



**MUNICIPAL GOVERNMENT OF KALAYAAN, LAGUNA**



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**CITIZEN'S CHARTER  
2021 (5TH EDITION)**



The Local Government Unit of Kalayaan in its pursuit towards efficient and effective governance maintains 1 executive office, 1 legislative body and 17 department /offices. These offices are instrumental in the promotion of general welfare, upgrading the quality of life for the people and in accelerating development in the community. The departments/offices and its officials are:

Municipal Mayor's Office	Sandy P. Laganapan
* Tourism Office	
*Economic Enterprise Management Office	Marifi M. Macawili
*Nutrition Office	Cecilia R. Flores
Municipal Sangguniang Bayan Office	John Edward Kenneth M. Ragaza
Municipal Planning and Development Office	Juvy R. Ragas
Municipal Budget Office	Edshille N. Sadsad
Municipal Accounting Office	Gizelle M. Fernandez
Municipal General Services Office	Maria Concepcion E. Macatangga
Municipal Human Resource Management Office	Sweet Faith F. Ferranco
* Public Employment Service Office	
Municipal Treasury Office	Lizette M. Fadri
Municipal Assessment Office	Nirma F. Segura
Municipal Civil Registry Office	Adelaida A. Agana
Municipal Engineering Office	Ruel R. Ragas
Municipal Social Welfare and Development Office	Lilli Ann A. Laganas
Municipal Health Office	Rica P. Pamatmat
Municipal Agriculture Office	Liza L. Yee
Municipal Disaster Risk Reduction & Management Office	Reinelsa B. Corpuz
Municipal Environment and Natural Resources Office	

Its manpower occupies 133 regular plantilla positions including elective officials occupying 11 positions who ensure that basic services and facilities are made available to its people. With the limited personnel complement to carry out its various duties, the present administration has to appoint casual employees and employ job order workers to perform other tasks necessary in the daily operation of LGU Kalayaan.

In its quest for excellence in public service, the Mamamayan Muna Hindi Mamaya Na Program was institutionalized. Public assistance desk and feedback mechanism were installed not only to ensure efficient and effective service delivery but also to provide an avenue for the improvement of the services.

## VISION

A well developed agricultural community of peaceful, God-loving, healthy and united citizenry.

## MISSION

To Provide maximum services through people empowerment and in partnership with other agencies, private sectors and other civic societies.

## SERVICE VALUES

The LGU values competent, effective, resilient, customer-oriented employees who observe and uphold ethical standards and respect for human rights and the environment

## PERFORMANCE PLEDGE

By God's grace we do hereby commit ourselves to the fulfillment of goals and vision of our beloved Municipality of Kalayaan where constituents enjoy services given with great pride, professionalism and patriotism.

**S** - erve with the smile to our clients with utmost respect and courtesy.

**E** -xplain to the clients the things they need to know and make clear to them what they need to do;

**R** - eady to commit ourselves to a quality public service to eliminate opportunities for graft practices;

**V** - alue the citizen's needs, rights and sentiments as they fulfill their civil responsibility;

**E** - nhance customer's satisfaction with shorter processing time and lesser expenditures to obtain a government service.



The LGU of Kalayaan adopts the **OTSO SERBISYO** program of Hon. Mayor **SANDY P. LAGANAPAN**, such as:

- 1 KALUSUGAN
- 2 KARUNUNGAN
- 3 KABUHAYAN
- 4 KAAYUSAN
- 5 KALIKASAN
- 6 KASAYSAYAN AT KULTURA
- 7 KAUNLARAN
- 8 KAPAYAPAAN





## LIST OF SERVICES

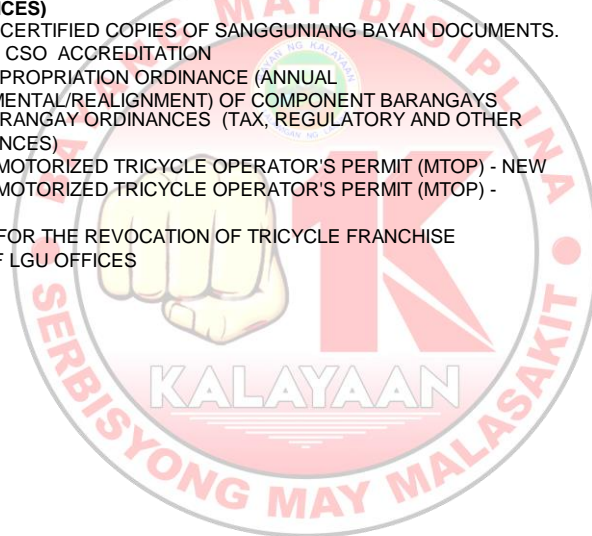
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**OFFICE OF THE MUNICIPAL ASSESSOR**

**FRONTLINE SERVICE**





**Service Name 1. ISSUANCE OF REVISED TAX DECLARATIONS**

Service Information The existing tax declaration or previous tax receipt is required from real property owners when paying their Real Property Tax. A new tax declaration is issued when there is a transfer of ownership and/ or amendment of value.

<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Real property owners or any Authorized Representative (with Authorization of the owner)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certified True Copies of the following: (single Copy)	
Deed of Sale / Deed of Donation / Transfer of rights / Extra Judicial Settlement etc.	Registry of Deeds
Registry of Deeds (RD) Registration (For Un-Titled Properties)	Registry of Deeds
BIR Clearance or Certificate Authorizing Registration (CAR)	Bureau of Internal Revenues
DAR Clearance for Agricultural Properties.	Department of Agrarian Reform
Real Property Tax Clearance / Latest Tax Receipt.	Municipal Treasurer's Office
Official Property of Transfer Tax Payment and service Fee (Transfer tax is computed fifty (50%) of one percent of the total consideration involved in the acquisition of the property or the Fair Market Value whichever is higher.	Municipal Treasurer's Office

SWORN STATEMENT		FROM THE OWNER (Duly Notarized)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If availing of the service for the first time proceed to the Assessor's Office secure request form/ checklists of requirements, and make clarificatory inquiry (if any)	1. Provide the client application form/checklist. Provide the client a short briefing on the checklist of requirements.	none	5 minutes	Assessor's Staff/ Mun. Assessor
	1.1 Accept and Review Documents, Prepare Field Appraisal & Assessment Sheet type Tax Declaration Check, Sign and Approve.	none	25 Minutes	Assessor's Staff/ Mun. Assessor
2. Submit requirements for verification and New Field Appraisal Assessment Sheet & Tax Declaration Approval	2. Record Tax Assessment & Stamps FAAS, Tax Declaration & Other Supporting Papers.	none	10 minutes	Record Officer
3. Received the approved owner's copy of Tax Declaration (TD) and Sign on the Logbook (date and time received)	3. Release Owner's Copy of Tax Declaration 3.1 Encode database of New Tax Declaration	none	10 minute	Encoder
	Total:	-0-	55 minutes	

**Service Name 2. ISSUANCE OF A CERTIFIED COMPUTER PRINT-OUT OF THE TAX DECLARATION**

Service Information The Tax Declaration services as period-covered record of a real property unit (Land, Building and Machinery) and as basis for payment of real property taxes. Real Property owners or any authorized representative can be provided computer print-outs of their tax declaration/s for their own records.

<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Real property owners or any Authorized Representative (with Authorization of the owner)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Please Provide Single Copy for the following Requirements</b>				
Request Form		Municipal Assessor's Office		
Tax Receipt		Municipal Treasurer's Office		
Authorization Letter or any valid documents of inheritance or documents of heir ship		From the Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Assessor's Office and secure Request Form and Fill-up	1. Issue a client a request form	none	2 Minutes	Assessor's Staff / Mun. Assessor
2. Submit accomplished Request Form for Certified Print-out copy of Tax Declaration	1. Receive request form, issue order of payment and instruct the client to proceed to the Treasurer's Office and pay corresponding fees	Php 100.00 per Tax Declaration	5 Minutes	Municipal Assessor/ Assessor's Staff
3. Proceed to Assessor's Office and present the official receipt	3. Review and Approve the print-out copy and records particulars in logbook	none	5 minutes	Municipal Assessor/ Assessor's Staff
4. Receive the requested certified print copy of Tax Declaration and sign Logbook of receipt.	4. Release certified print-out copy of Tax Declaration	none	3 mins.	Municipal Assessor/ Municipal Staff
	Total:	Php100.00 per TD	15 minutes	

**Service Name**

**3. ISSUANCE OF A CERTIFICATION OF NO-IMPROVEMENT / CERTIFICATE OF NO-PROPERTY AND OTHER CERTIFICATIONS**

Service Information

The Tax Declaration services as period-covered record of a real property unit (Land, Building and Machinery) and as basis for payment of real property taxes. Real Property owners or any authorized representative can be provided computer print-outs of their tax declaration/s for their own records.

<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Real property owners or any Authorized Representative (with Authorization of the owner)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Please Provide Single Copy for the following Requirements</b>				
Request Form		Municipal Assessor's Office		
Tax Receipt		Lawyer		
Affidavit of Non-Improvement duly notarized by a lawyer		Brgy. Concerned		
Authorization Letter or any valid documents of inheritance or documents of heir ship		From the owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Assessor's Office and secure/Fill-up the Request Form	1. Provide client with a request form	none	5 minutes	Municipal Assessor/ Staff
2. Submit duly accomplish form	2. Receives accomplish request form and Verifies Records and Print-out/type the documents. Issues order of payment and instruct the client to proceed to the Treasurer's Office and pay corresponding fees.	Php 100.00 per certification	5 mintues	Municipal Assessor/ Staff



3. Present the official receipt	3. Records the Official Receipt and approves the print-out copy	none	3 minutes	Municipal Assessor/ Assessor's Staff
4. Receive the requested certification and sign Logbook, (Date and Time)	4. Issued the certification	none	2 minutes	Municipal Assessor/ Assessor's Staff
Total:		Php 100.00 per certification	15 minutes	

### Service Name

### Service Information

### 4. PROVISION OF RE-ASSESSMENT / REVISION / CANCELLATION OF ASSESSMENT OF REAL PROPERTIES

The Assessment Records at the Municipal Assessor's Office serve as a basis for computing the Annual tax dues from the owners of Land and Buildings. Property owners occasionally request the cancellation or dropping of the assessment of their property/ies from the Assessment Roll for Building and Machineries or for the adjustment or correction of the assessment or correction of the assessment of their real property.

<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Real property owners or any Authorized Representative (with Authorization of the owner)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Please Provide Single Copy for the following Requirements</b>				
Letter Request		From the Owner		
Application Form (Land/Bldg./Machinery)		Municipal Assessor's Office		
<b>FOR LAND</b> - Approved Plan or Sketch Plan		Geodetic Engineer		
Affidavit duly Notarized		Lawyer		
<b>FOR BUILDING</b> - Approved Plan or Sketch Plan		Municipal Engineering Office		
Building Permit		Municipal Engineering Office		
Affidavit duly Notarized		Lawyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Assessor's Office secure application form and checklist of requirements and attends/listen to the briefing of the concerned personnel.	1. Provide checklist requirements and application form and then conduct briefing	none	5 minutes	Municipal Assessor / staff
2. Submits duly accomplished form and requirements and receives notices of actual inspection schedule.	2. Receives and reviews accomplished form and requirements	none	5 minutes	Municipal Assessor / staff
	2.1 Assigns an inspection team and sets the schedule of the ocular inspection.	none	5 minutes	Municipal Assessor
	2.2 Gives the clients schedule of actual inspection slip.	none	2 minutes	Clerk
	2.3 Briefing of the inspection team.	none	5 minutes	Municipal Assessor/ Staff
3. Guide the team of the location during the team inspection	3. Conducts actual inspection and accomplishes preliminary Field Appraisal & Assessment Sheet	none	Depends on the distance and location of the property	Inspection Team with the Municipal Assessor
			2 Hours	
	3.1 Notifies the client when to get the corrected assessment	none	5 minutes	Municipal Assessor or Staff



	3.2 Prepares Field Appraisal & Assessment Sheet typed Tax Declaration, check, sign and approved.	none	15 minutes	Municipal Assessor/Staff
	3.3 Records Stamp Field Appraisal Assessment Sheet & Tax Declaration & other supporting papers.	none	5 minutes	Record Officer
	3.4 Prepares Notice of Cancellation and Notice of Assessment	none	10 minutes	Record Officer
	3.5 Advise the client to pay the Reassessment Fee to the treasurer's office			Record Officer
4. Proceed to the Municipal Assessor's Office, present the Official Receipt and receive the requested document Sign the Logbook	5. Encode New Tax Declaration	none	3 minutes	Encoder
	5.1 Issues requested documents (Tax Declaration)	none		Municipal Assessor/Record Officer
	Total:	Php 1,000.00/lot reassessment fee	3 Hours	

**#Service Name** **5. ASSESSMENT OF NEWLY DISCOVERED PROPERTY (LAND); NEWLY CONSTRUCTED BUILDING / MACHINERIES AND ISSUANCE OF UPDATED TAX DECLARATION**

Service Information New Tax Declaration is needed by the owners of newly declared property/ies Land/ Building and newly installed Machinery to determine the value of the Real Property.

<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Real property owners or any Authorized Representative (with Authorization of the owner)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Please Provide Two Copies for the following Requirements</b>	
<b>For Land</b> - Approved Plan/Special Sketch Plan	Engineering
Affidavit of Ownership/Possession/ Occupancy	Lawyer
Affidavit of Two (2) Adjoining Owners	Lawyer
Certification from Barangay Captain	Barangay Concerned
Certification that the land falls within Alienable/Disposable Area	DENR/Bureau of Forestry/Bureau of Land/Land Management Office/Service
Certification that the lot is not covered by Proc. 573 or watershed area.	NPC
LRA Certificate/Clearance	LRA
Sworn Statement	Municipal Assessor's Office/From the Owner duly Notarized
Picture of the Subject Property	From the Owner
Letter Request for Assessment	From the Owner
Certified True Copy of Title of	Registry of Deeds
<b>For Building</b> - Letter Request for Assessment	From the Owner
Building Permit	Municipal Engineering Office
Certificate of Occupancy	Municipal Engineering Office
Building Plan	Municipal Engineering Office
Sworn Statement	Municipal Assessor's Office/From the Owner duly Notarized



<b>For Machinery - Letter Request for Assessment</b>		From the Owner		
Book Value		From the Owner		
Sworn Statement		Municipal Assessor's Office/ From the Owner duly Notarized		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Assessor's Office, secure application forms and checklist requirements, attends/listen to the briefing of the concerned personnel.	1. Provide checklist of requirements and application form and conduct briefing on the service and its requirements.	Php 100.00 Fee	5 minutes	Municipal Assessor/Staff
2. Submit duly accomplished form and requirements and receives notice of actual inspection schedule.	2. Receives and reviews accomplished form and requirements.		5 minutes	Municipal Assessor/Staff
	2.1 Assigns an inspection team and sets the schedule of the ocular inspection.		5 minutes	Municipal Assessor
	2.2. Gives the clients schedule of actual inspection slip.		2 minutes	Municipal Assessor/Staff
	2.3 Briefing of the inspection team.		5 minutes	Municipal Assessor
3. Guide the team at the location during the inspection	3. Conduct actual inspection and accomplishes Preliminary Field Appraisal & Assessment Sheet		Depends of the distance and location of the property 2 hours	Inspection Team & the Municipal Assessor
	3.1 Notifies the client when to get the corrected assessment.		5 minutes	Municipal Assessor
	3.2 Evaluate all physical characteristics/Attributes of property against given data requirements.			Municipal Assessor
	3.3 Prepare Field Appraisal and Assessment Sheet using the corresponding schedule of market Values and sets the Assessed Value.		30 minutes	Assistant Municipal Assessor
	3.4 Type Tax Declaration, check sign and make endorsement to the Provincial Assessor for Approval (Note: after approval)			Record Officer
	3.5 Records & Stamps Approved FAAS & Tax Declarations and other supporting papers.		15 minutes	Record Officer



4. Receive the approved owner's copy of Tax Declaration with Sworn Statement and sign the Logbook	4. Release owner's copy of Tax declaration with sworn statements.		2 minutes	Record Officer
	4.1 Encode at database New Tax Declaration		10 minutes	Encoder
	4.2. Advise lot owner to pay the 10-years back taxes of the property.	none		Record Officer/Mun. Assessor
	Total:	none	3 hours and 24 minutes	

**Service Name**

Service Information

**6. VERIFICATION OF HISTORY OF REAL PROPERTY ASSESSMENT / TAX DECLARATION**

Real Property Owners & Authorized Representatives Require Verification & Examination of Superseded ( Cancelled) Tax Declaration on file for New Titing Procedures, court Cases and other Legal Processes.

<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Real property owners or any Authorized Representative (with Authorization of the owner)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Please Provide Single Copy for the following Requirements</b>	
Letter Request	From the Owner
Latest Tax Declaration	Municipal Assessor's Office
Tax Receipt	Municipal Assessor's Office
Any related reference documents	From the Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Assessor's Office and secure the request form	1. Provide client with a request form			
2. Submit accomplish request form for history of the property	2. Receive the request form forwarded to Municipal Assessor for a validation of the request	none	3 minutes	Staff
	2.1 Assigns the task to the personnel concern.	none	5 minutes	Municipal Assessor
	2.2 Advise client to wait	none		
	2.3 Verifies and Researches the history of the Real Property or Tax Declaration	Php100.00 per revision	30 minutes per lot	Municipal Assessor/Staff
	2.4 Presents/show to the client the history of the Real Property	none	10 minutes	Municipal Assessor/Staff
3. Records all pertinent data produced by the Research and Signs the Appropriate completion space in the application Form with the corresponding Date & Time.	3. Acknowledges the end of the service by counter-singing on the space provided for in the Application Form for the completion of the process.	none	10 minutes	Municipal Assessor/Staff
	Total:	Php 50.00 per revision	1 hour	

**Service Name**

Service Information

**7. VERIFICATION OF PROPERTY LOCATION AND VICINITY**

Persons with legal interest in a Real Property/ies require verification of the Location/Vicinity of such with available data of the OMASS, for various personal or legal uses.



<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Real property owners or any Authorized Representative (with Authorization of the owner)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Please Provide Single Copy for the following Requirements</b>				
Letter Request		From the Owner		
Latest Tax Declaration		Municipal Assessor's Office		
Photo Copy of Title		From the Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Assessor's Office and secure the request form	1. Provide client with a request form	none	2 minutes	Assessor's staff
2. Submit accomplished request form for Vicinity Location of Property	2. Receive the request form and forwarded to Municipal Assessor for validation of the request.	none	5 minutes	Assessor's staff
	2.1 Assigns the task to the Tax Mapper	none	3 minutes	Municipal Assessor
	2.2 Advice client to wait	none		
	2.3 Verifies & Researches the location of the property in the Tax Map of Cadastral Map	none	10 minutes	Tax Mapper Tax Mapper Aide
	2.4 When located presents/show to the client the position/location of the property	none	5 minutes	Tax Mapper Tax Mapper Aide
		2.5 Advice client to pay corresponding fee	Php 100.00/ Map	5 minutes
4. Records all Pertinent Data produced by the Research and Signs the appropriate completion space in the Application Form with the corresponding Date & Time	4. Acknowledges the end of the service by counter - signing on the space provided for in the Application Form for the completion of the process.	none	5 minutes	Tax Mapper Tax Mapper Aide Municipal Assessor
	Total:	Php 100.00/ Map (as requested by the client)		



**OFFICE OF THE MUNICIPAL TREASURY  
FRONTLINE SERVICE**









CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Completely filled up form (unified form)	Applicant
Barangay Clearance	Barangay
Location sketch of the new business.	Applicant
Amount of paid-up capital of the business as shown in the Article II of RRC of incorporation or partnership; or a sworn statement of the capital investment by the owner or operator, if sole proprietorship.	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Zoning Clearance (NEW)	MPDO
Tax Clearance	Treasury
Two (2) passport pictures of the operators. In the case of partnership, the picture of its President or general Manager. Presentation of the Community Tax Certificate and receipt for the payment of the Professional Tax or Occupation Fee, as the case may be, if the applicant is liable thereof.	Applicant
Certificate attesting to the tax or fee exemption if the business is exempted from the payment of a tax or fee.	Other Agency
Other supporting papers ay may be required (DTI, Sanitary, Building Permit, Occupation Permit, Health Certificate, Fire Safety Inspection, etc.)	Other Offices or Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE ( File application for new business)	Inspect requirements for assessment and eligibility of application.	To be assessed by the BPLO/Revenue Collectors based in the rates prescribed under the Revised Revenue Code of 2019	10 minutes	BPLO/Treasury Staff
2. PAY ( Pay the amount of business tax, fees, & charges)	Receive payment and issue corresponding receipt.	Depends on CAPITAL INVESTMENT/ /Based in the rates prescribed under the Revised Revenue Code of 2019	2 minutes	BPLO/Treasury Staff
3. RELEASE	Prepare the Business Permit & Business Plate	None	5 minutes	BPLO/Treasury Staff

**#Service Name**

**COLLECTION OF BUSINESS TAX ,PERMIT AND REGULATORY FEES (RENEW)**

**Service Information**

Business means or commercial activity regularly engaged in, as means of livelihood in view of profit.  
 LINCENSE or PERMIT- is a right or ermission granted in accordance with law or by a competent authority to engage in business or occupation  
 FEES- a charge fixed by law or ordinance of the regulation or inspection of a business or activity.  
 - Shall be payable on the 1st 20 days of January of each year can be payable in a quarterly installment basis.  
 - 2% interest per month on the unpaid amount due but not to exceed 36 months will be imposed if not paid in due time.  
 - 25% surcharge on the amount due will be imposed if the tax were not paid on due time



<b>Office or Division:</b>	Municipal Treasury Office/ Revenue Collection Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Any person who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor's permit and pay the corresponding fee therefore and the business tax imposed under Chapter II. Article B of the Municipality of Kalayaan's Revised Revenue Code of 2019.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Previous year's Mayor's Permit.	Applicant
Two (2) photo copies of the annual or quarterly tax receipts.	Applicant
Two (2) photo copies of the receipts for the payment of all the required regulatory fees in this municipality.	Applicant
Sworn statement of the capital investments, gross receipts or sales for the preceding calendar year.	Applicant
Presentation of the Community Tax Certificate and receipt for the payment of the Professional Tax or Occupation Fee, as the case may be, if the applicant is liable thereof.	Treasury office
Certificate of exemption from the payment of the regulatory fees, if so exempted.	Other Offices or Agency
Other supporting papers ay may be required (DTI, Sanitary, Building Permit, Occupation Permit, Health Certificate, Fire Safety Inspection, etc.)	Other Offices or Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE ( File application for new business)	Inspect requirements for assessment and eligibility of application.	To be assessed by the BPLO/Revenue Collectors based in the rates prescribed under the Revised Revenue Code of 2019	10 minutes	BPLO/Treasury Staff
2. PAY ( Pay the amount of business tax, fees, & charges)	Receive payment and issue corresponding receipt.	The tax to be imposed shall be computed on the basis of the previous year's annual gross sales/ receipts. Taxes shall be computed on the graduated tax base provided in the Revenue Code of 2019.	2 minutes	BPLO/Treasury Staff
3. RELEASE	Prepare the Business Permit & Business Plate	None	5 minutes	BPLO/Treasury Staff

**#Service Name**

**ISSUANCE OF CERTIFICATION FOR THE TERMINATION/RETIREMENT OF BUSINESS**

**Service Information**

Certification for the termination/retirement of business is a provision from the Revised Revenue Code of 2019, of this municipality and is issued to operators of any establishment whose business had ceased its operations upon full payment of the unpaid balance or the amount due.

<b>Office or Division:</b>	Municipal Treasury Office/ Revenue Collection Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Owners of business establishment within the jurisdiction of the municipality who had ceased its operation, but only upon full payment of the unpaid balance or amount of taxes or fees due, may avail of the service.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Owners letter of intent to close the business addressed to the Municipal Treasurer/ Sworn Statement.		Applicant		
Barangay Certification for CEASED OPERATION OF BUSINESS		Barangay		
Surrender Mayor's Permit, Sanitary Permit, Fire Safety and Business Plate.		Applicant		
Payment of Retirement/Closure of Business		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire	Interview		3 minutes	BPLO/Treasury Staff
2. Write letter of intent to close the Business/ Present Sworn Statement for Ceased Operation of Business.	Review, evaluate and assess the amount of taxes still due upon the closure of business.	Based on the balance still unpaid/ base on the gross sales/receipts declared.	3 minutes	BPLO/Treasury Staff
3. Pay the amount due and surrender the required documents	Check the completeness of documents according to the requirements and received payment.  After payment of taxes still due, the personnel shall now prepare and issue the duly sined Certification of Termination/Retirement to the Applicant		5 minutes	BPLO/Treasury Staff
			5 minutes	BPLO/Treasury Staff
4. Receive the Certification of Termination/Retirement of Business.				

**#Service Name** ISSUANCE OF TAX ON THE TRANSFER OF BUSINESS OR TRADE ACTIVITY

Service Information There is hereby levied or imposed a tax on the transfer of business or trade activity by sale, donation, barter or any other form or mode of conveyance under Article D of Revised Revenue Code Of 2019 of Municipality of Kalayaan Laguna.

<b>Office or Division:</b>	Municipal Treasury Office/ Revenue Collection Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Any person, natural or judicial who wants to transfer their business or trade activity who was granted a permit to operate or conduct a business or trade in this municipality.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Informing the BPLO/Treasury Office & Mayors Office regarding the transfer of Business or Trade Activity.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/informing the BPLO/Mayors Office regarding the transfer of Business Trade Activity and submit a Sworn Statement of the Gross Sales of Receipts within 10 days before the transfer.	Review the letter/Sworn Statement and check BPLO records	None	2 minutes	BPLO/Treasury Staff
2. Surrender the current Business Permit/Business Plate.	Receive the surrendered Business Permit/Business Plate	None	2 minutes	BPLO/Treasury Staff



3. Pay the corresponding fees	Accept the payment	1 and 1/10 % of Total consideration or gross sales or receipts of the preceding calendar year or P600.00 whichever is higher.	5 minutes	BPLO/Treasury Staff
4. Receive the New Certification		None	2 minutes	BPLO/Treasury Staff

**#Service Name** ISSUANCE OF CERTIFICATION /TAX CLEARANCES

**Service Information** The issuance of certification or tax clearance is a provision from the Revenue Code. It is issued for the requirement for medical treatment, judicial proceedings, scholarship or as supporting document as required by any private or government entities and one of the requirement in lieu of lost official receipts from business/real property tax payment.

<b>Office or Division:</b>	Municipal Treasury Office/ Revenue Collection Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Any resident individual of this municipality may avail of the service Any taxpayer whether resident or non-resident who own business or real properties located within the jurisdiction of this municipality.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
On Certification for NO BUSINESS/NO PROPERTY 1. Letter request hospital-treatment, judicial proceedings or from any private institution requiring for the certification or verbal request in case there is no written request available.		Applicant		
Barangay clearance or a certification of Residency of the client.		Barangay		
On Real Property Tax Clearance/Certification of Payment-Current Official Receipt		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire	Interview	None	3 minutes	Treasury Staff
2. Present and submit the required documents	Evaluate and verify from the updated List of Business Establishment/Real Properties from the Taxpayers Index Card or from the Abstract of Daily Collections if necessary.	None	8 minutes	Treasury Staff
3. Pay the amount due and surrender the required documents	Received the amount due and Prepare and issue the certification signed by the Municipal treasurer	P 100.00	3 minutes	Treasury Staff

**#Service Name** ISSUANCE OF TAX BILL/NOTICE OF DELINQUENCY

**Service Information** This serves as the computation of the tax bill of real Property Tax (RPT) taxpayers current and delinquent account in the municipality.

<b>Office or Division:</b>	Municipal Treasury Office/ Revenue Collection Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Any Owner of Residential, Commercial, Industrial, etc. who wants to know the computation of tax bill of Real Property Tax (RPT) taxpayer current and delinquent account in the municipality.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Last payment/Copy of receipts	applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the counter assigned and present the last payment of property.	Inspect last OR/Compute Tax bill of RPT taxpayer, current and delinquent account.	None	5 minutes (depends on number of property)	Treasury Staff
2. Received/Signed the Tax Bill /NODs for conformity of the computation.	Issued Tax bill/Notice of Delinquent	None	3 minutes (depends on number of property)	Treasury Staff

**#Service Name** OTHER MISCELLENOUS FEES & REGULATORY FEES

Service Information This serves as other payment of taxpayers provided in the provision under Revised Revenue Code of 2019 of Municipality of Kalayaan, Laguna

<b>Office or Division:</b>	Municipal Treasury Office/ Revenue Collection Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Any person who wants avail services in the Municipality provided in the provision under Revised Revenue Code of 2019 of the Municipality of Kalayaan, Laguna.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Last payment/Copy of receipts		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the counter assigned and submit Order of Payment from concerned offices.	Inspect Order of Payment (OP) for assessment	The amount written in the OP (Base on RRC)	1 minute	Treasury Staff
2. Pay the corresponding fees	Received the corresponding fees and Issue Official Receipt	None	1 minute	Treasury Staff



**OFFICE OF THE MUNICIPAL MAYOR  
FRONTLINE SERVICE**





**#Service Name** ISSUANCE OF MAYOR'S CLEARANCE

Service Information The office is processing and issued a Mayor's Clearance for what the applicants purposes needs.

<b>Office or Division:</b>	Municipal Mayor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Individuals who are needing the documents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Tax Certificate (CTC) and Official receipt (OR)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Community Tax Certificate (CTC) and	Receive documents (CTC) and advise the client to pay the clearance at the Treasurer's Office		1 minute	MO staff
Present the Official receipt (OR)	Accept the OR and prepare the document		1 minute	MO staff
Wait while the employee prepares the documents	Submit the document/s to the Municipal Mayor for signature		1 minute	Local Chief Executive/MO staff
Claim the document/s	Record on the logbook and release duly signed document/s		1 minute	MO staff

**#Service Name** SOLEMNIZATION/WEDDING CEREMONY

Service Information The office is processing and typing the marriage certificate and conducting the wedding ceremony.

<b>Office or Division:</b>	Municipal Mayor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Couples who are needing the documents for the wedding ceremony.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Marriage Certificate	MCR/Applicant
PSA birth certificate/PSA cenomar/Affidavit/Medical Certificate	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the documents (Application for marriage certificate/PSA birth certificate/PSA cenomar/Affidavit/List of Sponsors)	Receive the documents, check the requirements and remind the applicants when to come back		5 minute	MO staff
Submit the Medical certificate before the wedding date or ceremony	Receive the documents		1 minute	MO staff
Come to the venue earlier to the time of the wedding ceremony	Assist the people who will attend on the wedding ceremony		1 minute	MO staff
attend on the Wedding Ceremony	Assist the people to sign on the marriage certificate(couple, the sponsors & LCE)		25 minutes	Local Chief Executive/MO staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for the date when to come back for the release of the marriage certificate	Record and submit the documents to the office of the MCR		1 minute	MO staff

**#Service Name** ISSUANCE OF AFFIDAVIT

Service Information The office is processing and issued as Affidavit for what the applicants purposes needs.

<b>Office or Division:</b>	Municipal Mayor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Individuals who are needing the documents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Tax Certificate (CTC) and Official receipt (OR)	Applicant
ID's recommended for affidavit	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Community Tax Certificate (CTC) and ID's that is needed.	Receive documents (CTC) or ID's and advise the client to pay the affidavit at the Treasurer's Office		1 minute	MO staff
Present the Official receipt (OR)	Accept the OR and prepare the document		1 minute	MO staff
Give the documents to the applicant for signature and wait while the employee prepares the documents	Submit the document/s to the Municipal Mayor for signature		1 minute	Local Chief Executive/MO staff
Claim the document/s	Record on the logbook and release duly signed document/s		1 minute	MO staff

**#Service Name** FINANCIAL & BURIAL ASSISTANCE

Service Information The office is processing and giving a financial and burial assistance to the clients that needing this assistance.

<b>Office or Division:</b>	Municipal Mayor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Individuals who are needing this financial and burial assistance.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate or Medical Abstract/Brgy. Indigency/Medical prescription (for Financial or Medical Assistance)	Applicant
Death Certificate/Funeral Contract	Applicant
ID's recommended/needed	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements	Receive the documents and check if it is complete		5 minutes	MO staff
Wait for interview	Interview the client/s and if it is qualified attach a certificate of eligibility and advise the client to go on the office of the MSWD for interview		5 minutes	Executive Assistant II- Mun. Admin./MO staff



**OFFICE OF THE MUNICIPAL CIVIL REGISTRY  
FRONTLINE SERVICE**



**#Service Name** **ISSUANCE OF CERTIFIED COPY OR TRANSCRIPTION OF BIRTH, MARRIAGE AND DEATH CERTIFICATES**

Service Information Civil registry documents such as birth, marriage and death certificates may be availed by securing a Certified Transcript from the Registry Book, otherwise known as MF 1A or Certified True Copy from the original file.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Clients
<b>Who may avail:</b>	The concerned person or any person duly authorized by the document owner pursuant to Republic Act 10173 (otherwise known as <b>*Data Privacy Act (R.A. 10173)</b> and <b>*Philippine Statistics Authority (PSA) Memorandum Circular No. 2019-15</b> ) - the court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of the child's parents or other circumstances surrounding his birth; and - in case of the person's death, wife or nearest relative duly authorized by successors.
<b>CHECKLIST OF REQUIREMENTS</b>	
Valid ID of the Document Owner; If not document the owner: 1. Parent – Any valid ID 2. Child (Son or Daughter) – Any valid ID and Birth Certificate of the requester 3. Spouse – Any valid ID and Marriage Contract 4. Grandparents, siblings, relatives, friends and other interested persons (apo, kapatid, kamag anak, kaibigan o sinumang interesado) <input type="checkbox"/> present Authorization Letter duly signed by the person duly authorized by law stating the details of the civil registry documents being requested, (eg. Birth: Name of document owner, date and place of birth, complete father's and mother's maiden names; For Marriage Contract, state the husband's full name and wife's maiden name; date and place of marriage;	<b>WHERE TO SECURE</b> Please refer to the list of Valid Identification Cards as enumerated below. Civil Registry where the child was born or Philippine Statistics Authority ( PSA / can be secured in this office thru BREQS) and LCRO copy Civil Registry where the marriage was solemnized or Philippine Statistics Authority Format of authorization letter is available at the civil registry office
For death certificate, indicate the full name of deceased, date and place of death; and number of copies and state whether the document being requested is PSA or LCRO copy; or <input type="checkbox"/> in cases that the nearest kin (anak) was already deceased, submit duly Notarized Affidavit of Kinship Payment of Prescribed Fee List of Valid Identification Card (ID)	Notary Public chosen by the clients. Treasury Office
List of Valid IDS (Present any of the following)	
Voter's ID Barangay ID with picture and signature Driver's License Passport Professional Regulation Commission ID UMID ID Social Security System (SSS) UMID Postal ID HMDF Loyalty Card Senior Citizen ID OFW ID OWWA ID Seaman's/Seawoman's Book NBI Clearance PNP Clearance ID 4 P's ID PWD ID AFP, DAR, DENR, DOJ	COMELEC OFFICE where the client was registered Barangay Office where the client resides Land Transportation Office Department of Foreign Affairs Professional Regulation Commission (PRC) Government Service Insurance System (GSIS) Social Security System Philpost Pag-IBIG Social Welfare and Development Office (DSWD) Department of Labor and Employment (DOLE) Overseas Workers Welfare Administration (OWWA) Maritime Industry Authority (MARINA) National Bureau of Investigation Philippine National Police to where the client resides Department of Social Welfare Development Department of Social Welfare Development Government Offices and other Gov't owned & controlled Corporation (GOCC) LGU (Governor, Vice Gov, Mayor, Vice Mayor) Bureau of Internal Revenue (BIR) Reputable Schools/College/Universities recognized by DepEd and CheD
Company ID TIN with picture and signature School Student ID signed by the school head	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip	1.1. Database / archive search 1.2. Issuance of order of payment.		10 minutes	Simeon R. Mercado Jr. – Casual (Encoder) Roan L. Madrazo – J.O. (Office Assistant)
	1.3 If requesting for MF 1A (Transcription of Birth), prepare the document.		10 minutes	Maria Mina E. Lacanilao – Data Entry Machine Operator 3; & Adelaida A. Agana – Municipal Civil Registrar
2. Pay to the Treasury Office.	2. Receive the payment.	110.00 per document	5 minutes	Designated window at the Treasury Office Maria Mina E. Lacanilao – Data Entry Machine Operator 3;
3. Present Official Receipt (OR), sign in respective log book and claim the document being requested.	3.1. Check and certify the requested documents. Record the OR.		3 minutes	Adelaida A. Agana – Municipal Civil Registrar Simeon R. Mercado Jr. – Casual (Encoder) Roan L. Madrazo – J.O. (Office Assistant)
	3.2. Sign the document.		2 minutes	
	3.3. Release the document.		2 minutes	
<b>TOTAL</b>	Certified True Copy Transcription (MF1A, 2A or 3A)	<b>₱ 110.00</b>	17 minutes 27 minutes	

## 2. TIMELY REGISTRATION OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

### #Service Name

#### 2.1. Registration of Birth

Service Information : The first right of a person is the right to a name and nationality. The clinic administrator, the attendants at birth/death, the parents themselves (for births) shall report the event of birth in Kalayaan, Laguna Civil Registry Office.

All births shall be recorded in the Birth Registry Book within 30 days. If registered beyond 30 days, it is considered delayed.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	The clinic administrator, the attendants at birth, the parents themselves (for births) shall report the event of birth in Kalayaan, Laguna Civil Registry Office.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Four (4) copies of duly accomplished Certificate of Live Birth (COLB) or Municipal Form No. 102 using black ink and in accordance with the following rule: <input type="checkbox"/> Illegitimate child not acknowledged by the father shall use the surname of the mother; <input type="checkbox"/> Illegitimate child acknowledged by the father shall use the surname of the mother if no Affidavit to Use the Surname of the Father (AUSF) is executed; 2. Three copies of Affidavit to Use the Surname of the Father (AUSF), in accordance with the following rules: <input type="checkbox"/> For children of un-married parents recognized by the father, affidavit of admission of paternity executed by the father in front of the Municipal Civil Registrar, Philippine Consulate Office (if abroad), Notary Public, or any person authorized by the	Pay the ₱ 22.00 at the Treasury Office Secure forms at Civil Registry Office If the attended at the time of birth by RHU personnels, proceed to MHO and request for typing of entries in the COLB (MF 102). If attended by hilot, LCRO personnel will prepare the COLB.  Civil Registry Office or Notary Public  Civil Registry Office or Notary Public  Civil Registry Office or Notary Public



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Philippine Law to administer oath;  <input type="checkbox"/> For parents who want their child to use the surname of the father after the later's acknowledgedment:  <input type="checkbox"/> Child ages 0 to 6 years an Affidavit to Use the Surname of the Father (AUSF), executed by the mother in front of the MCR or any person authorized to administer oath;  <input type="checkbox"/> Child ages 7 to 17, an AUSF executed by the child in front of MCR or any person authorized to oath together with Mother's Attestation.  <input type="checkbox"/> Upon reaching the age of majority, illegitimate child acknowledged by the father shall use the surname of the father upon execution of an AUSF</p>		<p>Civil Registry Office or Notary Public</p> <p>Civil Registry Office or Notary Public</p>		
<p>3. Any Valid Identification as stated in the list of Valid IDS in Service #1            4. Payment of the prescribed fee.</p>		<p>Refer to list of valid identification cards as stated on Service #1            Treasury Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit data sheet and accomplished COLB in Municipal Form No. 102	1.1. Check for the accuracy and correctness of entries. ( If legitimate, proceed to Step 4, If illegitimate, proceed to Step 2 to 4).	None	10 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3
1.2. Proof read the Affidavit of Admission of Paternity (AAP)	1.2. Prepare the AAP found at the back of MF 102		10 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3
1.3. Check the correctness of entries.	(COLB); and present to the client for review. 1.3. If the mother wants the child to Use the Surname of the Father prepare Affidavit to that effect. Prepare an Affidavit to Use the Father's Last Name; and present to client for review . 1.4. Witness the signing of AAP by the father and AUSF by the mother, then affix the signature on administering officer portion		15 minutes 5 minutes	Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar Adelaida A. Agana – Municipal Civil Registrar
2. Receive the order of payment and pay to the Treasury Office	2. Issue: order of payment for registration of legal document (AUSF); claim stub and Register the AUSF		3 minutes	Roan L. Madraza (JO- Office Assistant)
3. Payment of prescribed fee at the treasury office	3. Receive payment.	₱ 200.00	5 minutes	Designated window at the treasury office.



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to the office after 15 minutes, present the Official Receipts and Received the Registered COLB.	4. Record the O.R. And issue the document /s.		3 minutes	Roan L. Madrazo (JO- Office Assistant)
TOTAL	Legitimate child	₱ 0.00	28 minutes	
TOTAL	Illegitimate w/ AAP	₱ 0.00	43 minutes	
TOTAL	Illegitimate w/ AAP & AUSF	₱ 200.00	1 hour & 6 minutes	

**#Service Name**

**2.2 Timely Registration of Marriage**

Service Information

Marriage is 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 inviolable social institution whose nature, consequences, and incidence are governed by law and not subject to stipulation, except that marriage settlements may fix the property relations during the marriage within the limits provided in the Family Code of the Philippines.

Events of marriage shall be registered in the Marriage Registry Book within 15 days, if with marriage license, and within 30 days, if exempted from license requirements.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	The solemnizing officer has the duty
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>Four (4) copies of duly accomplished Certificate of Marriage (Form 97) with the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> All entries must be in <b>black ink</b> and bearing readable entries and correct information base on the supporting documents submitted to the solemnizing officer by the couple (except on the age at the time of marriage, as the age needs recomputation at the time of marriage); duly signed by the concern parties (couple; solemnizing officer and at least two (2) witnesses at the time of solemnization of marriage;</li> <li><input type="checkbox"/> Joint Affidavit of parties who have lived continuously together for at least five (5) years (Family Code, Art. 34);</li> <li><input type="checkbox"/> Affidavit of the solemnizing officer for those who have lived together for at least five (5) years, specifying that he ascertained the ages, relationship of the contracting parties and the <b>Absence of a legal impediment</b> to the marriage.</li> </ul> <p>5. Any Valid Identification as stated in the list of Valid IDS in Service #1</p>	<p>Form 97 is available at the National Printing Office (NPO), Quezon City and PSA (San Pablo City, Laguna) The solemnizing officer will provide the couples with the said form.</p> <p>Notary Public or any person duly authorized by law to administer oaths.</p> <p>Found at the back of Marriage Contract Form, to be accomplished and to be signed by the solemnizing the officer</p> <p>Refer to Service #1</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 4 copies of accomplished Certificate of Marriage (COM) bearing signatures of parties involved, for latter's review and clarity of entries.	1.1 Receive and review the correctness and clarity of entries. 1.2 Check if the COM were properly signed.	None	10 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida Agana Municipal Civil Registrar
2. Wait for the registration process.	2.1 Register the COM 2.2 Sign the documents in the received and registered portion.	None	10 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida Agana Municipal Civil Registrar
3. Present valid ID, claim the document and sign in the respective log	Release client's copy of registered COM.	None	3 minutes	Roan L. Madrazo (JO-Office Assistant) Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida Agana Municipal Civil Registrar
<b>T O T A L</b>			<b>23 minutes</b>	

### #Service Name

### 2.3 TIMELY REGISTRATION OF DEATH AND FETAL DEATH

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place (postnatal cessation of vital functions without capability of resuscitation). (U.N. Statistical Commission) (N)

### Service Information

Fetal death is the death prior to the complete expulsion of a product of conception, irrespective of the period of pregnancy. The death is indicated by the fact that after such separation, the fetus does not breathe nor show any other evidence of life, such as the beating of the heart, pulsation of the umbilical cord or definite movement of voluntary muscles. (22:1a)

All events of death shall be recorded in the Death Registry Book within 30 days from the time of death. It shall be reported within 24 hours to the Municipal Health Office for preparation and review of Death Certificate.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	(1) It shall be the responsibility of the physician who last attended the deceased or the administrator of the hospital or clinic where the person died to prepare the proper death certificate and certify as to the cause of death. The death certificate shall then be forwarded within forty-eight (48) hours after death, to the health officer who shall examine the certificate of Death and then affix his signature in the appropriate box and shall order its registration in the Office of the civil Registrar. (15a) (2) It shall be the responsibility of the nearest relative or person who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical attendance. The health officer shall examine the deceased and shall certify as to the cause of death and direct the registration of the death certificate to the Office of the Civil Registrar within the reglementary period of thirty (30) days. (16a) (3) Where death occurs in a vehicle/vessel/airplane, the driver/ship captain/pilot, as the case maybe, shall report such death to the concerned health officer. In accidents where there are no survivors, it is the responsibility of the owner of the vehicle/vessel/airplane to make the report of death. (N). <b>A.O. No. 1 year 1993, IRR on Civil Registration, Rule 33. Persons Responsible to Report the Event.</b>





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of duly accomplished Certificate of Death (MF 103) or Certificate of Fetal Death from the Municipal Health Office: All entries must be in black ink Duly signed by:		Form 103 is available at the Local Civil Registry Office Municipal Health Office personnel will prepare and accomplished said Form 103 base on data sheet submitted by the registrant.		
<input type="checkbox"/> The one who prepared the MF 103 <input type="checkbox"/> MHO who certified the death and reviewed the cause of death <input type="checkbox"/> Embalmer;  <input type="checkbox"/> Official Receipt in payment of Burial Permit and Rent of Cemetery Lot. Any Valid Identification as stated in the list of Valid IDS in Service #1		MHO Personnel Municipal Health Officer – Dr. Rica A. Paraiso  Funeral Parlor where the remain of the deceased was embalmed by a license embalmer. Municipal Economic Enterprise Office (MEE), just beside the MCR Office Refer to Service #1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 4 copies of accomplished Certificate of Death (COD) MF 103/Fetal Death in black ink, duly signed by the one who prepared the COD, MHO, Embalmer, person registering the event together with the official receipt in payment of Burial Permit and Rent of cemetery lot.	1.1.Receive and review the correctness and clarity of entries. 1.2.Check if the documents were properly signed.	None	10 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida Agana Municipal Civil Registrar
2. Wait for the registration process.	2.1.Register the COD/COFD. 2.2. Sign the document in the received and registered portion.	None	10 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida Agana Municipal Civil Registrar
3. Present Valid ID, claim the document and sign in the respective log book.	Release client's copy of registered COD/COFD	None	3 minutes	Roan L. Madrazo (JO-Office Assistant) Ma. Mina E. Lacanilao – Data Entry Machine Operator 3
	<b>Total processing time</b>		<b>23 minutes</b>	

**#Service Name**

Service Information

**3. APPLICATION FOR OUT OF TOWN AND DELAYED REGISTRATION OF CERTIFICATE OF: BIRTH, MARRIAGE AND DEATH**

If certificates of birth, death, fetal death and marriage were not presented for recording on the prescribed period, it is considered late and subject to delayed registration processing. If event happened outside of Kalayaan, Laguna it is subject to out-of-town reporting to the concerned city/municipality.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	The document owner, nearest relative or person duly authorized by existing laws.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Certificate of no available record (Birth, Death or Marriage)</p> <p>2. Valid Identification Cards of applicant and document owner;</p> <p>3. Affidavit of out-of-town reporting attested by two disinterested persons, for event outside of Kalayaan;</p> <p><b>(See other requirements per type of document to be registered)</b></p> <p><b>For Birth Certificate – Delayed Registration:</b></p> <p>4. Any two (2) of the following documents to show registrant's name, date and place of birth, and parents' information: (the more the better, the oldest the best)</p> <p>a. Original baptismal certificate</p> <p>b. Certified copy of Form 137 / school records; (High School, Elementary, Nursery, Kinder or Prep)</p> <p>c. Certified copy of the registrant's Medical Record;</p> <p>d. Income tax return of parents or registrant;</p> <p>e. If a voter, Certified copy of voter's affidavit;</p> <p>f. If employed, Employment service record;</p> <p>g. If insured, insurance policy;</p> <p>h. The least acceptable supporting documents, if only one of the above is available, Barangay Captain's certification for delayed registration of birth;</p> <p>5. Affidavit of two (2) disinterested persons who might have witnessed or witnessed or known the child's birth;</p> <p>6. Affidavit of delayed registration of birth at the back of the COLB;</p> <p>7. If married, Certificate of Marriage (COM) of parents and document owner</p> <p>8. For foreign nationals, parents' passport or travel documents;</p> <p>9. Four (4) copies of duly accomplished COLB and other requirements under timely registration of birth.</p> <p><b>For Death Certificate–DelayedRegistration:</b></p> <p>4. Four (4) copies of accomplished COD and other requirements under timely registration of death;</p> <p>5. Affidavit for delayed registration (at the back of the Certificate of Death) executed by the nearest relative of the deceased or by any person having legal charge of the deceased when he was still alive;</p> <p>6. Certificate of burial, cremation or other means of corpse disposal;</p>	<p>From Philippine Statistics Authority (PSA formerly NSO);</p> <p>Refer to Service # 1</p> <p>Notary Public or any administering officer duly authorized by law.</p> <p>Church where the child was baptized</p> <p>School where the child studied</p> <p>Health Center or any clinic where the medical check up was performed</p> <p>Bureau of Internal revenue</p> <p>Comelec where the client was registered</p> <p>HRMO where the client was working</p> <p>GSIS,SSS, or any other insurance firms where the client was insured</p> <p>Office of the Barangay Chairman where the child was born</p> <p>Civil Registry Office, notary public or any person duly authorized to administer oath.</p> <p>To be accomplished by the MCRO staff, or any person duly authorized to administer oath.</p> <p>Civil Registry Office where the marriage was solemnized or PSA</p> <p>Department of Foreign Affairs, consulate Office of the Foreigner's country</p> <p>Forms available at Civil Registry Office Kalayaan, Laguna amounting to P 22.00</p> <p>Forms available at Civil Registry Office Kalayaan, Laguna amounting to <b>P 22.00</b></p> <p>Civil registry Office, notary public or any person duly authorized to administer oath.</p> <p>Municipal Economic Enterprised (Burial Fee) Cretorium, Cemetery/Memorial Park where the remain was cremated/buried</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>7. Certification from the funeral parlor or Official Receipt for Funeral Service  <b>For Marriage Certificate – Delayed Registration:</b>            4. Original copy of the unregistered COM with signatures or certified copy of it from the Solemnizing Officer (SO);            5. Affidavit for delayed registration executed by the SO or the person surrounding the marriage and reason or cause of delay;            6. In the absence of the old marriage certificate, certified copy of the solemnizing officer's record/registry book;            7. Affidavit of secretary, witnesses and contracting parties;            8. Certified copy of the marriage license of certification that license was issued together with the Marriage License Application;            9. Certified copies of children's birth certificates showing parents' date and place of marriage;            10. Certificate of No other marriages (CENOMAR) for both parties;            11. Four (4) copies of the reconstructed COM, if no original was presented, and other requirements under timely registration of marriage; and</p> <p>*Payment of processing or endorsement fee for delayed registration            Note: The Civil Registrar may require submission of other documents which may deem necessary.</p> <p>Any Valid Identification as stated in the list of Valid IDS in Service #1</p>		<p>Funeral Parlor</p> <p>Office of the solemnizing officer who solemnized the marriage.</p> <p>Found at the back of Marriage Certificate form; to be subscribed before Civil Registry Office, notary public or any person duly authorized by law.</p> <p>Office of the solemnizing officer who solemnized the marriage.</p> <p>Civil Registry Office, Notary public or any person duly authorized by law</p> <p>Office of the solemnized officer or Civil Registry Office where the application for marriage license was processed</p> <p>Civil Registry Office where the children were registered</p> <p>Philippine Statistics Authority (PSA) or Civil Registry Office-Kalayaan, Laguna thru BREQS</p> <p>Forms available at Civil Registry Office Kalayaan, Laguna amounting to <b>P 22.00</b></p> <p>Treasury Office</p> <p>Refer to service #1</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Interview the client and evaluate the requirements submitted. 1.2 Database / Archive search.	None	15 minutes	Ma. Mina E. Lacañilao – Data Entry Machine Operator 3 Adelaida Agana Municipal Civil Registrar
2. Payment of prescribed fee to treasury office.	Issue Order of payment.	For civil registry documents registrable at Kalayaan: Processing fee (PF) = ₱ 100.00 for the first year; and 25 centavos per month year thereafter. (Example: if delayed for 3 years: 1st year = 100 Succeeding years = 0.25 x 24 months =6; PF = ₱ <b>106.00</b>	5 minutes	Designated window at the Treasury Office.



		For out of town registration : Payment of endorsement fee amounting to <b>₱ 160.00</b>		
3.1.Present the O.R 3.2. Review the correctness of entries on civil registry documents 3.3.Sign the documents being registered.	Present the COLB/COD/ or COM for review and signatures.	None	10 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida Agana Municipal Civil Registrar
3.1.Receive the claim stub.  3.2. Wait for the process.	3.1.For Kalayaan registration documents: Issue claim stub. 3.2.Post the document for 10 consecutive days pursuant to *Act 3753, Registry Law Rule 13 (Posting of Pending Application of AO S. 1993)		3 minutes  10 days	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3  Simeon R. Mercado – Casual (Encoder)
3.1.a. Receive the documents and send the documents to the concern civil registry office via courier of client's choice. 3.2.a.Furnish the office with the copy of courier and a cellphone number for notification purposes.	If applicant for out of town reporting of birth, issue the documents to the client. 3.2.a.File the OR and record the contact number.		With follow the 10 days posting period. The registration period will depend on the receiving Civil Registry Office on how they will act on the concern document.	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Ma. Mina E. Lacanilao – Data Entry Machine Operator 3
4. Present the Claim Stub and valid ID. Sign on the respective logbook.	Release the registered document to the client.	None	3 minutes	Mina Encarnacion Adelaida A. Agana – Municipal Civil Registrar
	Total Processing Time (Application)		33 minutes	
	Total Posting Period		10 days	
	Total Processing Time (Release)		3 minutes	

**\*Rule 13. Posting of the Pending Application.** - (1) A notice to the public on the pending application for delayed registration shall be posted in the bulletin board of the city/municipality for a period of not less than ten (10) days. (47a)



**#Service Name**                      **4. APPLICATION FOR ISSUANCE OF MARRIAGE LICENSE**

Service Information                      Contracting parties (either one or both parties must be a resident of Kalayaan, Laguna) shall apply for a marriage license before the solemnization of marriage. A marriage license is valid in any part of the Philippines for a period of 120 days from the date of issue.

<b>Office or Division:</b>	Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Contracting Parties (male and woman without any legal impediment to marry)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth; or Baptismal Certificate of contracting parties (Bring original and one clear photocopy)		Philippine Statistics Authority or Civil Registry Office where the applicant was born Church where the applicant was baptized		
2. Parental Advice for ages 21 to below 25 years old		Forms available at the civil registry office, parents are mandated to sign the parental advice in front of the MCR.		
3. Parental Consent for ages 18 to 21 years below;		Forms available at the civil registry office, parents are mandated to sign the parental advice in front of the MCR.		
4. Pre-Marriage Counselling Certificate from DSWD		PMC Team; venue is at Main Health Center or Tourism Office		
5. Family Planning Certificate from MHO & Population Office (Done twice a month. Schedule depends on the date designated by the Provincial Population Office)				
6. Annulment decree (if annulled);		Court where the marriage was annulled		
7. Death Certificate (if widow of widower)		Philippine Statistics Authority or Civil Registry where the death was occurred		
8. One (1) Valid Identification Card (COMELEC/SSS, ETC) of applicants and parents who will sign in the parental advice or consent;		Refer to List of Valid IDs in No. 1		
9. Valid Identification Card) of applicants; Photocopy		Refer to List of Valid IDs in No. 1		
10. Legal capacity to marry issued by the Embassy (for foreign national);		Foreign Embassy base on the nationality of the applicant stationed in the Philippines		
11. PSA Certificate of No Marriage Record (CENOMAR)		Philippine Statistics Authority - copy can be secured at LRCO Kalayaan thru BREQs		
12. Payment of prescribed fee		Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the data sheet, submit the requirements for evaluation.	1.1.Receive, evaluate and review the correctness and completeness of requirements. Prepare and Accomplish the Application For Issuance of Marriage License; Parental Consent or Advice	None	6 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Mina Encarnacion Adelaida A. Agana – Municipal Civil Registrar
		None	30 Minutes	
2.1.Received accomplished Application for Issuance of Marriage License (MF 90), Parental Advice or consent. 2.2. Review the correctness of entries and voluntarily sign the documents in front of MCR Adelaida Agana	2.1. Present the document for clients' review and signatures. 2.2.Witness clients signature on documents.	None	10 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Mina Encarnacion Adelaida A. Agana – Municipal Civil Registrar
		None		



3.1 Receive order of payment.  3.2. Payment of prescribed fee at the Treasury.	3.1. Issue order of payment.  3.2. Issue order of payment.	Marriage Application Fee = 550.00; Additional Marriage License Fee = 110.00; & Marriage License = 2.00	5 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 & Designated Window at the Treasury Office.
2. Present the Official receipt and receive the claim stub. Date of release will be after the 10 day posting period.	Record the official receipt and issue claim stub. Post the application for 10 consecutive days	None	3 minutes  10 days	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Simeon Mercado – Casual (Encoder)
3.1. Return on the date specified on the claim stub. Present the stub and valid ID. 3.2. Claim the documents and sign on respective log book.	3. Release the marriage application, marriage license and other related documents.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar
	<b>Total processing time (Application)</b> <b>Posting Period</b> <b>Total processing time (Release)</b>		<b>54 minutes</b> <b>10 days</b> <b>3 minutes</b>	

\*Act 3753, Rule 48, Par. 6 The local civil registrar shall prepare a notice which shall contain the full names and residences of the applicants for a marriage license and other data given in the applications. The notice shall be posted for ten consecutive days on a bulletin board outside the office of the civil registrar located in a conspicuous place within the building and accessible to the general public. This notice shall request all persons having knowledge of any impediment to the marriage to advise the civil registrar thereof. The marriage license shall be issued after the completion of the period of publication. (Article 17, Family Code) (N)

**#SERVICE NAME**      **5. PREPARATION AND ACCEPTANCE OF REGISTRABLE DOCUMENTS**  
**5.1. ACKNOWLEDGEMENT/AFFIDAVIT OF ADMISSION OF PATERNITY (AAP)**

Service Information      For the purpose of civil registration, the acknowledgement of an illegitimate child by both parents. The public instrument is called as Affidavit of Acknowledgement and applicable for children born on or before August 03, 1988. Under the family code, the public instrument is called as Affidavit of Admission of Paternity (AAP) executed by the father.

**#SERVICE NAME**      **5.2. AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF) OR R.A. 9255**

Service Information      RA 9255 is an act allowing acknowledged illegitimate child to use the surname of their father, applicable to children born during the effectivity of Republic Act 9255 dated **March 19, 2004 onwards**.

<b>Office or Division:</b>	Civil Registry Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	Document Owner Person duly authorized by law in need of this service.	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Registered or Unregistered COLB  - Affidavit of acknowledgement / admission of paternity duly signed by the father before an administering officer  - Affidavit to use the surname of the father duly signed by the administering officer  - Machine copy of one (1) valid identification card of both parents (COMELEC ID, NBI or Police Clearance, Barangay ID - for verification purposes; present the original copy)  Payment of prescribed fee		Philippine Statistics Authority or Civil Registry Office where the applicant was born  Civil Registry Office or Any Notary Public  Civil Registry Office or Any Notary Public  Refer to list of valid ID'd in No. 1  Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements for validation and verification of documents on office file.	1.1. Examine and validate the correctness of documents. 1.2. Issue order of payment. 1.3. Register the document.	None	15 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar
2. Payment of prescribed fee at the Treasury Office.	2. Receive the payment.	Registrati on of Legal Document = 200.00	5 minutes	Designated window at the treasury office.
3. Present the O.R and Valid ID; receive the document and sign in the logbook.	3. Record the O.R. And issue the document /s.	None	3 minutes	Mina Lacanilao or Simeon Mercado
	<b>Total processing time</b>		<b>23 minutes</b>	

**# SERVICE NAME**      **5.3 AFFIDAVIT OF LEGITIMATION (AOL) pursuant to Art 177 of the Family Code and R.A. 9858 (LEGITIMATION OF CHILDREN BORN TO MINOR PARENTS)**

Legitimation is a process where a child born out of wedlock is considered legitimate by fiction of law due to the subsequent valid marriage of his/her parents. Affidavit of legitimation is a joint sworn statement of the parents of the illegitimate child where they declare the fact of their not being disqualified to marry each other at the time when the child was conceived and the fact that they subsequently married each other after the child was born.

Service Information      R.A. 9858 it is an act amending Article 177 which states that "Children conceived and born outside of wedlock of parents who, at the time of conception of the former, where not disqualified by any impediment to marry each other, or so qualified only because either or both of them were below eighteen (18) years of age, may be legitimated."

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Document owner Parents of illegitimate child who wants their child to be legitimated after their wedding.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Un annotated COLB with Affidavit of Admission paternity <input type="checkbox"/> Marriage Contract of parents <input type="checkbox"/> Certificate of No Marriage Record of parents or Advisory on Marriage from PSA <input type="checkbox"/> For parents who at the time of conception was 18 years old, Affidavit of Legitimation pursuant to Art. 177 of the Family Code duly signed by Administering Officer <input type="checkbox"/> For minor parents, Affidavit of Legitimation pursuant to R.A. No. 9858 <input type="checkbox"/> One Valid (1) Identification Card of both parents (COMELEC, NBI or Police Clearance, Barangay ID) <input type="checkbox"/> Payment of Prescribed Fee		Philippine Statistics Authority or LCRO Kalayaan Civil Registry or PSA Philippine Statistics Authority Civil Registry Office or any Notary Public Refer to list of valid id's in no. 1 Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements. 1.2 Receive order of payment	1.1. Check and verify the requirements for registration. 1.1. Register the document. 1.2 Issue order of payment.	None	15 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar
2. Payment of fees at the Treasury Office	3. Receive payment and issue official receipt.	₱ 200.00	5 minutes	Designated window at the Treasury Office.
4. Present the Official Receipt, claim the document sign and sign in the respective logbook.	Record the O.R. And issue the document /s.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Mercado – JO (Administrative Staff)
	<b>Total processing time</b>		<b>23 minutes</b>	

#### # SERVICE NAME

#### 6. ISSUANCE AND ENDORSEMENT OF ANNOTATED CIVIL REGISTRY DOCUMENT

Service Information

Civil Registry documents that yield negative certification from Philippine Statistics Authority, or documents that undergone changes by virtue of court petition, Republic Act 9255, Legitimation, and Correction of Entries, Supplemental Report on missing entries and Correction of Clerical Error in accordance with Mc 2010-04, but upon clients' request of copy were found unannotated, must be endorsed to Philippine Statistics Authority for annotation of their copy making it beneficial to the concern document owner.

#### # SERVICE NAME

#### 6.1 Court Order

Service Information

Annotation and endorsement of subject document upon submission of registered court order and other supporting documents.

<b>Office or Division:</b>	Civil Registry Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	Document owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certified true copy (CTC) of the documents to be amended (LCRO and PSA copy)		Philippine Statistics Authority or LCRO copy
2. Duly Notarized/Administered Legal Instruments / Certified true copies of Court Decisions		Civil Registry Office or Philippine Statistics Authority
3. Certificate of Finality for Court Decisions		Court where the petition was filed and approved
4. Certified True Copy of document exhibited in Court		Court where the petition was filed and approved
5. Certificate of authenticity of court order/decision		Civil Registry Office where the court order/decision was registered
6. Certificate of Registration of Document and endorsement		Civil Registry Office where the court order/decision was registered





<p>7. If legal instruments were executed in foreign country, oath should be administered by the Philippine Consul, - authenticated by the authorized official of the Department of Foreign Affairs (DFA) - and registered at the Civil Registry of Manila. (See other requirements per type of document to be registered). 8. One Valid (1) Identification Card of both parents (COMELEC, NBI or Police Clearance, Barangay ID) 9. Payment of Prescribed Fee</p>		<p>Philippine Consulate Office where the affiant resides  Department of Foreign Affairs-Manila  Refer to List of Valid ID's in No. 1  Treasury Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and Submit request form together with the requirements stated above.	1.1.Verification and validation of documents presented 1.2.Issue order of payment. 1.3.Proceed with the annotation and preparation of endorsement letter	None None	8 minutes 1 hour	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar
2. Payment of prescribed fees at the Treasury Office.	2. Issue official receipt and Receive payment.	Secretary's Fee (For annotated COLB/CO M /DEATH) =P 110.00 Endorsement of COLB (Court Order) = P 220.00	5 minutes	Treasury Office assigned window.
3. Present the OR, receive the claim stub. (The stated release is after one working hour).	4. Record the official receipt and issue claim stub.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Madrazo (JO-Office Assistant)
5.1.Present the Claim Stub and Valid Identification and claim the document. 5.2. sign in the respective log books.	Issue the document being requested.	None	3 minutes	Mina Lacanilao
	<b>Total Processing time</b>		<b>1 hour and 19 minutes</b>	

**# SERVICE NAME 6.2. FOR CHILD'S LEGITIMATION DUE TO SUBSEQUENT MARRIAGE OF PARENTS**

Service Information

Annotation and endorsement of Certificate of Live Birth upon submission and registration of Affidavit of Legitimation and other necessary supporting documents.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to
<b>Who may avail:</b>	- the concerned person or any person duly authorized by the document owner pursuant to Republic Act 10173 (otherwise known as *Data Privacy Act (R.A. 10173) and * Philippine Statistics Authority Memorandum Circular No. 2019-15)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Only children conceived and born outside of wedlock of parents who, at the time of the conception of the former, were not disqualified by any impediment to marry each other, may be legitimated. (Article 177, Family Code)	



<input type="checkbox"/> Joint Affidavit of Legitimation <input type="checkbox"/> Certified True Copy (CTC) of Marriage Contract  <input type="checkbox"/> Certificate of No Marriage Record (CENOMAR)/Advisory on Marriage for both parents <input type="checkbox"/> Copy of divorce/annulment decree and Judicial Recognition, if divorced/annulled <input type="checkbox"/> CTC of Death Certificate, if parent/s is/are deceased <input type="checkbox"/> Affidavit of Paternity/Acknowledgement, if the child has not yet been acknowledged <input type="checkbox"/> One Valid (1) Identification Card of both parents (COMELEC, NBI or Police Clearance, Barangay ID) <input type="checkbox"/> Payment of Prescribed Fee Note: An affidavit of Legitimation will not be registered if the child was conceived and born from parents with existing previous marriage or when parents have legal impediment to marry.		Civil Registry Office or Notary Public  Philippine Statistic Authority Court where the court proceeding was filed and approved Philippine Statistics Authority or Civil Registry office where the Civil Registry Office or Notary Public Refer to List of Valid IDs in No. 1 Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit the request form and requirements stated above.	1.1. Check and verify the requirements.		8 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3
1.2. Receive the order of payment.	1.2. Issue order of payment. 1.3. Annotate the document and prepare endorsement letter.	None	1 hour	Adelaida A. Agana – Municipal Civil Registrar
2. Payment of prescribed fees at the Treasury Office.	Issue Official Receipt and receive the payment.	P 220.00	5 Minutes	Treasury office assigned window.
3. Present the OR, receive the claim stub. (The stated release is after one working hour).	3. Record the OR, and issue claim stub.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Madrazo (JO-Office Assistant)
4.1. Present the Claim Stub and Valid Identification Card, and claim the document 4.2. Sign in the respective log books.	4. Release the documents.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Madrazo (JO-Office Assistant)
	<b>Total processing time</b>		<b>1 hour and 19 minutes</b>	

**# SERVICE NAME 6.3 FOR: USE OF FATHER'S LAST NAME (RA 9255, Revised IRR)**

Service Information Annotation of Certificate of Live upon submission and registration of Affidavit to Use the Surname of the Father and other supporting documents.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	- the concerned person or any person duly authorized by the document owner pursuant to Republic Act 10173 (otherwise known as *Data Privacy Act (R.A. 10173) and * Philippine Statistics Authority Memorandum Circular No. 2019-15)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
. CTC of COLB <input type="checkbox"/> Affidavit to Use the Surname of the Father: o For ages 0 to 6 years AUSF executed by the mother in front of any person authorized by law to administer oaths;  o For ages 7 to 17 years AUSF executed by the child together with mother's or guardian's attestation  o For ages 18 and above AUSF executed by the document owner  <input type="checkbox"/> Valid Identification Cards of the child and recognizing parents  For COLB's with unknown father's, please submit: CTC of Certificate of Live Birth  <input type="checkbox"/> Affidavit of Acknowledgement/Paternity with mother's conformity;  <input type="checkbox"/> Valid Identification Cards of the child and recognizing parents  <input type="checkbox"/> Payment of Prescribed Fee		Civil Registry Office or Notary Public           Refer to List of Valid IDs in No. 1  Philippine Statistics Authority or Civil Registry Office  Civil Registry Office or Notary Public  Refer to List of Valid IDs as enumerated in Service No. 1  Treasury office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Fill up, Submit request form and requirements. 1.2. Receive the order of payment.	1.1. Check and verify the requirements submitted. 1.2. Issue order of payment. 1.3. Prepare the documents being requested.	None None	8 minutes 1 hour	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar
2. Payment of prescribed fees at the treasury office.	2. Receive payment and issue official receipt.	220.00	5 minutes	Treasury office assigned window and personnel.
3. Present the Official Receipt, claim the document and sign on respective log book.	Record the O.R. And issue the document /s.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Madrazo (JO-Office Assistant)
	<b>Total Processing Time</b>		<b>1 Hour and 16 minutes</b>	

**#SERVICE NAME 6.4 FOR SUPPLEMENTAL REPORT ON OMITTED ENTRIES:**

Service Information      Annotation and endorsement of the subject document upon submission of duly notarized affidavit of Supplemental Report stating the information inadvertently omitted when the document was registered in the Certificate of Live Birth (COLB).

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	- the concerned person or any person duly authorized by the document owner pursuant to Republic Act 10173 (otherwise known as *Data Privacy Act (R.A. 10173) and * Philippine Statistics Authority Memorandum Circular No. 2019-15)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> CTC of COLB <input type="checkbox"/> Affidavit of Supplemental Report on omitted entry/ies stating the reason why there was a failure in supplying the required entry. <input type="checkbox"/> Certified True Copy of parents' Marriage Contract <input type="checkbox"/> Valid Identification Card Note: Supplemental reports are limited to 2 entries only. Beyond that, they are referred to the PSA for the Civil Registrar General's approval.		Civil Registry Office or Philippine Statistics Authority Notary Public  Civil Registry Office or Notary Public  Refer to List of Valid IDs in No. 1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.Fill up and submit request form, and the requirements stated above.	1.1.Check and verify the documents submitted.	None	8 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar
1.2.Receive the Order of Payment.	1.2 Issue Order of Payment.		1hour	
	1.3.Prepare and process the document being requested			
3. Payment of prescribed fees at the treasury office.	3. Receive the payment and issue official receipt.	220.00	5 Minutes 1 hour	Treasury Office assigned window and personnel.
4. Present the OR, receive the claim stub. (The stated release is after one working hour).	Record the OR and issue claim stub.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Madrazo (JO-Office Assistant)
5. Present the Claim Stub and Valid Identification Card, Claim the document and sign in the respective log books.	Issue the document/s.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Madrazo (JO-Office Assistant)
	<b>Total Processing Time</b>		<b>1 hour &amp; 19 minutes</b>	

**# SERVICE NAME** **6.5. FOR CORRECTION OF ENTRIES IN THE GEOGRAPHIC, STATISTICAL PORTION AND/OR REGISTRY NUMBER**

Service Information Annotation and endorsement of document upon submission of an affidavit for correction of error on geographical, statistical portion and/or registry number pursuant to Philippine Statistics Authority's Memorandum Circular 2010-04.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	- the concerned person or any person duly authorized by the document owner pursuant to Republic Act 10173 (otherwise known as *Data Privacy Act (R.A. 10173) and * Philippine Statistics Authority Memorandum Circular No. 2019-15)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<input type="checkbox"/> CTC of Certificate of Live Birth  <input type="checkbox"/> Duly notarized written request by the document owner or his/her representative for the correction of the wrong entry/ies. <input type="checkbox"/> Documents showing information on the vital event being requested for corrected: - baptismal Certificate - Old School Record <input type="checkbox"/> Any valid ID	Philippine Statistics Authority (can be secured in this Office thru BREQS) and LCRO copy Notary Public  Church where the document owner was baptized School where the document owner graduated Refer to List of Valid IDs in No. 1



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.Fill up and submit request form, and the requirements stated above.	1.1.Examine and verify the documents submitted.	None	8 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3
1.2.Receive the Order of Payment.	1.2 Issue Order of Payment. 1.3.Prepare and process the document being requested.		1 hour	Adelaida A. Agana – Municipal Civil Registrar
2. Payment of prescribed fees at the treasury office.	2. Receive the payment and issue official receipt.	220.00	4	Treasury office assigned window and personnel.
3. Present the OR, receive the claim stub. (The stated release is after one working hour).	3. Record the OR and issue claim stub.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Madrazo (JO-Office Assistant)
4. Present the Claim Stub and Valid Identification Card, Claim the document and sign in the respective log books.	4.Issue document/s.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Madrazo (JO-Office Assistant)
	<b>Total Processing Time</b>		<b>1 hour &amp; 19 minutes</b>	

**# SERVICE NAME 7. Endorsement of Civil Registry Documents to PSA**

Service Information

Endorsement of document is perform by the Office upon clients' request. It can be a piecemeal submission, wherein the client wants immediate request for issuance of documents in SECPA (Security Paper) to PSA. But most of the time, it is being perform when the clients' request to PSA yielded Negative Result. The expenses will be shouldered by the document owner.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	- the concerned person or any person duly authorized by the document owner pursuant to Republic Act 10173 (otherwise known as *Data Privacy Act (R.A. 10173) and * Philippine Statistics Authority Memorandum Circular No. 2019-15)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
a. Negative Certificate of Document from PSA (If no Available Record at PSA but Available at LCRO)	Philippine Statistics Authority
b. Valid ID of the Document Owner;	Refer to List of Valid IDs in No. 1



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form and requirements.	1.1. Database / Archive search.	None	8 Minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar
	1.2. Issuance of order of payment.	None		
	1.3. Preparation of documents.		1 hour	
2. Payment of prescribed fee at the treasury office.	2.1. Receive the payment and issue official receipt.	160.00	5 minutes	Designated treasury window and staff.
3. Present the OR, receive the claim stub. (The stated release is after one working hour).	3. Record the OR and issue claim stub.	None	3 minutes	Roan L. Madrazo (JO- Office Assistant)
4.1. Present the Claim Stub and Valid Identification 4.2. Sign in the respective log books.	Issue the document/s.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Roan L. Madrazo (JO- Office Assistant)
	<b>Total Processing Time</b>		<b>1 hour &amp; 19 minutes</b>	

**#SERVICE NAME** 8. CORRECTION OF CLERICAL ERROR (CCE) AND CHANGE OF FIRST NAME (CFN) / (RA 9048); AND CORRECTION OF CLERICAL ERROR ON DATE AND MONTH OF BIRTH AND SEX OF THE CHILD (RA 10172)

Service Information

**RA 9048** is an act allowing City or Municipal Civil Registrar or the Consul General to correct a clerical, or typographical error in an entry and/or change first name or nickname in the civil register without need of a judicial order.

The clerical error or typographical errors which are governed under R.A. 9048 are limited to those mistakes committed in the performance of clerical work in writing, copying, transcribing, or typing an entry in the civil register that are harmless or innocuous, which are **visible to the eyes** or **obvious to the underatinding**, and **can be corrected or changed** only by **reference to other existing record or records**. Those **errors** that involve **change of nationality, age, status or sex** of the petitioner are excluded from the coverage of this law.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	- the concerned person or any person duly authorized by the document owner pursuant to Republic Act 10173 (otherwise known as <b>*Data Privacy Act (R.A. 10173)</b> and <b>* Philippine Statistics Authority Memorandum Circular No. 2019-15)</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
(Note: Present original copy and 2 clear machine copies (black and white) of the documents being submitted to quantify the petition)	
1. Certified true copies of documents to be corrected from Philippines Statistics Authority (PSA formerly NSO) and Local Civil Registry Office (LCRO)	Philippine Statistics Authority (can be secured at this Office thru BREQS) and Civil Registry office
2. Valid Identification Card of the petitioner	Refer to List of Valid IDs in No. 1
3. Any two (2) authentic documents upon which the correction shall be based:	
a. Baptismal Certificate from the church where the document owner was baptized (original copy)	Church where the document owner was baptized
b. Earliest school record (Prep., Nursery, Elementary) from the school where the document owner graduated;	School where the document owner graduated



<p>c. Certified True Copy (CTC) of Marriage Contract, if married;</p> <p>d. Employment Record;</p> <p>e. GSIS or SSS Record;</p> <p>f. Medical Record;</p> <p>g. Business Record;</p> <p>h. Driver's License</p> <p>i. And other acceptable documents/records that will support claims in petition</p> <p>4. In case the entry/entries to be corrected is/are the name of father or mother, in addition to the requirements above, submit the following documents:</p> <p>a. CTC of Marriage Contract of Parents</p> <p>b. CTC of Birth or baptismal Certificate of father/mother;</p> <p>c. CTC of Birth Certificate of siblings;</p> <p>d. CTC of Birth Certificate of children, if married</p>	<p>Philippine Statistics Authority (can be secured at this Office thru BREQS) and Civil Registry office</p> <p>Office where the document owner was employed</p> <p>GSIS or SSS office</p> <p>Clinic visited by the document owner</p> <p>Land Transportation Office</p> <p>Philippine Statistics Authority (PSA / can be request in this Office thru BREQS) or Civil Registry Office where the marriage was solemnized</p> <p>Church where the parents were baptized</p> <p>Philippine Statistics Authority or Civil Registry Office where the siblings were born</p> <p>Philippine Statistics Authority or Civil Registry Office where the siblings were born</p>
<p>2.2 Additional Requirements for Change of First Name:</p>	
<p>5. New and Original NBI and Police Clearance showing the name habitually used and the name appearing in the Certificate of Live Birth</p> <p>6. New and Original Employer's Clearance stating that the document owner had no money or property accountability, if employed; or affidavit of Non-employment, for unemployed</p> <p>7. Proof of Publication</p> <p>a. Copy of newspaper clipping of the published petition; and</p> <p>b. Affidavit of publication from the publisher</p> <p>8.2. CORRECTION OF CLERICAL ERROR PURSUANT TO R.A. 10172 (month and date of birth)</p> <p>RA 10172 is an act further authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical errors in the day and month in the date of birth or sex of a person appearing in the civil register without need of a judicial order, amending R.A. 9048.</p> <p>Requirements:</p> <p>1. Certified true copy of Certificate of Live Birth containing the entry or entries sought to be corrected.</p> <p>2. Earliest school record or earliest school documents.</p> <p>*In case where the document owner never entered school, an affidavit attesting to the facts shall be submitted;</p> <p>3. Medical record the document owner's full name, date of birth, and sex shall be clearly stated.</p> <p>4. Baptismal Certificate from the church where the document owner was baptized.</p> <p>5. Clearance stating that the document owner has no pending administrative, civil or criminal case, from the following:</p> <p>a. New and original NBI and Police Clearance showing the name habitually used and the name appearing in the Certificate of Live Birth</p> <p>b. New and original Employer's Clearance stating that the document owner had no money or property accountability, if employed; or Affidavit of Non-employment, for unemployed.</p>	<p>National Bureau of Investigation (NBI) and Philippine National Police (PNP) offices</p> <p>Office where the petitioner was presently employed; or</p> <p>Notary Public of client's choice</p> <p>Publication office where the petition was published</p> <p>Philippine Statistics Authority (PSA/ can be requested at this Office thru BREQS) and Civil Registry Office where the document owner was born</p> <p>Earliest School attended by the document owner</p> <p>Notary Public</p> <p>Clinic visited by the document owner</p> <p>Church where the document owner was baptized</p> <p>National Bureau of Investigation (NBI) and Philippine National Police Offices</p> <p>Current Employment's Office of the document owner; or Notary Public of client's choice</p>



6. Proof of Publication a. Copy of newspaper clipping of the published petition; and b. Affidavit of publication from the publisher 2.3 Additional Requirement For correction of sex:  7. Medical Certification issued by an accredited government physician stating that the petitioner has not undergone sex change or transplant Payment of prescribed fee		LGU Kalayaan, Laguna Rural Health Physician's Office  Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit complete requirements according to petition to be filed.  1.2. Receive the Order of Payment	1.1 Evaluation of validity and consistency of requirements submitted. 1.2 Issue Order of Payment with oral instruction to come back after 45 minutes. 1.3 Prepare the petition.	None	15 minutes  45 minutes	Adelaida A. Agana – Municipal Civil Registrar
2. Payment of prescribed fee at treasury office.	Issue Official Receipt and the payment.	For CCE: Filing Fee ₱ 1,000.00 & Service Fee ₱ 500.00 For CFN & CCE (10172) Filing Fee ₱ 3,000.00 Service Fee ₱ 1,000.00	5 minutes	Designated window and staff at the Treasury Office
3.1. Present the Official Receipt (OR).  3.2. Proof read and sign the accomplished form for petition being filed. 3.3. Sign the petition. 3.4. If filing petition for CCE (10172) or CFN, receive the Notice of Publication and have it published at the expense of the petitioner on newspaper of general circulation, once a day in a week for 2 consecutive weeks.	3.1. Photocopy the OR and return the original copy to the client. 3.2. Present the petition prepared and wait for client's comment. 3.3. Witness the signing of petition. If filing for CCE, proceed to step 4. 3.4. If CFN or CCE (Republic Act 10172): Issue publication notice to be posted at newspaper of general publication.	None Publication Fee base on the prevailing rate of publication fee preferred by petitioner.	15 minutes 3 minutes; Once a day for 2 consecutive weeks or 14 days	Adelaida A. Agana – Municipal Civil Registrar Adelaida A. Agana – Municipal Civil Registrar And Publishing Firm
4.1. Submit affidavit from the publisher with clippings from newspaper. 4.2. Received the Claim Stub and give the contact number.	4.1 Receive the documents. 4.2. Issue claim stub and ask for contact number.	None	3 minutes	Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar
<b>If the petition was impugned by PSA:</b> 5.1. Submit Motion for Reconsideration and other pertinent documents.	5.1. Advise the client to submit motion for reconsideration supported by documents		3 minutes	Adelaida A. Agana – Municipal Civil Registrar





	quantifying said motion. 5.2. Receive the documents and send to PSA-OCRG for appropriate action.			
6. Present claim stub and valid ID. Receive the document and sign in respective log book.	6.1 Notify the client. 6.2. Release the document.			Ma. Mina E. Lacanilao – Data Entry Machine Operator 3 Adelaida A. Agana – Municipal Civil Registrar
	<b>Total processing time</b>	Filing	1 hour & 25 minutes	
	<b>Total processing time</b>	Upon submission to Philippine Statistics Authority- Legal Division	4 months onward depending on PSA action on petitions	

**# SERVICE NAME 9. ISSUANCE OF BIRTH/MARRIAGE/DEATH/CENOMAR FROM PSA**

**Service Information** The Municipal Civil Registrar Office of Kalayaan, Laguna, issues the civil registry documents in Security Paper through Batch Request Entry System (BREQS), it helps the public (even the nearby municipalities) to request their documents, in Security Paper (SECPA) in this Office hassle free of going Philippine Statistics Authority outlets.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	The concerned person or any person duly authorized by the document owner pursuant to Republic Act 10173 (otherwise known as <b>*Data Privacy Act (R.A. 10173)</b> and <b>* Philippine Statistics Authority Memorandum Circular No. 2019-15</b> ) - the court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of the child's parents or other circumstances surrounding his birth; and - in case of the person's death, wife or nearest relative duly authorized by successors.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Accomplished Request Form upon client needs: White for Birth Certificate Pink for Marriage Contract Yellow for Death Certificate Green for CENOMAR Valid ID of the Document Owner  If not document the owner: 5. Parent – Any valid ID 6. Child (Son or Daughter) – Any valid ID and Birth Certificate of the requester 7. Spouse – Any valid ID and Marriage Contract  8. Grandparents, siblings, relatives, friends and other interested persons (apo, kapatid, kamag anak, kaibigan o sinumang interesado) <input type="checkbox"/> present Authorization Letter duly signed by the person duly authorized by law stating the details of the civil registry documents being requested, (eg. Birth: Name of document owner, date and place of birth, complete father's and mother's maiden names; For Marriage Contract, state the husband's full name and wife's maiden name; date and place of marriage; For death certificate, indicate the full name of deceased, date and place of death; and number of copies and state whether the document being requested is PSA or LRCO copy; or	Civil Registry Office  Please refer to the list of Valid Identification Cards as enumerated below.  Civil Registry where the child was born or Philippine Statistics Authority (PSA)  Civil Registry where the marriage was solemnized or Philippine Statistics Authority  Format of authorization letter is available at the civil registry office



<input type="checkbox"/> in cases that the nearest kin (anak) was already deceased, submit duly Notarized Affidavit of Kinship Payment of Prescribed Fee Note: Cut of is every Wednesday before lunch and for release every Friday of each week.		Notary Public chosen by the clients  Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit the Philippine Statistics Authority (PSA) request form. 1.2. Receive the order of payment.	1.1. Check if information are complete and readable. 1.1 Issuance of order of payment	None	5 minutes	Simeon R. Mercado Jr. (Casual-Encoder) Roan L. Madrazo (J.O.-Office Assistant)
2. Payment of prescribed fee.	3. Issue Official Receipt and receive the payment. 4. Receive the amount due for Philippine Statistics Authority and record the payment.	Service Fee= 100.00 per document; Additional 155.00 each for COLB, COD & COM 210.00 for GENOMAR	5 Minutes 3 minutes	Designated window and staff at the Treasury Office. Simeon R. Mercado Jr. (Casual-Encoder) Roan L. Madrazo (J.O.-Office Assistant)
5. Present the OR, receive the claim stub.	Record the OR and issue claim stub.	None	3 minutes	Simeon R. Mercado Jr. (Casual-Encoder) Roan L. Madrazo (J.O.-Office Assistant)
6. Present the Claim Stub and Valid Identification Card, receive the document and sign in the respective log books.	Issue the document/s.	None	3 minutes	Simeon R. Mercado Jr. (Casual-Encoder) Roan L. Madrazo (J.O.-Office Assistant)
	Total Processing Time	Request	19 minutes	
	Total Processing Time	Release	3 minutes	



**MUNICIPAL HEALTH OFFICE**  
**FRONTLINE SERVICE**



**#Service Name** GENERAL CONSULTATION

Service Information The Municipal Government of Kalayaan, Laguna offers general consultation services. It caters to the primary health needs of the residents. It includes consultation, diagnosis and giving of appropriate medical services.

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to citizens		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide Information	Register patient's data and take vital signs	None	5 minutes	Municipal Health Office Staff
2. Submit himself for consultation and examination	Take medical history and do Physical examination of patient	None	5-15 minutes	Municipal Health Officer
3. Follows orders	Provide laboratory needs, Make the proper disease diagnosis, Administer proper management, Prescribe and dispense necessary available meds, Advice and discharge patient	CBC-160 Bloodchem-350-800 RBS-50 creatinine-100 Electrolyte Package (Na, K, Cl)-300	15-30minutes	Municipal Health Officer
Online Consult	Fill up online consent form : consultation, E prescription laboratory/ lab request/ medical certificate	None	30 mins	Municipal Health Officer

**#Service Name** OBSTETRIC CASE

Service Information The Municipal Government of Kalayaan, Laguna offers medical obstetric services to pregnant women such as regular pre-natal check -up, normal spontaneous delivery to be able to achieve a zero maternal mortality rate and to make sure of a safe

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Expectant mothers, pregnant women		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ultrasound records if available		Laboratory		
Blood examination results if available		Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Assessment	Registration of information and taking of vital signs	None	5 mins	Midwife/ Nurse
2. Admission if not complicated	Monitoring and Evaluation of Pregnant Women; referral if necessary	None	every 2 hours up to delivery	Midwife/ Nurse
3. Normal Spontaneous Delivery	Normal Spontaneous Delivery procedure	c/o PHIC	1-6 Hours	MHO/Midwife/ Nurse
4. Newborn Screening	Procedure is done after 24 hrs of birth	c/o PHIC; Php 1,750.00 if no philhealth	20 mins	Medtech/ Nurse
5. Follow orders	Discharge Order	None	10 mins	Nurse/ Midwife



**#Service Name National Immunization Program, Pre-natal and Post-natal Check-up**

Service Information This is one of the core programs of the Department of Health, under the Maternal and child care, giving free vaccines for all the different childhood diseases to the susceptible populace from birth to nine (9) months old. The Municipal Health Office gives bacillus Calmette-Guérin (BCG) vaccine, Hepatitis B vaccine, Diphtheria, Pertussis, Tetanus Hepatitis B and Haemophilus Influenza type B Conjugate Vaccine (PENTA), Oral Polio vaccine (OPV), Inactivated Polio Myelitis Vaccine (IPV), measles vaccine and Measles Mumps Rubella (MMR) vaccine to neonates before one year of age. To eradicate and eliminate vaccine preventable diseases.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pregnant Women, Babies and Children

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Baby book	MHO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Immunization and Check-up	Registration of information and Assessment	None	5 mins	Midwife/ Nurse
Eligible for Immunization	Physical Examination	None	10 mins	MHO
Immunization Proper	Vaccination of Babies and Pregnant women	None	10 mins	Midwife/Nurse
Follow orders/ Instructions	Instruction of next appointment	None	3 minutes	Midwife/Nurse

**#Service Name ISSUANCE OF SANITARY PERMIT**

Service Information In accordance to our implementing rules and regulations of Chapter III Food Establishment of the Code of Sanitation of the Philippines (P.D. 856) No person shall be allowed to engaged in any food related establishment without securing sanitary permit and all other individuals involved in food preparation and handling are required to secure health certificate

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Citizens of Kalayaan, Laguna

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplish form	Business Permit Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplish form from Business Permit Licensing Office (BPLO) and requirements needed	Assessment of completeness of requirements. Note: Inspection of establishment	None	5 mins	Rural Sanitation Inspector
2. Wait for the Officer-in-charge while preparing sanitary permit	Record, prepare and sign the accomplished sanitary permit	None	10 mins	MHO & RSI
3. Claim Sanitary Permit and proceed to BPLO	Releasing of signed sanitary permit	None	5 mins	Rural Sanitation Inspector
4. Follow discharge orders/ instruction	Give Discharge order	None	10 mins	Rural Sanitation Inspector



**#Service Name** Communicable Diseases Control Program

Service Information Communicable diseases pose significant threats to human health. Programs like vaccination, awareness campaign and treatment for the prevention, elimination and eradication of this diseases were developed and implemented.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Citizens of Kalayaan, Laguna

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Information	Registration of details and checking of vital signs	none	5 mins	MHO staff
2. Submit themselves for consultation	Medical History and Physical Examination	none	10 mins	MHO staff
3. Follow orders/ instructions	Provide Laboratory requirements if necessary. Give appropriate prescription and referral if necessary	CBC-160 Bloodchem-350-800 RBS-50 creatinine-100 Electrolyte Package (Na, K, Cl)-300	10 mins	MHO staff
4. Tuberculosis treatment	Enrollment to TB DOTS which include health teachings, case holding and	none	6mos	MHO staff

**#Service Name** Issuance of Health Certificate/ Health Card

Service Information In accordance to our implementing rules and regulations of Chapter III Food Establishment of the Code of Sanitation of the Philippines (P.D. 856) No person shall be allowed to engaged in any food related establishment without securing sanitary permit and all other individuals involved in food preparation and handling are required to secure health certificate

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Citizens of Kalayaan, Laguna

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laboratory results if available	Laboratory of choice

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Laboratory result	Verification of laboratory result	None	5 mins	Rural Sanitation Inspector
2. Logging in of information and laboratory results while waiting for health card	record, prepare and sign the accomplished sanitary permit	None	5 mins	MHO& RSI
3. Pay due amount	accept payment and issuance of official receipt	Php50.00	5 mins	Revenue Collection Clerk
4. Present OR to the officer-in-charge	accept OR and sign the prepared health card	None	5 mins	MHO& RSI
5. Claim Health Card	release health card	None	2 mins	MHO& RSI



**#Service Name**                      **DENTAL SERVICES**

Service Information                      Provides dental consultation, oral examinations, preventive, promotive, curative and restorative dentistry. It also implements a special dental care program for kids.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Information	Register patient's data and take vital signs	None	5 minutes	Dental aide
2. Submit himself for consultation and examination	Take Medical and Dental history and Do Dental Examination	None	5-15 minutes	Dentist
3. Pay Due Amount	Accept Payment and Issue Official Receipt	Php 50.00	5 mins	Revenue Collector Clerk
4. Present OR to the officer in charge	Accept OR	None	2 mins	Dentist
5. Undergo Procedure	Do Dental Procedure	None	20-30 mins	Dentist

**#Service Name**

**Non-Communicable Diseases Control Program, (Mental Health, DM, HPN)**

Service Information                      Noncommunicable diseases (NCDs), including heart disease, stroke, cancer, diabetes and chronic lung disease, are collectively responsible for almost 70% of all deaths worldwide hence programs were developed in order to prevent morbidity and mortality due to the said diseases. Programs for mental health awareness and consultations are also offered so as psychosocial well-being is maintained.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Citizens of Kalayaan, Laguna

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Information	Register patient's data and take vital signs	None	5 minutes	Nurse/Midwife
2. Submit himself for consultation and examination	Take Medical history and Do Physical Examination	None	5-30 minutes	MHO
3. Presence of Client	Group Counselling and Discussion (mental health)	None	30 mins	MHO Staff
4. Follow Order	Provisions of medicines	None	10 mins	MHO Staff



**MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**  
**FRONTLINE SERVICE**





**#Service Name I. ISSUANCE OF SOCIAL CASE STUDY REPORT**

Service Information Social Case Study Report (SCSR) is a document that describes the present situation of a needy individual. It is done by a registered social worker through a conduct of interview and data gathering. It justifies the current condition of a client or patient to be eligible for an assistance from sponsoring agencies that extends financial/hospitalization/medical intervention.

<b>Office or Division:</b>	Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Any needy individuals, a bonafide resident of Kalayaan, who applies for financial/hospitalization/medical assistance from agencies such as Philippine Charity Sweepstakes Office (PCSO) and other NGOs.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Request form/slip from the requesting agency		PCSO, LGU, NGO		
2 Medical documents such as Medical Abstract, Laboratory Request, Hospital Bill, and Medicine Prescription		Hospital		
3 Certificate of Indigency		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request form and submit medical requirements	1. Check documents presented	None	1 minute	MSWD STAFF
2. Provide personal data information	2.1 Conduct intake interview to the client	None	10-15 minutes	MSWD STAFF
	2.2 Encodes and Prepares the document.	None	2-3 Days	MSWD STAFF
	2.3 Signs and approves SCSR	None		MSWDO
3. Receive the Social Case Study report and sign the office Logbook	3. Records and Releases the document to the client	None		MSWD STAFF

**#Service Name II. RELEASE OF ASSISTANCE TO INDIVIDUAL IN CRISIS**

Service Information Assistance to Individual in Crisis Situation or AICS is a form of assistance funded by the local government unit of Kalayaan that addresses the immediate and emergency need of a person. Emergency in nature includes purchase of medicine, augment hospital bill, and transportation assistance.

<b>Office or Division:</b>	Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Indigent person or family with financial problem			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency (one (1) Copy)		Barangay		
2. Medical attachments (one (1) Copy)		Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present problem and submit requirements	1. Receive and check the documents	None	20 MINUTES	MO STAFF
2. Provide personal data and information of the client.	2.1 Conduct interview	None		MO STAFF
	2.2 Prepares AICS document and attaches requirements	None		MSWD STAFF
	2.3 Submits AICS documents to the LCE for approval	None		MSWD STAFF
	3. Signs and Approves AICS	None		MUNICIPAL MAYOR
3. Sign the AICS documents as requestor.		None		CLIENT



	3. Submits AICS documents to Department Head for Petty Cash Funding			MO STAFF
4. Receive the cash assistance and sign the office logbook		None		CLIENT

**#Service Name**

**III. ISSUANCE OF CERTIFICATE OF INDIGENCY/ELIGIBILITY**

Service Information

Certificate of Indigency/Eligibility is a form issued to a person that attests his/her income is below poverty threshold and could not pay a certain required fee or is applying for assistance in a sponsoring agency.

<b>Office or Division:</b>	Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Indigent person or family with significant lack of income or whose income is below

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	Requestor
2. Barangay Certificate of Indigency	Barangay
3. Certification from the Municipal Assessor	Municipal Assessor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive and check the documents.	None	20 MINUTES	MSWD STAFF
2. Provide personal data and information	2.1 Conducts interview	None		MSWD STAFF
	2.2 Prepares the Certification	None		MSWD STAFF
3. Receive the Certificate of Indigency and Sign the office logbook.	2.3 Signs and approves the certification	None		MSWDO
	3. Records and Releases the document to the client	None	MSWD STAFF	

**#Service Name**

**IVA. ISSUANCE OF SENIOR CITIZEN ID CARD**

Service Information

A document issued to elderly citizens as proof of eligibility per Article 6 of Rule IV (Privileges for the Senior Citizen) of Implementing Rules and Regulations of Republic Act No. 9994 known as the "expanded Senior Citizens Act of 2010. This card is issued to the elderly citizen in the municipality where he/she

<b>Office or Division:</b>	Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Refers to any Filipino citizen who is a resident of the Philippines, and who is sixty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate/ Valid ID (one (1) photocopy)	Applicant
2. OSCA Application Form 1	OMSWD
3. 1 piece of 1 x 1 ID picture	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up OSCA form 1	1. Give OSCA Application Form 1	None	20 MINUTES	APPLICANT
2. Submit OSCA form 1 with the requirements	2.1 Evaluates the application form and submitted requirements	None	2 DAYS	MSWD STAFF
	2.2 Prepares the OSCA ID and signs	None		MSWD STAFF
3. Receive the OSCA ID and sign the logbook	3. Records in the logbook Releases the OSCA ID	None		MSWD STAFF



**#Service Name** **IVB. REPLACEMENT OF LOST SENIOR CITIZEN ID CARD**

<b>Office or Division:</b>	Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Indigent person or family with significant lack of income or whose income is below

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of loss	Mayor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Affidavit of Loss	1. Checks the record of the OSCA member	None	10 MINUTES	MSWD STAFF
	1.2 Prepares the OSCA ID	None		MSWD STAFF
	1.3 Records in the logbook	None	2 DAYS	MSWD STAFF
2. Receive the OSCA ID and sign the logbook	2. Releases the OSCA ID	None		MSWD STAFF

**#Service Name** **IVC. ISSUANCE OF OSCA BOOKLET (PURCHASE SLIP)**

Service Information Per Article 7 Privileges for the Senior Citizens, an elderly is entitled to a 20% discount and VAT exemption on goods and services. The Office of the Senior Citizens Affairs issues this booklet to the member to avail of the benefits.

<b>Office or Division:</b>	Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Active member of the Senior Citizens Affair

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Senior Citizen ID card	OMSWD
2. 1 pc 1 x 1 picture (for medicine booklet)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OSCA ID card and submits requirements	1.1 Prepares the booklet	None	20 MINUTES	MSWD STAFF
	1.2 Sign by the OSCA Head	None		OSCA HEAD
2. Receive the booklet and sign the logbook	2. Records and releases the booklet	None		MSWD STAFF

**#Service Name** **IVD. ISSUANCE OF OSCA BOOKLET**

Service Information Senior Citizens are likewise entitled to a five (5%) discount on those considered as prime commodities enumerated under Section 2(b), to wit: (1) fresh fruits (2) flour; (3) dried processed and canned pork, beef and poultry meat; (4) dairy products not falling under Section 2 (a) of basic necessities;

<b>Office or Division:</b>	Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Active member of the Senior Citizens Affair

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Senior Citizen ID card	OMSWD
2. 1 pc 1 x 1 picture (for grocery booklet)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OSCA ID card and submits requirements	1.1 Prepares the booklet	None	20 MINUTES	MSWD STAFF
	1.2 Sign by the Municipal Mayor	None		MUNICIPAL MAYOR
2. Receive the booklet and sign the logbook	2. Records and releases the booklet	None		MSWD STAFF



**#Service Name VA. ISSUANCE OF PWD (PERSONS WITH DISABILITY) ID CARD**

Service Information A document issued to Persons with Disability under Section 32 of RA No. 9442, "An Act Amending RA No. 7277, otherwise known as the 'Magna Carta for Disabled Persons and for their Purposes'.

<b>Office or Division:</b>	Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Any resident of the Municipality of Kalayaan suffering from long-term physical,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PWD-RF (Person with Disability Registration Form)	OMSWD
2. Photocopy of Latest Medical Certificate (one (1) copy)	HOSPITAL
3. Photocopy of Voter's ID/Certification	COMELEC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up PWD-RF	1.1 Evaluates and Assess the applicant	None	1 HOUR	MSWD STAFF
	1.2 Assist the applicant in accomplishing PWD-RF	None		MSWD STAFF
2. Submit PWD-RF form 1 with the requirements	2.1 Prepares the PWD ID	None		MSWD STAFF
	2.2 Signs by the MSWDO	None		MSWDO
	2.3 Signs by the Municipal Mayor	None		MUNICIPAL MAYOR
3. Receive the PWD ID and sign the logbook	3. Records and releases PWD ID	None		MSWD STAFF

**#Service Name VB. ISSUANCE OF PWD's PURCHASE BOOKLET and PURCHASE**

Service Information IRR of RA 10754- An Act expanding the benefits and privileges of Persons with Disability (PWD)

<b>Office or Division:</b>	Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Active member of Person with Disability Affair

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Person with Disability (PWD) ID card	OMSWD
2. 1 pc 2X2 size picture (for grocery booklet)	CLIENT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PWD's ID card and submits requirements	1. Prepares the book	None	10 MINUTES	MSWD STAFF
	1.2 Signs by the MSWDO	None		MSWDO
	1.3 Signs by the Municipal Mayor	None		MUNICIPAL MAYOR
2. Receive the booklet and sign the logbook	2. Records and releases the booklet	None		MSWD STAFF

**#Service Name VIA. ISSUANCE OF SOLO-PARENT ID**

Service Information A document issued to Solo-Parent according to Republic Act 8972.

<b>Office or Division:</b>	Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Any person qualified as to the definition of Solo-Parent in accordance to RA 8972

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certification one (1) Original Copy	BARANGAY
2. One valid ID	CLIENT
3. 2pcs. 1X1 Picture	CLIENT



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Solo Parent Application form.	1. Give Solo Parent Application Form to the applicant	None	30 DAYS	MSWD STAFF
2. Accomplish and submit Solo Parent form with the requirements	2.1 Evaluates and Assess the applicant	None		MSWD STAFF
	2.2 Prepares the Solo Parent ID card	None		MSWD STAFF
	2.3 Signs by the MSWDO			MSWDO
	2.3 Signs by the Municipal Mayor	None		MUNICIPAL MAYOR
2. Receive the booklet and sign the logbook	3. Records and releases the ID card	None		MSWD STAFF

### VII. ASSISTANCE TO CHILDREN AND WOMEN

#Service Name

#### A. CICL (Children in Conflict with the Law) Women in Especially Difficult Circumstance

Service Information

Local government unit responses to following vulnerable sector in accordance to

<b>Office or Division:</b>	Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Any person; woman or child vulnerable to abuse, a minor who is at risk or has

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certification or Recommendation	BARANGAY
2. Certificates (depending on the case)	CLIENT
A. Birth certificate	
B. Medical Certificate	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present problem and submit requirements		None	4 to 7 DAYS	CLIENT
2. Provide personal data and information of the problem presented	2.1 Conduct Intake Interview	None		MSWD STAFF
	2.2 Evaluate and assess the problem presented	None		MSWDO
	2.3 Coordinate with PNP personnel; Women's Desk and Barangay Officials/BCPC for appropriate action	None		MSWDO
	2.4 Conduct individual/family counseling and home visitation	None		MSWDO
	2.5 Coordinate and refer to an institution for further intervention	None		MSWDO



**MUNICIPAL ECONOMIC ENTERPRISE**  
**FRONTLINE SERVICE**



**#Service Name APPLICATION OF NEW CONNECTION OF WATER**

Service Information Installation of Water Supply Service is available Mondays to Fridays from 8:00am to 5:00pm excepts holidays, with no noon break.

<b>Office or Division:</b>	Municipal Economic Enterprise Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Individuals who wants to have water supply.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form of Water System	Client
Official Receipt	Municipal Economic Enterprise Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application form.	Filled up application form		5 minutes	Client
Submit fully filled up Application form.	Accept and evaluate the filled up application form		1 minute	MEE Staff
Inspections: Longos Water System Sitio Magalolon Water System	Inspection the area		1 hour 1 day	Shairil D. Adol/ Marifi M. Macawili
Payments: <b>For Residential:</b> Connection Fee Calibration fee <b>For Commercial:</b> Connection fee Calibration fee		₱100.00 ₱50.00  ₱150.00 ₱50.00	3-5 minutes	MEE Staff or Treasury Office
Proceed to the Office of the Municipal Planning & Development Office for recommending approval.	Check the application signed the recommending approval		5 minutes	MPDO Staff/ MPDC
Proceed to the Office of the Municipal Mayor for final Approval of the Application	Check the application and submit to the Mayor for final approval		5 minutes	Mayor's Office/ Municipal Mayor
Submit approved application to MEE	Received the copy and give schedule of installation		1minutes	MEE Staff
Installation of Water System	Installation of water supply	None	1 day	Plumber

**#Service Name PAYMENT OF WATER BILLS**

Service Information The Municipality of Kalayaan, Laguna available on Monday to Friday from 8:00A.M to 5:00P.M except Holiday, with No Noon Break.

<b>Office or Division:</b>	Municipal Economic Enterprise Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Individuals who wants to pay water bills

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Water Bills	Client
Official Receipt	Municipal Economic Enterprise Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Municipal Economic Enterprise Office or MEE Office and bring water bills	Computed amount due		5 minutes	MEE Staff
Payment:	Received payment and issued Official receipt		5 minutes	MEE Staff or Treasury Office
<b>For Residential:</b> Minimum (15 cubic meter) Excess (1 cubic meter)		₱75.00 ₱10.00		MEE Staff or Treasury Office
<b>For Commercial:</b> Minimum (6 cubic meter) Excess per Cubic meter (7-25) (26-up)		₱200.00 ₱20.00 ₱30.00		MEE Staff or Treasury Office
Release of the Official Receipt	The MEE Staff will encode the payment to the index card record.		1 minute	MEE Staff

**#Service Name** **BURIAL AND RENT OF CEMETERY**

Service Information The Office of the Municipal Economic Enterprise process the Burial permit of deceased who will avail lots.

<b>Office or Division:</b>	Municipal Economic Enterprise Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Residents of Kalayaan, Laguna

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Burial Form	Client
Official Receipt	Municipal Economic Enterprise Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
To avail services at Municipal Public Cemetery, the relatives of the deceased will be responsible in the financial obligations needed during the process of burial permit.	The Staff will assist the client to fill up the form in complete details.		5 minutes	MEE Staff
Inspections: San Juan Public Cemetery Longos Public Cemetery San Antonio Public Cemetery	Conduct site inspections.		15 minutes 30 minutes 30 minutes	Shairil D. Adol
Details of Payment: Burial Fee Cemetery Lot 1.2x2.44=2.88sqms.	Received payment and issued Official receipt	₱100.00 ₱1,500.00	5 minutes	MEE Staff or Treasury Office
Release of the Official Receipt	The MEE Staff will encode the details of the deceased.		1 minute	MEE Staff
Proceed to the Cemetery Lot	Check the Official Receipt		1 minute	Care Taker of Cemetery





**MENRO**  
**FRONTLINE SERVICE**



**#Service Name** 1 Distribution of Seedlings (Assorted Species) and/or Compost

Service Information This service provides assistance to the stakeholders requesting for seedlings and/or compost.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Kalayaan, Laguna			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written Request letter address to Office of the Mayor		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordination with MENRO	Coordination with the client about the details of the request. The MENRO shall determine the availability of the seedlings and/or compost	None	3 minutes	MENRO Staff
2. Submission of written request address to Office of the Mayor	Upon the approval of written request letter addressed to the Mayor, the MO staff will notify/ copy furnish the MENRO of the approved request.	None	Depends on the Request Approval and availability of seedlings and/or compost.	MO Staff
3. Releasing of Seedlings and/or Compost	The MENRO will prepare the seedling and/or compost for release and notify the client.	None	30 mins	MENRO / KISWMSP Staff

**#Service Name** 2 Sale of Compost

Service Information This service provides assistance to the stakeholders in purchasing of compost.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Kalayaan, Laguna			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of Payment / Official Receipt		Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordination with MENRO	Coordination with the client about the availability of compost.	None	5 minutes	MENRO Staff
2. Payment of compost	The Municipal Treasury Office shall issue an Official Receipt upon payment of the client for the purchase of compost.	PhP. 35.00 per sack	5 minutes	Municipal Treasury Office
3. Releasing of compost	The MENRO will prepare the compost for release upon the received of proof of payment and notify the client on the pickup or delivery schedule.	None	5 minutes	MENRO / KISWMSP Staff



**MDRRMO**  
**INTERNAL SERVICES**



**#Service Name** 1 Preparation of Purchase Order, Wage Payroll, Daily Time Record and Overtime

<b>Office or Division:</b>	MDRRMO/MENRO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Internal			
<b>Who may avail:</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Purchase Orders	In preparation of the Purchase Order (PR) of needed Supplies and materials for the operation of KISWMSP, MDRRMO 24/7 Command Center office and TTMF.	None	5 minutes	MDRRMO / MENRO Staff
2. Consolidation and Preparation of signing of Daily Time Record (DTR) and Overtime Pay for our Job Order Personnel	In consolidating and preparation of Daily Time Record (DTR) and Overtime for our Job Order Personnel every 15th and 30th of the month.	None	5 minutes	MDRRMO / MENRO Staff
	<b>total</b>			



**MDRRMO**

**EXTERNAL SERVICES**





**MUNICIPAL PLANNING AND DEVELOPMENT OFFICE**  
**FRONTLINE SERVICE**



**#Service Name** **ISSUANCE OF LOCATIONAL CLEARANCE/DEVELOPMENT PERMIT FOR PROJECTS**

Individual needs to secure Locational Clearance before they can apply for building permits. People requesting electrical installations are also required to secure the same. Locational Clearance is a document stating that a proposed project is allowed and conforms to the Land Use Plan of the Municipality.

Service Information

<b>Office or Division:</b>	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Land Owners / Organization / Developers proposing the construction of building and Owner's duly designated representative(s)

CHECKLIST OF BASIC REQUIREMENTS		WHERE TO SECURE		
One (1) Duly notarized accomplished Locational Clearance Form		MPDO		
1. TCT or any proof of ownership or right over the property / OJA/ Affidavit or any authorization from lot owner. 2. Tax Clearance 3. Site Inspection 4. Barangay Clearance 5. Complete Building Plans, Specifications, Bill of Materials & Cost Estimate signed and sealed by Professional Civil Engineer. 6. Electrical Lay-out signed and sealed by Professional Electrical Engineer 7. Permits from other agencies as needed		Applicant		
Locational Clearance / Dev't. Permit Fee based on the HLURB Resolution No.912 Series 2013 Approving the Revised Schedule of Fees.		FEES TO BE PAID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Zoning In-Charge, inquire and get Checklist of Requirements & Application Form.	Interview the client, provide copy of the Application Form and issue checklist of requirements.		5 Minutes	Computer Operator IV/ Planning Officer III
Submit the accomplished Application Form with the requirements.	Assess appropriateness, completeness and validity of the documents submitted. Issue Order of Payment.		15 Minutes	Computer Operator IV/ Planning Officer III
Proceed to the Treasury Office for payment.	Issue Official Receipt.		1 Minute	RCC III
Present Official Receipt to the Zoning In-Charge.	Record the O.R. Number  Prepare the Locational Clearance and forward the said document to the MPDC/Deputized Zoning Administrator for review and have it signed by the MPDC.		1 Minute  15 Minutes	Computer Operator IV/ Planning Officer III/MPDC
Claim the Locational Clearance.	Release Locational Clearance to the applicant.		1 Minute	Computer Operator IV/ Planning Officer III





**#Service Name** EVALUATION OF SUBMITTED ANNUAL INVESTMENT PLAN (AIP) AND ANNUAL INVESTMENT PROGRAM (AIP) PROPOSAL

Service Information A work and financial plan that strengthens the planning-budgeting linkage through provision of basis of the annual budget.

<b>Office or Division:</b>	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All offices of the LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Prescribe Template AIP Summary form 1 (hard and soft copies)	MPDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit of the AIP Summary Form in hard and soft copies	Consolidate hard and soft copies of proposed projects, programs and activities from all departments for their inclusion in the AIP	None	Depends on the number and complexities of Project Proposals submitted by the Office.	Computer Operator IV/MPDC
2. Review and Evaluation of Office AIPs	Evaluate proposed AIP based on required format and guidelines. If Okay, Return to the concerned office for final printing and signature of the department head. If Not Okay, returned to the concerned office for revision and resubmission to the MPDO for consolidation.	None	Depends on the number and complexities of Project Proposals submitted by the Office.	Computer Operator IV/MPDC
3. Final Consolidation and Merging of Office AIPs	Consolidate final AIPs with the signature of the department heads. Merge all office AIPs into one document.	None	Depends on the number and complexities of Project Proposals submitted by the Office.	Computer Operator IV/MPDC



**OFFICE OF THE MUNICIPAL ENGINEER  
FRONTLINE SERVICE**



**#Service Name Issuance of Building Permit**

Service Information

No person, firm or corporation, including any agency or instrumentality instrumentality of government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building is located or the building work is to be done.

Permits supplementary to a Building Permit shall be applied for and issued by the Building Official. This include Ancillary permit and Accessory Permit

<b>Office or Division:</b>	Municipal Engineering Office/ Office of Building Official
<b>Classification:</b>	Varies on services the clients need.(Simple, complex and highly Technical
	Group A: Residential, Dwellings
	Group B: Residential, Hotel, Apartment
	Group C: Educational, Recreational
	Group D: Institutional
	Group E: Business And Mercantile
	Group F: Industrial
	Group G: Industrial Storage and Hazardous
	Group H: Recreation, Assembly Occupant Load 1000 or more
	Group J: Agricultural, Accessory
<b>Type of Transaction:</b>	G2C – Government to Client
	G2B - Government to Business
	G2G - Government to Government
<b>Who may avail:</b>	Any person desiring to obtain a building permit and Ancillary Permit together with Building Permit shall file application/s therefor on the discribed application forms.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>1.0 Zoning (Locational) Clearance</b>	<b>MPDO</b>
<b>2.0 Duly Accomplished prescribe application forms together with duly notarized application for Building Permit.</b>	<b>MEO</b>
<b>3.0 Complete Building Plans, Spec. and Cost Estimate signed and sealed by the corresponding professionals.</b>	
<b>A. Architectural</b>	Register Architec or Civil Engineer
a. Vicinity Map/ Location Map	
b. Site Development Plan	
c. Perspective	
d. Floor Plans	
e. Elevations	
f. Sections	
<b>B. Civil / Structural</b>	Registered Civil Engineer
a. Foundation Plan and Details	
b. Floor/ Roof Framing Plans and Details	
c. Detail of Stair and Plan	
d. Structural Analysis and Design ( for 2 story buildings and above)	
e. Boring and Load Tests ( for 3 story bldgs. and above)	
f. Seismic Analysis ( for 2 story and above)	
g. Trusses Details	
h. Bill of Materials/ Cost Estimate	
i. DPWH Clearance (if along the highway)	
<b>C. Electrical Permit (Signed and Sealed by Electrical Engineer)</b>	Registered Electrical Engineer
a. Electrical Layout	
b. Schedule of Load	
c. Design Analysis	
e. One line Diagram	
f. Legend and Symbols	
g. General Notes and Specifications	
<b>D. Mechanical (If any)</b>	Registered Mechanical Engineer
<b>E. Sanitary</b>	Registered Sanitary Engineer
a. Detailed Plan and Layout	
b. Design Analysis and Technical Specifications	
<b>F. Plumbing</b>	Registered Master Plumber



a. Plumbing Plans, Layout and Details				
b. Legend and General Notes				
c. Isometric Drawings				
d. Design Analysis and Technical Specifications				
G. Electronics ( if any)		Registered Electronics Engineer		
4.0 In case the applicant is the registered owner of the lot;				
a. Certified true copy of OCT/TCT		Registry of Deeds		
b. Tax Declaration		Assessor's Office		
c. Tax Clearance		Treasurer's Office		
In case the applicant is not the registered owner;				
a. Authorization Letter from the lot owner		Lot owner		
b. Sinumpaang Salaysay		Assessor's Office		
c. Notarized copy of Contract of Lease or Deed of Absolute Sale duly notarized.		Lot owner Lot Owner who sale the lot.		
5.0 Size of Drawing Sheet ( 2"x30" or A3 paper)				
6.0 Prepare five (5) copies each requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the required documents stated above to Engineering Office/Building Official	The Building Official evaluates and see to it that the applicants satisfied and conforms with the approved standard requirements for Building Permit. (Upon approval, the applicants submit 1 set of documented to BFP).	none	40 min.	Engr. RUEL R. RAGAS and MEO staff
Submit one (1) set of requirement to BFP and secure BFP requirements @ Fire Safety Evaluation Clearance and Fire Safety Certificate then submit them to MEO/BO .	Upon submission of BFP requirements to BO, Fees will be computed and issue Order of Payment	Line and Grade Fee P60/unit , Building Fee 2.00 /sq.m, Sanitary Fee P60 , Plumbing Fee P60 , Note: Computation of building fees and other fees may varies depending or base on building plans submitted by the applicants. Electrical Fee P 260.00/unit, CEI P 100.00/Unit	40 min.	Engr. RUEL R. RAGAS
Proceed to Treasurer's Office the pay the fees. (The Treasurer's Office receive payment and issue OR/ Proof of Payment submit one xerox copy to MEO/BO	Receive OR / Proof of Payment and record/encode Building Permit control No., Name of Applicant, Address, OR No., Issue the Building Permit Date of Payment and fees collected. Issue building Permit	none	20 min.	Engr. RUEL R. RAGAS and MEO staff



**#Service Name**

Service Information

**Occupancy Permit**

No building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building or structure or portion thereof shall be made until the Building Official has issue a Certificate of Occupancy therefor as provided in NBC.

<b>Office or Division:</b>	Municipal Engineering Office/ Office of Building Official			
<b>Classification:</b>	Business and Mercantile			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Any person, firm or corporation who will construct Buildings for Commercial purposes within the jurisdiction of LGU Kalayaan.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
As Built Plan and Specification, duly signed and sealed by professional discipline		Registered Civil Engineer		
Daily Construction Works Logbook Signed and Sealed by corresponding professionals.		Registered Civil Engineer		
Certificate of Completion, Duly notarized		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to Municipal Engineering Office and submit all the complete requirements for Occupancy Permit	The Building Official evaluates and see to it that the applicants satisfies and conforms with the approved standard requirements for Occupancy Permit. Prepare Order of Payment	Occupancy Fee P100.00 ( Costing up to 150,000.00 and may varies depending on the cost and classification of buildings.	40 min.	Engr. Ruel R. Ragas and MEO Staff
Proceed to treasurer's Office to pay order of payment ( Treasury received payment and issued OR)	Receive proof of payment / OR and Issuance of Occupancy Permit	None	10 min.	MEO Staff
Submit to MEO/BO xerox copy of OR/Proof of payment				



**OFFICE OF THE MUNICIPAL AGRICULTURIST  
FRONTLINE SERVICE**



**#Service Name** ISSUANCE OF CERTIFICATION AND OTHER PERTINENT DOCUMENTS

Service Information The Municipal Agriculture Office issues certification for animal health, non productive trees and proof of farmers and fishermen registration.

<b>Office or Division:</b>	Municipal Agriculture Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Bonafide Farmers and Fisherfolks of Kalayaan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vaccination record for animal health certification	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information	Interview client		5 minutes	MAO Staff
2. Pay due amount for certification	Accept payment and issue Official receipt		5 minutes	MTO Staff
3. Present Official Receipt	Issue Certification		3 minutes	MA

**#Service Name** PROVISION OF ANIMAL HEALTH SERVICES

Service Information The Municipal Agriculture Office provides animal health services such as anti rabies vaccination, deworming, artificial insemination and medication to livestock owner of Kalayaan.

<b>Office or Division:</b>	Municipal Agriculture Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Bonafide Livestock Owner of Kalayaan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Client Satisfaction Feedback Form	MAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance	Interview client for the animal health services needed		5 minutes	MAO Staff
2. Claim assistance/support	Provide assistance and animal health services		1-2 hours	MAO Staff
2. Fill up client satisfaction feedback form	Accept and file client satisfaction feedback form		3 minutes	MAO Staff



**#Service Name**                      **PROVISION OF FISHERY SERVICES**

Service Information                      The Municipal Agriculture Office provides fingerlings, fishing gears and livelihood projects to Registered Fisherfolks of Kalayaan.

<b>Office or Division:</b>	Municipal Agriculture Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Registered Fisherfolks of Kalayaan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Fisherfolk Registration Form	MAO
Accomplished Client Satisfaction Feedback Form	MAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information and request	1.1. Verify inclusion of Fisherfolks in Fish R Registration		5 minutes	MAO Staff
	1.2. Distribute fingerlings, fishing gear and provide livelihood projects		30 minutes	MAO Staff
2. Fill up client satisfaction feedback form	Accept and file client satisfaction feedback form		3 minutes	MAO Staff

**#Service Name**                      **DISTRIBUTION OF FERTILIZER AND PLANTING MATERIALS**

Service Information                      The Municipal Agriculture Office distributes fertilizer and planting materials such as palay seeds, vegetable seeds and seedlings and fruit trees to Registered Individual Farmer and Group of Farmers.

<b>Office or Division:</b>	Municipal Agriculture Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Registered Farmers of Kalayaan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Registry System for Basic Sectors in Agriculture (RSBSA) Enrollment Form	MAO
Accomplished Client Satisfaction Feedback Form	MAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information and request	1.1. Verify inclusion of Farmers in RSBSA		5 minutes	MAO Staff
	1.2. Accept and distribute fertilizer, palay or vegetable seeds and fruit trees		10 minutes	MAO Staff
2. Fill up client satisfaction feedback form	Accept and file the client satisfaction feedback form		3 minutes	MAO Staff





**#Service Name**                      **PROVISION OF TECHNICAL ASSISTANCE**

Service Information                      The Municipal Agriculture Office renders technical assistance to farmers, fishermen and livestock owner who seeks advice on technological problem through consultation in office and in farm.

<b>Office or Division:</b>	Municipal Agriculture Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Bonafide Farmers, Fishermen and Livestock Owners of Kalayaan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Client Satisfaction Feedback Form	MAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information and request	1.1. Interview client and schedule of Farm Visit if needed		5 minutes	MAO Staff
	1.2. Conduct field inspection and monitoring		1-2 hours	MAO Staff
2. Claim assistance/support	Provide technical assistance/support		20 minutes	MAO Staff
3. Fill up client satisfaction feedback form	Assist client in filling up form		3 minutes	MAO Staff



**OFFICE OF THE MUNICIPAL ACCOUNTANT  
FRONTLINE SERVICE**



**#Service Name** CERTIFICATION OF BARANGAY SUPPLEMENTAL BUDGET (EXTERNAL)

Service Information The Municipal Accountant shall certify the Supplemental Budget of the Barangay which may be used for some other projects in the barangay.

<b>Office or Division:</b>	Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	3 Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Supplemental Budget		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Barangay Supplemental Budget to the Municipal Accountant.	Budget of the Barangay	None	5 minutes	Accountant/Admin. Officer
<b>Total</b>		<b>None</b>	<b>5 minutes</b>	

**#Service Name** ISSUANCE OF TAX CREDIT CERTIFICATE

Service Information Tax Credit Certificate is a document given to suppliers or contractors declaring the amount of tax being deducted from government payments using BIR Form 2307.

<b>Office or Division:</b>	Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government and/or Private			
<b>Who may avail:</b>	Suppliers and Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Disbursement Vouchers		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request or copy of Disbursement Voucher	Prepare the BIR Form 2307 in a computerized form. Then forward to the Municipal Accountant for signature	None	5 minutes /Voucher	Admin. Staff
<b>Total</b>		<b>None</b>	<b>5 minutes</b>	

**#Service Name** JOURNAL OF CASH TRANSACTIONS FOR BARANGAYS

Service Information All transactions of the Barangays shall be posted and recorded in this Form as per COA Resolution No. 2014-003 on Manual on Financial Management of Barangays.

<b>Office or Division:</b>	Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	3 Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay RCD, DV and Liquidation Reports		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit monthly Disbursement Vouchers	Check completion of supporting documents	None	10 minutes	Admin. Staff
	Forward to the bookkeeper for posting at the JCT	None	5 minutes	Admin Staff
	Preparation of financial reports per barangay	None	1 hour	Admin. Staff
<b>Total</b>		<b>None</b>	<b>1 hr and 15 minutes</b>	



**#Service Name** **CERTIFICATION OF EMPLOYEE'S PAYS Lip**  
**(INTERNAL SERVICES)**  
 Service Information An employee may request for a Certification of his/her payslip for any legal purpose it may serve him/her.

<b>Office or Division:</b>	Accounting Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	All Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Employee's Payslip	Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Municipal Accountant for the request of Payslip Certification.	Check the payroll copies for the covered period then prepare the certification then forward to the Accountant for signature	None	5 minutes	Admin. Staff
<b>Total</b>		<b>None</b>	<b>5 minutes</b>	

**#Service Name** **PROCESSING OF BUSINESS VOUCHERS**  
**(INTERNAL SERVICES)**  
 Service Information All obligated disbursement with complete documentary requirements for common government transactions as per COA Circular No. 2012-001 shall processed accordingly.

<b>Office or Division:</b>	Accounting Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	All departments of the agency
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Supporting documents to be attach to the disbursement voucher for every transaction	Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Disbursement Vouchers	Check completion of supporting documents, assign number to the Disbursement Voucher and the Municipal Accountant will certify as to completeness of supporting documents then forward to the office of the Municipal Treasurer	None	10 minutes	Admin. Staff
2. Forward Disbursement Voucher with the attachment of the check	Prepares the Municipal Accountants Local Advice for the Check issued then bring advice to the Treasurer's Office	None	5 minutes	Admin. Staff
<b>Total</b>		<b>None</b>	<b>15 minutes</b>	



**OFFICE OF THE MUNICIPAL GENERAL SERVICES**  
**FRONTLINE SERVICE**



**#Service Name** ISSUANCE OF GAS SLIP

Service Information The Municipal Government of Kalayaan provides fuel for its service vehicles and equipment for official use. It is the responsibility of the Municipal General Services Office to issue and record gas slip for the fuel provided for the service vehicles and equipment of the municipality

<b>Office or Division:</b>		Municipal General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government Employee		
<b>Who may avail:</b>		Officials and Employees of the Municipality		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved travel order or official business slip or gas requisition slip		Office of the Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the photocopy of the approved travel order or business slip or original copy of gas requisition slip to MGSO	1.1 Receive the document		1 minute	Administrative Aide I MGSO
	1.2 Prepare and record the gas slip together with the driver's trip ticket (for service vehicle).		1-2 minutes	Administrative Aide I MGSO
	1.3 Review and sign the gas slip		1 minute	MGDH-I MGSO MGSO
2. Receive and sign in the log book	2. Release the gas slip		1 minute	Administrative Aide I MGSO

**#Service Name** DELIVERY OF SUPPLIES, MATERIALS AND EQUIPMENT

Service Information The Municipal General Services Office is responsible for the procurement of supplies, materials and equipment for the municipality

<b>Office or Division:</b>		Municipal General Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Agency Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchase Request		Agency Offices		
Requisition and Issuance Slip		Agency Offices		
Request for Quotations/Canvass of Prices		MGSO		
Bac Resolution for Award		Bids and Awards Committee		
Purchase Order		MGSO		
Inspection and Acceptance Report		MGSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward the approved Purchase request and Requisition Issuance Slip to MGSO	1.1 Receive the documents and forward to canvasser		1 minute	Administrative Aide I MGSO
	1.2 Canvass prices /Request quotations from suppliers		1 - 7 days	Supply Officer III, Computer Operator III, Bookbinder IV MGSO
	1.3 Consolidate price quotations/ canvass and prepare abstract of proposal		30 minutes	Supply Officer III, Computer Operator III, Bookbinder IV MGSO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Secure signature of Bids and Awards Committee (BAC) Members in the abstract of bid proposal and Resolution for Award		1 - 2 days	Administrative Aide I MGSO
	1.5 Prepare Purchase Order for supplies, materials and/or equipment to be procured		5 - 10 minutes	Supply Officer III, Computer Operator III, Records Officer I MGSO
	1.6 Place orders of supplies, materials and/or equipment from the supplier with the lowest calculated and responsive quotation		5 - 10 minutes	Supply Officer III, Computer Operator III, Bookbinder IV MGSO
	1.7 Inspect delivered supplies, materials and/or equipment		10 - 30 minutes	Bookbinder IV , Administrative Aide I MGSO
2. Inspect and accept the delivered supplies, materials and/or equipment	2.1 Prepare Inspection and Acceptance Report (IAR) of the procured supplies, materilas and/or equipment		5 - 10 minutes	Supply Officer III, Computer Operator III, Records Officer I MGSO
	2.2 Deliver the supplies, materials and/or equipment to the requesting office		10 - 30 minutes	Administrative Aide I MGSO
	2.3 Secure signature of the personnel accepting supplies, materilas and/or equipment on the AIR		1 - 2 minutes	Administrative Aide I MGSO



**HUMAN RESOURCE MANGEMENT OFFICE**  
**INTERNAL AND EXTERNAL SERVICES**





**#Service Name APPLICATION TO JOB VACANCIES (JOB ORDER)**

The Municipal Government of Kalayaan, Laguna offers job vacancies that is bonded only by a 3-month contract or how long does the service of an individual is required. Service Information The office is processing all this application and evaluates the applicant to what office he/she in nees of his.her serives is needed.

<b>Office or Division:</b>	Human Resource Management Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Individuals who are wanting to be employed in the agency as Job Order Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished and updated resume, biodata or Personal Data Sheet with latest photo and signature	Applicant
Photocopy of necessary attachments to support the information provided by the applicant e.g. TOR, Diploma, PRC License, Certificates, etc.	Applicant
Photocopy of Voter's Certification/Voter's ID	COMELEC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit resume, biodata or PDS to HR Office	Receive documents submitted. (Stamp as received if necessary.)		1 minute	HR Staff
Fill out the applicant Information Sheet	Give Applicant Information Sheet to the applicant		5-15 minutes	Applicant
Submit the Applicant Information Sheet upon completion	Perform initial interview and evaluation of the applicant based on the submitted documents.		15-30minutes	HR Staff
If the applicant passed the initial evaluation and there is an open vacancy for the position he/she is applying to, endorse the applicant to HRMO for final interview	Advise the applicant if he/she passed the initial evaluation and if passed, endorse him/her to the HRMO for final interview		1 minute	HR Staff
If passed,	Interview the applicant for final evaluation		30-60 minutes	HRMO
If passed,	Endorse the new Applicant to HR Staff managing Job Order Personnel for the List of Requirements		1 minute	HRMO
	Orient the applicant regarding the necessary requirements needed before employment		5 minutes	HR Staff
Complete the requirements before the date specified by the HR Staff			3-5 Days	Applicant



Submit the requirements	Evaluate the requirements submitted by the applicant		10 minutes	HR Staff
	Create and issue Job Order contract to the applicant		15 minutes	HR Staff
	Orient the applicant regarding the routing of signature and notary of the contract		3 minutes	HR Staff
Submit the notarized contract to HRMO	Receive and evaluate the completeness of the contract		5 minutes	HR Staff
	Endorse the new employee to the assigned office for orientation		5 minutes	HR Staff

**#Service Name APPLICATION TO JOB VACANCIES (PLANTILLA POSITIONS)**

Service Information The Municipal Government of Kalayaan, Laguna periodically publishes vacant plantilla positions to civil service commission to make available to anyone wanting to enter government service.

<b>Office or Division:</b>	Human Resource Management Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Individuals who are wanting to be employed in the agency as Regular Personnel; Regular employees seeking promotion.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application letter addressed to the Municipal Mayor and stating the position applying for	Applicant
Duly accomplished latest CSC Form 212	Applicant (Form downloadable at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )
Photocopy of authenticated transcript of records	Applicant
Photocopy of authenticated Diploma	Applicant
Photocopy of CSC Eligibility or PRC Eligibility (if necessary)	Applicant
Photocopy of latest IPCR (if for promotion)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit <a href="http://www.csc.gov.ph/career/">www.csc.gov.ph/career/</a> for the list of vacant plantilla positions of the agency. Check if you are qualified to any positions listed under MGO Kalayaan, Laguna. Complete the necessary initial requirements for the position you choose and submit the requirements thru email, via post or walk in.	Upon receiving of the application, evaluate the completeness and qualification of the applicant based on the submitted documents. Inform the applicant if he/she passed or failed the document evaluation and if passed, to wait for the notice of screening to be sent to his/her provided email address.		15 minutes	HR Staff



	After the application period ended, schedule position to be screened and send a copy of Notice of Screening to the applicant.		4 hours	HRMO
Acknowledge the receipt of the notice of screening and proceed to Mun. Hall on the date and time indicated on the notice of screening and submit yourself for further interview and evaluation conducted by the promotion and selection board. Afterwards, you will receive a notice of your garnered average rating in a few days after the interview/assessment	Conduct interview and assessment		1 hour	Promotion and Selection Board
If found qualified for the appointment after the PSB evaluation, you will receive a letter informing you to report to the HRMO and submit the complete requirements for the appointment. Upon submission of the requirements, you will be noticed of the date of assumption.	Secures requirements and informs applicant of the official date of assumption		1 hour	HRMO
Takes oath of Office	Facilitates the oath taking of the newly hired/promoted employee		15 minutes	Local Chief Executive/HRMO

**#Service Name** **INTERNSHIP PROGRAM (ON-THE-JOB TRAINING) OF SENIOR HIGH SCHOOL STUDENTS**

Service Information On-the-job Training is a pre-requisite requirement of a student before graduation. An individual need to comply with the set number hours by the school. This agency offers OJT to college students who are eligible for the department and offices the agency has.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Students who are currently in Senior High School and College			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Intent Letter		School Principal/Head		
Signed MOA between LGU and School		Local Government Unit		
Endorsement letter attached with resumes of the interns with latest picture		School Principal/Coordinator		
Daily Time Records (DTR)		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The school OJT Coordinator shall submit a letter of intent signed by the school head in behalf of the students and with the approval of the Local Chief Executive.	Receives the letter and orient/answer queries of the client regarding the matter.		5 minutes	HRMO



2. Students shall appear on the prescribed date of official start of internship for OJT orientation	Orient the interns on the rules and regulations of the agency and properly endorse the interns to their assigned offices.		1 hour	HRMO
3. Upon completion of the required number of training hours, submit accomplishment and rating sheet to HRMO.	Receive the accomplishment report and rating sheet. Issue certificate of completion.		30 minutes	HRMO Staff

**#Service Name**      **REQUEST FOR CERTIFICATIONS**

Service Information

Human Resource and Management Section holds employment data of every employee be it resigned, retired or currently employed in the agency. Requesting for employment records for any legal purposes of the requestor.

<b>Office or Division:</b>	Human Resource Management Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Former and Incumbent Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If through a representative, Authorization Letter with attached photocopy of valid ID of the requestor and authorized representative.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Human Resource Management Office and request for the certification	Prepare the requested certification	none	10 minutes	HRMO Staff
Receive the requested certification	Record the requested certification and Release.	none	5 minutes	HRMO Staff



**PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)  
INTERNAL AND EXTERNAL SERVICES**



**#Service Name REFERRALS AND RECOMMENDATION**

To provide employment assistance to Job seekers through recommendation letter addressed to prospective employer/s that describes the job seekers qualifications, skills and what position they are applying. Job seekers are advised to provide complete set of requirements.

<b>Office or Division:</b>	Public Employment Service Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Job Seekers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Resume with 2x2 picture From the applicant		Applicant		
Other credentials From the applicant		Applicant		
NMRS Form		PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit resume or biodata and copy of other credentials to the PESO Office and register to the log book	Receive documents submitted. (Stamp as received if necessary.)		1 minute	PESO Staff
Fill out the NMRS Form	Give Applicant the NMRS Form		5-15 minutes	PESO Staff
Receive the Referral/Recommendation letter	Prepare and release the recommendation letter		15-30minutes	PESO Staff

**#Service Name Local Recruitment Activity(LRA)  
Special Recruitment Activity(SRA)  
Jobfair**

Employer's may visit Public Employment Service Office or inquire via e-mail and telephone call for the requirements needed for posting of Job Vacancies.

<b>Office or Division:</b>	Public Employment Service Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Employers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Employer
Company Profile	Employer
DOLE Certificate of No Pending Case(LRA)	Department of Labor and Employment(DOLE)
POEA License(SRA)	Philippine Overseas Employment Administration(POEA)
Job Order/List of Vacancies	Employer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements to PESO	Receive the requirements and check as to its completeness		5 minutes	PESO Staff
Wait for the approval and join on the prearranged date and venue	Assist on the conduct of LRA/SRA/Jobfair on the prearranged date and venue		6 hrs	PESO Staff



**#Service Name**                      **OFW Help Desk (Case Management and Referral)**

Service Information                      This aims to provide basic and legal assistance towards Overseas Filipino Workers

<b>Office or Division:</b>	Public Employment Service Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	OFW or Family of OFW

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photocopy of Passport of the OFW	PSA or Local LCR
Photocopy of Employment Contract of the OFW	Respective Barangays
Certificate of Termination of the OFW	Respective School/University/Colleges
Social Case Study	Respective School/University/Colleges
OEC/OWWA Membership of OFW	MSWDO
Certificate of Indigency of OFW	PESO and respective Schools/colleges/University
Social Case Study of OFW	PESO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the requirements to PESO	Review the requirements/ supporting documents	None	2 minutes	PESO Staff
Fill-out the case In-take Sheet	Review the filled-out Case In-take Sheet	None	2 minutes	PESO Staff
Initial Interview and case assessment	Initial Interview and case assessment	None	10 minutes	PESO Staff
Wait for recommendation and referral/endorsement letter	Prepare the recommendation and referral/endorsement letter.	None	5 minutes	PESO Staff
Receive the recommendation and referral/endorsement letter	Release the recommendation and referral/endorsement letter	None	1 minutes	PESO Staff



**OFFICE OF THE MUNICIPAL BUDGET  
EXTERNAL SERVICES**





**#Service Name** **1 Review of Draft Barangay &/or SK Annual or Supplemental Budget**

Service Information This service provides technical review of the barangay and/or SK annual budget in compliance with RA 7160 prior to approval by the Sangguniang Bayan.

<b>Office or Division:</b>	Barangay Budget Review Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	3 Barangay of Kalayaan, Laguna

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay and/or SK annual Budget (1 copy draft)	Respective Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the draft of Barangay and/or SK Annual or Supplemental Budget	1.1 Acknowledge the submission of the Annual or Supplemental Budget and determine the completeness of required supporting documents.	None	3 minutes	Budget Staff
	1.2 Proceed with the technical review of the Annual or Supplemental Budget to ensure compliance of the Mandatory Requirements in Barangay Budgeting	None	3 days for 1 Annual or Supplemental Budget	MBO
2. Received the corrected Barangay and/or SK Annual or Supplemental Budget	2.1 Return the reviewed Barangay and/or SK annual or Supplemental Budget returned to the concerned Barangay or SK for amendments and compliance of any lacking documents based on findings during technical review.		5 minutes	Budget Staff
	<b>Total</b>	None	<b>3 days &amp; 8 minutes</b>	

**#Service Name** **2. Final Review of Barangay and/or SK Annual or Supplemental Budget from the Sangguniang Bayan.**

Service Information This is in compliance with the regular procedure pertaining to the review of the barangay and/or SK annual or supplemental budget pursuant to section 318 of RA 7160

<b>Office or Division:</b>	Barangay Budget Review Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	3 Barangay of Kalayaan, Laguna



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay and/or SK Annual Budget		Respective Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Barangay and/or SK Annual or Supplemental Budget by the Sangguniang Bayan.	1.1 Acknowledge the submission of the Annual or supplemental Budget and determine the completeness or required supporting documentations from the Committee on Appropriation and Finance	none	5 minutes	Budget Staff
	1.2 Proceed with the technical review of the Annual or Supplemental Budget to ensure compliance of the Mandatory Requirements in Barangay Budgeting	none	30 days	MBO
	1.3 Prepare and attach Review letter signed by the Budget Officer to the Barangay and/or SK Annual or Supplemental Budget.	none	6 minutes	MBO
2. Receive Certification as to availability of funds	2.1 Release of Certification to client	none	3 mins per documents	Budget Staff
	<b>Total</b>		<b>30 days and 14 minutes</b>	



**OFFICE OF THE MUNICIPAL BUDGET  
INTERNAL SERVICES**



**#Service Name** **1 Revise and Approve the following Financial Documents: Activity Design, Purchase Request, Obligation Request, Job Orders and Casual Employees.**

Service Information This service is in compliance with the budgetary procedure of the LGU.

<b>Office or Division:</b>	Execution and Control Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	All LGU - Kalayaan Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Case to case basis whichever is applicable: 1. Activity Design 2. Purchase Request (additional requirement: ppmp or program of works) 3. Obligation Request 4. Job Order, Casual Employees Appointments		Concerned Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Budget Staff for assessment	1.1. Assessment of the documents: a. Proper Account Code b. Correct Responsibility Center c. Proper Charges d. Appropriate Signatory e. Completeness of supporting documents	None	3 minutes per documents	Budget Staff
	1.2 Forward documents to the assigned staff for recording;	None	3 minutes per documents	MBO
	1.3 Recording of transaction in the logbook	none	2 minutes	Budget Staff
	1.4 Approval of the documents	None	2 minutes per documents	
2. Releasing of Documents	2.1 Forwarding approved documents to Accounting Office (OBRs) or Treasurer's Office (Activity Design or PR)	none	3 minutes per documents	
Total			13 minutes	

**#Service Name** **2. Request for Certification (Availability of Funds)**

Service Information This service is in compliance with the budgetary procedure of the LGU.

<b>Office or Division:</b>	Execution and Control Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	All LGU - Kalayaan Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Requesting Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the assigned Budget staff	1.1 Received the request letter as to availability of funds	none	2 minutes 1 document	Budget staff
	1.2 Budget staff will check on the availability of funds then proceeds to make a certification	none	3 minutes per 1 document	Budget staff
	1.3 Certification will be forwarded to the Budget Officer for signature	none	2 minutes per 1 document	MBO
2. Receive Certification as to availability of funds	2.1 Release of Certification to client	none	2 minutes per 1 document	Budget staff
<b>Total</b>			<b>9 minutes</b>	

**#Service Name**

**3. Annual Budget**

Service Information

This service is in compliance with the budgetary procedure of the LGU under section 317 of RA 7160

<b>Office or Division:</b>	Budget Preparation and Review Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	All LGU - Kalayaan Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget proposals and PPMP's		All Departments of LGU- Kalayaan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Budget Proposal and PPMP (Project, Procurement and Management Plan)	1. Receive and review the budget proposal and PPMP	none	15 minutes per proposal or PPMP	MBO
2. Received the returned proposal for amendment	2. If there are corrections, proposal or ppmp will be returned	none		
	3. If proposal or ppmp has no correction, it shall be included in the consolidation of the annual budget.			
<b>Total</b>			<b>15 minutes per proposal</b>	



**OFFICE OF THE SANGGUNANG BAYAN  
INTERNAL SERVICES**



**#Service Name** **1.0 AUTHORIZING THE MUNICIPAL MAYOR TO ENTER AND SIGN INTO MEMORANDUM OF AGREEMENTS (MOA) AND CONTRACTS**

Service Information As mandated under Section 444.b.1.vi of the Local Government Code of 1991, "Upon authorization by the Sangguniang Bayan, (the chief executive) represent the municipality in all its business transactions and sign on its behalf all bonds, contracts and obligations, and such other documents made pursuant to law or ordinance;".

<b>Office or Division</b>	Legislative Department			
<b>Classification</b>	Complex			
<b>Type of Transactions</b>	G2G - Government to Government			
<b>Who may avail</b>	Office of the Municipal Mayor			
	<b>Checklist of Requirements</b>	<b>Where to Secure</b>		
	Endorsement letter address to SB thru Vice Mayor requesting for the service. With attachments: Copy of draft MOA or contract and other pertinent documents related to the contract/MOA	Office of the Municipal Mayor Concerned agency or office to be in agreement with the Municipal Government		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Submit endorsement letter addressed to the Sangguniang Bayan with all pertinent documents attached.	1.1 Receive and record the request letter and other pertinent documents related thereto.		5 minutes	SB Staff
	1.2 Record in the list of referrals for first reading on preceding regular session agenda.			SB Secretary
	1.3 Refer to committee concern during Regular Session and scheduling of lead committee chairman for committee meeting.			SB Presiding Officer/ Vice Mayor and Lead Committee Chairman
	1.4 Write and disseminate invitation letter/s to resource person/s for scheduled CM.		10 minutes writing to printing per letter of invitation	SB Secretary or Committee Meeting Secretary
2.0 Attendance to committee meeting of invited resource persons.	2.1 Conduct committee meeting with invited resource persons with lead committee chairman as presiding officer.		1 hour	Lead Committee with Committee Meeting Secretary
	2.2 Documentation of Committee Meeting Report.		15 to 30 minutes from writing to printing depending on length and substance tackled during CM.	Committee Meeting Secretary
	3.0 Reporting of Lead Committee during Regular Session for adoption and presentation of concerned draft resolution.			Lead Committee Chairman



	4.0 Draft resolution for Second Reading consideration until Third Reading approval.			Sangguniang Bayan
	5.0 Documentation of approved resolution and forwarding the same to signatories for attestation.		15 to 20 minutes from editing and final draft to printing.	SB Secretary
3.0 Receiving copy of resolution and affixing the signature of the receiving staff with the date received in the log book.	6.0 Dissemination of copies of signed resolution to Office of the Mayor and other concerned offices or agency and recording in the log book for the purpose.			SB Staff
		No fees shall be collected	1.5 weeks to 2 weeks legislative process	

**#Service Name** **2.0 PASSAGE OF ANNUAL/SUPPLEMENTAL AND REALIGNMENT APPROPRIATIONS OF THE MUNICIPAL GOVERNMENT**

Service Information As mandated under Section 447.a. of the Local Government Code of 1991, "The Sangguniang Bayan, as the legislative body of the municipality, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the municipality and its inhabitants pursuant to Section 16 of this Code and in the proper exercise of the corporate powers of the municipality as provided for under Section 22 of this Code."

<b>Office or Division</b>	Legislative Department			
<b>Classification</b>	Highly Technical			
<b>Type of Transactions</b>	G2G			
<b>Who may avail</b>	Municipal Government of Kalayaan departments and division thru Office of the Mayor			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Endorsement letter address to SB thru Vice Mayor requesting for the service.  With attachments: For Annual Budget - LBM Forms 1 - 4  - Resolutions approving annual budget For Realignment/Supplemental - Certifications of funds to be allocated  And other pertinent documents related thereto.		Office of the Municipal Mayor  All offices and agencies appropriated by LGU funds  Local Special Bodies with annual appropriations from LGU  Local Finance Committee  Concerned offices or departments.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Submit endorsement letter addressed to the Sangguniang Bayan with all pertinent documents attached.	1.1 Receive and record the request letter and other pertinent documents related thereto.		5 minutes	SB Staff





	1.2 Record in the list of referrals for first reading on preceding regular session agenda.			SB Secretary
	1.3 Refer to committee concern during Regular Session and scheduling of lead committee chairman for budget hearing.			SB Presiding Officer/ Vice Mayor and Lead Committee Chairman
	1.4 Write and disseminate invitation letter/s to resource person/s for scheduled budget hearing.		10 minutes writing to printing per letter of invitation	SB Secretary or Committee Meeting Secretary
2.0 Attendance to budget hearing of invited resource persons.	2.1 Conduct budget hearing or series of budget hearings with invited resource persons.		Series of budget hearings for Annual Budget with 8 hours a day with no specific limit on number of days. For realignment/ supplemental, at least 1 hour.	Lead Committee with Committee Meeting Secretary
	2.2 Documentation of Budget Hearing Report.		30 minutes to 1 hour preparation for Annual Budget. For supplemental/ realignment, 15 to 30 minutes from writing to printing depending on length and substance tackled during BH.	Committee Meeting Secretary
	3.0 Reporting of Lead Committee during Regular Session for adoption and presentation of concerned draft resolution or appropriation ordinance.			Lead Committee Chairman
	4.0 Draft resolution/ord. for Second Reading consideration until Third Reading approval.			Sangguniang Bayan
3.0 Receiving copy of resolution/ord. and affixing the signature of the receiving staff with date received in the log book.	5.0 Dissemination of copies of signed resolution/ordinance to Office of the Mayor and other concerned offices or agency and recording in the log book for the purpose.		15 minutes	SB Staff



	6.0 Forwarding copy of Annual Budget or Supplemental Appropriation ordinance with all of its attachments to Sangguniang Panlalawigan for review and approval.			SB staff
		No fees shall be collected	1.5 weeks to 2 weeks legislative process for realignment/ supplemental appropriations. 2 weeks to a month legislative process for Annual Budget.	

**#Service Name**

**3.0 FURNISHING ORIGINAL OR CERTIFIED PHOTO COPIES OF RESOLUTIONS AND ORDINANCES TO OFFICES AND AGENCIES WITHIN THE MUNICIPAL GOVERNMENT**

Service Information

With the Sangguniang Bayan function, as legislative body of the municipality, to enact ordinances and approve resolutions necessary for an efficient and effective municipal government. It is the standard operating procedure that copies of enacted ordinances and approved resolutions be furnished to Office of the Mayor and other concerned offices for their ready reference and legal basis for measures undertaken.

<b>Office or Division</b>	Legislative Department			
<b>Classification</b>	Simple			
<b>Type of Transactions</b>	G2G			
<b>Who may avail</b>	Municipal Government of Kalayaan departments and division.			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Original or certified photo copies of approved resolutions and enacted ordinances		Office of the Sangguniang Bayan		
Log book for the purpose or Transmittal Letter		Office of the Sangguniang Bayan		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.0 Preparation of transmittal letter or writing in the log book for the purpose the Resolution/Ordinance number and title and nature of copy (original or photo copy) to be furnished to offices concerned.		5 minutes	SB Secretary for transmittal letter or SB Staff for writing in log book
1.0. Receiving the copy of resolution/ordinance, affixing signature above printed name and designation with the date as received in the log book for the purpose.	2.0 Transmitting resolution/ordinance copies to concerned offices.			SB Staff
		No fees shall be collected	5 minutes	



**OFFICE OF THE SANGGUNANG BAYAN  
EXTERNAL SERVICES**



**#Service Name**

**1.0 ISSUANCE OF CERTIFIED COPIES OF SANGGUNIANG BAYAN DOCUMENTS.**

Service Information

As per Rule XVIII, Article 122 (a) (3) (v) of RA 7160, the Local Government Code of 1991, states that the Secretary to the Sangguniang Bayan shall "furnish, upon request of any interested party, certified copies of records of public character in her custody, upon payments to the Municipal Treasurer of such fees as may be prescribed by ordinance;" the Revised Revenue Code of Kalayaan, Laguna (Y2021) and the Freedom of Information Ordinance.

<b>Office or Division</b>	Legislative Department			
<b>Classification</b>	Simple			
<b>Type of Transactions</b>	G2C - Government to Client			
<b>Who may avail</b>	General Public			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Letter address to Vice Mayor/SBO Dept. Head thru SB Secretary		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Submit a written request stating the name and contact information of the requesting party, provide valid proof of his identification or authorization, reasonably describe the documents requested and the reason for, or purpose of the request for the needed documents; Provided, that no request shall be denied or refused acceptance unless the reason for the request is contrary to law, existing rules and regulations or one of the exceptions enshrined in the Constitution.	1.1 Receive and record the request letter and other pertinent documents related thereto.		5 minutes	SB Staff
	1.2 Verifies letter and the purpose thereof.		3 minutes	SB Secretary
	1.3 Forward request to VM/SBO Dept. Head for approval.			Vice Mayor thru SB Secretary
	1.4 Prepare and produce a copy of the requested document/s.		5 minutes	SB Secretary
	1.5 Photo copy or print the requested document/s depending on the document/s nature.		5 minutes to 30 minutes depending on the document's length and quantity.	SB Staff
	1.6 Issuance of order of payment. There are cases that payment of fees can be waived.		3 minutes	SB Secretary or SB Staff



2.0 Client will proceed to Treasury Department and pay the corresponding fees.		As applicable: Secretary's Fee - P100 Certification of Official Records - P50 per page for 1st copy and P5 per page for succeeding copies. Printing - P5/page Photocopying : Long - P3/page Short/A4 - P2/page (RRC 2019 & FOI Ord.)		Treasury Department
3.0 Present the Official Receipt of payment for fees.	Write the information of requested document/s in a log book for the purpose		3 minutes	Staff from SB/SB Secretary's Office
4.0 Receive the requested document/s and affix his/her signature in a log book for the purpose.	Release requested document/s		1 minute	Staff from SB/SB Secretary's Office
		<b>Total fees to be paid depending on the quantity, number of pages and nature of document/s.</b>	<b>25 minutes or less</b>	

**#Service Name**                      **2.0 ISSUANCE OF CSO ACCREDITATION**

Article 62, Rule XIII of the Implementing Rules and Regulations of the Local Government Code of 1991 (RA 7160) mandates local government units to promote the establishment and operation of people's organizations, non-governmental organizations and the private sector, to make them active partners in the pursuit of local autonomy, and to directly involve them in the plans, programs, projects and activities of the LGU.

<b>Office or Division</b>	Legislative Department
<b>Classification</b>	Moderate
<b>Type of Transactions</b>	G2C - Government to Client
<b>Who may avail</b>	Civil Society Organizations, Non-Government Organizations, community associations and the like
<b>Checklist of Requirements</b>	<b>Where to Secure</b>
Letter of intent addressed to Sangguniang Bayan	Organization
Accomplished Application Form	Form from Sangguniang Bayan Office
Organization By-Laws and Profile indicating the purpose & Objectives of the Organization	Organization
Certificate of Registration if any	Securities & Exchange Commission (SEC) or Cooperative Dev't Authority (CDA)
List of Current Officers and Members	Organization
Board Resolution aiming for accreditation	Organization



Previous Year Annual Accomplishment Report		Organization		
Previous Year Financial Statement		Organization		
Copy of the minutes of previous year meeting of the organization		Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit Letter of Intent requesting for CSO Accreditation to the Sangguniang Bayan with all of the requirements attached.	1.1 Receive and forward to SB Secretary for checking of documents and attached requirements.		5 minutes	SB Staff and SB Secretary
	1.2 SB Secretary will include Letter of Intent and attachments into Calendar of Business agenda for First Reading on preceding Regular Session.		5 minutes	SB Secretary
	1.3 Ad Hoc Committee on CSO Accreditation referral during Regular Session for Committee Hearing.			SB Presiding Officer
	1.4 Prepare notice of committee hearing.		10 minutes	SB Secretary
2.0 Attendance of organization's officers or representatives in Committee Hearing for the purpose.	2.1 Conduct Committee Hearing.			Sangguniang Bayan thru Ad Hoc Committee on CSO Accreditation
	2.2 Preparation of Committee Report for adoption during preceding Regular Session.		30 minutes to 1 hour depending on the length of hearing and content to be considered	SB Committee Meeting/Hearing Secretary
	2.3 Preparation of draft resolution for accreditation and draft Certificate of Accreditation.		30 minutes to 1 hour	Committee Chairman with SB Secretary
	2.4 Ad Hoc Committee on CSO Accreditation present/submit its recommendation thru Committee Report to Sangguniang Bayan during Regular Session for adoption.			Ad Hoc Committee on CSO Accreditation/ Sangguniang Bayan



	2.5 Present draft of Resolution of accreditation during Regular Session's Second to Third and Final Reading for consideration and approval.			Sangguniang Bayan
	2.6 Preparation of approved and final copies of Resolution for Accreditation and Certificate of Accreditation and forwarding the same for concerned officials' signature.		30 minutes for final copies of Resolution and Certificate and undetermined time for concerned officials' signature.	Sangguniang Bayan Secretary Vice Mayor/SB Presiding Officer and Municipal Mayor
3.0 Organization's officers or representatives will appear before the Sangguniang Bayan for the awarding of Accreditation Resolution and Certificate.	3.1 Preparation for a simple program for the awarding of Accreditation Resolution and Certificate to concerned organization.		30 minutes at the most	Sangguniang Bayan
		<b>No fees shall be collected</b>	<b>1.5 weeks to 3 weeks legislative process</b>	

**#Service Name**

**3.0 REVIEW OF APPROPRIATION ORDINANCE (ANNUAL BUDGET/SUPPLEMENTAL/REALIGNMENT) OF COMPONENT BARANGAYS**

Service Information

The Local Government Code of 1991 (RA 7160) in Section 333. Review of the Barangay Budget, states that "Within 10 days from its approval, copies of the barangay ordinance authorizing the annual appropriation shall be furnished the sangguniang bayan through the municipal budget officer. The sanggunian shall have the power to review such ordinance in order to ensure that the provisions of this Title are complied with.

<b>Office or Division</b>	Legislative Department
<b>Classification</b>	Highly Technical
<b>Type of Transactions</b>	G2G - Government to Government
<b>Who may avail</b>	Barangay Government of San Juan, Longos and San Antonio
<b>Checklist of Requirements</b>	<b>Where to Secure</b>
Barangay Appropriation Ordinance and pertinent papers attached thereto as required by law thru the endorsement of the Municipal Budget Officer to the Sangguniang Bayan.	Barangay Government; Municipal Budget Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit the Barangay Appropriation Ordinance with all pertinent documents attached as required by law with proper transmittal by the Municipal Budget Officer.	1.1 Stamp as receive the transmittal with date and time of actual receipt and write basic information in the incoming log book for the purpose.		6 minutes	SB Receiving Staff
	1.2 Calendar the Appropriation Ordinance for First Reading agenda in the preceding Regular Session.		5 minutes	SB Secretary
	1.3 For referral to lead committee/s concern and schedule of committee meeting (CM) during Regular Session.			SB Presiding Officer
	1.4 Prepare invitations for resource persons to appear before CM.		5 minutes	SB Secretary or CM Secretary
2.0 Appearance of invited resource persons for Committee Meeting (CM).	2.1 Conduct Committee Meeting/s in-aid-of legislation.		At least 2 hours for Annual Budget/ 1 hour for Supplemental/ Realignment	Committee on Budget and Appropriation with other concerned committees/ SB Secretariat
	3. Preparation of Committee Report.		30 minutes to 1 hour depending on the length of meeting and content to be considered	Lead Committee/s with Committee Meeting Secretary
	4. Lead Committee will present/ submit its recommendation thru a Committee Report to Sangguniang Bayan during Regular Session for adoption.			Lead Committee and Sangguniang Bayan
	5. Present draft of Resolution during Regular Session's Second to Third and Final Reading for consideration and approval.			Lead Committee Chairman





	6. Preparation of approved and final copies of Resolution and forward the same for Vice Mayor/SB Presiding Officer signature.		30 minutes for final copies of Resolution and Certificate and undetermined time for concerned official's signature.	Sangguniang Bayan Secretary and Vice Mayor/SB Presiding Officer
	7. Transmit original copies of Resolution to Barangay, Municipal Budget Office, Municipal Accounting Office and other concerned offices for their information and reference.			SB Secretary with SB Staff
		No fees shall be collected	1.5 weeks to 3 weeks legislative process	

**#Service Name** **4.0 REVIEW OF BARANGAY ORDINANCES (TAX, REGULATORY AND OTHER GENERAL ORDINANCES)**

Service Information It is within the powers, duties and functions of the Sangguniang Bayan, in Section 447 (a) (1) (i) to review all ordinances approved by the Sangguniang Barangay to determine whether these are within the scope of the prescribed powers of the sanggunian and of the punong barangay.

<b>Office or Division</b>	Legislative Department			
<b>Classification</b>	Highly Technical			
<b>Type of Transactions</b>	G2G - Government to Government			
<b>Who may avail</b>	Barangay Government of San Juan, Longos and San Antonio			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Original copy of the approved ordinance with proper transmittal from the Punong Barangay.		Sangguniang Barangay, the Punong Barangay and the Sangguniang Barangay Secretary		
With attachments as follows for regulatory, with penal sanctions and tax ordinances:				
Copy of Notice of Public Hearing/Consultation;				
Copy of minutes of Public Hearing/Consultation;				
Copy of Public Hearing/Consultation Attendance				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Transmit the Barangay Ordinance for review and approval of the Sangguniang Bayan.	1.1 Stamp as receive the transmittal with date and time of actual receipt and write basic information in the incoming log book for the purpose.		6 minutes	SB Receiving Staff
	1.2 Calendar the Barangay Ordinance for First Reading agenda in the preceding Regular Session.		5 minutes	SB Secretary
	1.3 For referral to lead committee/s concern and schedule of committee meeting (CM) during Regular Session.			SB Presiding Officer



	1.4 Prepare invitations for resource persons to appear before CM.		5 minutes	SB Secretary or CM Secretary
2.0 Appearance of invited resource persons for the Committee Meeting.	2.1 Conduct Committee Meeting/s in-aid-of legislation and record the proceedings.		At least 1 hour	Lead Committees/ SB Secretariat
	3. Preparation of Committee Report.		30 minutes to 1 hour depending on the length of meeting and content to be considered	Lead Committee/s with Committee Meeting Secretary
	4. Lead Committee will present/ submit its recommendation thru a Committee Report to Sangguniang Bayan during Regular Session for adoption.			Lead Committee and Sangguniang Bayan
	5. Present draft of Resolution during Regular Session's Second to Third and Final Reading for consideration and approval.			Lead Committee Chairman
	6. Preparation of approved and final copies of Resolution and forward the same for Vice Mayor/SB Presiding Officer signature.		30 minutes for final copies of Resolution and Certificate and undetermined time for concerned official's signature.	Sangguniang Bayan Secretary and Vice Mayor/SB Presiding Officer
	7. Transmit original copies of Resolution to			SB Secretary with SB Staff
		<b>No fees shall be collected</b>	<b>2 weeks to a month legislative process</b>	

**#Service Name**

**5.0 ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTO) - NEW**

Service Information

Pursuant to the provision of sub-paragraph vi, paragraph 3, Section 447 (a) of the Local Government Code of 1991 (RA 7160) which states to wit: "Subject to the guidelines prescribed by the Department of Transportation and Communications, shall regulate the operation of tricycle and grant franchises for the operation thereof within the territorial jurisdiction of the municipality." The Sangguniang Bayan is given the legislative authority to issue franchise ordinances for the operation of tricycles within the territorial jurisdiction of the municipality. And thru the provisions of the Revised Revenue Code of Kalayaan, Laguna (Y2019), Chapter IV, Article S. Franchise and Other Fees on Tricycle Operation. Section 3S.04. the Kalayaan Tricycle Franchising and Regulatory Board is given the power and functions to issue the necessary documents for MTO and prescribed the fees to be collected.

<b>Office or Division</b>	Legislative Department - Kalayaan Tricycle Franchising and Regulatory Board (KTRFB)
<b>Classification</b>	Highly Technical
<b>Type of Transactions</b>	G2C - Government to Client
<b>Who may avail</b>	Members of Recognized and Accredited Tricycle Operators' and Drivers' Association (TODA) in the Municipality of Kalayaan



Checklist of Requirements		Where to Secure		
Accredited TODA Membership Certification (original copy)		TODA		
Clear photo copy of OR and CR of vehicle (Bring original documents for authentication)		Client		
Barangay Clearance		Office of the Punong Barangay		
Police Clearance (Requirement: Court Clearance)		Kalayaan Municipal Police Station (Lumban Municipal Trial Court)		
Community Tax Certificate (sedula)		Municipal Treasury Office		
Franchise Forms: 1. Tricycle Inspection Sheet (1 copy); 2. Application for Tricycle		K T F R B (Sangguniang Bayan Office)		
Franchise (triplicates); 3. Special Authority (triplicates)				
The tricycle unit for franchise permit.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Secure a checklist of requirements thru TODA where the client is a member and submit the same to KTFRB- Sangguniang Bayan Office	1.1 Accept all documentary requirements and verify completeness.		5 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno
	1.2 Encode the needed data from the documentary requirements presented by the client in the 3 KTFRB forms (Inspection, Application and MTOP) in triplicates.		15 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno
2.0 Present the tricycle unit for physical inspection.	2.1 Tricycle unit physical inspection and verification and filling up the needed data in the Inspection Sheet and affixing signature therein.		15 minutes	KTFRB Inspector
	3.0 Giving the signed Inspection Sheet and order of payment to client for payment of fees at Treasury Office.		2 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno
3.0 Client will proceed to Municipal Treasury Office and pay corresponding fees.		1. Franchise Fee - P300 (good for 3 yrs.) 2. Permit Fee - P150 (yearly payment) 3. Registration Fee - P150 (yearly payment) 4. Metal Plate - P220 (good until revised)	10 minutes	Municipal Treasury Office



4.0 Present the OR of payment and affix signature in the Application for Tricycle Franchise forms in triplicates.	4.0 Encode the OR Number and date of payment with expiry date of franchise in the Application form, attach the OR in 3 forms with the documentary requirements and forward the Application form for KTFRB Chairman for signature.		10 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno/ KTFRB Chairman or KTFRB Secretary
5.0 Forward the Special Authority forms for Mayor's signature and return to KTFRB office.	5.0 Verify approval of the Municipal Mayor in the Special Authority form. Get the KTFRB copy of Application form and TODA Certification for office file.			Mr. Ricardo Mondalla or Ms. Rocelle Acuno
6.0 Receive the franchise plate and affix signature in a log book for the purpose.	6.0 Issuance of franchise plate and writing information in a log book as proof of receipt by client.		5 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno
		<b>NEW FRANCHISE FEES: P820</b>	<b>52 MINUTES OR LESS</b>	

**# SERVICE NAME**      **6.0 ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTO) - RENEWAL**

<b>Office or Division</b>	Legislative Department - Kalayaan Tricycle Franchising and Regulatory Board (KTFRB)			
<b>Classification</b>	Highly Technical			
<b>Type of Transactions</b>	G2C - Government to Client			
<b>Who may avail</b>	Members of Recognized and Accredited Tricycle Operators' and Drivers' Association (TODA) who have previously acquired franchise in the Municipality of Kalayaan			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Accredited TODA Membership Certification (original copy)		TODA		
Clear photo copy of OR and CR of vehicle (Bring original documents for authentication)		Client (from LTO)		
Latest LTO Registration (strictly "For Hire" classifications only)		Client (from LTO)		
Community Tax Certificate (sedula)		Municipal Treasury Office		
Franchise Forms: 1. Tricycle Inspection Sheet (1 copy); 2. Application for Tricycle Franchise (triplicates); 3. Special Authority (triplicates)		K T F R B (Office of the Sangguniang Bayan)		
The tricycle unit for renewal of franchise permit.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Secure a checklist of requirements thru TODA where the client is a member and submit the same to KTFRB- Sangguniang Bayan Office	1.1 Accept all documentary requirements and verify completeness.		5 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno



	1.2 Encode the needed data from the documentary requirements presented by the client in the 3 KTFRB forms (Inspection, Application and MTOP) in triplicates.		8 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno
2.0 Present the tricycle unit for physical inspection.	2.1 Tricycle unit physical inspection and verification and filling up the needed data in the Inspection Sheet and affixing signature therein.		5 minutes	KTFRB Inspector
	3.0 Giving the signed Inspection Sheet and order of payment to client for payment of fees at Treasury Office.		2 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno
3.0 Client will proceed to Municipal Treasury Office and pay corresponding fees.		1. Permit Fee - P150 (yearly payment) 2. Registration Fee - P150 (yearly payment) 3. Year Sticker - P20 (yearly)	10 minutes	Municipal Treasury Office
4.0 Present the OR of payment and affix signature in the Application for Tricycle Franchise forms in triplicates.	4.0 Encode the OR Number and date of payment with expiry date of franchise in the Application form, attach the OR in 3 forms with the documentary requirements and forward the Application form for KTFRB Chairman for signature.		5 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno/ KTFRB Chairman or KTFRB Secretary
5.0 Forward the Special Authority forms for Mayor's signature and return to KTFRB office.	5.0 Verify approval of the Municipal Mayor in the Special Authority form. Get the KTFRB copy of Application form and TODA Certification for office file.			Mr. Ricardo Mondalla or Ms. Rocelle Acuno
6.0 Receive the franchise plate and affix signature in a log book for the purpose.	6.0 Issuance of franchise plate and writing information in a log book as proof of receipt by client.		5 minutes	Mr. Ricardo Mondalla or Ms. Rocelle Acuno
		<b>RENEWAL FEES: P320</b>	<b>40 MINUTES OR LESS</b>	



**#SERVICE NAME**      **7.0 APPLICATION FOR THE REVOCATION OF TRICYCLE FRANCHISE**

<b>Office or Division</b>	Legislative Department - Kalayaan Tricycle Franchising and Regulatory Board (KTFRB)			
<b>Classification</b>	Highly Technical			
<b>Type of Transactions</b>	G2C - Government to Client			
<b>Who may avail</b>	Those who have previously acquired franchise in the Municipality of Kalayaan and need to revoke the license for purpose to be explicitly declared by the client.			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Proper identification or valid Ids		Client		
Latest franchise documents issued by the Municipality of Kalayaan - original copy		Client		
Proof of ownership of unit and documents of the same		Client		
Valid reason for the application of revocation of franchise		Client		
Drop Off form in triplicate copy		K T F R B (Office of the Sangguniang Bayan)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Apply for revocation of franchise of unit declaring valid reason/s and presenting identification, proof of ownership and documents of unit and the latest franchise documents from the municipality.	1.1 Check and validate the required documents.		5 minutes	KTFRB Secretary
	1.2 Encode the information of the unit, reason of the client for revocation and the date of issuance of latest franchise in the municipality in the Certificate of Drop Off while ordering payment of Secretary's Fee to client.		8 minutes	KTFRB Secretary
2.0 Payment of service fee.		Secretary's Fee - P100		Municipal Treasury Office
3.0 Present OR of payment to KTFRB Secretary	2.0 Incorporation of the OR Number and amount in Drop Off Certificate and printing the same in triplicates.		3 minutes	KTFRB Secretary
	3.0 Affixing the signature in the Certificate and marking with Municipal seal.		1 minute	KTFRB Secretary
4.0 Receiving the duplicate copies of Drop Off Certificate and affixing client's signature in a log book for the purpose.	4.0 Writing in log book for the purpose information regarding the issuance of Drop Off Certificate to client.		2 minutes	SB staff
		<b>P100</b>	<b>19 MINUTES</b>	



#### DIRECTORY OF LGU OFFICES

##### OFFICE OF THE MUNICIPAL MAYOR

Head: **Hon. Mayor SANDY P. LAGANAPAN**

Tel. No.: (049) 501-7771

##### OFFICE OF THE SANGGUNIANG BAYAN

Head: **Hon. Vice Mayor JOHN EDWARD KENNETH M. RAGAZA**

Tel. No.: (049) 523-1281

##### MUNICIPAL TREASURY OFFICE

Head: **LIZETTE M. FADRI**

LRCO II/ICO Treasury

Tel. No.: (049) 557-0383

##### MUNICIPAL ASSESSMENT OFFICE

Head: **NIRMA F. SEGURA**

Tel. No.: (049) 523-9716

##### MUNICIPAL AGRICULTURE OFFICE

Head: **LIZA L. YEE**

Tel. No.:

##### MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

Head: **LILLI ANN A. LAGANAS**

Social Welfare Officer III/ICO MSWDO

Tel. No.:

##### MUNICIPAL CIVIL REGISTRY OFFICE

Head: **ADELAIDA A. AGANA**

Tel. No.:

##### MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

Head: **JUVY R. RAGAS**

Tel. No.: (049) 557-1709

##### MUNICIPAL HEALTH OFFICE

Head: **RICA P. PAMATMAT**

Tel. No.: (049) 501-7753

##### MUNICIPAL ENGINEERING OFFICE

Head: **RUEL R. RAGAS**

Tel. No.: (049) 557-0122

##### HUMAN RESOURCE AND MANAGEMENT OFFICE

Head: **SWEET FAITH F. FERRANCOL**

Tel. No.: (049) 523-0760

##### MUNICIPAL BUDGET OFFICE

Head: **EDSHIELL N. SADSAD**

Budget Officer III/ICO Budget Office

Tel. No.: (049) 501-7766

##### MUNICIPAL ACCOUNTING OFFICE

Head: **GIZELLE M. FERNANDEZ**

MAA III/ICO-Accounting Office

Tel. No.: (049) 576-3472

##### MUNICIPAL DISASTER REDUCTION RISK AND MANAGEMENT OFFICE

Head: **REINELSA B. CORPUZ**

Tel. No.: (049) 523-3780

##### MUNICIPAL ECONOMIC ENTERPRISE OFFICE

Head: **MARIFI M. MACAWILI**

Tel. No.:

##### MUNICIPAL GENERAL SERVICES OFFICE

Head: **MARIA CONCEPCION E. MACATANGGA**

Tel. No.: (049) 557-0122





For compliance or suggestions to improve our services delivery, the following mechanisms are available:

Written complaints/suggestions can be dropped at our Comments & Suggestion Box located near at our Public Assistance and Complaints Desk at the lobby of Kalayaan Municipal Hall. You can use our Feedback Form available at the Public Assistance Desk.

You can also e mail us at [lqu\\_kalayaan@yahoo.com](mailto:lqu_kalayaan@yahoo.com)

If you choose to write a formal letter of complaint, you may send it to:

Human Resource Management Office  
2nd Floor Municipal Building  
San Juan, kalayaan, Laguna

Call us at ( **049**)501-7771 / (049) 523-0760

Rest assured that all complaints/suggestions will be acted upon accordingly.

#### OFFICE ORDER DESIGNATING THE CITIZEN'S CHARTER TEAM

OFFICE ORDER NO. 01, S. 2017

#### DESIGNATING THE CITIZEN'S CHARTER TEAM (CCT)

Pursuant to R.A. No. 9485 known as the Anti-Red Tape Act, requiring all government agencies including departments, bureaus, offices, instrumentalities or government-owned and controlled corporations, or local governments or district units that provide frontline services to set up their respective Citizen's Charter, the Citizen's Charter Team (CCT) is hereby created.

**I. Functions of the CCT.** To promote transparency accountability and ensure efficient and effective service delivery, the Municipality of Kalayaan is creating the Citizen's Charter Team (CCT) to perform the following functions.

- Formulate work plan for the preparation of Citizens Charter
- Identify and prioritize existing services
- Document and review existing systems and procedures
- Set service standards Translate service standards into performance, pledges/comment
- Consult with internal and external stakeholders
- Pilot test new systems and procedures
- Write and package the Citizen's Charter

**II. COMPOSITION.** The Citizen's Charter Team (CCT) shall be headed by a Team Leader- **Mr. BENITO M. MADRAZO, JR.**, Computer Operator IV and assisted by a Deputy Team Leader- **Mrs. SWEET FAITH F. FERRANCOL**, Human Resource Management Officer in the performance of aforementioned tasks and functions. The members shall be composed of the following:

Reneth S. Martinez  
Juvy R. Ragas  
Ruel R. Ragas  
Rica P. Pamatmat  
Adelaida A. Agana  
Liza L. Yee  
Nirma F. Segura  
Marilyn O. Abarca  
Maria Concepcion E. Macatangga  
Marifi M. Macawili  
Reinelsa B. Corpuz

SB Secretary  
MPDC  
Mun. Engineer  
Mun. Health Officer  
Mun. Civil Registry  
Mun. Agriculturist  
Mun. Assessor  
Mun. Budget Officer  
MGSO  
DMO III  
LDRRMO IV





The CCT will be technically and administratively supported by:

Lilian A. Valeña  
Arnold P. Gagalang  
Deberlyn R. Ponce  
Renan V. San Antonio

Computer Operator IV  
Bookbinder IV  
Bookbinder IV  
Administrative Assistant

The Municipal Mayor Hon. SANDY P. LAGANAPAN, Municipality of Kalayaan shall provide oversight and advisory functions to the CCT.

III. Roles of the Citizen's Charter Team Members: The Team Leader shall be primarily responsible for directing and supervising the implementation of the Citizen's Charter. The Deputy Team Leader shall assist the Team Leader in the performance of his functions and assume responsibility in his/her absence. The team members shall perform other functions as may be required.

IV. Funding. Budgetary requirements for its activities and outputs shall be source from one-half of one percent of the Municipal total MOOE.

v. Effectivity. This order takes effect on 15 day of January 2017 Compliance is hereby enjoined.



**SANDY P. LAGANAPAN**  
Municipal Mayor  
Kalayaan, Laguna