

MUNICIPAL MAYOR'S OFFICE

Frontline Service: **I-ISSUANCE OF MAYOR'S PERMIT**

Description: Mayor's Permit issued as a right or permission granted to engage in business or occupation or to engage in some transactions.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: All individuals, NGOs and/or POs who are having business within the municipality after settling all the fees at the Municipal Treasury Office.

Requirements: CTC, Barangay Clearance, Police Clearance, Official Receipts

Additional Requirements:

For Food Handlers/Water Refilling Business

- a. Medical Certificate
- b. Sanitary Permit

For Tricycle Operators/Drivers

- a. OR/CR of motorcycle
- b. Franchise

For Sari-sari Stores, General Merchandise

- a. Engineering Clearance
- b. Fire Inspection Clearance
- c. Sanitary Permit

For Videoke Bars

- a. Certificate of compliance from the Videoke Task Force
- b. Zoning Clearance
- c. Fire Clearance
- d. Engineering Clearance
- e. Sanitary Permit
- f. Medical Certificate-Operators and Servers

Duration: 15 minutes

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Signs logbook, and submits requirements	Reviews/Assesses documents as to its completeness	Clerk (J.O.)	3 mins.	
2	Waits while staff process the Mayor's Permit	Prepares and Processes Mayor's Permit for approval of the Municipal Mayor	Clerk (J.O.) Carlito T. Bata, PS II Atty. Mariano B. Buyagawan, Jr. Municipal Mayor	10 mins.	
3	Receive Mayor's Permit Signs releasing logbook	Releases, Records and files approved Mayor's Permit	Clerk (J.O.)	2 mins.	

POPULATION/NUTRITION OFFICE

Frontline Service: **II–PRE MARRIAGE COUNSELING**

Description: Conduct of Pre Marriage Counseling

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: Would be couples

Requirements: Application Form

Duration: 4 Hours and 7 minutes

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Request application for pre marriage	Interview, issue application form	Shirley B. Leonen Population Program Officer I	2 mins.	
2	Fill up application forms and Marriage expectation inventory	- Check application form if properly filled up. Inform the dates for the counseling and advise them to be on time during the scheduled date.	Shirley B. Leonen Population Program Officer I	3 mins.	
3	Attend pre marriage counseling	Coordinate availability of the PMC team during the scheduled dates. Conduct Pre Marriage Counseling Prepares PMC certificate and issue to the couples	Shirley B. Leonen and PMC Team Shirley B. Leonen and PMC Team	4 Hours 2 mins.	No. of certificate prepared depend upon the no. of couples

**MUNICIPAL VICE-MAYOR'S OFFICE,
SANGGUNIANG BAYAN LEGISLATIVE,
AND SANGGUNIANG BAYAN SUPPORT SERVICES)**

Frontline Service: **III-ISSUANCE OF MTOP**

Description: Motorized Tricycle Operator's Permit (MTOP) shall constitute as the FRANCHISE CERTIFICATE giving the operator the privilege to operate the type of vehicle described for hire or compensation. MTOP shall be valid only upon payment of the proper fees and charges at the Municipal Treasurer's Office and valid for one (1) year from the date of issue subject to renewal.

Schedule of availability of service:

Monday to Friday – 8:00 AM to 5:00 PM

Client: Tricycle Operators

Requirements: a. Membership certification from association duly signed by the President and Treasurer
b. Inspection Report
c. Barangay Clearance
d. Business Clearance
e. Photocopy of Certificate of Registration (CR) and Official Receipt (OR) from LTO
f. Police Clearance
g. Official Receipt of payment of Franchise, Mayor's Permit and other fees from the Municipal Treasury Office.

Duration: 15 Minutes

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Presents the documents for assessment	Evaluates the documents presented	Jovie Mae D.Tumitit Admin. Officer I	1 min.	
2	Presents the tricycle unit for inspection as to road worthiness	Inspects the tricycle unit	Chairman, Committee on Transportation and/or any designated inspector of the MTFRB together with a PNP representative.	6 mins.	
3	Fills up the application form	Assists the client in filling – up the form	Jovie Mae D.Tumitit Admin. Officer I	2 mins.	

4	Waits for the MTOP franchise	Prepares MTOP franchise	Jovie Mae D.Tumitit Admin. Officer I	5 mins.	
5		Affixes signature on the MTOP franchise	Lourdes T. Mangacat, SB Secretary Jovie Mae D.Tumitit Admin. Officer I	0.25 min.	
6	Receives documents Proceed to Mayor's Office for preparation of Mayor's Permit and claiming of sticker	Informs client to proceed to Mayor's Office for the preparation and issuance of Mayor's Permit (renewal) Informs the client to return for the MTOP plate (for new applicants)	Lourdes T. Mangacat, SB Secretary Jovie Mae D.Tumitit Admin. Officer I	0.25 min.	
7	Claims MTOP plate (if new applicant)	Records client details and gives MTOP plate	Lourdes T. Mangacat SB Secretary Jovie Mae D.Tumitit Admin. Officer I	0.5 min.	

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

Frontline Service: **IV-ISSUANCE OF ZONING CLEARANCE**

Description: Zoning clearance is requested as pre requisite in acquiring building permit. It is also requested for record and reference purposes.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: Applicants for Building Permit

Requirements: Latest Tax Declaration and Tax Receipt, Land Title (Xerox), Building Plan, site development plan, Bill of Estimates, Official Receipt (base on bill Estimates)

Duration: 53 minutes

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Request for application form	Issue application form for accomplishment	Felixberto Louis F. Puguon, Planning Assistant	5 mins.	
2	Submit duly notarized application form & other supporting documents	Receives & review application form and other supporting documents	Felixberto Louis F. Puguon, Planning Assistant	30 mins.	
3	Pays the required Zoning fee at Treasury Office	Prepares & signs zoning Clearance	Felixberto Louis F. Puguon, Planning Assistant	15 mins.	
4	Receives Zoning Clearance	Records & issue Zoning Clearance	Felixberto Louis F. Puguon, Planning Assistant	3 mins.	

MUNICIPAL CIVIL REGISTRAR

Frontline Service: **V-REGISTRATION & ISSUANCE OF BIRTH CERTIFICATE**

Description: Republic Act 3753 mandates that acts, events, legal instruments and court orders /decrees concerning the civil status of person shall be recorded in the municipality where the event occurred.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: General Public

Requirements: none

Duration: 18 minutes

Php 85.00

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	State the purpose	Interview while filling up properly the birth certificate form. Prepare the birth certificate thru the PHILCRIS	Godaliva A. Soliman MCR Merilyn B. Galice, Asst. Reg. Officer	10 mins.	
2	Sign the prepared Birth Certificate	Approve Birth certificate for issuance	Godaliva A. Soliman MCR Merilyn B. Galice, Asst. Reg. Officer	3 mins.	
3	Receive the Birth Certificate	Register on the registry book of Live Birth	Godaliva A. Soliman MCR Merilyn B. Galice, Asst. Reg. Officer	5 mins.	

MUNICIPAL CIVIL REGISTRAR

Frontline Service: **VI-ISSUANCE OF CERTIFIED TRUE COPY OF BIRTH, MARRIAGE AND DEATH CERTIFICATE**

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

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: General Public

Requirements: Payment of corresponding fee (P 85.00)

Duration: 13 minutes

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	State the purpose	Verify the availability of the requested document based on the reference file or in the civil registration information system	Godaliva A. Soliman MCR Merilyn B. Galice, Asst. Reg. Officer	5 mins.	
2	Pay the required fee at the Municipal Treasury Office	Prepare and sign document with receipt	Godaliva A. Soliman MCR Merilyn B. Galice Asst. Reg. Officer	5 mins.	
3	Receive requested document	Enter the released document to the log book	Godaliva A. Soliman, MCR Merilyn B. Galice Asst. Reg. Officer	3 mins.	

MUNICIPAL CIVIL REGISTRAR

Frontline Service: **VII-REGISTRATION AND ISSUANCE OF DEATH CERTIFICATE**

Description: It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty hours (40) hours if the deceased died without medical attendance. The Municipal Health Officer shall examine and sign the death certificate, determine the cause of death and direct the registration of the same to the Office of the Civil Registrar within the reglamentary period of thirty (30) days.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: General Public

Requirements: None

Duration: 23 minutes

Fee: Burial Fee – 120.00
Cemetery Rent – 300.00

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	State the purpose to the officer in charge	Interview and properly fill up the death certificate form	Godaliva A. Soliman MCR Merilyn B. Galice, Asst.Reg.Officer	10 mins.	
2	Bring the death certificate to the attending physician and to MHO for their signatures and return to pay the corresponding fee at the Treasury Office.	Advice client to let the certificate be signed by: the attending physician; to be signed by the embalmer and return the document for the preparation thru the PHILCRIS	Godaliva A. Soliman, MCR Merilyn B. Galice, Asst. Reg. Officer	10 mins.	

3	Receive the owner's copy of the death certificate	Approve & register death certificate on the registry book of death Issue the duly sealed owner's copy of the death certificate.	Godaliva A.Soliman, MCR Merilyn B. Galice, Asst. Reg. Officer	3 mins.	
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MUNICIPAL TREASURY OFFICE

Frontline Service: **VIII-ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC)/CEDULA**

Description: CTC is used for legal purposes and for proper identification. This is issued starting on the 1st day of January up to February 23 and interest be imposed after the prescribed period.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: Individuals 18 years old and above, residents of the municipality.

Requirements: old CTC, valid IDs

Duration: 7 mins.

Fees : P 5.00 – students, senior citizens

P 5.00 voluntary + P1.00 for every P1, 000.00 of annual gross income

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Supplies the information needed (name, address, birthday etc.)	Interviews the client and fill up the CTC form	Nemesio T.Valdez,Jr. Zenaida G.Taguiling JC Bright A. Tuguinay Pablart D. Famorca Charlie P. Bunoan RCC II	5 mins.	
2	Affix signature and thumb mark on the CTC	Affix initials/signature on the CTC	Nemesio T.Valdez,Jr. Zenaida G.Taguiling JC Bright A. Tuguinay Pablart D. Famorca Charlie P. Bunoan RCC II	1 min.	

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
3	Pay the corresponding fees	Receives payment	Nemesio T.Valdez,Jr. Zenaida G.Taguiling JC Bright A. Tuguinay Pabclart D. Famorca Charlie P. Bunoan RCC II	30 secs	
4	Receives the CTC	Issues the CTC to client	Nemesio T.Valdez,Jr. Zenaida G.Taguiling JC Bright A. Tuguinay Pabclart D.Famorca Charlie P. Bunoan RCC II	30 secs	

4	Receives the Tax Receipt	Post the payments on the RPTAR. Files the RPTAR	Nemesio T. Valdez, Jr. Zenaida G. Taguiling JC Bright A. Tuguinay Pablart D. Famorca Charlie P. Bunoan RCC II	5 mins.	
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MUNICIPAL TREASURY OFFICE

Frontline Service: **X-PAYROLL DISBURSEMENT**

Description: Disbursement of Payroll is done once a month for Municipal Officials and employees, every quarter for Barangay volunteer workers, and anytime for labor payroll for projects implemented by administration.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: Municipal Employees, Barangay Volunteer workers and others

Requirements: Duly Approved Payroll, Daily Time Record, Approved Application for Leave, Community Tax Certificate, Appointment (for newly hired or re-appointed workers), valid ID's

Duration: 4 mins.

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Submits requirement for the issuance of salary	Receives the submitted requirement	Jet Jose Lumawig, Mun. Treasurer Namrazek Jingay M. Sacde, AMT	1 min.	
2	Affixes signature beside the name of client on the payroll	Gives the salary or wage to client	Jet Jose Lumawig, Mun. Treasurer Namrazek Jingay M. Sacde, AMT	2 mins.	
3	Receives the salary or wage	Affixes initials beside client's name indicating clients' receipt of salary or wage	Jet Jose Lumawig, Mun. Treasurer Namrazek Jingay M. Sacde, AMT	1 min.	

MUNICIPAL BUDGET OFFICE

Frontline Service: **XI-PROVISION OF TECHNICAL REVIEW OF BARANGAY BUDGETS**

Description: The Municipal Budget Office provides technical review of Barangay Annual and Supplemental Budget

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: Barangay Treasurers

Requirements: Approved Barangay Budget

Duration: 3 hours and 15 mins.

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Submit approved barangay budget	Receives Barangay Budget	Rosario V. De Leon, AO I, OIC Anabelle T. Abana, Admin. Ass't II	5 mins.	
		Reviews the Barangay Budget	Rosario V. De Leon, AO I, OIC Anabelle T. Abana Admin Ass't II	3 hours	
		Forwards the technically reviewed barangay budget to the Sangguniang Bayan	Rosario V. De Leon, AO I, OIC Anabelle T. Abana Admin. Ass't II	10 mins.	

MUNICIPAL ASSESSOR'S OFFICE

Frontline Service: **XII-ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATIONS AND OTHER ASSESSMENT RECORDS**

Description: This document is often requested by a taxpayer or his authorized representative who wants to secure a certified true copy of Tax a Declaration and other Certifications for personal records or for legal purpose.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Customer: Real Property owner and Bank's Authorized Representative

Requirements: 1) Official Receipt (P55.00 Certification Fee and P30.00 Documentary Stamp) for the particular service.
2) Tax Clearance or Official Receipt of Tax Payment from Municipal Treasury Office

Duration: 9 minutes

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Submits accomplished request form	Receives request form	Alfonso B. Ali, Jr., LAOO II Hernard Clyde D. Ali, AC -III, Angelito R. Lomboy, AC -II	2 mins.	
2	Pays Corresponding fee	Instructs the client to pay fee to the Municipal Treasury Office	Alfonso B. Ali, Jr., LAOO II, Hernard Clyde D. Ali, AC- III Angelito R. Lomboy, AC - II	1 min.	
3	Submits Official Receipt and waits for the processing of Request	Receives O.R, Searches, Prints, and signs the requested true copy/certification and	Nestor R. Gacayan, Mun. Assessor Alfonso B. Ali,	5 mins.	

		seals the document	Jr., LAOO II Hernard Clyde D. Ali,AC - III Angelito R. Lomboy,-AC II		
4	Receives document & signs in the logbook	Records & issues certified true copy of tax declaration and other assessment records	Nestor R. Gacayan, Mun. Assessor Alfonso B. Ali, Jr., LAOO II Hernard Clyde D. Ali,AC - III Angelito R. Lomboy,-AC II	1 min.	

MUNICIPAL ASSESSOR'S OFFICE

Frontline Service: **XIII-TRANSFER OF REAL PROPERTY (Land & Improvements)**

Description: An updated owner's copy of tax declaration is issued upon transfer of ownership of subject property from previous owner to the new owner as a result of a conveyance.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: Real Property owner/Authorized Representative

Requirements:

A. Land

- 1) Two (2) Photocopies/Blueprint of Approved survey plan of land duly approved by Land Management Bureau of DENR.
- 2) Two (2) Certified photocopies of title from Registry of Deeds
- 3) Two (2) Photocopies of registered deed of conveyance
- 4) Original copy of the Certificate Authorizing Registration from BIR
- 5) Original copy of the Official Receipt of Transfer Tax Fee from Provincial Treasury Office
- 6) Tax Clearance or Official Receipt of updated Tax Payment of Land & Improvement from the Municipal Treasury Office.
- 7) Processor's Fee (P55.00)
 - If there is a change of land Classification from Agricultural to Residential requires;
 - Zoning Certification from MPDO/DAR Conversion/SB Classification.

B. Improvements

B.1 With Building Permit

- 1) Building Plans
- 2) Bill of Materials
- 3) Occupancy Permit
- 4) Ocular Inspection

B.2 Without Building Permit

- 1) Subject to Ocular Inspection.

Duration: For Land : 58 mins.
For Improvement : 2 hrs & 2 mins.

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Fills up Request form re: Transaction	Gives Checklist of requirements to client for submission.	Alfonso B. Ali, Jr., LAOO II Hernard Clyde D. Ali, AC –III Angelito R. Lomboy, AC- II	2 mins	
2	Submits required documents per checklist issued	-Receives & Checks as to completeness of documents.	Alfonso B. Ali, Jr., LAOO II Hernard Clyde D. Ali,AC-III Angelito R. Lomboy,AC- II	1 min.	
3		-Performs Tax Map plotting & mapping; and assigns Property Identification Number (PIN). -Schedules Ocular Inspection	Nestor R. Gacayan, Municipal Assessor Alfonso B. Ali, Jr., LAOO II	15 mins	Per Lot -Based on Calendar of activities
4	Assist the Assessment Clerk as scheduled	Conducts ocular inspection of Real Properties	Nestor R. Gacayan, Mun. Assessor Alfonso B. Ali, Jr., LAOO II, Hernard Clyde D. Ali, AC –III Angelito R. Lomboy,AC -II	30 mins	Per Lot/Improvement
5		Encodes data, accomplish the Field Appraisal Assessment Sheet(FAAS), Tax Declaration(TD), Tax	Alfonso B. Ali, Jr., LAOO II Hernard Clyde D. Ali,	10 mins.	Per Lot

		Map, Building Floor Plan for improvement, Ocular Inspection Report and affixes signature on FAAS & Tax Map, & Ocular Inspection Report.	AC -III Angelito R. Lomboy, AC -II	2 hours	Per Improvement
6	Waits for the preparation and signing of Field Appraisal and Assessment Sheet, Tax Declaration, Tax Map, Ocular Inspection Report	Reviews and Affixes Signature on prepared Field Appraisal and Assessment Sheet (FAAS), and Tax Declaration	Nestor R. Gacayan, Municipal Assessor	1 min.	Per Lot/Improvement
7	Receives FAAS, TD, and Tax Map/Building Floor Plan with the required submitted documents & brings it to the Provincial Assessor Office for Approval	Records & releases the duly signed Field Appraisal and Assessment Sheet (FAAS), Tax Declaration (TD) & TAX Map with the required submitted documents	Nestor R. Gacayan, Mun. Assessor Alfonso B. Ali, Jr., LAOO II	1 min.	Per Lot/Improvement

MUNICIPAL ENGINEERING OFFICE

Frontline Service: **XIV-PREPARATION OF INFRASTRUCTURE PLANS, SPECIFICATIONS AND PROGRAM OF WORKS**

Description: Preparation of plans, specifications and program of works as requested by Barangay Officials, accredited non-government organizations, people and civic organizations and other offices and departments of Local Government Unit. These services are being provided to guide constituents/clients in the implementation of the proposed infrastructure projects regarding plans, specifications and cost estimates.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Customer: Barangay Officials, accredited non-government organizations, people and civic organizations and other offices and departments of Local Government Unit

Requirements: Current Approved Annual Investment Plan (AIP), Request letter with notation, recommendation, and/or approval from the Municipal Mayor, and Certificate of Availability of Funds (CAF)

Duration: 35 Hours and 43 minutes

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Signs in client's logbook	Assists client	Mercy P. Kimayong Admin. Aide I	3 mins.	
2	Submit Request Letter and other requirements	Receives and record request and submit to the Municipal Engineer	Mercy P. Kimayong Admin. Aide I	4 mins.	
3	Waits for the evaluation and assessment of the request	Evaluates and Assesses request and Assigns a Project-in Charge (PIC) for the preparation of the necessary documents	Engr. Antonino M. Saldivar, Municipal Engineer	30 mins.	
4	Approaches the Projects-in-Charge assigned by the Municipal	Checks the presented AIP and CAF then schedule project site	Engr. Beatriz B. Bimmulog, Engineer I	25 mins.	

	Engineer (Present Annual Investment Plan and Certificate of Availability of Fund	validation	Venancio T. Addon , Jr., Draftsman		
5	Assists the Projects-in-Charge in the projects site inspection/validation	Conducts ocular/site inspection/validation as basis for the preparation of the detailed estimates	Engr. Beatriz B. Bimmulog, Engineer I Venancio T. Addon , Jr., Draftsman	2 hours	
6	Waits for the preparation of the details of activities, cost estimates, specifications, and technical/engineering drawing details	Prepares plans, detailed estimates, and specifications	Engr. Beatriz B. Bimmulog, Engineer I Venancio T. Addon , Jr., Draftsman	32 hours	
7	Waits for the checking/review of the plans and specifications and cost estimates	Checks/reviews the prepared plans detailed estimates specifications and recommends its approval to the Municipal Engineer	Engr. Beatriz B. Bimmulog, Engineer I	30 mins	
8	Submits detailed estimates, plans and specifications to the Municipal Engineer	Approves detailed estimates, specifications and plans and recommends approval by the LCE	Engr. Antonino M. Saldivar, Municipal Engineer	8 mins.	
9	Submits one (1) copy of approved POW to the Municipal Engineering Office	Receives one (1) copy of approved POW for filing	Mercy P. Kimayong Admin. Aide I	3 mins.	

			Edwin C. Cabading Admin. Aide I		
2	Presents problem to AT concern	Further interviews the client and discusses possible solution to the problem and gives recommendation In case of field visit:	Rolly Dulnuan Sheila Maie D. Butic Eldon B. Dullao Jesus Winston P. Tultog Agricultural Technologist	10 mins.	
3	Accompany the staff in rendering assistance	Renders assistance in the field or farm.	Rolly P. Dulnuan Sheila Maie D. Butic Jesus Winston P. Tultog Eldon B. Dullao Agricultural Technologist	4 hrs.	

2. Livestock

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Registers in the client logbook	Interviews client and refers him to Agricultural Tech. concerned	Rosendo P. Bunoan, Mun. Agriculturist Rolly P. Dulnuan Sheila Maie D. Butic Eldon B. Dullao Jesus Winston P. Tultog Allan M. Guinobang Victorino B. Narvarte Agricultural Technologist Denis B. Balaino Farm Worker II Edwin C. Cabading Admin. Aide I	3 mins.	
2	Presents problem to Agricultural Tech. concern	Further interviews the client and discusses possible solution to the problem and gives recommendation If case of field visit:	Rosendo P. Bunoan, Mun. Agriculturist Allan M. Guinobang Victorino B. Narvarte Agricultural Technologist	5 mins.	

3	Accompany the staff during the field visit	Renders technical assistance in the field or farm.	Allan M. Guinobang Victorino B. Narvarte Agricultural Technologist	4 hrs.	
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3. Fisheries

STEP	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Registers in the client logbook	Interviews client	Rosendo P. Bunoan, Mun.Agriculturist Rolly P.Dulnuan Sheila Maie D.Butic Eldon B. Dullao Jesus Winston P. Tultog Allan M. Guinobang Victorino B. Narvarte Agri. Technologist Denis B. Balaino Farm Worker II Edwin C. Cabading Admin. Aide I	3 mins.	
2	Present Problem to AT Concern	Further interviews the clients and discuss possible solutions to the problem and give recommendations In case of field visit:	Rosendo P. Bunoan Mun.Agriculturist Jesus Winston P. Tultog Agri. Technologist	5 mins	
3	Accompany the staff during the field visit	Renders Technical assistance in the field or farm.	Jesus Winston P.Tultog Agri. Technologist	4 hrs.	

MUNICIPAL AGRICULTURE OFFICE

Frontline Service: **XVI-FARMERS INFORMATION TECHNOLOGY SERVICE CENTER**

Description: The Municipal Agriculture Office provides Information and Technology Services and other agricultural information to update farmers/clientele on new technologies thru the FITS Center.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: Farmers, Fisher folks, Students, Researchers,

Requirements: None

Duration: 17 minutes

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Registers in the client FITS logbook	Interviews client	Rosendo P. Bunoan, MA	3 mins.	
2	Approaches the FITSC in charge	Explain the services of the center	Rosendo P. Bunoan, MA	5 mins.	
3	a. Avails reading materials b. Borrows reading materials	Provides reading materials and handouts	Any staff	3 mins.	
4	Receives and signs in the logbook	Provides the handout and Files the receiving document	Any staff	3 mins.	
5	Return borrowed reading materials	Receives, inspects and records the reading materials returned	Any staff	3 mins.	

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Frontline Service: **XVII-PROVISION OF AID TO INDIVIDUAL IN CRISIS SITUATION (AICS)**

Description: Provision of timely and appropriate aid to individuals/families in extreme difficulty brought about by a stressful situation.

Schedule of availability of service:

Monday to Friday-8:00 AM to 5:00 PM

Client: Indigent Individual who are in difficult circumstance

Requirements: Medical Certificate/Medical Abstract from the hospital/doctor and Certificate of Residency/Indigency from the Barangay Captain

Duration: 21 minutes

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Submits medical certificate & certificate of residency & indigency	Intakes, Interviews and assesses client	Juanita P. Puguon, MSWDO Marjorie L. Mayangao, SWO II Marjoly B. Tucpi SWO I Reynaldo G. Nalliw SWA	15 mins.	
2	Waits while staff prepare necessary papers	Prepares certificate of Eligibility for approval of the LCE Prepares OBR	Juanita P. Puguon, MSWDO Marjorie L. Mayangao, SWO-II Marjoly B. Tucpi SWO I Reynaldo G. Nalliw SWA	3 mins.	
3	Waits for the processing of papers to be signed by the concern signatories	Submits certificate of eligibility & OBR to the Mayor's Office.	Juanita P. Puguon, MSWDO Marjorie L. Mayangao, SWO-II	3 mins.	

			Marjoly B. Tucpi SWO I		
			Reynaldo G. Nalliw SWA		

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Frontline Service: **XVIII-ISSUANCE OF CERTIFICATION OR REFERRAL LETTER**

Description: Certification is issued to clients for a needed services or assistance from any institutions, hospitals, PAO and other agencies.

Schedule of availability of service:

Monday-Friday -8:00 A.M to 5:00 P.M

Client: Indigent individuals

Requirements: None

Duration: 23 minutes

How to avail of the service:

STEP	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Answers the questions needed during the interview	Intakes, interviews and assesses client	Juanita P. Puguon, MSWDO Marjorie L. Mayangao SWO-II Marjoly B. Tucpi SWO I Reynaldo G. Nalliw SWA	15 mins.	
2	Waits while staff prepares the certification/referral letter	Prepares certification and referral letter	Juanita P. Puguon, MSWDO Marjorie L. Mayangao, SWO-II	5 mins.	

			<p>Marjoly B. Tucpi SWO I</p> <p>Reynaldo G. Nalliw SWA</p>		
3	<p>Receives certification</p>	<p>Signs and releases certification or referral letter</p> <p>Advice client what to do</p>	<p>Juanita P. Puguon, MSWDO</p> <p>Marjorie L. Mayangao, SWO-II</p> <p>Reynaldo G. Nalliw SWA</p>	3 mins.	

MUNICIPAL HEALTH OFFICE

Frontline Service: **XIX - OUT PATIENT CONSULTATION & LABORATORY SERVICES**

Description: Provision of quality, comprehensive and sustainable health care and health-related services to the people of Lamut is one of the flagship programs of the LGU as it aims to improve the health of all the people in the municipality and the neighboring towns.

Schedule of availability of service:

Monday to Friday 8:00 AM to 5:00 PM

Client: All clients seeking medical consultation & health-related services

Duration: 2-3 hours

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Client signs in the logbook at the receiving area	Gets baseline data-BP, Temperature, Weight Record the chief medical complaints	RHU/Nurse on Duty	2 mins.	Clients are asked to log exact time of arrival
2	Goes to admission area	Interview and encoding into the Information Clinic System (iClinicSys)	Nurse or Midwife on Duty	3-5 mins.	Clients are served on a first come first basis, giving priority to persons with disability, pregnant women and senior citizens
3	Client waits for number to be called for consultation	Doctor interviews clients and performs physical examination	Rhodora M. Montesa, MHO	5-10 mins.	When there are too many clients, patients may have to wait longer.
4	If laboratory examination is needed, proceed to Laboratory room then submit needed specimen – blood, urine, sputum, stool	Collection of specimen for laboratory examination Process specimen/s	Adoralyn D. Dulnuan, Med. Technologist	30 mins.-1 hour	

5	Pays the required fees at the Treasury Office	Informs client to pay corresponding fees at the Treasury Office	Adoralyn D. Dulnuan, Med. Technologist	3 mins.	Lab. Fees: Ordinance # ____ CBC-P100 APC-P100 HHP-P50 ABO Rh Testing-P50 Urinalysis-P50 Sperm Analysis-P50 Pregnancy Test-P100 Gram Staining-P50 Hepa B Test-P150 Fecalysin-P50 Blood Typing-P50 Malarial Smear-P50 Sputum AFB-0
6	Submits receipt to Med Tech and get Laboratory results	Issues laboratory results	Adoralyn D. Dulnuan, Med. Technologist	3 mins.	
7	Proceeds to Consultation Room	Interprets, explains laboratory results and prescribes appropriate medicines	Rhodora M. Montesa, MHO	5-10 mins.	Doctor advises client when to come back for follow-up
8	Proceeds to Pharmacy	Dispenses prescribed medicines and instructs patients when to report for follow-up	Assistant Pharmacist RHU/PHN	5 mins.	Clients and dispensing officer to check correctness of dispensed medicines
9	Accomplished Patient Feedback Form			2 mins.	

MUNICIPAL HEALTH OFFICE

Frontline Service: **XX-ISSUANCE OF MEDICAL CERTIFICATE AND MEDICO-LEGAL CERTIFICATE**

Description: Physical examination and issuance of medical certificate as well as medical-legal certificate is one core function of the Rural Health Unit intended for every client requiring it to clear them from any medical problem or help them medically in their legal battles,

Schedule of availability of service:

Monday to Friday – 8:00 AM to 5:00 PM

Client: Clients needing medical certificate or clearance for work or medico legal certificate for legal purposes.

Requirements: None

Duration: 29-49 mins.

How to avail of the service:

S T E P	ACTION		Person Responsible	Duration	Remarks
	Client	Service Provider			
1	Client signs in the logbook at the receiving area	None	RHU/Nurse on Duty	2 mins.	Clients are asked to log exact time of arrival
2	Proceeds to admission area	Records baseline data, BP and Weight Fills-up Med. Records and forwards to MHO	Nurse or Midwife on Duty	5-10mins.	
3	Proceeds to MTO to pay required fee and submits receipt to be attached to medical records	Interviews and physically examines client Legibly fills up Medical Certificate/Medico-legal Certificate.	Rhodora M. Montesa, MHO	15 - 30 mins.	Med. Cert. P85.00 inclusive of Doc. Stamp

	<p>Signs logbook for Medical Certificate/Medico-legal Certificate</p>	<p>Discusses results with client/requesting party</p> <p>Fill-up logbook for Medical Certificate</p> <p>Issues Medical Certificate/Medico-legal Certificate</p> <p>Prescribes needed medicines and advises clients for follow-up</p>			
4	<p>Accomplishes Patient Feedback Form</p>			2 mins.	