hospital Bill		Hospital		
7. Valid ID of client or representative				
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for checklist of requirements	1. Refer client to the next step	None	5 minutes	Marvie A. Ralla
2. Submit complete requirements	2. Review the pertinent documents	None	10 minutes	Marvie A. Ralla
3. Submit self for interview/assessment	3. Interview and assess if the client is eligible for the service -Preparation of case study report -Approved and sign the case study report	None	1 hour	Marvie A. Ralla
4. Received the approved Case Study Report	4. Release the Case Study Report	None	5 minutes	Marvie A. Ralla
Total Payable Fees		None		
Total Processing Time			1 hour and 20 minutes	

6.1 ISSUANCE OF SOLO PARENT ID

Support to the implementation of Republic Act 8972-Solo Parent Act of 2000 as amended by Republic Act 11861 or "The Expanded Solo Parent Welfare Act"

Office Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may Avail:		Qualified Solo Parent Applicant		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification		Barangay Hall		
2. Death Certificate		MCR		
3. Birth Certificate		MCR		
4. Court Decision		Trial Court		
5. Certification from Jail (if imprisoned)		BJMP		
6. Medical Certificate (if incapacitated)		Attending Physician		
7. Application Form with the signature of Chapter President		MSWDO		
8. Medical Record (if rape victim)		MHO		
9. Prenatal Book (if pregnant)		MHO		
10. 1X1 ID picture				
11. Affidavit from Attorney		Law Office		



12. Certificate of No Marriage		MCR		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for Solo Parent	1. Initial interview and give registration form	None	10 minutes	Emmie C. Centina, RSW
2. Endorsed the accomplished form to the Chapter President for signature	2. Check and review the requirements if complete and prepare ID for release	None	1 hour	Emmie C. Centina, RSW
3. Wait for validation	3. Conduct validation	None	1.5 hours	Emmie C. Centina, RSW
4. ID received	4. Record transmittal of ID	None		Emmie C. Centina, RSW
Total Payable Fees		None		
Total Processing Time			2 hours and 60 minutes	

7. Request for Senior Citizen ID Card

Support to Republic Act 9994-An Act Granting Additional Benefits/Privileges to Senior Citizen

Office Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	All Senior Citizen			
CHECKLIST OF REQUIREMENT	WHERE TO SECURE			
1. Voters ID/COMELEC Certification	COMELEC			
2. Birth Certificate/Marriage Contract	MCR			
3. 1x1 ID Picture	MSWDO			
4. Application Form	MSWDO			
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for Senior Citizen ID	1. Initial interview and give registration form	None	10 minutes	Hazel C. Villalobos
2. Endorse the accomplished form to the Chapter President for signature	2. Check and review the requirements if complete and prepare ID for release	None	5 minutes	Hazel C. Villalobos
3. Receive ID	Record/transmittal of ID	None	5 minutes	Hazel C. Villalobos
Total Payable Fees		None		
Total Processing Time			20 minutes	

8. Enrolment of Birthday Cash Gift to Senior Citizens of the Municipality

Office Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	All 65 years old Senior Citizens of the Municipality			
CHECKLIST OF REQUIREMENT	WHERE TO SECURE			
1. Photocopy of Senior Citizen ID	MSWDO			
CLIENTS STEP	AGENCY ACTION	FEES TO	PROCESSING	PERSON



		BE PAID	TIME	RESPONSIBLE
1. Submit photocopy of Senior Citizen ID to Chapter President one month before the birth date	1. Verify applicant to the Senior Citizen master list	None	3 minutes	Hazel C. Villalobos
2. Chapter President will submit the requirements at the MSWDO	2. Review and prepare the payroll	None	5 minutes	Hazel C. Villalobos
3. Receive birthday cash gift	3. Release birthday cash gift	None	5 minutes	Hazel C. Villalobos
Total Payable Fees		None		
Total Processing Time			13 minutes	

9. Enrolment of Social Pension for Senior Citizens

Support in the implementation of R.A 9994 or The Expanded Senior Citizens Act of 2010

Office Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	Senior Citizens without any Pension			
CHECKLIST OF REQUIREMENT	WHERE TO SECURE			
1. Photocopy of Senior Citizen ID	MSWDO			
2. 1x1 ID picture				
3. OSCA Form	MSWDO			
4. Validation Form	MSWDO			
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information on how to avail and ask for checklist of requirement	1. Refer client to the next step	None	5 minutes	Hazel C. Villalobos
2. Submit complete documents directly to MSWD Office or chapter president	2. Interview and give social pension form	None	20 minutes	Hazel C. Villalobos
3. Fill up the application form	3. Check and review complete information provided in the form	None	10 minutes	Hazel C. Villalobos
4. Wait for consolidated/approved clean list from CO, ready for replacement	4. Names will be included in the payroll	None	20 minutes	Haze L. Villalobos
Total Payable Fees		None		Hazel C. Villalobos
Total Processing Time			55 minutes	

10. Availment of Centenarian Grant

Support in the implementation of R.A 9994 or The Expanded Senior Citizens Act of 2010

Office Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	Government to Client



Who may Avail:		Senior Citizens 100 years old and above		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Birth Certificate 2. Two(2) Valid Government IDs 3. Birth Certificate of Children 4. Affidavit of two(2) Disinterested Person 5. Special Power of Attorney 6. Whole Body Picture 7. Intake Sheet		MCR MCR Law Office Law Office MSWDO		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information on how to avail Centenarian Grant	1. Interview and give the checklist	None	20 minutes	Hazel C. Villalobos
2. Secure all the needed documents	2. Check and prepare all documents	None	15 minutes	Hazel C. Villalobos
3. Submit complete documents to MSWD Office	3. Review the submitted documents	None	10 minutes	Hazel C. Villalobos
4. Wait for home visit validation	4. Conduct home visit and submit the complete documents to provincial and regional office for validation and approval	None	3 hours	Haze L. Villalobos
5. Avail of the requested assistance	5. Award the stipend to the beneficiary during centenarian day	None	10 minutes	Hazel C. Villalobos
Total Payable Fees Total Processing Time		None	3 hours & 55 minutes	Hazel C. Villalobos

11. Issuance of PWD ID Card

Support to the Implementation of R.A 7277-Magna Carta for Persons with Disability

Office Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may Avail:		Persons with Disabilities		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form 2. Barangay Certification 3. Medical Certificate/Abstract 4. 1x1 ID Picture		MSWDO Barangay Hall MHO		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for PWD ID	1. Initial interview and give registration form	None	10 minutes	Samuel S. Suplido, Jr
2. Endorse the Accomplished Form to the Chapter President	2. Check and review the requirements if complete and prepare ID for release	None	20 minutes	Samuel S. Suplido, Jr
3. Receive ID	3. Record/transmittal of ID	None	5 minutes	Samuel S. Suplido, Jr
Total Payable Fees Total Processing Time		None	35 minutes	



12. PRE-MARRIAGE COUNSELING

Support to Republic Act 10354-Responsible Parenthood and Reproductive Health Act of 2012 and Executive Order 209 or the “Family Code of the Philippines”

Office Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may Avail:		Applicants for Marriage		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Accomplished PMC Form		MCR		
2. Birth Certificate of the Couple		MCR		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1. Determine the areas that need to be emphasized during the sessions	None	15 minutes/couple	Frell Jean C. Pacres Cecelia G. Nolasco Emmie C. Centina
2. Attend Pre-Marriage Counseling	2. Conduct pre-marriage counseling focus on the goals manifested disagreements and incompatibilities	None	3 hours	
3. Receive copy of PMC	File, record documents	None	5 minutes	Frell Jean C. Pacres Cecelia G. Nolasco Emmie C. Centina
Total Payable Fees		None		
Total Processing Time			3 hours & 20 minutes	



Municipal Treasurer's Office

External Services



1. BILLING AND COLLECTION FOR WALK-IN TAXPAYERS

It is the direct taxes imposed on the privilege to use real property such as land, building, machinery and other improvements, unless exempted. May also be taxes imposed on the sale, donation, barter, or any mode of transfer of ownership or title of real property within the territorial jurisdiction of South Cotabato.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any of the following Documents (Latest):				
1.Tax Declaration (1 Photocopy)			Municipal Assessors Office	
2.Certificate of Title (1 Photocopy)			Owner's File Copy	
3.Previous Tax Clearance/ Tax bills (1 Photocopy)			Owner's File Copy	
4.Previous RPT Official Receipt (1,Photocop)			Owner's File Copy	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Documents to the Office of the Municipal Treasurer	1. Check and review if the details in the documents are correct. 1.2 Verification of Tax Payments if updated 1.3 Computation of Delinquent Real Property Tax 1.4 Issue the bill to taxpayer for payment	None	15 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III RCC-II Office of the Municipal Treasurer
2. Paying the Bill	2.1 Accept the payment 2.2 Issue and release the Official Receipt to the taxpayer	Amount indicated in the RPT Billing	5 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III RCC-II Office of the Municipal Treasurer
TOTAL		As indicate in the RPT Billing	20 minutes	

2. CLAIMING OF SALARIES, WAGES, HONORARIUM, AND INCENTIVES BY MEANS OF CASH

Cash payment of payroll for salaries, wages, bonus, clothing, incentives, allowances & honorarium which cannot be conveniently paid by check or through ATM accounts of payees.

Office:	Office of the Municipal Treasurer		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government		
Who may avail:	LGU Officials and employees, BNS, DCW, SPES, Contracutal Labirers, non-government organization or individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Any Two Valid IDs with Signature of the Payee: a. Office ID/Company ID (1Original) b. Postal ID(1Original) c. GSIS/SSS ID (1Original) d. Passport (1Original) e. Driver's License (1Original)		LGU- Tupi, Postal Office, GSIS, SSS, PSA, LTO	



If claimed through authorized representative: a. Valid ID of representative and Payee (1 Original)		LGU- Tupi, Postal Office, GSIS, SSS, PSA, LTO, BIR, DFA, PRC		
b. Claimant Authorization (1Original)		Claimants Copy		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Payroll In-charge	1. Accommodate necessary inquiries of the client	None	2 minutes	Disbursing Officer
2.Present any two (2) valid IDs with signature	2. Verify the IDs given and check the name of the payee	None	2 minutes	Disbursing Officer
3.Affix Signature in "Received Payment" portion	3.1 Review if the received portion of the disbursement voucher were completely filled up 3.2 Release the amount of cash to the claimant	None	2 minutes	Disbursing Officer
4.Count the cash given by the disbursing officer	4. Indicate note as "paid"	None	4 minute	Disbursing Officer
TOTAL		None	10 minutes	

3. DISBURSEMENT OF CHECKS

3.A For Individual Claimants

A check is a document that orders a bank to pay a specific amount of money from the provincial government's bank account to the person in whose name the check has been issued.

Office:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Any Two Valid IDs with Signature of thePayee: a. Office ID/Company ID (1Original) b. Postal ID(1Original) c. GSIS/SSS ID (1Original) d. Passport (1Original) e. Driver's License (1Original)		LGU- Tupi, Postal Office, GSIS, SSS, PSA, LTO		
2.Official Receipts (for accredited establishments/suppliers with valid claims against the LGU (1 Original)		Respective Business Establishments		
If claimed through authorized representative: a. Valid ID of representative and Payee (1 Original) b. Claimant Authorization (1Original)		LGU-Tupi, Postal Office, GSIS, SSS, PSA, LTO, BIR, DFA, PRC Claimants copy		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Releasing Officer	1. Accommodates necessary inquiries of the client	None	1 minute	Records Officer III, Admin Aide III, disbursing Officer Municipal Treasurer's Office



2. Present any two (2) valid IDs with signature	2. Verifies the IDs given and check the name of the payee	None	2 minutes	Records Officer III, Admin Aide III, disbursing Officer Municipal Treasurer's Office
3. Affix Signature and fill up in "Received Payment" portion in the Disbursement Voucher	3. Reviews if the received portion of the disbursement voucher were completely filled up	None	1 minute	Records Officer III, Admin Aide III, disbursing Officer Municipal Treasurer's Office
4. Affix Signature in the Check Register Sheet and Date Received	4. Releases check to valid claimants and Stamp the Voucher "Paid"	None	1 minute	Records Officer III, Admin Aide III, disbursing Officer Municipal Treasurer's Office
TOTAL		None	minutes	

3.B FOR CONTRACTORS/DEALERS/SUPPLIERS

A check is a document that orders a bank to pay a specific amount of money from the provincial government's bank account to the person in whose name the check has been issued.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Two Valid IDs with Signature of the Payee: f. Office ID/Company ID (1Original) g. Postal ID(1Original) h. GSIS/SSS ID (1Original) i. Passport (1Original) j. Driver's License (1Original)		Company ID, Postal Office, GSIS, SSS, PSA, LTO		
2. Official Receipts (for accredited establishments/ suppliers with valid claims against the LGU (1 Original)		Respective Business Establishments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to releasing Officer	1. Accommodates necessary inquiries of the client	None	1 minute	Records Officer III, Admin Aide III, Disbursing Officer Municipal Treasurer's Office
2. Present any two (2) valid IDs with signature	2. Verifies the IDs given and check the name of the payee	None	2 minutes	Records Officer III, Admin Aide III, Disbursing Officer Municipal Treasurer's Office
3. Comply all requirements as stated in the Disbursement Voucher	3. Receives and reviews the authenticity of the requirements	None	3 minutes	Records Officer III, Admin Aide III, Disbursing Officer Municipal Treasurer's Office
4. Issue Official Receipt	4. Verifies the correctness of the Official Receipts	None	2 minutes	Records Officer III, Admin Aide III, Disbursing Officer Municipal Treasurer's Office



5. Affix Signature and fill up in "Received Payment" portion in the Disbursement Voucher	5. Reviews if the received portion of the disbursement voucher were completely filled up	None	1 minute	Records Officer III, Admin Aide III, Disbursing Officer Municipal Treasurer's Office
6. Affix signature in the Check Register Sheet and Date Received	6. Releases check to valid claimants and stamp the voucher "paid"	None	1 minute	Records Officer III, Admin Aide III, disbursing Officer Municipal Treasurer's Office
TOTAL		None	10 minutes	

4. ISSUANCE OF ACCOUNTABLE FORMS

Accountable forms is a document that acknowledges the receipt of money or issued for value that uses a sequential number or is a pre-numbered form used by different agencies in their monetary transactions.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Accountable Officer, All Barangay Treasurers and Sangguniang Kabataan Treasurer of the Municipality of Tupi, Government Leagues and Associations.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Fidelity Bond of the Collecting Officer/Barangay Treasurer submitted to MTO		Office of the Requesting Party		
2. Requisition Issue Slip (RIS) (3 original)		Office of the Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved Fidelity Bond and Requisition Issuance Slip to the Officer in-charge	1. Receives and check the requirements presented and approved Requisition Issuance Slip	None	3 minutes	Records Officer III, Admin Aide III Office of the Municipal Treasurer
2. Pay the amount to the Cashier	2. Receives payment and issue OR	AF# 51- P200.00/ stub BIRF0016 P150.00 AF55 P180.00	3 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III, RCC-II Office of the Municipal Treasurer
3. Present the official Receipt as proof of payment to the Accountable Form in-charge.	3. Receives and review the Official Receipt. 3.1. Prepares RIS and sign.	None	4 minutes	Records Officer III, Admin Aide III Office of the Municipal Treasurer
4. Check and receive the Accountable Forms and have the requestor sign the logbook	4. Releases the Accountable Forms requested	None	5 minutes	Records Officer III, Admin Aide III Office of the Municipal Treasurer
TOTAL		Total Fee is based on the amount indicated above	15 minutes	



5. ISSUANCE OF OFFICIAL RECEIPTS FOR MAYORS PERMIT FEE, CERTIFICATION FEE, ASSESSORS FEE, CIVIL REGISTRATION FEES, ZONING FEES, INSPECTION FEES, RENTALS POLICE CLEARANCE, GARBAGE FEES, LABORATORY FEES, MEDICAL CERTIFICATE AND OTHER FEES IN THE 2016 REVISED REVENUE CODE OF THE MUNICIPALITY OF TUPI

Official receipt is issued by the cashier upon collection of payment to customer as evidence and proof for every payment fees and charges.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Mayor's Office, Assessor's Office, Civil Registrar's Office Phil. National Police, Municipal Planning Office, Rural Health Unit		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of Order of Payment	1. Review and verify the payment slip given	None	2 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III, RCC-II Office of the Municipal Treasurer
2.Pay the necessary amount indicated in the slip to the collector	2. Accept the payment 2.1 Issue and release the Official Receipt to the client	Certification fee P200.00 + Documentary Stamp Tax P30.00	3 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III, RCC-II Office of the Municipal Treasurer
TOTAL		Php 230.00	5 minutes	

6. ISSUANCE OF OFFICIAL RECEIPTS FOR THE PAYMENT OF BUSINESS TAXES

Official receipt is issued by the collector upon payment of the client/customer as evidence and proof for business taxes.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up application form for Business		Office of the Municipal Mayor		
2. Tax due worksheet		Office of the Municipal Treasurer Business Section Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of Tax due Worksheet- Municipal Treasurers Office	1. Verify the given billing statement if correctly encoded through the system or through manual computation.	None	3 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III, RCC-II Office of the Municipal Treasurer



2. Pay the necessary amount indicated in the worksheet or bill to the cashier	2.1 Accept the payment 2.2 Issue and release the Official Receipt to the client	Amount Due found in the tax due worksheet issued by the Municipal Treasurer	2 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III, RCC-II Office of the Municipal Treasurer
TOTAL		Amount Due found in the tax due worksheet	5 minutes	

7. ISSUANCE OF COMMUNITY TAX CERTIFICATE

A COMMUNITY TAX CERTIFICATE is issue to every individual citizens of the Municipality ages 18 years old and up who is engaged in business, profession and income from the real property/ties

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Presentation of Statement of Operation from business engagement 2. Disclosure of income from farming by the real property owners 3. Presentation of withholding tax cert from employer/s		1. Accountant/ Bookkeeper -Financial Statement 2. Declaration of the Real Property Owners 3. Accounting office of the company/s		
Official Receipt (1 Original or photocopy) if necessary		Municipal Treasurers Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the information sheet correctly	1. Verify the information sheet and computation of true amount of CTC	None	5 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III, RCC-II Office of the Municipal Treasurer
2. Pay the necessary amount 3. Affix Signature and thumb mark to the CTC	2. Accept the payment 3. Issue and release the Community Tax Certificate	Basic Tax P5.00 plus P1.00 for every P1,000.00 income	3 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III, RCC-II Office of the Municipal Treasurer
TOTAL		Basic Tax P5.00 plus P1.00 for every P1,000.00 income	8 minutes	

8. ISSUANCE OF TAX CLEARANCE

Office or Division:	Office of the Municipal Treasurer		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All Real Property Tax Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Tax Declaration (1 Photocopy)		Municipal Assessors Office	
Official Receipts (1 Original) *for tax clearance		Municipal Treasurer's Office	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Documents to the in-charge Office of the Municipal Treasurer	1. Check and review if the details in the documents are correct. 1.2 Verification of Tax Payments 1.3 Preparation of PTO Tax Clearance 1.4 Signature of Division Chief	None	27 minutes	Revenue Collection Clerk II Office of the Municipal Treasurer
2. Pay the Clearance Fee at the Office of the Municipal Treasurer	2. Accept the payment	Clearance Fee P200.00 Doc Stamp Tax P30.00	4 Minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III, RCC-II Office of the Municipal Treasurer
3. Return to in-charge for the release of Tax Clearance.	3. Check the Official Receipt 3.1 Release the Tax Clearance to the Client	None	1 minutes	Acting Asst. Mun. Treas, LTOO I, LTOO III, RCC-II Office of the Municipal Treasurer
TOTAL		Php 230.00	32 minutes	



Tupi Municipal Hospital (Roel I. Senador Memorial Hospital)

External Services



1. IN-PATIENT CARE (ADMISSION)

This service facilitates admission and treatment of ill patient.

Office or Division:	RISMH NURSING SERVICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NO requirement for NEW patients				
2. For OLD patients present OPD card number at the Record's Section		Record's Section (Roel I Senador, MD Memorial Hospital)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Emergency Room for admission	1. Carry out doctor's order	None	10 minutes	Nurse on duty
2. Comply PHIC requirements	2. Instruct patient to proceed to PHIC office	None	5 minutes	Froilan Teves
3. Secure yellow card at PHIC office and present to Nurse on Duty	3. Receive yellow card and attach to patient chart	None	5 minutes	Nurse on duty
4. Wait to be transferred to ward by utility on duty	4. Transport the patient endorse to ward	None	10 minutes	Utility on duty
TOTAL		None	30 minutes	

2. AVAILING DISCHARGE SERVICES

All admitted patients with "May Go Home" order from their attending physicians at Roel I Senador Memorial Hospital are required to secure all billing obligations and submit their clearances prior to their discharge from the hospital. They have to process all documents and requirements (e.g. Hospital Bill, provide PHIC document) prior to their discharge.

Office or Division:	RISMH NURSING SERVICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	RISMH – ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. May go Home order from the attending Physician				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received instruction to secure billing obligations from Nurse On Duty	1. Carry out may go home order 1.2 Send the chart to billing section	None	5 minutes	Nurse on duty
2. Proceed to billing section and present yellow card	2. Provide OK for release slip	None	5 minutes	Mylin Joy O. Pedregosa
TOTAL		None	10 minutes	



3. AVAILING CASHIERING SERVICES

Cashiering services involve handling/collecting customer's payments, careful calculation of all billed charges and issuance of official receipts.

Office or Division:	RISMH CASHIER SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment/ Charge slip		Service area (e.g. OPD, laboratory ER etc.)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment to cashier on duty	1. Receive payments from the patient 1.1 Issue official receipt	None	5 minutes	Cherry Kim Merin
TOTAL		None	5minutes	

4. ADMIN. SERVICES – BILLING

This service includes processes of discharge patient using (IHOMIS) Integrated Hospital Operations Management Information System to ensure efficient and convenient delivery of billing services.

Office or Division:	RISMH BILLING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient chart for discharge		Nurse's Station (Roel I. Senador MD Memorial Hospital		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Billing Office/ PHIC Department, submit pertinent document to Philhealth staff for verification	1. Bill Patient, Print statement of Accounts and PHIC claim forms (NO BALANCE BILLING)	None	5 minutes	Mylin Joy O. Pedregosa
2. Sign Statement of Account and PHIC claim forms	2. Provide OK for release slip	None	10 minutes	Mylin Joy O. Pedregosa
TOTAL		None	15 minutes	

5. AVAILING TRANSPORT (AMBULANCE) SERVICES

Ambulance services are services provided to transport and conduct patient to and from hospital where they will be or had been admitted or will be getting outsourced services. Patient who are discharged or with Home Against Medical Advice (HAMA) cannot access the service per standard regulation for hospitals.

Office or Division:	RISMH TRANSPORT SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NOT APPLICABLE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the availability of ambulance	1. Verify the availability of ambulance at ER and Ward 1.1 Seek approval to the Chief of Hospital or	None	10 minutes	Billing officer designate



	Resident on duty			
2. Upon approval, present to the driver the name of patient and place of conduction	2.Prepare Trip Ticket	None	10 minutes	Driver on Duty
3. Sign at Trip Ticket	3.Dispatch ambulance accordingly	None	5 minutes	Driver on Duty
	TOTAL	None	15 minutes	

6. AVAILING OF X-RAY SERVICES

This service is provided by the Medical Imaging Unit. This is useful in diagnosing condition and diseases that affects the bone and chest.

Office or Division:	RISMH RADIOLOGY DEPARTMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-RAY request form		Nurse's Station (Roel I. Senador MD Memorial Hospital		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the Radiologic technologist on duty to validate the information written in the request form	1. Validate information written in the xray request	Php 200.00 per film	5 minute	Zenia S. Figueroa,RRT
2. Follow the instruction of the Radiologic Technologist	2. Prepare x-ray marker and the patient for the procedure	None	10 minutes	ZeniaS. Figueroa,RRT
3.Prepare for the Xray procedure	3.Perform the xray procedure	None	15 minutes	Zenia S. Figueroa,RRT
	TOTAL	Php 200.00	30minutes	

7. ISSUANCE OF MEDICAL CERTIFICATE

A Medical Certificate is issued to patient with final diagnosis and remarks, signed by patient attending physician. The Medical Certificate is advised not to be used in litigations purpose instead Medico legal Certification is necessary.

Office or Division:	RISMH RECORDS SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	PATIENT/ GUARDIAN/ WATCHER OF THE PATIENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request Form		Medical Records Section		
b. Valid ID as claimant		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request to records section officer on duty	1. Receive, prepare and print medical certificate 1.1 Endorse to Resident on Duty for signature 1.2 Give order of payment	None	5 minutes	CHERRY KIM MERIN



2. Pay corresponding amount and present official receipt	2. Check the official receipt 2.1 Record and release Medical Certificate with official Seal	Php 200.00	5 minutes	CHERRY KIM MERIN
TOTAL		Php 200.00	10 minutes	

8. RECORDING, FILING AND RETRIEVAL

This section serves as repository off all patient records and responsible for maintaining and filing medical records in a standardized and professional manner to protect patient confidentiality and facilitate easy retrieval process.

Office or Division:	RISMH RECORDS SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Hospital ID number for old patient		Records Section		
b. Identification card for new patient		Records Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present hospital ID number to records section officer on duty	1. Retrieve patient's record and endorse to Out Patient Department	None	5 minutes	FRITZIE LOU G. MAGHIRANG
2. Fill up out patient data sheet	2.1 Check form and provide ID number for new patient 2.2 Encode patient data	None	3 minutes	FRITZIE LOU G. MAGHIRANG
TOTAL		None	8 minutes	

9. AVAILING PHILHEALTH SERVICES

Philhealth services provides assistance to patient on how to avail membership and benefits of Philhealth as a member or as a beneficiary. RISMH is committed to strictly implement No Balance Billing policy where in fees are waived and hospitalization services shall be all free of charge.

Office or Division:	RISMH RECORDS SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	RISMH Admitted patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Philhealth ID/MDR or any proof of identification				
b. Certificate of Indigency from Brgy. Point of Service Certification or any valid identification		Respective Barangay, Health facility , MSWDO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Philhealth ID/MDR to Philhealth Incharge	1.1 Check patient Philhealth eligibility 1.2 If eligible to avail PHIC Benefit, provide yellow card to patient	None	5 minutes	FROILAN TEVES
2. If eligible present yellow card to NOD	2. attach yellow card to patient chart	None	2 minutes	FROILAN TEVES



3. If not eligible secure certificate of indigency, BC/MC or any valid identification	2. Validate documents and enroll patient to Point of Service and provide yellow card	None	1 day	FROILAN TEVES
3. Present yellow card to Nurse on duty	4. Attach yellow card to patient chart	None	2 minutes	NURSE ON DUTY
TOTAL		None	8 minutes	

10. DELIVERY SERVICES (OB PATIENT)

This service facilitates safe labor, delivery, recovery, and post-partum care of mother and baby

Office or Division:	RISMH OBSTETRIC DEPARTMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL RISMH OB PATIENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral from Barangay Health Center		Barangay Health Center		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name at hospital logbook, do handwashing and foot bath	1. Interview for data profiling and triaging 1.1 Assess patient's health status and OB history 1.2 Request for routine laboratory examination 1.3 Fill up OB forms	None	5 minutes	Midwife on duty
2. Prepare for physical examination	2. Instruct patient to proceed to IE room for examination	None	5 minutes	Midwife on duty
TOTAL		None	10 minutes	

11. AVAILING OF LABORATORY SERVICES

This facilitates Hematology, Parasitology, Clinical Microscopy, Chemistry, Serology, and Bacteriology examinations. This service plays a vital role in early detection and treatment of the disease of patient.

Office or Division:	RISMH LABORATORY DEPARTMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL RISM PATIENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request from the Physician		a. OPD for OPD patients		
		b. Nurse's station (RISMH) for admitted		
		c. Emergency Room for ER patients		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure laboratory request and pay corresponding fees	1. Receive request /instruct patient to proceed to extraction room for collection of specimen	CBCPHP110.00 Platelet Count - PHP 100.00 Urinalysis (U/E) - PHP 70.00 Fecalalysis (S/E) - PHP 50.00 Hemoglobin Det. - PHP 100.00 Hematocrit Det. - PHP 100.00 Blood Typing - PHP 50.00	5 minutes	Elgie L. Agudera Ma. Locely A. Claudio Melann Jane T. Benedicto Camille C. Frugalidad Charlette S. Eola



2. Prepare for physical examination	2. Performs laboratory examination	None	30 minutes	Elgie L. Aguadera Ma. Locely A. Claudio Melann Jane T. Benedicto Camille C. Frugalidad Charlette S. Eola
3.Wait for the releasing of result	3.Record and release result to patient	None	10 minutes	Elgie L. Aguadera Ma. Locely A. Claudio Melann Jane T. Benedicto Camille C. Frugalidad Charlette S. Eola
TOTAL		Php 580.00	45 minutes	

12. OUTPATIENT CONSULTATION SERVICES

This section caters all patients' referral from the Rural Health Unit and Barangay Health Stations who visit the Hospital for diagnosis or treatment. It serves as entry port for patient to be hospitalized.

Office or Division:	RISMH OUT PATIENT DEPARTMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Referral from Barangay Health Center		Barangay Health Center		
b. Official receipt				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name at hospital logbook, do handwashing and foot bath	1.Interview for data profiling and triaging 1.2Recommend patient to undergo laboratory exam 1.4Issue order of payment	None	5 minutes	MARY RONNIE D. SOLATRE
2. Pay corresponding fees to the cahier	2. Check the official receipt 2.2 Instruct patient to proceed to laboratory for examination	CBCPHP110.00 Platelet Count - PHP 100.00 Urinalysis (U/E) - PHP 70.00 Fecalalysis (S/E) - PHP 50.00 Hemoglobin Det. - PHP 100.00 Hematocrit Det. - PHP 100.00 Blood Typing - PHP 50.00 Consultation- PHP300.00	2 minutes	Laboratory Personnel on Duty
TOTAL		Php 880.00	7 minutes	



13. TRIAGING

This section prioritized and sort patients according to severity and urgency of treatment depending on patient health status.

Office or Division:	RISMH TRIAGE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Referral from Barangay Health Center		Barangay Health Center		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name at hospital logbook, do handwashing and foot bath	1. Interview for data profiling 1.1 Fill up COVID-19 check list 1.2Categorized patient according to RISMH protocol on COVID-19 management	None	5 minutes	MARY RONNIE D. SOLATRE
2. Wait for instruction of triage officer on duty	2. Instruct patient to proceed to respective zone for check up	None	2 minutes	MARY JANET T. MARCELINO, MD, MCH, FPSMS JENITH V. JUSI, MD, MPH JEFFREY S. TAMAYO, MD, FPCP
3. Wait at assigned waiting area	3. ROD performs physical examination and recommend proper management	None	30 minutes	MARY JANET T. MARCELINO, MD, MCH, FPSMS JENITH V. JUSI, MD, MPH JEFFREY S. TAMAYO, MD, FPCP
TOTAL		None	37 minutes	



Please help us improve our services by providing feedback.

CLIENT FEEDBACK FORM

Pangalan:

Saan Nakatira:

Numero ng Telepono:

Email Address (kung meron):

Saang Opisina o sinong Empleyado ang ininireklamo o pipupuri:

Papuri o Reklamo: (Maaring isulat sa likuran nitong papel kung kulang ang espasyo)

Kailan nangyari ang insidente:

Ano ang inaasahan mong Aksyon na gagawin ng opisina:

Lagda

Nais mo bang makatanggap ng kasagutan:

Oo _____ Hindi _____

Sa anong pamamaraan

Sulat _____ Email _____

ACTION BY THE AGENCY

Received by:

Name: _____

Signature: _____

Date:

Time:

Action Taken:

To be acted within:



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>The client secure a feedback form from the Public Assistance and Complaints Desk In-charge/Officer of the Day and drop it at the designated drop box located at the lobby of the Municipal Hall.</p> <p>Contact info: Complains.arta@pgsc.gov.ph; Contact No. of every office</p>
How feedback is processed?	<p>Every Friday, the personnel in-charge opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers will be forwarded to the concerned office and the latter will be required to take appropriate action/answer within three (3) working days from the receipt of the feedback.</p> <p>The written answer/reply of the office concerned will then be relayed to the citizen by the personnel in-charge.</p> <p>For inquiries and follow-ups, clients may contact 083-226-2800</p>
How to file a complaints?	<p>The client secure a complaint form from the Public Assistance and Complaints Desk In-charge/Officer of the Day and drop it at the designated drop box located at the lobby of the Municipal Hall.</p> <p>Complaints can also be filed via telephone provided the following information are available:</p> <ol style="list-style-type: none"> 1. Name of the person being complained of; 2. Detailed Narration of Incident complaint of; 3. Evidence <p>For inquiries and follow-ups, clients may contact 083-226-2800;</p>
How complaints are processed?	<p>The in-charge personnel from the office of the Mayor opens the complaints drop box every Friday and evaluates each complaint.</p> <p>Upon evaluation, the In-charge Personnel shall start the investigation and forward the complaint to the concerned office for their explanation.</p> <p>The In-charge personnel shall prepare and submit report to the Municipal Mayor for appropriate action.</p>
	<p>The In-Charge Personnel shall officially give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact 083-226-2800</p>
Contact Information of CCB,PCC,ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC:8888 CCB:0908-881-6565(SMS)</p>



LIST OF OFFICES
(LGU Telephone Number 083-226-2800)



OFFICE	ADDRESS	CONTACT INFORMATION (Local Intercom)
Municipal Accountant Office	Tupi, South Cotabato	230
Municipal Administrator office	Tupi, South Cotabato	201
Human Resources Management Office	Tupi, South Cotabato	208
Municipal Agriculture	Tupi, South Cotabato	-
Municipal Assessor	Tupi, South Cotabato	214
Municipal Bids And Awards Committee	Tupi, South Cotabato	223
Municipal Budget	Tupi, South Cotabato	213
Municipal Civil Registrar Office	Tupi, South Cotabato	229
Municipal Disaster Risk Reduction and Management Office	Tupi, South Cotabato	251
Municipal Economic Enterprises and Development Office	Tupi, South Cotabato	239
Municipal Engineering	Tupi, South Cotabato	215
Municipal Environment and Natural Resources	Tupi, South Cotabato	238
Municipal General Services Office	Tupi, South Cotabato	210
Municipal Health Office	Tupi, South Cotabato	242
Mayor's Office	Tupi, South Cotabato	203
Public Employment Service Office	Tupi, South Cotabato	208
Municipal Planning and Development Office	Tupi, South Cotabato	205
Sangguniang Bayan	Tupi, South Cotabato	231
Municipal Social Welfare Development Office	Tupi, South Cotabato	244
Municipal Treasury Office	Tupi, South Cotabato	228
Roel I. Senador Memorial Hospital	Tupi, South Cotabato	-



Republic of the Philippines
Province of South Cotabato
MUNICIPALITY OF TUPI



Office of the Mayor

CERTIFICATION OF COMPLIANCE

Year: **2023**

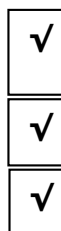
Pursuant to Republic Act 1132: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes

I, **ROMEO S. TAMAYO**, Filipino, of legal age, **Municipal Mayor**, of the **Local Government Unit of Tupi**, the person responsible and accountable in ensuring compliance with Section 6 of R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **Municipal Government of Tupi** including its twenty-one (21) Offices has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances:

Citizen's Charter Handbook Edition: **2023** (Year, Edition Number)

- 2) The following required forms of posting of the Citizen's Charter are present:



- ✓ Citizen's Charter Information billboard
(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins, standees, others)
- ✓ Citizen's Charter Handbook
(Aligned with Reference B of ARTA memorandum Circular No. 2019-002)
- ✓ Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External Services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission and service pledge of the agency



- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC) and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter information billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices;
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard;
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available;
 - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material;
 - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.


ROMEO S. TAMAYO
Municipal Mayor
Municipal Government of Tuguegarao