



LOCAL GOVERNMENT UNIT OF BUUG

CITIZEN'S CHARTER



I. VISION

Buug as the trading hub and agro-ecotourism destination in the eastern part of Zamboanga Sibugay with perpetually God-fearing, technologically empowered, holistically healthy and significantly productive citizenry, living in a safe, resilient community with ecologically balanced environment anchored on participative, gender-responsive, transparent and accountable leadership.

II. MANDATE

The Citizens Charter of the Local Government Unit of Buug is a public document that provides information to the public regarding the services provided by the LGU, the procedures and prerequisites, processing time frame, and with the corresponding accountable party. It encourages transparency, accountability, and participatory governance. It is a mandate of every local government unit under RA 7160, generally referred to as the "Local Government Code of 1991," to guarantee the preservation and safeguard the best interest of our people.

III. SERVICE PLEDGE

We the officials and employees of the Local Government Unit of Buug, do hereby dispose and pledge to apply the utmost service performance and strongly perform our **SIDLAK BUUG** commitment to our constituents.

Sensitive to the needs of every client, providing fast, reliable service with transparency and accountability.

Information dissemination and public consultations on LGU mandates, services and program offered through different platforms of public information (official FB page LGU Buug).

Dedicated in providing a road map for our people on how to interact with the agency's procedures to follow and to the services being offered.

Love of work, to have a harmonious attitude that can make one's work more enjoyable and productive. To relate to public perception of how well government agencies are serving them.

Active listener to the needs and concerns of every individual that avails our office services, contributing to a more streamlined and positive citizen experience.

Knowledgeable on programs and services being offered which can help client's satisfaction

Brilliant ideas and aspirations for a Citizen's Charter dedicated to fostering efficient and transparent public service by streamlining procedures, embracing innovative approach that respond to a dynamic and evolving needs of our people.

Unstoppable commitment to excellence in public service by simplifying processes, and remains steadfast to the following:

1. Tourism Development

Our focus begins with Tourism. We aim to harness the natural beauty, heritage, and culture of our town by promoting our beautiful spots and unique culture to attract more visitors and support local businesses.

2. Agricultural Advancement

In Agriculture, we will empower our farmers and fisherfolks— we'll help our farmers and fishers through better tools, training, and access to markets, making farming and fishing more sustainable and rewarding. Let us strengthen food security while honoring those who feed us all.

3. Environmental Stewardship

We will safeguard our ecosystems by mobilizing clean-up efforts, tree-planting campaigns, and green initiatives to protect our land, air, and waters—preserving Buug not only for our generation but for the generations yet to come.

4. Health care Access

We will strengthen health centers, increase access to medicine, and bring programs closer to the grassroots— reach more people in the barangays because no one should be left behind when it comes to well-being. Because good health is a right—not a privilege.

5. Education for All

We are investing in safer and better-equipped schools, and making sure every child has the support to dream big and reach even higher.

6. Sports and Youth Empowerment

Through sports, we build discipline, confidence, and unity. We will expand athletic opportunities that nurture not just strong bodies—but strong character.

7. Peace and Order

We'll work closely with our police, barangays, and communities to make our town a safe, secure, and peaceful environment for all.

8. Infrastructure and Connectivity

And finally, we recognize that the foundation of growth is Infrastructure. From reliable roads and drainage systems to vibrant public spaces, we will invest in projects that uplift daily life and support long-term growth. Connectivity: give a consistent signal to every barangay; e-LGU-e-BOSS digitizes all government transactions; LGU Buug can improve accessibility, streamline operations, and raise overall effectiveness by integrating technology into administrative processes. Digital platforms reduce bureaucratic barriers and processing times by automating repetitive tasks.

United government officials and employees gives healthy working environment is one factor for the efficient and reliable service rendered.

Genuine dedication and service of our Local Chief Executive and it's employees will lead Buug and our constituents to a brighter future, and unfathomable heights off success and aspirations.



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Office	Address	Contact Information
Mayor's Office	LGU BUUG	09-2739-3949-0
Vice Mayor's Office	LGU BUUG	09-6395-7375-5
Office of the SB Secretary	LGU BUUG	09-2629-7190-8
Municipal Planning and Development Office	LGU BUUG	09-1871-7280-6
Municipal Treasurer's Office	LGU BUUG	09-1782-1801-4
Bids and Awards Committee Office	LGU BUUG	09-1262-4236-2
Municipal Budget Office	LGU BUUG	09-6515-4770-0
Municipal Accounting Office	LGU BUUG	09-0687-0108-5
Human Resource Management Office	LGU BUUG	09-1562-7572-3
Municipal Assessor's Office	LGU BUUG	09-1540-8860-6
Municipal Engineering Office	LGU BUUG	
Municipal Health Office	LGU BUUG	09-9743-0480-8
Municipal Civil Registry	LGU BUUG	09-5389-5041-6
Municipal Nutrition Office	LGU BUUG	09-1763-8778-0
Market and Slaughter Office	LGU BUUG	09-1772-6260-1
Office of the Municipal Agriculturist	LGU BUUG	09-1068-5295-5
Municipal Social Welfare and Development	LGU BUUG	09-3817-1864-4
Local Youth Development Office	LGU BUUG	09-3896-5971-0
Office of the Senior Citizen's Affairs	LGU BUUG	09-1282-9422-0
Persons with Disability	LGU BUUG	09-2695-1226-1

Affairs Office

Local Disaster risk
Reduction and
Management Office

LGU BUUG

09-3607-1914-7



MAYOR'S OFFICE

VISION

To deal the clients efficiently to achieve a vibrant future through improving the quality of good services.

MISSION

To create a positive environment for sustainable growth through the provision for effective and efficient services to the public.



1. RELEASING OF BUSINESS PERMIT

It shall be unlawful for any person or entity to conduct or engage in any business, trade or occupation within the territorial jurisdiction of the Municipality of Buug for which a permit is required for the proper supervision and enforcement of existing laws and ordinances without first having secured a permit therefore from the Municipal Mayor and paying the necessary fees to the Municipal Treasurer. The Business Permit is granted for a period of not more than one (1) year and shall expire on the thirty-first (31st) of December following the date of issuance unless revoked or surrendered earlier. The Business Permit issued shall be renewed within the month of January. It shall have a continuing validity only upon renewal thereof and payment of the corresponding fee.

Office or Division :	MUNICIPAL MAYOR'S OFFICE
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen G2B – Government to Business
Who may avail :	All Residents of this Municipality
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE
Barangay Clearance (1 Original Copy)	Barangay Hall (Barangay of Residency)
Community Tax Clearance (Current Year) 1 Original Copy	Barangay Hall (Barangay of Residency)/ Municipal Treasurer's Office
Proof of Business Registration (DTI/SEC/CDA) 1 Original Copy	* Department of Trade and Industry- for Single Proprietorship * Securities and Exchange Commission- for Partnership or Corporation * Cooperative Development Authority- for Cooperative
Police Clearance (1 Original Copy)	Municipal Police Station
Market Clearance (for market stall owners only) (1 Original Copy)	Market Supervisor
Building Permit Clearance (1 Original Copy)	Municipal Engineering Office
Duly Notarized Lease Contract (<i>for market stall occupants only</i>) (3 Original Copies)	Municipal Mayor's Office
Zoning Clearance (1 Original Copy)	Municipal Planning and Development Office
Solid Waste Management Clearance (1 Original Copy)	Municipal Environment and Natural Resources Office
Medical Certificate (1 Original Copy)	Municipal Health Office
Sanitary Permit (1 Original Copy)	Municipal Health Office
Fire Safety Inspection Certificate (1 Original Copy)	Bureau of Fire and Protection (BFP) Station

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the call or text from the Mayor's staff for the releasing of the Business Permit.	1.1 Receive from the Business Permit Licensing Staff the required documents and verify the validity, accuracy and completeness. 1.2 Prepare the Business Permit. 1.3 Endorse the Business Permit to the Municipal Treasurer's Office	NONE	2 working days	<u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office) <u>Regine L. Velasco</u> Admin Aide III (Municipal Mayor's Office)
2. Claim the Business Permit.	2.1 Municipal Mayor will review the business permit prior to approval. 2.2 Record the Business Permit to be release on the designated logbook.	NONE	3 minutes	<u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office) <u>Regine L. Velasco</u> Admin Aide III (Municipal Mayor's Office)
TOTAL		NONE	2 working days and 3 minutes	

2. Issuance Of Mayor's Clearance

This clearance is issued to individuals needing a document that certifies he/she is a resident of the municipality and that he/she has no pending case filed with the Office of the Mayor. This document is usually availed of by individuals seeking for employment, scholarship, and for any other purposes.

Office or Division :	MUNICIPAL MAYOR'S OFFICE
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	All Residents of this Municipality
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE
1. Barangay Clearance (1 Original Copy)	Barangay Hall (Barangay of Residency)
2. Cedula (1 Original Copy- Current Year)	Barangay Hall (Barangay of Residency) or Municipal Treasurer's Office
3. Police Clearance (1 Original Copy)	Municipal Police Station

4. NBI Clearance (1 Original Copy)		NBI Office		
5. Official Receipt from the Municipal Treasurer's Office (1 Original Copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for initial assessment and verification.	<p>1.1 Receive the required documents and checks for validity and completeness of documents.</p> <p>1.2 Instruct the client to pay the corresponding fee to the Office of the Municipal Treasurer.</p>	NONE	5 minutes	<p><u>Merlita Maturan</u> Senior Administrative Asst. III <i>(Municipal Mayor's Office)</i></p> <p><u>Gracel M. Bayona</u> Community Dev't. Asst. I <i>(Municipal Mayor's Office)</i></p> <p><u>Rolando Asumbrado</u> Bookbinder III <i>(Municipal Mayor's Office)</i></p>
2. Proceed to the Office of the Municipal Treasurer for payment of the corresponding fee.	2. Issuance of Official Receipt upon payment.	400.00	5 minutes	<p><u>Jones Punzalan</u> (RCC III) <i>(Municipal Treasurer's Office)</i></p>
3. Present the Official Receipt to the Mayor's Office.	<p>3.1 Prepare the clearance.</p> <p>3.2 Endorse the clearance to the Municipal Mayor for approval.</p>	NONE	10 minutes	<p><u>Merlita Maturan</u> Senior Administrative Asst. III <i>(Municipal Mayor's Office)</i></p> <p><u>Gracel M. Bayona</u> Community Dev't. Asst. I <i>(Municipal Mayor's Office)</i></p>
4. Claim the Mayor's Clearance.	<p>4.1 Record the clearance on the designated logbook.</p> <p>3.2 Release the Clearance to the Client.</p>	NONE	3 minutes	<p><u>Merlita Maturan</u> Senior Administrative Asst. III <i>(Municipal Mayor's Office)</i></p> <p><u>Gracel M. Bayona</u> Community Dev't. Asst. I</p>

				(Municipal Mayor's Office)
TOTAL		400.00	23 minutes	

3. Issuance Of Mayor's Permit For Ambulant Vendors/Peddlers

Office or Division :		MUNICIPAL MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction :		G2C-Government to Citizen		
Who may avail :		Ambulant vendors/peddlers and general public		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE		
1. Barangay Clearance (1 Original Copy)		Barangay Hall (Barangay of Residency)		
2. Cedula (1 Original Copy- Current Year)		Barangay Hall (Barangay of Residency)/ Municipal Treasurer's Office		
3. Medical Certificate		Municipal Health Office		
4. Sanitary Permit		Municipal Health Office		
5. Official Receipt from the Municipal Treasurer's Office (1 Original Copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for initial assessment and verification.	1.1 Receive the required documents and check for validity and completeness.	NONE	5 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office)
	1.2 Instruct the client to pay the corresponding fee to the Office of the Municipal Treasurer.			<u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
2. Proceed to the Office of the Municipal Treasurer for payment of the corresponding fee.	2. Issuance of Official Receipt upon payment.	Regulatory fees and charges are based on the Revised Revenue Code 2023 of the Municipality of Buug	5 minutes	<u>Jones Punzalan</u> (RCC III) (Municipal Treasurer's Office)

3. Present the Official Receipt to the Mayor's Office.	3.1 Prepare the permit. 3.2 Endorse the permit to the Municipal Mayor for approval.	NONE	5 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office) <u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
4. Claim the Mayor's permit.	4.1 Record the permit on the designated logbook. 4.2 Release the permit to the Client.	NONE	3 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office) <u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
TOTAL			18 minutes	

4. Issuance Of Mayor's Permit To Conduct Motorcade/Parade/ Fun Run Activity And Other Religious Activities

This permit is issued to clients who wish to hold a motorcade/parade/fun run around the town. This is to ensure an orderly traffic management and peaceful conduct of the activity.

Office or Division :	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen; G2G – Government to Government			
Who may avail :	Schools/Organizations/Establishments/Corporation/ Company/Religious Sectors			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE		
1. Letter of Request indicating the time, date, place, route & purpose of the activity		School Head/Administrator/Branch Manager/President		
2. Route Plan (Sketch)		School Head/Administrator/Branch Manager/President		
3. Official Receipt from Municipal Treasurer's Office		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents for initial	1.1 Receive, assess and validate the required documents.	Free	10 minutes	<u>Rocelo C. Curiba</u> Municipal Administrator (Municipal Mayor's

assessment and verification.	1.2 Instruct the client to pay the corresponding fee to the Office of the Municipal Treasurer.			Office) <u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office)
1. Proceed to the Office of the Municipal Treasurer for payment of the corresponding fee.	2. Issuance of Official Receipt upon payment.	500.00/day	5 minutes	<u>Jones Punzalan</u> (RCC III) (Municipal Treasurer's Office)
Present the Official Receipt to the Mayor's Office.	1.1 Prepare the permit. Endorse the permit to the Municipal Mayor for approval.	Free	10 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office) <u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
Claim the Mayor's Permit.	1.2 Record the clearance on the designated logbook. 1.3 Release the permit to the Client. Advise client to give a copy of the permit the Municipal Police Station.	Free	3 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office) <u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
TOTAL		500.00/day	28 minutes	

5. Issuance Of Permit On All Advertising And Other Promotional Activities

Corporations, groups and other entities who wish to promote or advertise their product/s, service/s or events to the public through installation/posting of billboard, signage, streamers, posters, fliers and/or other similar materials.

Office or Division :	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail :	ALL			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE		
1. Letter Request addressed to the Municipal Mayor, with the following attachments: a. Design b. Details/Specifications c. Total Number of Tarps/Posters/Signage d. Duration e. Site/location		Requesting Party		
2. Official Receipt from Municipal Treasurer's Office		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the required documents for initial assessment and verification.	1.1 Receive, assess and validate the required documents.	NONE	10 minutes	<u>Rocelo C. Curiba</u> Municipal Administrator (Municipal Mayor's Office)
	1.2 Instruct the client to pay the corresponding fee to the Office of the Municipal Treasurer.			<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office)
2. Proceed to the Office of the Municipal Treasurer for payment of the corresponding fee.	2. Issuance of Official Receipt upon payment.	<i>Regulatory fees and charges are based on the Revised Revenue Code 2023 of the Municipality of Buug</i>	5 minutes	<u>Jones Punzalan</u> (RCC III) Municipal Treasurer's Office
Present the Official Receipt to the	2.1 Prepare the permit.	NONE	10 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III

Mayor's Office.	2.2 Endorse the permit to the Municipal Mayor for approval.			(Municipal Mayor's Office) <u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
4. Claim the Mayor's Permit.	4.1 Record the permit on the designated logbook. 4.2 Release the permit to the Client.	NONE	3 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office) <u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
TOTAL		NONE	28 minutes	

6. Provision Of Medical Assistance

The Mayor's Office offers financial assistance to indigent individuals or families with disease and/or illness health problems. Residents are being assisted depending on the seriousness of the medical condition that needs to be addressed.

Office or Division :	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction :	G2C-Government to Citizen			
Who may avail :	Individuals and Families who are in crisis and difficult situations			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE		
1. Certificate of Indigency (1 original copy)		Barangay Hall (Barangay of Residency)		
2. Medical Abstract of the Patient (1 original copy)		Medical institution where the patient was admitted		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the required documents for initial assessment and verification.	1.1 Receive, assess and verify the required documents. 1.2 Endorse the documents to the Municipal Mayor for the amount to be released as assistance. 1.4 Attach the Financial Slip stating the	NONE	15 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office) <u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)

	amount for assistance and advice the client to proceed to the Municipal Social Welfare Development Office for the Social Case Study Report.			<u>Rolando Asumbrado</u> Bookbinder III (Municipal Mayor's Office)
TOTAL		NONE	15 minutes	

7. Provision Of Burial Assistance

The Mayor's Office offers financial assistance to defray funeral and related expenses to indigent individual or families.

Office or Division :		MUNICIPAL MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction :		G2C-Government to Citizen		
Who may avail :		Individuals and Families who are in crisis and difficult situations		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE		
Certificate of Indigency (1 original)		Barangay Hall (Barangay of Residency)		
Death Cetificate (1 photocopy)		Municipal Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the required documents for initial assessment and verification.	1.1 Receive, assess and verify the required documents.	NONE	15 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office)
	1.2 Endorse the documents to the Municipal Mayor for the amount to be released as assistance.			<u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
	1.4 Attach the Financial Slip stating the amount for assistance and advice the client to proceed to the Municipal Social Welfare Development Office for the Social Case Study Report.			<u>Rolando Asumbrado</u> Bookbinder III (Municipal Mayor's Office)
TOTAL		NONE	15 minutes	

8. Scheduling And Solemnization Of Marriage

Pursuant to the Local Government of 1991, one of the duties of the Municipal Mayor is to solemnize marriage. This is included in the responsibilities of the Mayor's Office to prepare the Marriage Contract to be signed by the contracting parties, witnesses and the Municipal Mayor as the solemnizing officer.

Office or Division :	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction :	G2C-Government to Citizen			
Who may avail :	All *provided that one of the contracting parties must be a resident of the Municipality			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE		
Application for Marriage License (1 Original)		Municipal Civil Registry Office		
Advice Upon Intended Marriage		Municipal Civil Registry Office		
Certificate of No Marriage (CENOMAR) - 1 Original		PSA Office		
Birth certificate (1 photocopy)		Requesting Client / PSA		
Full name of witnesses		Requesting Client		
Under Article 34 of the Family Code: Cedula (1 Original – Current Year) Birth certificate (1 photocopy) Certificate of No Marriage (CENOMAR) - 1 Original Full name of witnesses		Barangay Hall (Barangay of Residency)/ Municipal Treasurer's Office Requesting Client / PSA Office PSA Office Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for initial assessment and verification and proper scheduling of the civil wedding.	1.1 Receive the required documents and check for validity and completeness. 1.2 Conduct an initial interview to the would- be- couple as to the details of their wedding. 1.3 Schedule the civil wedding with the Municipal Mayor. 1.4 Instruct the client to pay the corresponding fee to the Office of the Municipal Treasurer.	NONE	15 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office)

2. Proceed to the Office of the Municipal Treasurer for payment of the corresponding fee.	2.1 Issuance of Official Receipt upon payment.	<i>Solemnization Fee - 1,000.00</i> <i>Sponsors: 100.00 / sponsor</i>		<u>Jones Punzalan</u> (RCC III) (Municipal Treasurer's Office)
3. Proceed to the Mayor's Office on the scheduled date of civil wedding.	2.1 Verify accuracy and correctness of entries on the Marriage Certificate.	NONE	10 minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office)
	2.2 Wedding Proper (Exchange of Vows and Signing of Marriage Contract)		45 minutes	<u>Hon. Dionesia B. Lagas</u> Municipal Mayor <u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office)
TOTAL		1,100.00	1 hour and 10 minutes	

9. Job Recommendation/Endorsement

The Mayors Recommendation Letter for Employment intends to provide employment opportunities to constituents seeking job placement to government offices and private business establishments, firms and companies by issuing job recommendation letters or employment references attesting to the qualities, characteristics and capabilities of the persons being recommended to add weight to their applications for employment.

Office or Division :	MUNICIPAL MAYOR'S OFFICE
Classification:	Simple
Type of Transaction :	G2C-Government to Citizen
Who may avail :	All Bonafide Residents of the Municipality
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE
1. Valid Identification Card (1 original copy)	Requesting Client
2. Personal Data Sheet (1 Original Copy)	Requesting Client
3. Transcript of Records 1(photocopy)	School- Registrar's Office
4. Certificate of Eligibility/Passing (1 photocopy)	Professional Regulation Commission/ Civil Service Commission

5. Letter of Request indicating the office/establishment/company and position applying for		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for initial assessment and verification.	<p>1.1 Receive the required documents and check for validity, accuracy and completeness.</p> <p>1.2 Interview the client as to the details of his application.</p> <p>1.3 Inform the Municipal Mayor about the request and await approval.</p>	NONE	10 minutes	<p><u>Merlita Maturan</u> Senior Administrative Asst. III <i>(Municipal Mayor's Office)</i></p> <p><u>Rocelo C. Curiba</u> Municipal Administrator <i>(Municipal Mayor's Office)</i></p> <p><u>Gracel M. Bayona</u> Community Dev't. Asst. I <i>(Municipal Mayor's Office)</i></p>
Wait for the request to be processed.	2. Prepare the Recommendation/ Endorsement letter and forward it to the Municipal Mayor for signature.	NONE	5 minutes	<p><u>Merlita Maturan</u> Senior Administrative Asst. III <i>(Municipal Mayor's Office)</i></p> <p><u>Gracel M. Bayona</u> Community Dev't. Asst. I <i>(Municipal Mayor's Office)</i></p>
Claim the Recommendation/ Endorsement.	<p>1.1 Record the recommendation/ endorsement letter on the designated logbook.</p> <p>3.2 Release the recommendation / endorsement letter to the client.</p>	NONE	3 minutes	<p><u>Merlita Maturan</u> Senior Administrative Asst. III <i>(Municipal Mayor's Office)</i></p> <p><u>Gracel M. Bayona</u> Community Dev't. Asst. I <i>(Municipal Mayor's Office)</i></p>
TOTAL		NONE	18 minutes	

10. Issuance Of The Certificate Of Appearance

This certificate is a document usually availed by private sectors and LGU's from other municipality and province with a valid transaction within the Local Government Unit of Buug.

Office or Division :		MUNICIPAL MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction :		G2C – Government to Business G2G – Government to Government		
Who may avail :		Any requesting party		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE		
Travel Order		Requesting party		
Valid Identification Card		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete details (Name, Office Company & Purpose) and await processing of request.	1. 1. Prepare the Certificate of Appearance. 1.2 Endorse the Certificate of Appearance to the Municipal Mayor for signature.	NONE	5 Minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office) <u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
2. Claim Certificate of Appearance.	2.1 Record the Certificate of Appearance on the designated logbook. 2.2 Release the Certificate of Appearance.	NONE	3 Minutes	<u>Merlita Maturan</u> Senior Administrative Asst. III (Municipal Mayor's Office) <u>Gracel M. Bayona</u> Community Dev't. Asst. I (Municipal Mayor's Office)
TOTAL		NONE	8 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Survey Form available in all LGU offices before leaving the LGU office where you availed services or visited.</p> <p>Drop it at the Suggestion box at the designated area inside the office.</p>
How feedback is processed	<p>The LGU employee assigned per office shall collect or remind the client to drop off the feedback form in the suggestion box. The concerned employee shall then review the accomplished form and check or verify if there are queries or negative comments to be addressed. If there is, the concerned employee shall then forward the said feedback to the Office Head for his or her appropriate action. The Office Head will then formulate a response to the client on the action taken.</p>
How to file a complaint	<p>To file a complaint, write a formal complaint addressed to the Office of the Municipal Mayor, with the following details:</p> <ul style="list-style-type: none"> *Full name and contact information of the complainant *Narrative of the complaint *Evidences *Office and/or name of the person being complained <p>Submit it to the Office of the Municipal Mayor or email to lgubuug_mmo@buug.gov.ph.</p>
How complaints are processed	<p>Upon receipt of the complaint, the officer assigned shall coordinate and forward it to the concerned Office to answer the complaint or provide comments and initiate an investigation if necessary or finding of facts regarding the complaint. The concerned office shall then validate the filed complaint, formulate a response, and conduct an investigation, if necessary. After which, they shall submit a response letter or incident report to the Office of the Municipal Mayor for LCE's appropriate action.</p> <p>The Office of the Municipal Mayor shall then give feedback to the client on the action taken.</p>
Contact Information	<p>For follow ups, queries and/or concerns, you may contact 0926-247-0428/0927-393-9490 or email us at merlita.maturan@yahoo.com or gracelmaca110596@gmail.com</p>



VICE MAYOR'S OFFICE

VISION:

Promotion of an efficient and effective local governance.

MISSION:

Formulate ordinances, coordinate program and projects of the local chief executive.



1. Application/Renewal of Motorized Tricycle Operation Permit MTO/ Franchise and Single-Motor with Extension (Habal-Habal)

Office or Division :	MUNICIPAL VICE MAYORS OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Tricycle Operators and single motor with extension (Habal-Habal)			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Community Tax Certificate of the current year (photocopy)		1. Office of the Punong Barangay/ Municipal Treasurer's Office		
2. Official Receipt and Certificate of Registration or Company Certification of Motorcycle Unit (photocopy)		Motor Company/ Land Transportation office		
3. Professional Driver's License (photocopy)		3.Land Transportation Office		
4. Previous Franchise Permit if for renewal		4. Tricycle Operator or proprietor		
5. Deed of Sale (if motorcycle is sold to new owner)ID		5. Legal owner		
CLIENT'S STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the necessary documents for new application or renewal.	1.1 Review and verify submitted requirements. 1.2 Provide application form to applicant/s Instruct to proceed to MTO for assessment of Tax order of Payment (TOP)	NONE	5-10 minutes	Concepcion Bangquiao Administrative Assistant II <i>Municipal Vice Mayor Office</i>
2. Proceed to Municipal Treasurer's Office for approval of	2.1 Receive Payment for Business Clearance, Fees and		1 hour and 40 minutes	Rudy S. Maquiling <i>Municipal Treasurer</i>

Payment Order (TOP)	Charges. 2.2 Issue corresponding Official Receipts.			Jone Punzalan Revenue Collection Clerck- III <i>Municipal Treasurer's Office</i>
Step 3. Proceed to Police Station	3.1 Release police clearance 3.2 Instruct the client to proceed to the Municipal Environmental and Natural Resources		1 day	Jasper O. Pablo
Step 4. Proceed to Municipal Environment and Natural Resources Office	4.1 Release solid waste management clearance 4.2 Instruct the client to proceed to Rural Health Unit of Buug	NONE	10 minutes	<u>Nasser Mabol</u> OIC Municipal Environment and Natural Resources Officer <u>Juvy Echavaria</u> Municipal Environment and Natural Resources Office
Step 5. Proceed to Rural Health Unit (Buug Center)	5.1 Collect sputum sample then submit to RHU laboratory 5.2 Once sputum result is available issue medical certificate and sanitary permit 5.3 Affix signature respectively in the provider routing slip 5.4 Instruct patient to proceed to MTO		1 Day	<u>Doc. Mark Gregory Gacutan</u> Rural Health Unit Officer <u>Benjamin Recodo</u> Sanitary Inspector <i>Municipal Health Office</i>
Step 6. Go back to Municipal treasurer's office	Issuance of receipt for business permit of motorized tricycle or habal-habal and other		30 Minutes	<u>Gemma Lampayan</u> <i>Municipal Treasurer's Office</i>

	clearances			
Step 7. Submit requirements needed and leave mobile numbers for a call or text to the vice mayor office	Double checking the requirements and Encoding of motorized tricycle operation permit, encoding mayor's permit.	NONE	1 day	Angel Roloma Administrative Aide II Neptalie Pansa Administrative Aide IV
Step 8. Proceed to Municipal Treasurer office	For the issuance of stickers for the motorcycles	NONE	5 Minutes	Gemma Lampayan Municipal Treasurer's Office
	TOTAL		3 days and 2 hrs and 15 minutes	

2. Application of Dropping/Cancellation of Motorized Tricycle Operation Permit MTOP/Franchise and Single-Motor with Extension (Habal-Habal)

Office or Division :	Municipal Vice Mayor Office			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Tricycle Drivers and Operators			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1.1 previous MTOP/Franchise certificate of cancellation/dropping		1.1 Operator 1.2 Office of the Municipal Vice Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Go to vice mayor office .	Interview client for verification. Verify status (if there is a penalty advice client to pay and include it in the order of payment)	NONE	5-10 minutes	Concepcion Bangquiao Administrative Assistant II
Step 2. Clients may proceed to Treasurer's Office for the payment dropping/cancellation of Franchise permit.	Issuance of receipt for the payment of franchise permits and giving the routing slip		1 hour and 30 minutes	<u>Gemma Lampayan</u> Municipal Treasurer's Staff
Step 3. Go back to			1 day	Concepcion

Municipal Vice Mayor's Office				Bangquiao Administrative Assistant II
	TOTAL		3 days and 2hrs and 15 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
<i>How to send feedback</i>	<p><i>Answer the Client Satisfaction Survey Form available in all LGU offices before leaving the LGU office where you availed services or visited.</i></p> <p><i>Drop it at the Suggestion box at the designated area inside the office.</i></p>
<i>How feedback is processed</i>	<p><i>The LGU employee assigned per office shall collect or remind the client to drop off the feedback form in the suggestion box. The concerned employee shall then review the accomplished form and check or verify if there are queries or negative comments to be addressed. If there is, the concerned employee shall then forward the said feedback to the Office Head for his or her appropriate action. The Office Head will then formulate a response to the client on the action taken.</i></p>
<i>How to file a complaint</i>	<p><i>To file a complaint, write a formal complaint addressed to the Office of the Municipal Mayor, with the following details:</i></p> <ul style="list-style-type: none"> <i>*Full name and contact information of the complainant</i> <i>*Narrative of the complaint</i> <i>*Evidences</i> <i>*Office and/or name of the person being complained</i> <p><i>Submit it to the Office of the Municipal Mayor or email to lgubuug_mvmo@buug.gov.ph.</i></p>
<i>How complaints are processed</i>	<p><i>Upon receipt of the complaint, the officer assigned shall coordinate and forward it to the concerned Office to answer the complaint or provide comments and initiate an investigation if necessary or finding of facts regarding the complaint. The concerned office shall then validate the filed complaint, formulate a response, and conduct an investigation, if necessary. After which, they shall submit a response letter or incident report to the Office of the Municipal Mayor for LCE's appropriate action.</i></p> <p><i>The Office of the Municipal Mayor shall then give feedback to the client on the action taken.</i></p>



OFFICE OF THE SANGGUNIANG BAYAN

VISION:

Promotion of an efficient and effective local governance.

MISSION:

Formulate ordinances, coordinate program and projects of the local chief executive.



1. Review of Ordinances for the Operation of Barangay Government

Under the Local Government Code, the Sangguniang Bayan is empowered to review Barangay Ordinances passed by the Barangay Government. The review of the ordinances is to ensure the said legislation passed by the Barangay are within their powers to discharge under the Local Government Code and other existing laws.

Office or Division :	Office of the SB Secretary to the Sangguniang Bayan			
Classification:	Highly Technical			
Type of Transaction :	G2G - Government to Government			
Who may avail :	Barangays from the Municipality of Buug			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE		
1. Transmittal letter		Office of the Punong Barangay		
2. Approved Barangay Ordinances and Resolutions				
3. Minutes of the Public Hearing				
4. Publication				
5. Proof of Attendance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submits their ordinances and resolutions together with the pertinent documents anent thereto.	4.2 The staff in-charge of the transaction shall receive the transmittal letter and shall place date of receipt Fill out and AFFIX SIGNATURE on the designated logbook	None	30 minutes	<u>Constancia S. Nocillas</u> Local Legislative Staff Assistant III <u>Maritonia L. Pablo</u> Administrative Aide III
Clients will wait for the review of ordinances submitted, and shall consider amendments introduced by the reviewing body if	2.1 The staff forwards this to the Secretary to the SB for consideration of including this in the First Reading and Referral of	None	7 days	Rosamee V. Apduhan Sangguniang Bayan Secretary

here is any	Measure to the concerned Standing Committees of the Order of Business. 2.2 In the case of Barangay Resolutions this is entered in the announcement of the Order of Business			
Clients receive a copy of the review letter of their Ordinances by the Sangguniang Bayan and shall undertake implementation of this within their respective jurisdiction.	Prepares the Clearance and endorse the same to the Municipal Mayor for approval.	None	15 minutes	<u>Constancia S. Nocillas</u> Local Legislative Staff Assistant III Maritonie L. Pablo Administrative Aide III
	TOTAL	NONE	7 days 45 Minutes	

2. Accreditation of Civil Society and Non-Government Organizations

Under the Local Government Code, the Sangguniang Bayan is empowered to accredit (CSO's) and NGOs. The Accreditation of this organizations is necessary to qualify them to sit as representatives in the Special Bodies of the Municipality.

Office or Division :	Office of the SB Secretary to the Sangguniang Bayan	
Classification:	Highly Technical	
Type of Transaction :	G2C	
Who may avail :	Barangays from the Municipality of Buug	
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE	
1. Application form	1. Office of the SB Secretary to the Sangguniang Bayan Applicant	
2. Constitution and By-Laws (photocopy)		
3. List of Officers and Members		
4. Current Financial Statements Duly accomplished Attendance		
5. Certificate of Registration from concerned agencies (SEC, CDA,		

DOLE, etc.)				
6. Articles of Incorporation				
7. Profile indicating the Purpose and Objective of the Organization				
8. Board Resolution Expressing the intention of the NGO to be accredited.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits their ordinances and resolutions together with the pertinent documents anent thereto.	The staff in-charge of the transaction shall receive the transmittal letter and shall place date of receipt He/She will also have those clients that submitted this to fill-up and sign the logbook kept by the Office	NONE	30 Minutes	<u>Constancia S. Nocillas</u> Local Legislative Staff Assistant III Maritonie L. Pablo Administrative Aide III
2. Clients submits their ordinances and resolutions together with the pertinent documents anent thereto.	The staff in-charge of the transaction shall receive the transmittal letter and shall place date of receipt He/She will also have those clients that submitted this to fill-up and sign the logbook kept by the Office	NONE	30 Minutes	<u>Constancia S. Nocillas</u> Local Legislative Staff Assistant III Maritonie L. Pablo Administrative Aide III
3. Clients submits their ordinances and resolutions together with the pertinent documents anent thereto.	The staff in-charge of the transaction shall receive the transmittal letter and shall place date of receipt He/She will also have those clients that submitted this to fill-up and sign the logbook kept by the Office	None	30 minutes	<u>Constancia S. Nocillas</u> Local Legislative Staff Assistant III Maritonie L. Pablo Administrative Aide III
TOTAL		NONE	90 Minutes	

3.REQUEST FOR PHOTOCOPY/TRUE COPY OF SANGGUNIANG BAYAN DOCUMENTS

The Sangguniang Bayan may under its mandate, provide copies of its documents to requesting parties as may be authorized by law and under the Municipal Revenue Code.

Office or Division :	Office of the SB Secretary to the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction :	G2C - Government To Citizen			
Who may avail :	The Public			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE		
1. Letter Request		Requesting Party		
2. Proper endorsement by concerned authorities or officers if needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Sangguniang Bayan Documents Letter request address to the Municipal Mayor	<ul style="list-style-type: none"> * Received Request * Review submitted documents * If documents are complete, request is entered in the logbook for legislative actions * Search and verify the requested documents from files if available. * If documents are available, inform the requesting party. Provide a copy	P150.00	15 minutes	<u>Rosamee V. Apduhan</u> Sangguniang Bayan Secretary <u>Constancia S. Nocillas</u> Administrative Aide VI Maritonie L. Pablo Administrative Aide III
Received the documents requested	Record the requested documents in the designated logbook prior to the release of the official copy of being requested.	NONE	10 minutes	<u>Rosamee V. Apduhan</u> Sangguniang Bayan Secretary
TOTAL		P150.00	25 Minutes	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

VISION:

A very reliable support service department of LGU Buug replete with data and information requirements relevant to macro and micro-development pursuits of the Municipality at any given period and in the forefront of development thrusts of the local government.

MISSION:

The Municipal Planning and Development Office exists to plan and formulate economic, social, infrastructure, environmental, administrative and other development programs for inter-department coordinate in pursuit of the vision and mission of the local government bureaucracy.



1. Issuance of Localization Clearance

Locational Clearance is a requirement in the issuance of Building Permit to ensure the conformity or compatibility of the project/building with the Municipality's Comprehensive Land Use Plan and Zoning Ordinance.

OFFICE OR DIVISION:	Municipal Planning and Development Office (MPDO)/Zoning Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Client (G2C)
Who may avail:	Individuals or entities applying for building and business permits
CHECKLIST OF REQUIREMENTS Five copies per document. One document will be filed	WHERE TO SECURE
1. Application Form (duly accomplished and notarized)	MPDO
2. Certificate of Title or Tax Declaration in the name of the applicant, or any of the following:	Registry of Deeds/ Office of the Municipal Assessor
<ul style="list-style-type: none"> • Deed of Sale • Deed of Donation • Contract of Lease • Authorization to use the land • Waiver of Rights 	Legal owner or Client
3. Tax Clearance or Proof of Payment (Certified true copy if the document is not original)	Office of the Municipal Treasurer
4. Vicinity Map or Location Plan	Licensed Geodetic Engineer / Licensed Architect
5. Site Development Plan Lot Plan	Licensed Geodetic Engineer / Licensed Architect
6. Floor Plan of the proposed/existing projects	Licensed Geodetic Engineer / Licensed Architect
7. Certificate of Zoning from the MPDO	MPDO
8. Bill of Materials/Estimated Cost of the Project (signed by the engineer or architect)	Licensed Geodetic Engineer / Licensed Architect
CHECKLIST OF ADDITIONAL REQUIREMENTS	WHERE TO SECURE
1. Environmental Compliance Certificate/Certificate of Non-Coverage (ECC/CNC)	Environmental Management Bureau (EMB) - DENR

2. DAR Conversion Order (if the project site is within an agricultural zone)		Department of Agrarian Reform (DAR)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit complete requirements and fill out the application form	1.1 Review submitted documents and application form 1.2 Inform applicant for a schedule inspection	NONE	15 minutes	Elsie P. Dat-Ugan Zoning Officer Jeffrey P. Alvarado Zoning Staff <i>(Municipal Planning And Development Office)</i>
2. Accompany the inspection team during the site inspection	3.1 Conduct site inspection to verify details 3.2 Proceed to MTO after site inspection	NONE	1 day	Elsie P. Dat-Ugan Zoning Officer Jeffrey P. Alvarado Zoning Staff <i>(Municipal Planning And Development Office)</i>
3. Proceed to MTO for payment of Zoning Certification Fee	Issue payment instructions to client	Residential : <ul style="list-style-type: none"> • ₱ 200 for ₱ 100,000 and below • ₱ 400 for over ₱ 100,000 to ₱ 200,000 • ₱ 500 + 1/10 of 1% in excess of ₱ 200,000 Commercial/Industrial: <ul style="list-style-type: none"> • ₱ 1,000 for below ₱ 	15 minutes	Revenue Collection Clerk

		100,000 • ₱ 1,500 for ₱ 100,001 - ₱ 500,000 • ₱ 2,000 for ₱ 500,001 - 1,000,00 0 • ₱ 3,000 for ₱ 1,000,00 1 - ₱ 2,000,00 0 ₱ 5,000 + 1/10 of 1% of cost in excess of ₱2,000,0 00		
4. Present the Official Receipt (OR) to the MPDO	Prepare and issue the Locational Clearance	NONE	15 minutes	Grace Yu Jovita Municipal Planning and Development Coordinator <i>(Municipal Planning And Development Office)</i>
5. Sign the release document logbook and receive the Locational Clearance	Final Review, approval, record, and release of the Locational Clearance	NONE	10 minutes	Grace Yu Jovita Municipal Planning and Development Coordinator <i>(Municipal Planning And Development Office)</i>
	TOTAL		1 day and 55 minutes	

2. Issuance of Zoning Certification

Zoning Certification is a requirement in the issuance of Business Permit to ensure the conformity or compatibility of the business with the Municipality's Comprehensive Land Use Plan and Zoning Ordinance.

OFFICE OR DIVISION:	Municipal Planning and Development Office (MPDO)/Zoning Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Client (G2C)			
Who may avail:	Individuals or entities applying for business permits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Routing Slip		BPLO, Office of the Municipal Treasurer		
2. Official Receipt for Business Permit with indicated Zoning Fee		Municipal Treasurer's Office		
*One copy each only				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the necessary documents	1.1 Verify the completeness of the required documents submitted 1.2 Issuance of Zoning Certificate 1.3 Issue the certification to the client	None	5 minutes	Elsie P. Dat-Ugan Zoning Officer-I Jeffrey P. Alvarado Zoning Staff <i>(Municipal Planning And Development Office)</i>
2. Sign the release document logbook and receive the locational Clearance	Final Review, approval, record, and release of the Locational Clearance	None		Elsie P. Dat-Ugan Zoning Officer-I Jeffrey P. Alvarado Zoning Staff <i>(Municipal Planning And Development Office)</i>
	TOTAL		15 minutes	

3. Issuance of Survey Clearance

The Issuance of Survey Clearance ensures that the proposed land survey adheres to local regulations and complies with the zoning ordinance and land use plans of the municipality. This clearance is required before conducting a land survey for land development, construction, or other projects.

OFFICE OR DIVISION:	Municipal Planning and Development Office (MPDO)/Zoning Office			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	Government to Client (G2C)			
Who may avail:	Individuals or entities applying for building and business permits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership, any of the following: <ul style="list-style-type: none"> • Certificate of Title • Transfer Certificate of Title (TCT) • Notarized Deed of Sale 		Registry of Deeds		
2. Tax Declaration with the name of the applicant		Office of the Municipal Assessor		
3. Official Receipt for payment of Survey Clearance		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit complete requirements	Review submitted documents	None	15 minutes	Elsie P. Dat-Ugan Zoning Officer Jeffrey P. Alvarado Zoning Staff <i>(Municipal Planning And Development Office)</i>
2. Payment of Zoning Certification Fee at the Municipal Treasurer's Office	Issue payment instructions to client	100.00	10 minutes	Revenue Collection Clerk
3. Present the Official Receipt and accompany the inspection	Conduct site inspection to verify details	None	1 day	Elsie P. Dat-Ugan Zoning Officer Jeffrey P. Alvarado

team during the site inspection				Zoning Staff <i>(Municipal Planning And Development Office)</i>
4. Request for survey clearance	schedule a meeting with the Owner, Adjacent Lot Owners, Punong Barangay, Surveyors, SB on Committee on Land Use, Engineering Office, and Assessor	None	1 Hour	Elsie P. Dat-Ugan Zoning Officer Jeffrey P. Alvarado Zoning Staff <i>(Municipal Planning And Development Office)</i>
5. Attend the scheduled meeting with all relevant parties	Facilitate and document the meeting to ensure all concerns and agreements are addressed	None	1 hour (depends on the number of participants and issues)	Owner, Adjacent Lot Owners, Punong Barangay, Surveyors, SB on Committee on Land Use, MPDC, Engineering Office, and Assessor
6. Sign the release document logbook and receive the Survey Clearance	Final Review, approval, record, and release of the Survey Clearance	None	10 minutes	Grace Yu Jovita Municipal Planning and Development Coordinator <i>(Municipal Planning And Development Office)</i>
	TOTAL		1 day and 55 minutes	



BUSINESS PERMIT AND LICENSING OFFICE (BPLO)



1. New Business Application

Provide assistance to new business owners to apply for business permit

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen Government to Business			
Who may avail:	Persons engaged in business or undertaking in the Municipality of Buug or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Respective Barangay		
2. Department of Trade and Industry (DTI) Business Name Registration for Sole Proprietor		Department of Trade and Industry -Online Application -Satellite Office		
3. Securities and exchange Commission (SEC) Registration for Corporation		Securities and Exchange Commission		
4. Cooperative Development Authority (CDA) Registration		Cooperative Development Authority		
5. Community Tax Certificate for Business (CTC) of the current year		Respective Barangay and/or Municipal Treasurer's Office		
6. Police Clearance		Municipal Police Station		
CLIENTS STEPS	AGENCY ACTIONS	FEES AND CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and accomplished Application Form for Business Permit.	1.1 Verify and check submitted requirements for application.	NONE	15 Minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated <u>Gemma L. Lampayan</u> Admin Aide -II (Municipal Treasurer's Office)
	1.2 Assessment of Tax Order of Payment (TOP)	NONE	15 Minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated (Municipal Treasurer's Office)
	1.3 Approval of Tax Order of Payment (TOP)	NONE	15 Minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer

				<i>(Municipal Treasurer's Office)</i>
2.Submit payment to the teller the amount indicated in the Tax Order Payment (TOP) a.) Business Clearance b.) Fees and Charges c.) Fire Safety Inspection Fee (FSIC)	2.1 Receive Payment for Business Clearance and corresponding Fees and Charges.	Breakdown: <i>Fire Clearance- P 100.00</i> <i>Zoning Clearance- P 100.00</i> <i>Sanitary Permit- P 100.00</i> <i>Medical Certificate- P 100.00</i> <i>Realty Tax Clearance- P 100.00</i> <i>Market Stall Rental & Cemetery Clearance- P 100.00</i> <i>Building Permit & Occupancy Clearance- P 100.00</i> <i>Solid Waste Management Clearance- P 100.00</i> <i>Sticker(No Smoking)-P 30.00</i> Total=P870.00 Based on Revised Revenue Code (2023) Municipality of Buug 15%of total Regulatory Fees	15 Minutes	<u>Jone Punzalan</u> Revenue Collection Clerck- III Municipal Treasurer's Office
	2.2 Issue corresponding Official Receipts.		10 Minutes	<u>Constancia T. Magdalan</u> Senior Fire Officer III Bureau of Fire Protection
	2.3 Issuance of Fire Safety Inspection Certificate (FSIC)			
	2.4 Encode and record in Business Tax	NONE	10 Minutes	Gemma L. Lampayan

	Control Software.			Admin Aide-II Municipal Treasurer's Office
	2.5 Encode and record in Municipal Business Tax Card Register Software.	NONE	10 Minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated Municipal Treasurer's Office
	2.6 Issuance of Market Lease of Contract(for Market Stall Holder only.)	NONE	10 Minutes	<u>Erma C. Taring</u> Market Supervisor Municipal Economic Enterprise Office
STEP 3 3.1. Claim Business Permit (Go to Mayor's Office)	3.1 Review and Affix Signature	NONE	10 Minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer <u>Hon. Dionesia B. Lagas</u> Municipal Mayor
	3.2 Release of Business Permit	NONE	10 Minutes	<u>Gracel M. Bayona</u> Community Development Assistant I Mayor's Office
	TOTAL	870.00	2 Hours	

2. Renewal Of Business Application

Provide assistance to renewal business owners to apply for business permit

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Citizen Government to Business
Who may avail:	Persons engaged in business or undertaking in the Municipality of Buug or their authorized representatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Barangay Clearance	Respective Barangay
2. Department of Trade and Industry (DTI) Business Name Registration for	Department of Trade and Industry -Online Application

Sole Proprietor		-Satellite Office		
3. Securities and exchange Commission (SEC) Registration for Corporation		Securities and Exchange Commission		
4. Cooperative Development Authority (CDA) Registration		Cooperative Development Authority		
5. Community Tax Certificate for Business (CTC) of the current year		Respective Barangay and/or Municipal Treasurer's Office		
6. Police Clearance		Municipal Police Station		
CLIENTS STEPS	AGENCY ACTIONS	FEES AND CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and accomplished Application Form for Business Permit.	1.1 Verify and check submitted requirements for application.	NONE	15 minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated <u>Gemma L. Lampayan</u> Admin Aide -II Municipal Treasurer's Office
	1.2 Assessment of Tax Order of Payment (TOP)	NONE	15 minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated Municipal Treasurer's Office
	1.3 Approval of Tax Order of Payment (TOP)	NONE	15 minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer Municipal Treasurer's Office
STEP 2 2.1 Submit payment to the teller the amount indicated in the Tax Order Payment (TOP) a.) Business Clearance b.) Fees and Charges c.) Fire Safety Inspection Fee (FSIC)	2.1 Receive Payment for Business Clearance and corresponding Fees and Charges. 2.2 Issue corresponding Official Receipts.	Breakdown: <i>Fire Clearance- P 100.00</i> <i>Zoning Clearance- P 100.00</i> <i>Sanitary Permit- P 100.00</i> <i>Medical Certificate- P 100.00</i> <i>Realty Tax Clearance- P 100.00</i>	15 minutes	<u>Jone Punzalan</u> Revenue Collection Clerck- III Municipal Treasurer's Office

	<p>2.3 Issuance of Fire Safety Inspection Certificate (FSIC)</p>	<p><i>Market Stall Rental & Cemetery Clearance-P 100.00</i> <i>Building Permit & Occupancy Clearance-P 100.00</i> <i>Solid Waste Management Clearance-P 100.00</i> <i>Sticker(No Smoking)-P 30.00</i> Total=P870.00 Based on Revised Revenue Code (2023) Municipality of Buug</p> <p>15%of total Regulatory Fees</p>	<p>10 minutes</p>	<p><u>Constancia T. Magdalan</u> Senior Fire Officer III</p> <p>Bureau of Fire Protection</p>
	<p>2.4 Encode and record in Business Tax Control Software.</p>	<p>NONE</p>	<p>10 minutes</p>	<p><u>Gemma L. Lampayan</u> Admin Aide-II</p> <p>Municipal Treasurer's Office</p>
	<p>2.5 Encode and record in Municipal Business Tax Card Register Software.</p>	<p>NONE</p>	<p>10 minutes</p>	<p><u>Fritzel A. Yu LTOO-I/BPLO</u> Designated</p> <p>Municipal Treasurer's Office</p>
	<p>2.6 Issuance of Market Lease of Contract(for Market Stall Holder only.)</p>	<p>NONE</p>	<p>10 minutes</p>	<p><u>Erma C. Taring</u> Market Supervisor</p> <p>Municipal Economic Enterprise Office</p>

STEP 3 3.1. Claim Business Permit (Go to Mayor's Office)	3.1 Review and Affix Signature	NONE	10 minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer <u>Hon. Dionesia B. Lagas</u> Municipal Mayor
	3.2 Release of Business Permit	NONE	10 minutes	<u>Gracel M. Bayona</u> Community Development Assistant I Mayor's Office
TOTAL		870.00	2 Hours	

2. Closure of Business

Provide assistance to business who will terminate their businesses permanently

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen Government to Business			
Who may avail:	Persons engaged or taking part in business/es in the Municipality of Buug or their authorized representatives who wish to retire from or close their business/es.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Business Retirement		Business Permit and Licensing Office		
Request Letter for Closure		Applicant/ Company		
Income Tax Return (ITR)		Bureau of Internal Revenue		
Inspection Report		Municipal Treasurer's Office/License Inspector		
Latest Business Permit		Applicant/ Company		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and accomplished Application Form for Business Retirement.	Receive and check completeness of requirements and application form	NONE	15 Minutes	<u>Gemma L. Lampayan</u> Admin Aide-II Municipal Treasurer's Office
	Approve application and issue Tax Order of Payment	NONE	15 Minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated

	(TOP)			Municipal Treasurer's Office
	Approval of Tax Order of Payment (TOP)	NONE	15 Minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer Municipal Treasurer's Office
STEP 2 2.1 Pay the amount indicated in the Tax Order of Payment (TOP)	2.1 Receive payment for Certificate of Business Retirement & Cessation Fee 2.2 Issuance of Official Receipt	1 Payment of Certification Business Retirement & Cessation Fee – P 285.00 Based on Revised Revenue Code (2023) Municipality of Buug	15 Minutes.	<u>Jones L. Punzalan</u> Revenue Collection Clerck-III Municipal Treasurer's Office
STEP 3 3.1. Claim Certificate of Retirement.	3.1 Issuance of Certificate of Retirement	NONE	10 Minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated Municipal Treasurer's Office
	3.2 Approval of Certificate of Retirement	NONE	10 Minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer Municipal Treasurer's Office
	TOTAL	285.00	1 Hour & 20 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form in the office lobby and put in the feedback and complaints drop box. Administrative and Financial Services Contact Info: 8-478-5099
How feedbacks are processed	The admin verifies the nature of queries and feedback within one working day. The same will be referred to the Office concerned via email. Upon receiving the reply from the concerned Office, the client will be informed via email or phone call. For follow-ups or queries, the contact information are as follows: 8-478-5099
How to file a complaint	To file a complaint against the Authority, provide the following details via email: <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained Send all complaints against the Authority to <i>info@arta.gov.ph</i> For follow-ups or queries, the contact information are as follows: 8-478-5099
How complaints are processed	All complaints received against the Authority will be processed by the Anti-Red Tape Unit (ARTU) of the Authority The ARTU browses, evaluates, and determines the complaints on a daily basis. The ARTU shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the ARTU shall create an incident report for the Director General, for appropriate action. The ARTU shall give the feedback to the clients via email. For follow-ups or queries, the contact information are as follows: 8-478-5099
Contact information of CIC-Legal, ARTA, Presidential Complaints Center (PCC), CSC Contact Center ng Bayan (CCB)	ARTA: 8-478-5093 PCC: <i>pcc@malacañang.gov.ph</i> 8888 CCB: <i>email@contactcenterngbayan.gov.ph</i> 0908-881-6565



MUNICIPAL TREASURER'S OFFICE

VISION:

Effective and efficient revenue collections pursuant to existing ordinance, issuance and any existing rules and regulations.

MISSION:

To emphasize full implementations of the Municipal Ordinance in coordination with the PTO, BLGF and DOF.



1. Collection Of Real Property Tax

Provide assistance to new business owners to apply for business permit

Office or Division:	REAL PROPERTY TAX SECTION			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any individual, natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Buug, Zamboanga Sibugay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment of Real Property (ARPT) or Tax Declaration; or Transfer Certificate of Title (TCT)		Taxpayer/Municipal's Assessor		
Latest/Previous Official Receipt		Taxpayer/Authorized Representative		
CLIENTS STEPS	AGENCY ACTIONS	FEES AND CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure Assessment of Real Property Tax Number at Assessor's Office	1.1 Verify and search via Tax Account Register	NONE	10 minutes	<u>Cindy Grace Larisma</u> Local Revenue Collection Officer I (Municipal Treasurer's Office)
	1.2 Verification of Tax Due and Releasing of Statement of Account.	NONE	10 minutes	<u>Cindy Grace Larisma</u> Local Revenue Collection Officer I (Municipal Treasurer's Office)
2. Submit corresponding amount of payment due to the teller. (amount indicated in the Statement of Account)	2.1 Receive payment for Real Property Tax 2.2 Issue corresponding Official Receipts. 2.3 Recording of Official Receipt via Municipal Real Property Tax Card Register Software.	Assessed Value x 2% = Tax Due (where: 1% - Basic Real Property Tax 1% - Additional Tax for Special Education Fund) *Discount: 10%	10 minutes	<u>Jones Punzalan</u> Revenue Collection Clerk - III (Municipal Treasurer's Office)

		<p>Prompt payment (January 1-March 31 Current Year) 20% 1 year advance payment *Penalty: 2% per month but not to exceed 72%</p>		
3. Recieve the Official Receipt	Release the Official Receipt	NONE	10 minutes	<p><u>Cindy Grace Larisma</u> Local Revenue Collection Officer I (Municipal Treasurer's Office)</p>
		<p>Assessed Value x 2%= Tax Due (where: 1%- Basic Real Property Tax 1% - Additional Tax for Special Education Fund) *Discount: 10% Prompt payment (January 1-March 30 Current Year) 20% 1 year advance payment *Penalty: 2% per month but not to exceed 72%</p>	40 minutes	
	TOTAL		80 minutes	

2. Issuance of Tax Clearance

Provide assistance to new business owners to apply for business permit

Office or Division:	REAL PROPERTY TAX SECTION			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any individual, natural or juridical person who owns real property/ies within the territory of the Local Government Unit of Buug, Zamboanga Sibugay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Latest/Previous Official Receipt			Taxpayer/Authorized Representative	
CLIENTS STEPS	AGENCY ACTIONS	FEES AND CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure Assessment of Real Property Tax Number at Assessor's Office	1.1 Verify and search via Municipal Real Property Tax Card Register Software.	NONE	10 minutes	<u>Cindy Grace Larisma</u> Local Revenue Collection Officer I (Municipal Treasurer's Office)
	1.2 Verify Tax Due and Release Statement of Account.	NONE	10 minutes	<u>Cindy Grace Larisma</u> Local Revenue Collection Officer I (Municipal Treasurer's Office)
STEP 2 2.1 Submit corresponding amount of payment to the teller. (amount indicated in the Statement of Account) 2.2 Provide Community Tax Certificate(CTC) and Tax Identification Number(TIN)	2.1 Receive payment for Real Property Tax 2.2 Issue corresponding Official Receipts. 2.3 Record Official Receipt via Municipal Real Property Tax Card Register Software.	2% of assessed value P 275.00 pesos per Tax Clearance Certificate	10 minutes	<u>Jones Punzalan</u> Revenue Collection Clerk-III (Municipal Treasurer's Office)
	2.3 Prepare Tax Clearance Certificate	NONE	10 minutes	<u>Cindy Grace Larisma</u> Local Revenue Collection Officer I (Municipal

				<i>Treasurer's Office)</i>
	2.4 Approval and Signing of Tax Clearance Certificate	NONE	10 minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer <i>(Municipal Treasurer's Office)</i>
STEP 3 3.2 Receive, Approved Tax Clearance Certificate	3.1 Release Approved Tax Clearance Certificate	NONE	10 minutes	<u>Cindy Grace Larisma</u> Local Revenue Collection Officer I <i>(Municipal Treasurer's Office)</i>
	TOTAL		40 minutes	

3. Renewal of Motorized Tricycle Operator's Permit(MTOP)

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Franchise Holders, Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of Payment		Municipal Treasurer's Office		
Application Form		Vice Mayor's Office		
Original copy of OR/CR of Motor Vehicle		Land Transportation Office (LTO)		
Professional Driver's License		Land Transportation Office (LTO)		
Barangay Clearance of Franchise Holders		Respective Barangay		
Community Tax Certificate (CTC)		Respective Barangay/Municipal Treasurer's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES AND CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 1.1 Submit the requirements and accomplished Application for	1.1 Verify and check submitted requirements for application.	None	15 minutes	<u>Fritzel A. Yu</u> LTOO I/BPLO Designated

Motorized Tricycle Operator's Permit (MTOP)				<u>Gemma L. Lampayan</u> Admin Aide -II (Municipal Treasurer's Office)
	1.2 Assessment of Tax order of Payment (TOP)	None	15 minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated (Municipal Treasurer's Office)
	1.3 Approval of Payment Order (TOP)	None	15 minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer (Municipal Treasurer's Office)
STEP 2 2.1 Submit corresponding amount of payment to the teller. (amount indicated in the Statement of Account) a.) Business Clearance b.) Fees and Charges	2.1 Receive Payment for Business Clearance, Fees and Charges. 2.2 Issue corresponding Official Receipts.	Breakdown : <i>Sanitary Permit- P 100.00</i> <i>Medical Certificate- P 100.00</i> <i>Realty Tax Clearance- P 100.00</i> <i>Market Stall Rental & Cemetery Clearance- P 100.00</i> <i>Solid Waste Management Clearance- P 120.00</i> <i>Sticker(No Smoking)- P 30.00</i> Total=P550.00 Based on Revised Revenue Code (2023) Municipality of Buug	15 minutes	<u>Jone Punzalan</u> Revenue Collection Clerck- III (Municipal Treasurer's Office)

	2.4 Encode and record to Motorized Tricycle Operators Permit (MTO) Business Control	NONE	10 minutes	<u>Gemma L. Lampayan</u> Admin Aide-II (Municipal Treasurer's Office)
	2.5 Encode and record to MTO Card Register Software	NONE	10 minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated (Municipal Treasurer's Office)
STEP 3 3.1. Claim Motorized Tricycle Operator's Permit (MTO) (Located at Vice Mayor's Office)	3.1 Review and Affix Signature	NONE	10 minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer <u>Hon. Dionesia B. Lagas</u> Municipal Mayor (Municipal Treasurer's Office)
	3.2 Release Motorized Tricycle Operator's Permit (MTO)	NONE	10 minutes	<u>Concepcion M. Bangquiao</u> Admin Assistant II Vice Mayor's Office (Municipal Treasurer's Office)
	TOTAL		1 Hour & 40mins	

4. Collection of Miscellaneous, Other Fees, And Municipal Charges

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of payment/slip from concerned office/s Other documentary requirements (E.g. Citation ticket, etc.)		Office of the Municipal Treasurer and/or other office applicable		
CLIENTS STEPS	AGENCY ACTIONS	FEES AND CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required	1. Verify accuracy and validity of	NONE	2 minutes	<u>Jones Punzalan</u>

documents	submitted documents and state the needed fees/ charges to be paid.			RCC- III <u>Victoria P. Pinote</u> RCC- III <i>(Municipal Treasurer's Office)</i>
2. Await computation of fees.	2. Compute and assess the required fees and charges	Refer to Municipal Ordinance No. 09-2023 of Municipality of Buug	5 minutes	<u>Jones Punzalan</u> RCC- III <u>Victoria P. Pinote</u> RCC- III <i>(Municipal Treasurer's Office)</i>
3. Pay the required amount	3.1 Receive the payment 3.2 Issue the corresponding receipt	Refer to Municipal Ordinance No. 09-2023 of Municipality of Buug	3 minutes	<u>Jones Punzalan</u> RCC- III <u>Victoria P. Pinote</u> RCC- III <i>(Municipal Treasurer's Office)</i>
TOTAL			10 minutes	

5. Issuance of Community Tax Certificate (CTC) (Individual & Corporation)

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All residents of this Municipality of Buug eighteen (18) years of age and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		School or Government Agencies		
Appropriate proof of income/or assessment (Business)		Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid Identification Card *Present proof of income for employed individuals or as per assessment of	1.1 Verify accuracy and validity of submitted requirements	NONE	2 minutes	<u>Jones Punzalan</u> RCC- III <u>Victoria P. Pinote</u> RCC- III <i>(Municipal</i>

business establishments				<i>Treasurer's Office)</i>
fill-up sworn statement	2.1 Have client duly fill-up and sign sworn statement. 2.2 Assess and compute community tax certificate	NONE	5 minutes	<u>Jones Punzalan</u> RCC- III <u>Victoria P. Pinote</u> RCC- III <i>(Municipal Treasurer's Office)</i>
Pay the required amount as per computation/assessment value and receive copy of Community Tax Certificate	Receive payment and release Community Tax Certificate	Basic: - For Individuals - P5.00+P1.00 for every P1000.00 of Gross Income from the preceding year - For Corporations- P500.00 + P2.00 for every P 5,000.00 of Gross Income from the preceding year. *Penalty: 2% shall be imposed on the total tax due computed on a monthly basis after the last day	5 minutes	<u>Jones Punzalan</u> RCC- III <u>Victoria P. Pinote</u> RCC- III <i>(Municipal Treasurer's Office)</i>

		of February		
	TOTAL	Based on Income Computation	12 inutes	

6. Issuance of Ownership/Transfer and Registration of Private Brand of Large Cattle

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All owner/s of large cattle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay certification (Proof of ownership)		Respective barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Barangay Certification	1.1 Verify accuracy and validity of certification presented Set date for ocular inspection of large cattle	NONE	6 minutes	<u>Lume M. Juyod</u> Construction and Maintenance Collector-Designate <i>(Municipal Treasurer's Office)</i>
2. Accompany inspecting party to the site of ocular inspection.	2.1 Ocular inspection proper of large cattle.	NONE	4 hours	<u>Lume M. Juyod</u> Construction and Maintenance Collector-Designate <i>(Municipal Treasurer's Office)</i>
3. Pay the amount	Issue Official receipt upon payment	Ownership/Registration: P 600.00 + P 5.00 (Accountable form No. 52) Transfer and Registration:	10 minutes	<u>Lume M. Juyod</u> Construction and Maintenance Collector-Designate <i>(Municipal Treasurer's Office)</i>

		P 600.00 + P 10.00 (Account able form No. 53)		
	TOTAL	P 605.00 for Ownership/ Registratio n P 610.00 for Transfer and Registrati on	11 minutes	

7. Releasing of Disbursement Check

Office or Division:	Cash Disbursement Section			
Classification:	Simple			
Type of Transaction:	Government to Client/Government to Government/Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Transaction- Valid Identification Card		Individual		
Community Tax Certificate for Business		Barangay & Municipal Treasurer's Office		
Sales Invoice/Collection Receipt		Business Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents 1.1 Valid Identification card for Individual 1.2 Valid Identification/ Sales Invoice/collection Receipt for business transaction	Verify identification card and retrieve check and voucher	NONE	3 minutes	<u>Jesumann A. Trapa</u> Administrative Officer III (Municipal Treasurer's Office)
2. Sign voucher and check	Release Check	NONE	3 minutes	<u>Jesumann A. Trapa</u> Administrative

				Officer III (Municipal Treasurer's Office)
	Total	NONE	6 minutes	

8. Cash payment of Salaries and Wages, Honorariums, Educational Assistance and Financial Assistance

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen/Government to Government			
Who may avail:	Officials, Job Order, Contract of Service, Labor, Student, Citizen who apply financial assistance to Municipal Social Welfare Development Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid Identification Card	1.1 Check and verify validity and accuracy of valid ID provide payroll and cross check amount and client name	NONE	2 minutes	<u>Jesumanny A. Trapa</u> Administrative Officer III (Municipal Treasurer's Office)
2. Sign payroll after verification and claim the amount signed	Check signed payroll and release the specific amount	NONE	2 minute	<u>Jesumanny A. Trapa</u> Administrative Officer III (Municipal Treasurer's Office)
	TOTAL		4 minutes	

9. New Business Application

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Citizen Government to Business
Who may avail:	Persons engaged in business or undertaking in the Municipality of Buug or their authorized representatives

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay		
Department of Trade and Industry (DTI) Business Name Registration for Sole Proprietor		Department of Trade and Industry -Online Application -Satellite Office		
Securities and exchange Commission (SEC) Registration for Corporation		Securities and Exchange Commission		
Cooperative Development Authority (CDA) Registration		Cooperative Development Authority		
Community Tax Certificate for Business (CTC) of the current year		Respective Barangay and/or Municipal Treasurer's Office		
Police Clearance		Municipal Police Station		
CLIENTS STEPS	AGENCY ACTIONS	FEES AND CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1				
1.1 Submit the requirements and accomplished Application Form for Business Permit.	1.1 Verify and check submitted requirements for application.	NONE	15 minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated <u>Gemma L. Lampayan</u> Admin Aide -II (Municipal Treasurer's Office)
	1.2 Assessment of Tax Order of Payment (TOP)	NONE	15 minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated (Municipal Treasurer's Office)
	1.3 Approval of Tax Order of Payment (TOP)	NONE	15 minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer (Municipal Treasurer's Office)
STEP 2 2.1 Submit payment to the teller the amount indicated in the Tax Order Payment (TOP) a.) Business	2.1 Receive Payment for Business Clearance and corresponding Fees and Charges. 2.2 Issue corresponding Official	Breakdown : <i>Fire Clearance- P 100.00</i> <i>Zoning Clearance- P 100.00</i>	15 minutes	<u>Jone Punzalan</u> Revenue Collection Clerck- III (Municipal Treasurer's

<p>Clearance b.) Fees and Charges c.) Fire Safety Inspection Fee (FSIC)</p>	<p>Receipts.</p> <p>2.3 Issuance of Fire Safety Inspection Certificate (FSIC)</p>	<p><i>Sanitary Permit- P 100.00</i> <i>Medical Certificate- P 100.00</i> <i>Realty Tax Clearance- P 100.00</i> <i>Market Stall Rental & Cemetery Clearance- P 100.00</i> <i>Building Permit & Occupancy Clearance- P 100.00</i> <i>Solid Waste Management Clearance- P 100.00</i> <i>Sticker(No Smoking)- P 30.00</i> Total=P870.00 Based on Revised Revenue Code (2023) Municipality of Buug</p> <p>15%of total Regulatory Fees</p>	<p>10 minutes</p>	<p><i>Office)</i></p> <p><u>Constancia T. Magdalan</u> Senior Fire Officer III Bureau of Fire Protection</p> <p><i>(Municipal Treasurer's Office)</i></p>
	<p>2.4 Encode and record in Business Tax Control Software.</p>	<p>NONE</p>	<p>10 minutes</p>	<p><u>Gemma L. Lampayan</u> Admin Aide-II</p> <p><i>(Municipal Treasurer's Office)</i></p>
	<p>2.5 Encode and record in Municipal Business Tax Card Register Software.</p>	<p>NONE</p>	<p>10 minutes</p>	<p>Fritzel A. Yu LTOO-I/BPLO Designated</p> <p><i>(Municipal</i></p>

				<i>Treasurer's Office)</i>
	2.6 Issuance of Market Lease of Contract(for Market Stall Holder only.)	NONE	10 minutes	<u>Erma C. Taring</u> Market Supervisor Municipal Economic Enterprise Office <i>(Municipal Treasurer's Office)</i>
STEP 3 3.1. Claim Business Permit (Go to Mayor's Office)	3.1 Review and Affix Signature	NONE	10 minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer <u>Hon. Dionesia B. Lagas</u> Municipal Mayor <i>(Municipal Treasurer's Office)</i>
	3.2 Release of Business Permit	NONE	10 minutes	<u>Gracel M. Bayona</u> Community Development Assistant I Mayor's Office <i>(Municipal Treasurer's Office)</i>
	TOTAL		2 Hours	

10. Renewal Of Business Application

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Citizen Government to Business
Who may avail:	Persons engaged in business or undertaking in the Municipality of Buug or their authorized representatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Barangay Clearance	Respective Barangay
Department of Trade and Industry (DTI) Business Name Registration for Sole Proprietor	Department of Trade and Industry -Online Application -Satellite Office

	<p>2.3 Issuance of Fire Safety Inspection Certificate (FSIC)</p>	<p><i>Market Stall Rental & Cemetery Clearance-P 100.00</i> <i>Building Permit & Occupancy Clearance-P 100.00</i> <i>Solid Waste Management Clearance-P 100.00</i> <i>Sticker(No Smoking)-P 30.00</i> Total=P870.00 Based on Revised Revenue Code (2023) Municipality of Buug 15%of total Regulatory Fees</p>		<p><u>Constancia T. Magdalan</u> Senior Fire Officer III Bureau of Fire Protection</p> <p><i>(Municipal Treasurer's Office)</i></p>
	<p>2.4 Encode and record in Business Tax Control Software.</p>	<p>NONE</p>	<p>10 minutes</p>	<p><u>Gemma L. Lampayan</u> Admin Aide-II</p> <p><i>(Municipal Treasurer's Office)</i></p>
	<p>2.5 Encode and record in Municipal Business Tax Card Register Software.</p>	<p>NONE</p>	<p>10 minutes</p>	<p><u>Fritzel A. Yu LTOO-I/BPLO</u> Designated</p> <p><i>(Municipal Treasurer's Office)</i></p>
	<p>2.6 Issuance of Market Lease of Contract(for Market Stall Holder only.)</p>	<p>NONE</p>	<p>10 minutes</p>	<p><u>Erma C. Taring</u> Market Supervisor Municipal Economic Enterprise Office</p> <p><i>(Municipal</i></p>

				<i>Treasurer's Office)</i>
STEP 3 3.1. Claim Business Permit (Go to Mayor's Office)	3.1 Review and Affix Signature	NONE	10 minutes	<u>Rudy S. Maquiling</u> Municipal Treasurer Hon. Dionesia B. Lagas Municipal Mayor (Municipal Treasurer's Office)
	3.2 Release of Business Permit	NONE	10 minutes	<u>Gracel M. Bayona</u> Community Development Assistant I Mayor's Office (Municipal Treasurer's Office)
	TOTAL		2 Hours	

11. Closure Of Business

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen Government to Business			
Who may avail:	Persons engaged or taking part in business/es in the Municipality of Buug or their authorized representatives who wish to retire from or close their business/es.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Business Retirement		Business Permit and Licensing Office		
Request Letter for Closure		Applicant/ Company		
Income Tax Return (ITR)		Bureau of Internal Revenue		
Inspection Report		Municipal Treasurer's Office/License Inspector		
Latest Business Permit		Applicant/ Company		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

STEP 1				
1.1 Submit the requirements and accomplished Application Form for Business Retirement.	Receive and check completeness of requirements and application form	NONE	15 minutes	<u>Gemma L. Lampayan</u> Admin Aide-II Municipal <i>(Municipal Treasurer's Office)</i>
	Approve application and issue Tax Order of Payment (TOP)	NONE	15 minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated <i>(Municipal Treasurer's Office)</i>
	Approval of Tax Order of Payment (TOP)	NONE	15 minutes	<u>Rudy S. Maquiing</u> Municipal Treasurer <i>(Municipal Treasurer's Office)</i>
STEP 2 2.1 Pay the amount indicated in the Tax Order of Payment (TOP)	2.1 Receive payment for Certificate of Business Retirement & Cessation Fee 2.2 Issuance of Official Receipt	1 Payment of Certificate of Business Retirement & Cessation Fee – P 285.00 Based on Revised Revenue Code (2023) Municipality of Buug	15 minutes	<u>Jones L. Punzalan</u> Revenue Collection Clerck-III <i>(Municipal Treasurer's Office)</i>
STEP 3 3.1. Claim Certificate of Retirement.	3.1 Issuance of Certificate of Retirement	NONE	10 minutes	<u>Fritzel A. Yu</u> LTOO-I/BPLO Designated <i>(Municipal Treasurer's Office)</i>
	3.2 Approval of Certificate of	NONE	10 minutes	<u>Rudy S. Maquiing</u>

	Retirement			Municipal Treasurer <i>(Municipal Treasurer's Office)</i>
	TOTAL		1 Hour & 20 Minutes	



FEEDBACK and COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form in the office lobby and put in the feedback and complaints drop box. Administrative and Financial Services Contact Info: 8-478-5099
How feedbacks are processed	The admin verifies the nature of queries and feedback within one working day. The same will be referred to the Office concerned via email. Upon receiving the reply from the concerned Office, the client will be informed via email or phone call. For follow-ups or queries, the contact information are as follows: 8-478-5099
How to file a complaint	To file a complaint against the Authority, provide the following details via email: <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained Send all complaints against the Authority to <i>info@arta.gov.ph</i> For follow-ups or queries, the contact information are as follows: 8-478-5099
How complaints are processed	All complaints received against the Authority will be processed by the Anti-Red Tape Unit (ARTU) of the Authority The ARTU browses, evaluates, and determines the complaints on a daily basis. The ARTU shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the ARTU shall create an incident report for the Director General, for appropriate action. The ARTU shall give the feedback to the clients via email. For follow-ups or queries, the contact information are as follows: 8-478-5099
Contact information of CIC-Legal, ARTA, Presidential Complaints Center (PCC), CSC Contact Center ng Bayan (CCB)	ARTA: 8-478-5093 PCC: <i>pcc@malacañang.gov.ph</i> 8888 CCB: <i>email@contactcenterngbayan.gov.ph</i> 0908-881-6565



BIDS AND AWARDS COMMITTEE OFFICE



1. Issuance Of Bidding Documents

Office or Division :	Bids and Awards Committee Office			
Classification:	Simple Transaction			
Type of Transaction :	G2B – Government to Business sector			
Who may avail :	All registered bidders in the PhilGEPS with Platinum Registration			
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:			
1. Payment Slip	1. BAC Office			
2. Official Receipt (OR)	2. MTO			
3. Issuance of bidding documents	3. BAC Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Payment Slip of bidding document	1.1 Issue payment slip to the interested bidder	NONE	5 minutes	<u>Jellyby M. Manlin</u> Bookbinder IV
2. Present the Payment Slip	2.1 Verified if the bidder is registered business partner in the LGU	NONE	5 minutes	<u>Fritzel A. Yu</u> BPLO
3. Secure Official Receipt (OR)	3.1 Issue payment slip to the interested bidder	Php500.00 (200,000.00 - 500,000.00) Php1,000.00 (501,000.00 - 1,000,000.00) Php5,000.00 (1,000,001.00 - 5,000,000.00)	5 minutes	<u>Gemma Lampayan</u> Admin Aide II
4. Present Official Receipt	4.1 Receive the original Official	NONE	3 minutes	<u>Jellyby M. Manlin</u> Bookbinder IV

(O.R.)	Receipt (OR) for recording purposes			
5. Claim the bidding document	5.1 Release bidding document to the qualified bidder	NONE	7 minutes	<u>Jellyby M. Manlin</u> Bookbinder IV
TOTAL			25 MINUTES	

2. Attend Opening Of Bids Procurement Activity, Contract Of Agreement And Issuance Of Notice Of Awards (Ntp) To The Winning Bidder (Competitive Bidding)

Office or Division :		Bids and Awards Committee Office		
Classification:		Highly Technical		
Type of Transaction:		Government to Business Sector (G2B)		
Who May Avail:		Bidders who are declared as winning bidders		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1.Performance Bond 2. Contract Agreement 3. Notice of Awards (NTP)		Bidder BAC Office BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit bidding proposal	Accept bidding proposal and drop in the drop box	NONE	5 minutes	<u>Jellyby M. Manlin</u> Bookbinder IV <u>Coleen C. Lomoljo</u> LTOO II
2. Attend the scheduled Opening of Bids	1.Allow to join the meeting 1.1 the committee conduct bid evaluation of the financial and technical document of the submitted bidding documents	NONE	15 minutes	BAC Members <u>Grace Y. Jovita</u> BAC Chairperson <u>Joan A. Aragones</u> BAC Co-Chairperson <u>Engr. Richard Teves</u> Member <u>Marah D. Lampayan</u> Member <u>Lelibeth M. Ramos</u> Member
	1.2 the committee conduct post qualification on site to those lowest responsive and complying bidder	NONE	Within 12 days after bid evaluation	BAC Members <u>Grace Y. Jovita</u> BAC Chairperson <u>Joan A. Aragones</u>

				<p>BAC Co-Chairperson</p> <p><u>Engr. Richard Teves</u> Member</p> <p><u>Marah D. Lampayan</u> Member</p> <p><u>Lelibeth M. Ramos</u> Member</p> <p>BAC Secretariat</p> <p><u>Jellyby M. Manlin</u> Bookbinder IV</p> <p><u>Coleen C. Lomoljo</u> LTOO II</p> <p>BAC TWG</p> <p><u>Haziel Alambatin</u></p>
	1.3 Award the contract to the Lowest Responsive and Calculated Bidder		2 hours	<p>BAC Members</p> <p><u>Grace Y. Jovita</u> BAC Chairperson</p> <p><u>Joan A. Aragones</u> BAC Co-Chairperson</p> <p><u>Engr. Richard Teves</u> Member</p> <p><u>Marah D. Lampayan</u> Member</p> <p><u>Lelibeth M. Ramos</u> Member</p>
	1.4 Issuance of Notice of Award to the Winning Bidder duly signed by the Head of Procuring Entity	NONE	3 days	<u>Dionesia B. Lagas</u> Municipal Mayor
3. Submit Performance Bond for the project	Accept the document	NONE	3 minutes	<u>Jellyby M. Manlin</u> Bookbinder IV
4. Sign the Contract Agreement	Allow the bidder to sign Contract Agreement	NONE	1 day	<u>Jellyby M. Manlin</u> Bookbinder IV
5. Sign the Notice to Proceed	Allow the bidder to Notice to Proceed (NTP)	NONE	1 day	<u>Jellyby M. Manlin</u> Bookbinder IV

6. Perform the works of the contract	1.1 Accept deliveries of the items 1.2 check the Statement of Work Accomplishment		Goods 60 days Infra 60 days	<u>Elmer Cadalin</u> Supply Officer
TOTAL			72 days and 34 minutes	

3. Submission Of Purchase Request (General Fund And Trust Fund)

Office or Division :	Bids and Awards Committee Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who May Avail:	All offices in the Local Government Unit of Buug including national agencies (BFP, PNP and MTC)			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Purchase Request		End-User		
2. Project Procurement Management Plan (PPMP) for Purchase Request with supplemental source of funds		End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submits Purchase Request along with supporting documents signed by the Requesting officer	1.1 Receive the Purchase Request	NONE	10 minutes	<u>Coleen C. Lomoljo</u> LTOO II
			5 minutes	<u>Coleen C. Lomoljo</u> LTOO II
	2.1 Verify within Annual Procurement Plan (APP) the mode of procurement		5 minutes	<u>Coleen C. Lomoljo</u> LTOO II
	3.1 Assign Purchase Request control number		1 hour	<u>Mary Magdalyn R. Burgos</u> Municipal Accountant
	3.1.1 Require for certification of Availability of Balance (Note: for		2 hours	<u>Marah Lampayan</u> Admin. Officer IV

	Trust Fund as source of Fund only)		2 hours	
	4.The Purchase Request shall be forwarded to MBO for the availability of funds		30 minutes	<u>Rudy s. Maquiling</u> Municipal Treasurer
	5.The Purchase Request shall be submitted to the MTO for verification of Cash Availability		10 minutes	<u>Dionesia B. Lagas</u> Head of the Procuring Entity
	6. The Purchase Request shall be forwarded to the Office the Municipal Mayor for approval of Purchase Request		10 minutes	
	7. The secretariat produce and invitation for Request for Quotation to the qualified bidders		1 day	<u>Rachel Carampatan</u> Utility Worker II <u>Mary Ann Balayong</u> Bookbinder II
	7.1 posting of Invitation to Bid with Purchase Request beyond P50,000.00 to P199,990.00 for Small Value Procurement		2 hours	<u>Jellyby M. Manlin</u> Bookbinder II
	7.2 posting of Invitation to Bid for Competitive Bidding with purchase request beyond P200,000.00		Goods (60 days) Infra (60 days)	<u>Jellyby M. Manlin</u> Bookbinder II
	8.Do the canvass of items to the eligible suppliers for Small Value Procurement Purchase Request			<u>Pedji Dat-ugan</u> Admin.Aide III
	7. Award the items to the lowest			BAC Members <u>Grace Y. Jovita</u> BAC Chairperson <u>Joan A. Aragones</u> BAC Co-Chairperson <u>Engr. Richard Teves</u> Member

	responsive quotation			<u>Marah D. Lampayan</u> Member <u>Lelibeth M. Ramos</u> Member <u>Elmer Cadalin</u> Supply Officer
2. Claim the delivered items at the Supply Officer room	Release the items to the end-user		1 hour	<u>Elmer Cadalin</u> Supply Officer
TOTAL			61 days and 550 minutes	

4. Conduct Of Pre-Bid Conference

Office or Division :	Bids and Awards Committee Office			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business sector			
Who May Avail:	All interested bidders for the project			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Letter of Intent		1. Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of Intent to the BAC Secretariat	Accept his/her Letter of Intent	NONE	2 minutes	<u>Coleen C. Lomoljo</u> LTOO II <u>Jellyby M. Manlin</u> Bookbinder IV
2. Attend the Pre-Bid Conference	Allow the interested bidder to join the conference	NONE	15 minutes	BAC Members <u>Grace Y. Jovita</u> BAC Chairperson <u>Joan A. Aragones</u> BAC Co-Chairperson <u>Engr. Richard Teves</u> Member <u>Marah D. Lampayan</u> Member <u>Lelibeth M. Ramos</u> Member
TOTAL			17 Minutes	

5. Dropping Of Bidding Documents

Office or Division :	Bids and Awards Committee Office			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business Sector			
Who May Avail:	All qualified bidders			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Present bidding document		1. Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the bidding document	Accept and indicate the date and time when the bidding document received by the BAC Secretariat	NONE	2 minutes	<u>Coleen C. Lomoljo</u> LTOO II <u>Jellyby M. Manlin</u> Bookbinder IV
2. Dropping off the document in the drop box	Allow the bidder to drop his/her bidding document in the drop box	NONE	2 minutes	<u>Coleen C. Lomoljo</u> LTOO II <u>Jellyby M. Manlin</u> Bookbinder IV
TOTAL			4 Minutes	

6. Facilitate Technical Assistance of Barangay Bids and Awards Committee in their bidding procurement activity

Office or Division :	Bids and Awards Committee Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (G2G)			
Who May Avail:	All interested Barangay Bids and Awards Committee			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Letter Request address to the Local Chief Executive (LCE)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved Letter Request from the Head of Procuring Entity	1.1 Accept the approved Letter Request and inform the Bids and Awards Committee for confirmation and scheduling of activity	NONE	5 minutes	<u>Coleen C. Lomoljo</u> LTOO II <u>Jellyby M. Manlin</u> Bookbinder IV
2. Accept the noted Letter of Request	2.1 Confirm the scheduled date of the Barangay Bids and Award Committee procurement activity	NONE	3 minutes	<u>Coleen C. Lomoljo</u> LTOO II <u>Jellyby M. Manlin</u> Bookbinder IV
TOTAL		NONE	8 Minutes	

7. Posting of Barangay Program of Works to the PhilGEPS

Office or Division :	Bids and Awards Committee Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (G2G)			
Who May Avail:	Barangay Bids and Awards Committee			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Approved and duly signed Program of Works		Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Program of Works (POW)	Accept Program of Works (POW) for posting in the PhilGEPS	NONE	5 minutes	<u>Jellyby M. Manlin</u> Bookbinder IV
2. Receive the Invitation to Bid	Release the Invitation to the Barangay Bids and Awards Secretary reflecting the schedule of procurement activity	NONE	3 days	<u>Jellyby M. Manlin</u> Bookbinder IV
TOTAL		NONE	3 days and 5 minutes	



MUNICIPAL BUDGET OFFICE

VISION:

The Municipal Budget Office, being the financial planner of LGU, embraces various reforms in the budget process, committed to ensure a hardworking, humble, prudent, God-fearing workforce and committed to serve with highest degree of honesty and professionalism.

MISSION:

To vigorously advocate the principle of good governance with emphasis on participation approach in planning and budgeting as the key to attain fiscal discipline allocative efficiency and effective utilization of resources.



1. Processing Of Certification On Appropriation, Funds And Obligation Of Allotment (CAFOA)

Office or Division :		MUNICIPAL BUDGET OFFICE		
Classification:		SIMPLE TRANSACTION		
Type of Transaction :		G2G - Government to Government		
Who may avail :		LGU EMPLOYEES INCLUDING ELECTED OFFICIALS		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Certification on Appropriation, Funds and Obligation of Allotment (CAFOA)		END-USER/REQUESTING OFFICE		
2. Disbursement Voucher				
3. Supporting Documents (See Attached Annexes)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMIT DOCUMENTS OF EXPENDITURE TO PROCESS PAYMENT	1. Receive and check for completeness of documents.	NONE	60 Minutes	<u>MARIA NITA T. BENTIC</u> Municipal Budget Officer
	2. Verify the existence of Appropriation and Allotment Release Order (ARO)			<u>LELIBETH M. RAMOS</u> Administrative Officer V
	3. Post the Certification on Appropriation, Funds and Obligation of Allotment (CAFOA) in the registry of Appropriations, Allotments and Obligations.			<u>MARAH D. LAMPAYAN</u> Administrative Officer IV
	4. Endorse Certification on Appropriation, Funds and Obligation of Allotment (CAFOA) to Municipal Budget Officer for signature.			<u>ROANNE L. CATALAN</u> Bookbinder IV
	5. Release Certification on Appropriation, Funds and Obligation			ANGELITO V. MIRAFUENTES Administrative Aide III

	(CAFOA) to treasury.			(MUNICIPAL BUDGET OFFICE)
Total		Free	60 minutes	

2. Preparation of Local Government Unit (LGU) Annual Budget

Office or Division :		MUNICIPAL BUDGET OFFICE		
Classification:		HIGHLY TECHNICAL		
Type of Transaction :		G2G - Government to Government		
Who may avail :		DEPARTMENT HEADS AND SECTION HEADS		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Programmed Appropriation and Obligation by Object of Expenditure (LBM Form No. 2)		Municipal Budget Officer		
2. Programmed Appropriation and Obligation by Object of Expenditure (LBM Form No. 2)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMIT BUDGET PROPOSALS	1.2 Receive and check for completeness of documents.	NONE	4 months	<u>MARIA NITA T. BENTIC</u> Municipal Budget Officer
	1.2 Review, evaluate and consolidate the budget proposals.			<u>LELIBETH M. RAMOS</u> Administrative Officer V
	1.3 Prepare Executive Budget.			<u>MARAH D. LAMPAYAN</u> Administrative Officer IV
				<u>ROANNE L. CATALAN</u> Bookbinder IV
				ANGELITO V. MIRAFUENTES Administrative Aide III
				(MUNICIPAL BUDGET OFFICE)
Total		NONE	4 MONTHS	

3. Issuance Of Barangay Certifications

Office or Division :	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	<ul style="list-style-type: none"> - All patients needing outpatient consultation, assessment, evaluation and treatment - Referred cases from Barangay Health Station (BHS) / other health facilities 			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Annual Budget Related to the Requested Certification (Original Copy)		Barangay Files		
2. Annual Investment Plan Related to the Requested Certification (Original Copy)				
3. Annual Investment Plan Related to the Requested Certification (Original Copy)				
4. Complete Monthly Financial Reports up to the Date of the Request (Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request and requirements.	Receive the request from the barangay and check the completeness of the requirements.	NONE	30 minutes	<u>Roseline S. Padios</u> Administrative Officer II <u>Hubert T. Bangayan</u> Bookbinder IV <i>(Office of the Municipal Accountant)</i>
2. Answer any related questions.	Validate the data and prepare the certification.	NONE	3 hours	<u>Roseline S. Padios</u> Administrative Officer II <u>Hubert T. Bangayan</u> Bookbinder IV <u>Mary Magdalyn R. Burgos</u> Municipal Accountant <i>(Office of the Municipal Accountant)</i>
3. Receive the signed certification.	Release the signed certification to the barangay.	NONE	5 minutes	<u>Roseline S. Padios</u> Administrative Officer II

				<u>Hubert T. Bangayan</u> Bookbinder IV <i>(Office of the Municipal Accountant)</i>
		TOTAL	NONE	3 hours and 35 minutes



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Survey Form available in all LGU offices before leaving the LGU office where you availed services or visited.</p> <p>Drop it at the Suggestion box at the designated area inside the office.</p>
How feedback is processed	<p>The LGU employee assigned per office shall collect or remind the client to drop off the feedback form in the suggestion box. The concerned employee shall then review the accomplished form and check or verify if there are queries or negative comments to be addressed. If there is, the concerned employee shall then forward the said feedback to the Office Head for his or her appropriate action. The Office Head will then formulate a response to the client on the action taken.</p>
How to file a complaint	<p>To file a complaint, write a formal complaint addressed to the Office of the Municipal Mayor, with the following details:</p> <ul style="list-style-type: none"> *Full name and contact information of the complainant *Narrative of the complaint *Evidences *Office and/or name of the person being complained
How complaints are processed	<p>Upon receipt of the complaint, the officer assigned shall coordinate and forward it to the concerned Office to answer the complaint or provide comments and initiate an investigation if necessary or finding of facts regarding the complaint. The concerned office shall then validate the filed complaint, formulate a response, and conduct an investigation, if necessary. After which, they shall submit a response letter or incident report to the Office of the Municipal Budget for LCE's appropriate action.</p> <p>The Office of the Municipal Budget shall then give feedback to the client on the action taken.</p>
Contact Information	<p>For follow ups, queries and/or concerns, you may contact</p>



MUNICIPAL ACCOUNTING OFFICE

VISION:

To provide timely and reliable financial information with systematic, accounting and pre-auditing procedures of the financial operation of the Municipality.

MISSION:

Transparency of financial performance and condition of our Local Government Unit to the public and an effective, reliable and updated accounting and internal control services for all transactions of the Municipality.



1. Issuance Of Tax Certificate (BIR Form)

Office or Division :	Office of the Municipal Accountant			
Classification:	Complex			
Type of Transaction :	G2B - Government to Business			
Who may avail :	Contractors and Suppliers Paid by the LGU, from whom the LGU Withheld Taxes			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Photocopy of the Paid Disbursement Voucher Related to the Requested Tax Certificate, with Tax Identification Number (TIN)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request and requirements.	1.1 Receive the request from contractors and suppliers.	NONE	10 minutes	<u>Hubert T. Bangayan</u> Bookbinder IV
	1.2 Validate the data in Paid Disbursement Voucher, then prepare and print the tax certificate.	NONE	1 hour	<u>Mary Magdalyn R. Burgos</u> Municipal Accountant (Office of the Municipal Accountant)
2. Receive the signed tax certificate.	Record the issuance in the logbook and release the signed tax certificate to the client.	NONE	5 minutes	<u>Hubert T. Bangayan</u> Bookbinder IV (Office of the Municipal Accountant)
Total		Free	5 days, 10 minutes	

2. Preparation And Processing Of Disbursement Voucher(Dv)

Office or Division :	Office of the Municipal Accountant
Classification:	Complex
Type of Transaction :	G2B - Government to Business
Who may avail :	Contractors from whom the LGU withheld retention for the completed project.
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
1. Original copy of any security substituted for retention money, such as cash, a bank guarantee, an irrevocable standby letter of credit from a commercial bank,	BANK/GSIS/Insurance Company

<p>Government Service Insurance System (GSIS), or a surety bond callable on demand, equivalent to the retention money substituted</p> <p>Original Copy of the Certificate of Project Completion for the related project.</p>		Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. submit the request and requirements	Receive the request from the contractor and check the completeness of the requirements.	NONE	10 minutes	<p><u>Dana D. Matuod</u> Revenue Collection Clerk III</p> <p><i>(Office of the Municipal Accountant)</i></p>
	1.2 Validate the data and prepare the disbursement voucher and journal entry.	NONE	1 hour	<p><u>Dana D. Matuod</u> Revenue Collection Clerk III</p> <p><u>Mary Magdalyn R. Burgos</u> Municipal Accountant</p> <p><i>(Office of the Municipal Accountant)</i></p>
	1.3 Record the disbursement voucher (DV) in the Logbook for Outgoing Disbursement Vouchers/Payro II and transmit it along with the supporting documents to the Office of the Municipal Treasurer.	NONE	5 minutes	<p><u>Dana D. Matuod</u> Revenue Collection Clerk III</p> <p><i>(Office of the Municipal Accountant)</i></p>
TOTAL		NONE	1 hour and 15 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p><i>Answer the Client Satisfaction Survey Form available in all LGU offices before leaving the LGU office where you availed services or visited.</i></p> <p><i>Drop it at the Suggestion box at the designated area inside the office.</i></p>
How feedback is processed	<p><i>The LGU employee assigned per office shall collect or remind the client to drop off the feedback form in the suggestion box. The concerned employee shall then review the accomplished form and check or verify if there are queries or negative comments to be addressed. If there is, the concerned employee shall then forward the said feedback to the Office Head for his or her appropriate action. The Office Head will then formulate a response to the client on the action taken.</i></p>
How to file a complaint	<p><i>To file a complaint, write a formal complaint addressed to the Office of the Municipal Mayor, with the following details:</i></p> <ul style="list-style-type: none"> <i>*Full name and contact information of the complainant</i> <i>*Narrative of the complaint</i> <i>*Evidences</i> <i>*Office and/or name of the person being complained</i> <p><i>Submit it to the Office of the Municipal Mayor or email to lgubuug-acctg@buug.gov.ph</i></p>
How complaints are processed	<p><i>Upon receipt of the complaint, the officer assigned shall coordinate and forward it to the concerned Office to answer the complaint or provide comments and initiate an investigation if necessary or finding of facts regarding the complaint. The concerned office shall then validate the filed complaint, formulate a response, and conduct an investigation, if necessary. After which, they shall submit a response letter or incident report to the Office of the Municipal Accounting for LCE's appropriate action.</i></p> <p><i>The Office of the Municipal Accounting shall then give feedback to the client on the action taken.</i></p>
Contact Information	<p><i>For follow ups, queries and/or concerns, you may contact</i></p>



PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

VISION:

To become the center employment center in Asia. In this end, the bureau facilitates local employment through PESOs and online employment facilitation engines in the like of PhgilJobNet; commits to provide fast and effective employment service to job seekers.

MISSION:

To promote full employment by facilitating access of Filipino Job seekers to local employment opportunities through policy resources standard setting strategy development labor market analysis and provision of technical assistance to regional implement in support of employment service operation.



1. Employment Facilitation

Office:		Public Employment Service Office		
Type of Transaction:		Government to Citizens (G2C)		
Who may avail:		Job Seeker		
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. Resume/ Bio Data		1. Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Job Registration 1.1 Send application to public employment Service Office's e-mail address: lgubuug_peso@buug.gov.ph	1.1 Review and process applicant's data 1.2 Job matching 1.3 Refer to company/employer list of applicants matched from job vacancy/ies	NONE	10 Minutes 10 Minutes 10 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I
2. Walk-in Applicants 2.1 Register using the computer provided by PESO.	1.1.Processing of applicant's data 1.2.Job matching 1.3.Refer to company/employer list of applicants matched from job vacancy/ies	NONE	10 Minutes 10 Minutes 10 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I <u>Grace E. Halasan</u> Labor Employment office /PESO Manager
	Total	NONE	60 Minutes	

2. Issuance Of Certification As Requirement For The Registration Of Worker's Association

Office:	Public Employment Service Office			
Type of Transaction:	Government to Citizen			
Who may avail:	Rural Workers and those without definite employers			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Barangay Certification		Barangay Hall		
2. Endorsement Letter from PESO		PESO		
3. SRS? Form with I.D Picture		PESO		
4. Title of Association (New Association)				
5. List of Officers (New Association)				
6. List of General Members (New Association) Minimum of 30 members)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceeds to the assigned personnel and present/ submit the requirements	Assessment/ Checking of requirements	NONE	30 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I
2.Secure Official Receipt from Municipal Treasurer's Office for the Certification.	Issuance of OR	150.00	5 Minutes	<u>Fritzel A. Yu</u> BPLO
3.Proceeds to PESO Office for the Certification.	Upon request, issuance of Certification	NONE	5 Minutes	<u>Grace E. Halasan</u> Labor Employment office /PESO Manager
	Total	150.00	40 Minutes	

3. Special Program for the Employment of Students (SPES)

Office:	Public Employment Service Office			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Senior High, College Students and Out-of-Youth ages 18-25 years old			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Bio Data		Individual		
2. SPES Application Form		Public Employment Service Office –Buug		
3. Birth Certificate		Philippine Statistics Authority		
4. Form 138 for High School and Senior High School		School Last Attended		

5. Recent Grades		School Last Attended		
6. School Registration/ Certificate of Enrollment		School Last Attended		
7. Certificate of Indigency		Office of the Punong Barangay		
8. <i>Salaysay</i> (Personal Narrative) (about self)		Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Job Registration 1.1 Send application to public employment Service Office's e-mail address: lgubuug_peso@buug.gov.ph	1.1. Processing of applicant's data	NONE	10 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I
	1.2. Job matching		10 Minutes	
	1.3. Refer to company / employer		10 Minutes	
2. Walk-in Applicants 2.1 Register using the computer provided by PESO.	2.1. Processing of applicant's data	NONE	10 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I
	2.2. Job matching		10 Minutes	
	2.3. Refer to company/ employer		10 Minutes	
Total		NONE	60 minutes	

4. Government Internship Program (GIP)

Office:	Public Employment Service Office			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Fresh Graduates Job Seekers			
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:			
1. Bio Data	Not Applicable			
2. Skills Registry System Form	Public Employment Service Office			
Office:	Public Employment Service Office			
CLIENT STEPS	AGENCY ACTIONS	FEE S TO	PROCESSING TIME	PERSON RESPONSIB

		BE PAID		LE
1. Online Job Registration 1.1 Send application to public employment Service Office's e-mail address: lgubuug_peso@buug.gov.ph	1.1. Processing of applicant's data 1.2. Job matching 1.3. Refer to company/ employer	NON E	10 Minutes 10 Minutes 10 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I
2. Walk-in Applicants 2.1 Register using the computer provided by PESO.	2.1. Processing of applicant's data 2.2. Job matching 2.3. Refer to company/ employer	NON E	10 Minutes 10 Minutes 10 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I <u>Grace E. Halasan</u> Labor Employment office /PESO Manager
	Total		60 minutes	

5. Tulong Panghanapbuhay Para Sa Ating Disadvantaged Workers (TUPAD)

Office:	Public Employment Service Office			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Disadvantaged/Displaced Workers			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Proof of Residency		Barangay Hall		
2. Government Issued ID		Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. fill out the Skills Registry System (SRS) Form.	1. Encoding of information found in the Skills Registry Form	NONE	5 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I
2. Walk-in Applicants 2.1 Applicant/s will fill out the Skills Registry System (SRS) Form.	2.1. Verification of requirements submitted by the client/s 2.2 Endorse to the	NONE	10 Minutes 5 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I <u>Grace E. Halasan</u>

2.2 Together with the SRS form, applicant/s will submit the necessary requirements.	Project Officer 2.3. Validation of client's application 2.4. Contact the client/s			Labor Employment office /PESO Manager
	Total	NONE	20 Minutes	

6. DOLE Pangkabuhayan Program

Office:	Public Employment Service Office			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Disadvantaged/Displaced Workers			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Proof of Residency		Barangay Hall		
2. Government Issued ID		Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. fill out the Skills Registry System (SRS) Form.	1. Encoding of information found in the Skills Registry Form	NONE	5 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I
2. Walk-in Applicants 2.1 Applicant/s will fill out the Skills Registry System (SRS) Form. 2.2 Together with the SRS form, applicant/s will submit the necessary requirements.	2.1. Verification of requirements submitted by the client/s 2.3 Endorse to the Project Officer 2.3. Validation of client's application 2.4. Contact the client/s	NONE	10 Minutes 5 Minutes	<u>Jane B. Andog</u> PESO Staff/Admin Aide I <u>Grace E. Halasan</u> Labor Employment office /PESO Manager
	Total	NONE	20 Minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

VISION:

Highly competent and professional workforce developed and utilized in the delivery of effective services to the public.

MISSION:

To establish a continuing program for LGU personnel development and create an environment of work culture conducive to the development of personnel skills, talents and values for effective public service.



1. Job Application

Office or Division :	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction :	G2G – Government to Government G2C – Government to Citizen			
Who may avail :	All qualified applicants			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Accomplished Personal Data Sheet (PDS/CS Form No. 212, Revised 2017)		Downloadable from the CSC website (www.csc.gov.ph)		
2. Letter of Application		Applicant/s		
3. Photocopy of the Performance evaluation for the last rating period (if applicable).		Human Resource Management Office from previous employer		
4. Original/Certified true copy of Certificate of Eligibility/Rating/License		Professional Regulatory Commission (PRC)/Civil Service Commission (CSC)		
5. Original/Certified true copy of Transcript of Records		School last attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Job application (Job Vacancies are posted at the Civil Service Website and LGU Bulletin Board)	Received job application requirements with letter of application (position applied for specified).	NONE	5 minutes	<u>Casey Mae E. Mengua</u> Human Resource Management Officer or Administrative Assistant I
Submit self for Preliminary interview	2.1. Conduct a short interview based on submitted PDS to know if the applicant meets the required minimum Qualification Standard (QS). 2.2. If applicant is qualified, forward application to Human Resource Merit Promotion and Selection Board for screening and assessment	NONE	20 minutes	<u>Casey Mae E. Mengua</u> Human Resource Management Officer

	schedule. Advice/notify applicant for interview schedule			
1. Attend scheduled interview after receiving advice/notification.	3.1 Conduct HRMPSB Interview. 3.2 Submit prepared ranking sheet to the Appointing Authority for Selection. 3.3 Notify selected applicant (date of employment is subject to approval of the appointing authority).	NONE	30 minutes	Human Resource Merit Promotion Selection Board (HRMPSB)
Confirm the acceptance of Job Offer.	Inform accepted applicant about the pre-employment requirements and start appointment preparation.	NONE	15 minutes	<u>Angelica S. Cabahug</u> Administrative Assistant I <u>Casey Mae E. Mengua</u> Human Resource Management Officer
	TOTAL	NONE	70 Minutes	

2. Filing Application for Leave

Office or Division :	HUMAN RESOURCE MANAGEMENT OFFICE
Classification:	Simple
Type of Transaction :	G2G – Government to Government
Who may avail :	Municipal Government Officials, Permanent, Temporary and Casual Municipal Government Employee
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
Sick Leave *Medical Certificate (6 days up leave applied)	
Maternity Leave/Paternity Leave *Medical Certificate	
Solo Parent Leave	

* Solo Parent's ID issued by the Municipal Social Welfare and Development Office
 * Birth Certificate of the Child

Ten-day (VAWC) Leave under RA9262
 * Barangay Protection Order (BPO)
 * Temporary/Permanent Protection Order from the court
 * If protection order is not yet issued; a certification shall be sufficient
 * In the absence of BPO/TPO/PPO/Certification, a police report specifying all pertinent details and medical certification may be considered

Rehabilitation Leave
 * Police Report
 * Medical Certificate stating the need for rest, recuperation and rehabilitation

Special Leave Benefit for Women
 * Medical Certificate
 * Clinical Summary reflecting the gynecological disorder (surgery needed)
 * Histopathological Report, the Operative Technique, duration of surgery including operative period (period of confinement around surgery) and estimated period of recuperation

Special Emergency (Calamity) Leave
 * Records and other proof as may be necessary to validate residency of employee.

Monetization of Leave Credits
 * Letter of request addressed to Head of Agency stating the valid and justifiable reasons

Terminal Leave
 * Proof of employee's resignation or retirement or separation from service

Adoption Leave
 * Authentic copy of the Pre-Adoptive Placement Authority issued by the Department of Social Welfare and Development (DSWD)

HUMAN RESOURCE MANAGEMNET OFFICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for leave and provide the date/s you	1.1. Review leave application, logged		5 minutes	<u>Angelica S. Cabahug</u>

want to apply for in the log book	information and confirm purpose of request. Prepared the requested leave application and record leave on the Employee Leave Card and Leave Credits Electronic file. Give the form to the employee	NONE	15 minutes	Human Resource Management Officer or Administrative Assistant I
2. Receive requested leave and Submit properly accomplished, and Department Head approved, Application for Leave Form. (at least 3 original copies with required documents if necessary).	2.1. Processed Application for Leave Form with complete supporting documents (if needed). 2.2. Certify available leave credits 2.3. Return form with certified available leave credits to employee.	NONE	15 minutes 10 minutes 5 minutes	<u>Angelica S. Cabahug</u> Administrative Assistant I <u>Casey Mae E. Mengua</u> Human Resource Management Officer
3.Receive Application for Leave form (with HRMO certified availability of leave credits) and secure approval and signature of the Municipal Mayor or Municipal Vice Mayor (for Sangguniang Bayan employees)	Return form to employee and instruct to submit an original copy of Application for Leave Form to HRMO after securing the approval and signature of the Authorized Official.	NONE	10 minutes	<u>Angelica S. Cabahug</u> Administrative Assistant I <u>Casey Mae E. Mengua</u> Human Resource Management Officer
Submit three (3) original copy of the approved Application for Leave Form to HRMO	Received and file form	NONE	5 minutes	<u>Angelica S. Cabahug</u> Administrative Assistant I <u>Casey Mae E. Mengua</u> Human Resource Management Officer

	TOTAL	NONE	65 MIMUTES	
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3. Issuance Of Service Record, Certificate Of Employment And Other Personnel Records

Office or Division :		HUMAN RESOURCE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction :		G2C – Government to Citizen G2G - Government to Government		
Who may avail :		Municipal Government Officials and Employees		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Letter Request		Applicant		
Official Receipt (O.R)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request service record/certificate/ personnel record and provide information at the Log Sheet.	1.1. Review letter Request, logged information and confirm purpose of request. 1.2. Prepare requested service record/certificate/ personnel record and secure signature of Human Resource Management Officer.	* Service Record - P 250.00 *Net Takehome Pay - P 350.00 * Certificate True Copy per page - P 300.00 * Certification Fee/Clearance Fee - P 300.00	10 minutes 30 minutes	<u>Casey Mae E. Mengua</u> Human Resource Management Officer
2. Receive requested service record/certificate/ personnel record	Release requested service record/certificate/ personnel record and ask the employee to receive/sign in the Log Sheet.	NONE	10 minutes	<u>Casey Mae E. Mengua</u> Human Resource Management Officer
TOTAL		1,200.00	50 Minutes	



MUNICIPAL ASSESSOR'S OFFICE

VISION:

Our office shall be with a systematical record keeping, technologically equipped, logical technically capable in the delivery of of real property assessment, and other related services, adapting the wisdom of fairness, transparency and integrity.

MISSION:

Our office is committed to deliver effective and quality service to all clients by providing adequate knowledge on real property assessment procedures, classifications, valuations and technology with fair, just and equitable, dynamic, efficient and prompt action.



1. Request For Issuance Of New Tax Declaration

Tax Declaration is a document that reflects the value of real property (Land, Building/Improvement or Machinery) for purposes of Real Property Tax, assessed against the owner/taxable person or entity, as authorized under the Local Government Code (RA 7160). The Owner's Copy of a tax declaration is issued upon registration of transfer of ownership of real property from the previous owner to a new owner, or upon declaration of new building or improvement and machinery. Under existing laws, it is the duty of all persons acquiring property to declare the same with the Municipal Assessor's Office within a period of sixty (60) days from the issuance of its Transfer Certificate of Title (TCT).

Office or Division:	Municipal Assessor's Office
Classification:	Simple – involves transfer of lot only Complex – involves transfer of lot with improvements <i>Note: Processing period – 1 or more days depending on the number of parcels/real property units (RPUs) and the complexity of transactions involved <u>exclusive of the Provincial Assessor's approval.</u></i>
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All corresponding Real Property owners, LGU, GOCC and other Gov't. Instrumentalities, Banks and Cooperatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Deed of Conveyances ___ Deed of Sale/Donation ___ Deed of Exchange ___ Extrajudicial Settlement of Estate ___ Affidavit of Self Adjudication (Sole Heir) ___ Waiver of Rights ___ Others, specify: _____ • 2 sets of Photocopy	Property Owner / Notary Public
Certificate of Title (OCT or TCT), if registered: • Present Original or Authenticated copy of the Owner's Duplicate Copy of the title from the Registry of Deeds • 2 sets of Photocopy	Registry of Deeds (RoD)
Certificate Authorizing Registration (CAR or eCAR), if necessary • Present Original or Authenticated copy from the Bureau of Internal Revenue	Bureau of Internal Revenue (BIR)

• 2 sets of Photocopy				
Realty Tax Clearance • 1 original copy		Municipal Treasurer's Office (MTO)		
Processing Fee (O.R.)		Municipal Treasurer's Office (MTO)		
Transfer Fee (O.R.)		Provincial Treasurer's Office (PTO)		
Notarized Special Power of Attorney/Authorization (if transacted by representative) • 2 Photocopies		Notary Public – Person/Company/Corporation Represented		
Any valid ID of Buyer/Seller & Representative • 1 Photocopy		Company ID, any Government issued ID, Passport		
CLIENT STEPS	AGENCY ACTIONS	FEES and CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit all documents Required	1.1 Receive, check and verify the submitted documents for its completeness and veracity.	None	30 minutes	<u>Jossie Sumpo</u> Local Assessment Operations Officer II
	1.2 Interview and records validation	None	30 minutes	<u>Leonor Juablar</u> Administrative Officer II
		None	2 minutes	<u>Jeric Jayin</u> Administrative Aide IV
	1.3 Provide Transaction Slip for the corresponding fees & charges			<u>Jay Mel Raña</u> Tax Mapper IV <i>(Municipal Assessor's Office)</i>
2.0 Payment of Processing/Service Fee at the MTO	2.1 MTO Revenue Collection Clerk to receive payment and issue O.R.	<u>Processing Fee</u> in case of Transfer of Ownership, based on per Market Value:	10 minutes	<i>MTO Revenue Collection Clerk</i>
		(a) Below 75,000.00 (b) 75,000.00 – 150,000.00 (c) 150,001 & above	- 400.00 -450.00 -500.00 - 300.00	

		<u>Service Fee</u>		
		in case of: (a) Segregation/Consolidation (b) Reassessment/Reclassification (c) Correction/Updating of Entries (d) Annotations, etc.		
3.0 Present/submit processing fee O.R. at the Assessor's Office	3.1 Verify and check O.R.	None	1 minute	<u>Jay Mel Raña</u> Tax Mapper IV <u>Jossie Sumpo</u> Local Assessment Operations Officer II <u>Leonor Juablar</u> Administrative Officer II <u>Jeric Jayin</u> Administrative Aide IV <i>(Municipal Assessor's Office)</i>
4.0	4.1 Preparation, encoding & printing of Field Appraisal and Assessment Sheet (FAAS) 4.2 Tax Declaration Number (TDN) and Property Identification	None None	60 minutes per RPU 5 minutes per RPU	<u>Jossie Sumpo</u> Local Assessment Operations Officer II <u>Leonor Juablar</u> Administrative Officer II <u>Jeric Jayin</u> Administrative Aide IV <i>(Municipal Assessor's Office)</i>
5	5.2 Tax Mapping update / Tax Mapping Control Roll	None	120 minutes per RPU	<u>Jossie Sumpo</u> Local Assessment Operations Officer II <u>Leonor Juablar</u>

				<p>Administrative Officer II</p> <p><u>Jeric Jayin</u> Administrative Aide IV</p> <p><u>Jay Mel Raña</u> Tax Mapper IV</p> <p><i>(Municipal Assessor's Office)</i></p>
6	6.2 Preparation & generation of new Tax Declaration (TD)	None	30 minutes per RPU	<p><u>Jossie Sumpo</u> Local Assessment Operations Officer II</p> <p><u>Leonor Juablar</u> Administrative Officer II</p> <p><u>Jeric Jayin</u> Administrative Aide IV</p> <p><u>Jay Mel Raña</u> Tax Mapper IV</p> <p><i>(Municipal Assessor's Office)</i></p>
7	7.2 Check and review the FAAS and the new Tax Declaration 7.3 Affix signature for Recommending approval	None None	10 minutes per RPU 2 minutes per RPU	<p><u>Engr. Leah Lodia, REA</u> Municipal Assessor</p> <p><i>(Municipal Assessor's Office)</i></p>
8	8.2 Update journal of assessment transaction 8.3 Cancellation of previous TD	None None None	5 minutes per RPU 5 minutes per RPU 5 minutes per RPU	<p><u>Jossie Sumpo</u> Local Assessment Operations Officer II</p> <p><u>Leonor Juablar</u> Administrative Officer II</p> <p><u>Jeric Jayin</u> Administrative Aide IV</p>

	8.4 Update / recording / cancellation in the Ownership Records Card (ORC)			<u>Jay Mel Raña</u> Tax Mapper IV <i>(Municipal Assessor's Office)</i>
9	9.2 Update Assessment Roll / eLIFT mo.&qtr. Reports	None	10 minutes per RPU	<u>Jay Mel Raña</u> Tax Mapper IV <u>Jeric Jayin</u> Administrative Aide IV <i>(Municipal Assessor's Office)</i>
10	10.1 Submit to Provincial Assessor's Office for approval	None	Submission of monthly transactions and reports is scheduled every 10 th day of the following month	<u>Jay Mel Raña</u> Tax Mapper IV Approval by: <u>Jocelyn Bracamonte</u> Provincial Assessor <i>(Municipal Assessor's Office)</i>
11	11.1 Segregate, check and record in the Log Book all approved TDs 11.2 Notify the property owner and/or authorized rep. of the approved TD and ready for release.	None None	5minutes per RPU 5 minutes per RPU	<u>Jossie Sumpo</u> Local Assessment Operations Officer II
12	Claim the owner's copy of the new Tax Declaration	12.1 Release of the owner's copy of Tax Declaration	None	5minutes <u>Elvie C. Sumpo</u> Administrative Aide III <i>(Municipal Assessor's Office)</i>
	<u>Processing Fee</u> in case of Transfer of Ownership, based on per Market Value:			340minutes per RPU

TOTAL	(d) Below 75,000.00	- P 400.00	(exclusive of the time for the Prov'l. Assessor's approval)
	(e) 75,000.00 – 150,000.00 (f) 150,001 & above <u>Service Fee</u>	- P450.00 -P500.00 -P300.00	
	in case of: (e) Segregation/Consolidation (f) Reassessment/Reclassification (g) Correction/Updating of Entries (a) Annotations, etc.		

2. New Assessment / Discovery / Reassessment Of Improvements (Buildings & Machineries)

Both persons acquiring real property or making improvements thereon, and the Municipal Assessor's Office have the duty to make declaration of real property as provided by law. This particular service is requested by declarant/owner for the issuance of new tax declaration for his/her newly constructed building and/or newly installed machinery. Reassessment/Reclassification on the other hand are services requested by a property owner for purposes of declaring the predominant use of his/her property.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple – involves single attached/detached residential bldg., and machineries Complex – involves Townhouses, medium rise bldg., and multiple storey commercial bldgs.			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All corresponding Real Property owners, LGU, GOCC and other Gov't. Instrumentalities, Banks and Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the latest Tax Declaration of the land occupied by the building for land reference • 1 photocopy		Municipal Assessor's Office		
Approved Building Plan/Permit, if available Approved Building Occupancy, if available • 2 sets photocopy		Municipal Building Official / Municipal Engineer's Office		
Realty Tax Clearance or present original and photocopy of current year's realty tax full payment, if necessary		Municipal Treasurer's Office (MTO)		
Inspection Fee (O.R.)		Municipal Treasurer's Office (MTO)		
Service Fee (O.R.)		Municipal Treasurer's Office (MTO)		
Transfer Fee (O.R.), if applicable		Provincial Treasurer's Office (PTO)		
Notarized Special Power of Attorney/Authorization (if transacted by representative) • 2 Photocopies		Notary Public/Property Owner/Company/Corporation Represented		
Any valid ID of Property Owner and/or Representative • 1 Photocopy		Company ID, any Government issued ID, Passport		
CLIENT STEPS	AGENCY ACTIONS	FEES and CHARGES	PROCESSING TIME	PERSON RESPONSIBLE

1.0 Submit all documents Required	1.1 Receive, check and verify the submitted documents for its completeness and veracity.	None	10 minutes	<u>Jossie Sumpo</u> Local Assessment Operations Officer II <u>Leonor Juablar</u> Administrative Officer II
	1.2 Interview and records validation 1.3 Provide Transaction Slip for the corresponding fees & charges	None None	10 minutes 2 minutes	<u>Jeric Jayin</u> Administrative Aide IV <u>Jay Mel Raña</u> Tax Mapper IV <i>(Municipal Assessor's Office)</i>
2.0 Payment of Inspection Fee at the MTO	2.1 MTO Revenue Collection Clerk to receive payment and issue O.R.	per proximity to barangay:	10 minutes	<i>MTO Revenue Collection Clerk</i>
		(a) Barangays along National Highway (b) Barangays Poblacion, Datu Panas, & Bliss (c) All other barangays	- 400.00 - 450.00 - 500.00	
3.0 Payment of Service Fee at the MTO	3.1 MTO Revenue Collection Clerk to receive payment and issue O.R.	PhP 300.00 per improvement	10 minutes	<i>MTO Revenue Collection Clerk</i>
4.0 Present/submit Inspection & service fee O.R.	4.1 Verify and check O.R.	None	1 minute	<u>Jeric Jayin</u> Administrative Aide IV

at the Assessor's Office				<u>Jay Mel Raña</u> Tax Mapper IV <i>(Municipal Assessor's Office)</i>
5.0	5.1 Conducts ocular inspection and assessment of the improvements	None	1 day or more depending on the number of RPUs and/or in the classification of the bldg.	<u>Jossie Sumpo</u> Local Assessment Operations Officer II <u>Leonor Juablar</u> Administrative Officer II <u>Jeric Jayin</u> Administrative Aide IV <u>Jay Mel Raña</u> Tax Mapper IV <i>(Municipal Assessor's Office)</i>
6.0	6.1 Preparation, encoding & printing of Field Appraisal and Assessment Sheet (FAAS) 6.2 Tax Declaration Number (TDN) and Property Identification Number (PIN) assignment	None None	60 minutes per RPU 5 minutes per RPU	<u>Jossie Sumpo</u> Local Assessment Operations Officer II <u>Leonor Juablar</u> Administrative Officer II <u>Jeric Jayin</u> Administrative Aide IV <u>Jay Mel Raña</u> Tax Mapper IV <i>(Municipal Assessor's Office)</i>
7	7.2 Tax Mapping update / Tax Mapping Control Roll	None	120 minutes per RPU	<u>Jeric Jayin</u> Administrative Aide IV <u>Jay Mel Raña</u>

				Tax Mapper IV <i>(Municipal Assessor's Office)</i>
8	8.2 Preparation & generation of new Tax Declaration (TD)	None	30 minutes per RPU	<u>Jossie Sumpo</u> Local Assessment Operations Officer II <u>Leonor Juablar</u> Administrative Officer II <u>Jeric Jayin</u> Administrative Aide IV <u>Jay Mel Raña</u> Tax Mapper IV <i>(Municipal Assessor's Office)</i>
9	9.2 Check and review the FAAS and the new Tax Declaration	None	10 minutes per RPU	<u>Engr. Leah Lodia, REA</u> Municipal Assessor

3. Request For Certified True Copy Of Tax Declaration/Declaration Of Real Property Value (DRPV)

The Municipal Assessor's Office provides Certified True Copy of Tax Declaration upon the request of the owner or his authorized representative, any government agency or private entities, for various reasons, the most common of which are for property transfer-related transactions, as a requirement of BIR, for mortgage/loan/financial institutions, courts and many other legal purposes.

Office or Division:	Municipal Assessor's Office
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All corresponding Real Property owners, LGU, GOCC and other Gov't. Instrumentalities, Banks and Cooperatives, Real Estate Service Practitioners and other parties of interest.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Proof of ownership (in case of newly acquired or transferred property)	Property owner

<ul style="list-style-type: none"> • 1 photocopy 				
Photocopy of one (1) of the following for property identification and verification purposes: <ul style="list-style-type: none"> • Certificate of Title (OCT or TCT) • Tax Declaration (TD) <ul style="list-style-type: none"> • <u>Latest</u> Real Property Tax Receipt 		Registry of Deeds (RoD) Municipal Assessor's Office Municipal Treasurer's Office (MTO)		
Tax Clearance, if necessary <ul style="list-style-type: none"> • 1 original copy 		Municipal Treasurer's Office (MTO)		
Official Receipt (O.R.) for the certification fee		Municipal Treasurer's Office (MTO)		
In case of representative: <ul style="list-style-type: none"> • Owner's authorization / Special Power of Attorney • Photocopy of one (1) valid ID both of the owner and the representative 		Notary Public/Property Owner/Company/Corporation Represented Company ID, any Government issued ID, Passport		
CLIENT STEPS	AGENCY ACTIONS	FEES and CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit all documents Required	1.1 Receive, check and verify the submitted documents for its completeness and veracity.	None	10 minutes	<u>Jossie Sumpo</u> Local Assessment Operations Officer II <u>Leonor Juablar</u> Administrative Officer II
	1.2 Interview and records validation	None	5 minutes	<u>Jeric Jayin</u> Administrative Aide IV
	1.3 Provide Transaction Slip for the corresponding fees & charges	None	2 minutes	<u>Jay Mel Raña</u> Tax Mapper IV <i>(Municipal Assessor's Office)</i>
2.0 Payment of Certification Fee at the MTO	2.1 MTO Revenue Collection Clerk to receive payment and issue O.R.	PhP 300.00 per Tax Declaration (TD)	10 minutes	MTO Revenue Collection Clerk
3.0 Present/submit certification fee O.R. @	3.1 Verify and check O.R.	None	1 minute	<u>Jossie Sumpo</u> Local Assessment Operations Officer II

the Assessor's Office				<u>Leonor Juablar</u> Administrative Officer II <u>Jeric Jayin</u> Administrative Aide IV <u>Jay Mel Raña</u> Tax Mapper IV <i>(Municipal Assessor's Office)</i>
4.0	4.1 Preparation & printing of the requested Certified True Copy of Tax Declaration 4.2 Stamps the printed/photocopied TD as certification with dry seal	None None	10 minutes per TD 2 minute per TD	<u>Jossie Sumpo</u> Local Assessment Operations Officer II <u>Leonor Juablar</u> Administrative Officer II <u>Jeric Jayin</u> Administrative Aide IV <u>Jay Mel Raña</u> Tax Mapper IV <u>Elvie C. Sumpo</u> Administrative Aid III <i>(Municipal Assessor's Office)</i>
5.0	5.1 Verify, check and affix signature the printed true copy of TD	None	5 minutes per TD	<u>Engr. Leah Lodia,</u> <u>REA</u> Municipal Assessor <i>(Municipal Assessor's Office)</i>
6.0 Receives the copy of the Certified	6.1 Entry in the Log Book the issuance of the Certified True Copy of TD	None	3 minutes per TD	<u>Elvie C. Sumpo</u>

True Copy of TD	6.2 Release of the certified true copy to the owner/requesting party		2 minutes Per TD	Administrative Aid III (Municipal Assessor's Office)
	TOTAL	PhP 300.00 per Tax Declaration (TD)	50 minutes per TD	

4. Request For Certificate Of No Improvement, Certificate Of No Landholding, And Certificate Of Aggregate Landholding

The issuance of Certificate of Improvement or No Improvement is a requirement by the Bureau of Internal Revenue during sale of the real property while the Certificate of No Land Holding maybe required by government agencies to individuals for them to be able to avail of vital government services such as hospitals for medical services. The issuance of Certificate of Aggregate Landholding, on the other hand, is required by the BIR during the filing of Estate Tax of the deceased real property owner or during the filing of Extra-Judicial Settlement of Estate.

Office or Division:	Municipal Assessor's Office
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	All corresponding Real Property owners, Banks and Cooperatives, Real Estate Service Practitioners and other parties of interest.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Present the original or photocopy of one (1) of the following for property identification and verification purposes: <ul style="list-style-type: none"> • Tax Declaration (TD) <ul style="list-style-type: none"> • <u>Latest</u> Real Property Tax Receipt 	Municipal Assessor's Office Municipal Treasurer's Office (MTO)
Tax Clearance, if necessary <ul style="list-style-type: none"> • 1 original copy 	Municipal Treasurer's Office (MTO)
Official Receipt (O.R.) for the certification fee	Municipal Treasurer's Office (MTO)
In cse of representative: <ul style="list-style-type: none"> - Owner's authorization / Special Power of Attorney 	Notary Public/Property Owner/Company/Corporation Represented

- Photocopy of one (1) valid ID both of the owner and the representative		Company ID, any Government issued ID, Passport		
CLIENT STEPS	AGENCY ACTIONS	FEES and CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit all documents Required	1.1 Receive, check and verify the submitted documents for its completeness and veracity.	None	10 minutes	<u>Jossie Sumpo</u> Local Assessment Operations Officer II
	1.2 Interview and records validation	None	5 minutes	<u>Leonor Juablar</u> Administrative Officer II
		None	2 minutes	<u>Jeric Jayin</u> Administrative Aide IV
	1.3 Provide Transaction Slip for the corresponding fees & charges			<u>Jay Mel Raña</u> Tax Mapper IV
				<u>Elvie C. Sumpo</u> Administrative Aide III (Municipal Assessor's Office)
2.0 Payment of Certification Fee @ the MTO	2.1 MTO Revenue Collection Clerk to receive payment and issue O.R.	PhP 350.00 per certification	10 minutes	<i>MTO Revenue Collection Clerk</i>
3.0 Present/submit certification fee O.R. at the Assessor's Office	3.1 Verify and check O.R.	None	1 minute	<u>Jossie Sumpo</u> Local Assessment Operations Officer II
				<u>Leonor Juablar</u> Administrative Officer II
				<u>Jeric Jayin</u> Administrative Aide IV
				<u>Jay Mel Raña</u>

				<p>Tax Mapper IV</p> <p><u>Elvie C. Sumpo</u> Administrative Aid III (Municipal Assessor's Office)</p>
4.0	<p>4.1 Preparation & printing of the requested Certification</p> <p>4.2 Stamps the certification with dry seal</p>	<p>None</p> <p>None</p>	<p>20 minutes per cert.</p> <p>2 minutes per cert.</p>	<p><u>Jossie Sumpo</u> Local Assessment Operations Officer II</p> <p><u>Leonor Juablar</u> Administrative Officer II</p> <p><u>Jeric Jayin</u> Administrative Aide IV</p> <p><u>Jay Mel Raña</u> Tax Mapper IV</p> <p><u>Elvie C. Sumpo</u> Administrative Aid III (Municipal Assessor's Office)</p>
5.0	5.1 Verify, approve and sign the certification	None	5 minutes per TD	<u>Engr. Leah Lodia, REA</u> Municipal Assessor
6.0	<p>Receives the copy of the Certified True Copy of TD</p>	<p>6.1 Entry in the Log Book the issuance of the certification</p> <p>6.2 Release of the certification to the owner/requesting party</p>	<p>None</p> <p>3 minutes per TD</p> <p>2 minutes Per TD</p>	<p><u>Elvie C. Sumpo</u> Administrative Aide III (Municipal Assessor's Office)</p>
	TOTAL	PhP 350.00 per certificati	60minutes per cert.	

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FEEDBACK AND COMPLAINTS MECHANISM

<i>How to send feedback</i>	<p><i>Answer the Client Satisfaction Survey Form available in all LGU offices before leaving the LGU office where you availed services or visited.</i></p> <p><i>Drop it at the Suggestion box at the designated area inside the office.</i></p>
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How feedback is processed	<i>The LGU employee assigned per office shall collect or remind the client to drop off the feedback form in the suggestion box. The concerned employee shall then review the accomplished form and check or verify if there are queries or negative comments to be addressed. If there is, the concerned employee shall then forward the said feedback to the Office Head for his or her appropriate action. The Office Head will then formulate a response to the client on the action taken.</i>
How to file a complaint	<p><i>To file a complaint, write a formal complaint addressed to the Office of the Municipal Mayor, with the following details:</i></p> <ul style="list-style-type: none"> <i>*Full name and contact information of the complainant</i> <i>*Narrative of the complaint</i> <i>*Evidences</i> <i>*Office and/or name of the person being complained</i>
How complaints are processed	<p><i>Upon receipt of the complaint, the officer assigned shall coordinate and forward it to the concerned Office to answer the complaint or provide comments and initiate an investigation if necessary or finding of facts regarding the complaint. The concerned office shall then validate the filed complaint, formulate a response, and conduct an investigation, if necessary. After which, they shall submit a response letter or incident report to the Office of the Municipal Assessor's for LCE's appropriate action. The Office of the Municipal Assessor's r shall then give feedback to the client on the action taken.</i></p>
Contact Information	<i>For follow ups, queries and/or concerns, you may contact</i>



MUNICIPAL ENGINEERING OFFICE

VISION:

To stand out as department with passion for service, professionally delighting our clients whom we see as the essence of our operations.

MISSION:

The office of the Municipal Engineer is a team of dedicated and innovative public servants engaged in providing engineering services to the people of the Municipality of Buug.



1. Drafting Program of Works for all LGU Projects

Office or Division :	ENGINEERING			
Classification:	COMPLEX			
Who may avail :	BARANGAY, LGU OFFICES AND CONCERN CITIZENS			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
CERTIFICATION		ACCOUNTING OFFICE		
BARANGAY RESOLUTION		BARANGAY HALL		
LETTER REQUEST ADDRESSED TO THE MAYOR		THE REQUESTING PARTY NEEDS TO FILE REQUEST TO THE LCE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME
1. Submit requirements	1.1 Assess the requirements submitted	None	15 Minutes	<u>Engr. Ricardo S. Melindo</u> Draftsman Iii (MEO)
2. Accompany the engineering staff during inspection	2.1 Site inspection of proposed projects	None	3 hours	<u>Engr. Richard C. Teves</u> Municipal Engineer <u>Engr. Niño Mar S. Ompoc</u> Engineer Iv <u>Arch. Maricris Caburnay</u> Architect IV (MEO)
	2.2 Surveying works for roads and bridges	None	1km / day	<u>Engr. Richard C. Teves</u> Municipal Engineer <u>Engr. Niño Mar S. Ompoc</u> Engineer IV <u>Arch. Maricris Caburnay</u> Architect IV (MEO)

	TOTAL	NONE	1 Day and 195 Minutes	
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2. Issuance of Building Permits

Office or Division :	ENGINEERING			
Classification:	Simple			
Type of Transaction :	G2C-Government to Client G2G- Government to Government			
Who may avail :	ANY PRIVATE INDIVIDUALS OR COMPANY			
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:			
5 COPIES PROOF OF OWNERSHIP	LOT OWNER			
5 COPIES CURRENT TAX RECEIPT	LOT OWNER			
5 SETS OF DETAILED ARCHITECTURAL PLANS	DULY REGISTERED ARCHITECT / CIVIL ENGINEER			
5 SETS OF DETAILED STRUCTURAL PLANS	DULY REGISTERED STRUCTURAL / CIVIL ENGINEER			
5 SETS OF DETAILED ELECTRICAL PLANS	DULY REGISTERED ELECTRICAL ENGINEER			
5 SETS OF DETAILED SANITARY PLANS	DULY REGISTERED SANITARY ENGINEER			
7. 5 SETS OF DETAILED MECHANICAL PLANS (if Necessary)	DULY REGISTERED ARCHITECT / CIVIL ENGINEER			
5 SETS OF SPECIFICATIONS	DULY REGISTERED STRUCTURAL / CIVIL / ELECTRICAL ENGINEER			
5 SETS STRUCTURAL ANALYSIS AND ELECTRICAL ANALYSIS	ZONING OFFICE			
LOCATIONAL CLEARANCE	ZONING OFFICE			
FIRE SAFETY CLEARANCE	BFP OFFICE			
FOR INDIGENCY PERMIT				
PICTURES OF PROPOSED STRUCTURE (IF EXISTING)	OWNER			
PROPOSED ELECTRICAL FLOOR LAN	DULY PROFESSIONAL ELECTRICAL ENGINEER			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME
1. SUBMIT REQUIREMENTS	1.1 ASSESS THE REQUIREMENTS SUBMITTED	0.5% OF TOTAL PROJECT COST	30 Minutes	ENGR. RICARDO S. MELINDO Draftsman III MEO
2. ACCOMPANY THE ENGINEERING STAFF	2.1 SITE INSPECTION OF		4 hours	ENGR. RICARDO

DURING INSPECTION	PROPOSED PROJECTS			MELINDO Draftsman III ENGR. ELVIE M. MANLANG Draftsman II MEO
	2.2 ASSESSMENT OF FEES (ZONING AND BUILDING)		2 hours	ZONING OFFICE MPDC
	2.3 ISSUANCE OF FIRE SAFETY CLEARANCE AND FEES		2 hours	BFP PERSONNEL BFP
	2.4 ISSUANCE OF ELECTRICAL PERMITS	0.5% OF TOTAL PROJECT COST	1 day	BFP PERSONNEL BFP
	2.5 ISSUANCE OF ELECTRICAL PERMITS		10 Minutes	ENGR. RICARDO MELINDO Draftsman III ENGR. RICHARD C. TEVES Municipal Engineer MEO
	2.6 ISSUANCE OF SANITARY PERMITS		10 Minutes	BENJAMIN RECODO SANITARY INSPECTOR - IX RHU
	2.7 ISSUANCE OF BUILDING PERMITS		10 Minutes	ENGR. RICARDO MELINDO Draftsman III ENGR. RICHARD C. TEVES Municipal Engineer MEO
	TOTAL		1 Day and 10 Hours	

3. Preparation Of Work Accomplishment And Vouchers For Government Completed Projects

Office or Division :	ENGINEERING			
Classification:	Simple			
Type of Transaction :	GOVERNMENT TO CLIENT, G2B, G2G			
Who may avail :	CONTRACTORS OF PROJECTS (for contract projects) MAO / MPDO/MMO/MBO and other concern LGU Offices for (for Admin projects)			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
PHOTOS OF PROJECTS (Before - During - After)		PROJECT INCHARGE (Contractor / LGU Personnel)		
BIDDING DOCUMENTS / BAC RESOLUTION / NOA / NTP / CONTRACT		BAC SECRETARIAT		
ENDORSEMENT TO MUN. ENG'G. OFFICE		CONTRACTOR OR LCE?		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Review submitted documents 1.2 preparation of required documents for billing	NONE	2 Hours	<u>Engr. Sheena Grace Tingog</u> Engineer III (MEO)
2. Sign the required documents	2.2 Processing of billing for complied documents	NONE	2 Hours	<u>Engr. Richard C. Teves</u> Municipal Engineer <u>Nelsa M. Duhaylungsod</u> Engineering Staff (MEO)
TOTAL		NONE	4 Hours	

4. Repair and Maintenance of LGU own Structures

Office or Division :	ENGINEERING
Classification:	Simple
Type of Transaction :	GOVERNMENT TO GOVERNMENT
Who may avail :	BARANGAY HALL
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:

BARANGAY RESOLUTION		CONCERNED BARANGAY		
LETTER REQUEST ADDRESSED TO THE LOCAL CHIEF EXECUTIVE		THE REQUESTING PARTY		
ENDORSEMENT TO MUN. ENG'G. OFFICE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT REQUIREMENTS	1.1 ASSESS THE REQUIREMENTS SUBMITTED	None	15 Minutes	<u>Engr. Ricardo S. Melindo</u> Draftsman III (MEO)
2. ACCOMPANY THE ENGINEERING STAFF DURING INSPECTION	2.1 SITE INSPECTION OF PROPOSED PROJECTS	None	2 Hours	<u>Engr. Richard C. Teves</u> Municipal Engineer <u>Engr. Niño Mar S. Ompoc</u> Engineer IV <u>Arch. Maricris Dinglasa</u> Architect IV (MEO)
	2.2 PLANNING AND DRAWING OF PROPOSED PROJECTS	None	3 Days	<u>Engr. Richard C. Teves</u> Municipal Engineer <u>Engr. Niño Mar S. Ompoc</u> Engineer IV <u>Arch. Maricris Dinglasa</u> Architect IV (MEO)
	2.3 DRAFTING THE PROGRAM OF WORKS FOR THE INSPECTED PROJECT	None	3days	<u>Engr. Richard C. Teves</u> Municipal Engineer <u>Engr. Sheena Grace Tingog</u> Engineer IV

				<u>Arch. Maricris Dinglasa</u> Architect IV (MEO)
	2.4 DRAFTING THE PROGRAM OF WORKS FOR THE INSPECTED PROJECT	None	1 Day	<u>Engr. Richard C. Teves</u> Municipal Engineer <u>Engr. Sheena Grace Tingog</u> Engineer IV <u>Arch. Maricris Dinglasa</u> Architect IV (MEO)
	2.5 TRANSMITTAL OF PROGRAM OF WORKS TO THE ADMIN OFFICE	None	10 Minutes	<u>Nelsa M. Duhaylungsod</u> Engineering Staff (MEO)
	TOTAL			



FEEDBACK AND COMPLAINTS MECHANISM

How to Send Feedback	<ol style="list-style-type: none">1. Facebook Page: Engineering Office Buug2. Mobile Number: 09553700202/095038208323. Email: engineeringbuug7009@gmail.com <p>A feedback form is also available at a designated desk inside the office and accomplished forms may be dropped in the feedback box.</p>
How Feedback is Processed	<ol style="list-style-type: none">1. Logging of Feedback Received2. Concerned staff is called for a meeting by the immediate supervisor to discuss action on the feedback received.

	3. Action taken is reported back to the party who sent the feedback.
How to File a Complaint	<p>Complaints may be filed through the following:</p> <ol style="list-style-type: none"> 1. Facebook Page: Engineering Office Buug 2. Mobile Number: 09306077641/09631317849 3. Email: engineeringbuug7009@gmail.com <p>A feedback form is also available at a designated desk inside the office and accomplished forms may be dropped in the feedback box.</p>
How Complaints are being Processed	<ol style="list-style-type: none"> 1. Complaints are being received by the Engineering Office Buug and brought to the attention of the Municipal Engineer / Office-In-Charge 2. Municipal Engineer / Officer-In-Charge calls the attention of the concerned staff and asks for a response 3. Actions to be taken are discussed with the concerned staff 4. Actions taken are reported to the Office of the Mayor and the office through which the complaint was filed 5. Office of the Mayor or the offices that routed the complaint informs the complainant of the action/s taken.
Contact Information	<ol style="list-style-type: none"> 1. Facebook Page: Engineering Office Buug 2. Mobile Number: 09306077641/09631317849 3. Email: engineeringbuug7009@gmail.com



MUNICIPAL HEALTH OFFICE

VISION

A sound mind in a healthy body for every individual and family and a productive populace.

MISSION

The Local Government Unit of Bug Zamboanga Sibugay through the Municipal Health Office in partnership with Department of Health-Center for Health Development Zamboanga Peninsula, Integrated Provincial Health Office, Provincial Department of Health Office, Government Organization's and Non-Government Organization's and with the community shall ensure accessible and quality health services in the municipality.



1. Out-Patient Department (OPD)

It is a section of hospital or healthcare facility where patients receive

medical consultations, diagnosis, and treatment without being admitted as an inpatient. Outpatient Department provide guidance to the patients for overall wellness and prevention of health issues. Doctors guide patients to maintain a healthy weight, improve sleep, balance sugar levels, etc. Outpatient Department is the first place where the patient and doctor meet and discuss the patient's health condition.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	<ul style="list-style-type: none"> - All patients needing outpatient consultation, assessment, evaluation and treatment - Referred cases from Barangay Health Station (BHS) / other health facilities 			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Identification Card		Government Agency		
PhilHealth Insurance ID / MDR		PhilHealth Office		
Vaccination Card		Vaccination Center (Municipal Health Office / Hospital)		
Referral Slip, if any		Referring Health Care Facility / BHS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number (PWD and Senior Citizen on Priority Lane)	Triage-Quick assessment / issuance of number	NONE	1 minute	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II <i>(Municipal Health Office)</i>
2. Approach information desk for services needed	Entertain the patient and ask the patient to proceed to the vital signs area.	NONE	1 minute	<u>Helen G. Omongos</u> Rural Health Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II <i>(Municipal Health Office)</i>
3. Assessment	Vital signs taking,	NONE	5 minutes	<u>Floremie D.</u>

	including height & weight.			<u>Jumawan</u> Public Health Nurse II <u>Mayflor N. Dumlao</u> Public Health Nurse II <u>Necelle A. Villareal</u> Public Health Nurse I <u>Arvin Guillarawan</u> Public Health Nurse I (Municipal Health Office)
4. Proceed to OPD registration desk and submit self for consultation.	Secure patient's consent <u>New Patient:</u> 4.1 <u>present ID, vaccination card, and MDR.</u> 4.2 Registration and entry of data to EMR (iClinicsys) 4.3f PHIC member, enroll client in facility's eKonsulta system to avail of eKonsulta package. 4.4 Take client's past & present medical history <u>Old Patient:</u> <u>Present ID and vaccination card.</u> 4.1 Search client's record in EMR 4.2 Update data and history of present illness	NONE	10 minutes	<u>Freijah Theresse C. Timonera</u> Public Health Nurse I <u>Kay Clarice T. Tan</u> Public Health Nurse I <u>Vilma D. Lobiano</u> Public Health Nurse I (Municipal Health Office)

5.Treatment/ Diagnosis/ Referrals:	5.1 Assess / examine the patient (exclusive for Buug residents) 5.1.1 For non-Buug residents 5.2 Prescribe / request ancillary procedures, laboratory exams 5.3 Present and explain diagnostic results to patient 5.4 Provide counselling based on client's needs 5.5 Prescribe medicine 5.6 Give referral if needed 5.7 Proceed to pharmacy 5.8 Fill-out survey form.	NONE 100.00 Refer to Municipal ordinance no. Article E. Section 3E.01	15 minutes	<u>Dr. Mark Gregory C. Gacutan</u> Municipal Health Officer IV (Municipal Health Office)
	TOTAL	FREE for Buug residents (100.00 for non-Buug residents)	32 minutes	

2. Dental

Dedicated to providing basic oral Health services to patient of all ages.

Services

including preventive care, check ups, cleaning or oral prophylaxis to include simple

extraction at a lower cost.

Office or Division :	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Anyone
CHECKLISTS OF REQUIREMENTS:	WHERE TO SECURE:

1. Identification Card or Any proof of Identity (Birth Certificate)	Any Government Agencies/MCR			
2. PhilHealth Insurance ID / MDR	PhilHealth Office			
3. Covid Vaccination Card	Vaccination Center (Municipal Health Office / Hospital)			
4. Referral Slip, if any	Referring Health Care Facility / BHS			
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Tooth Extraction/Oral Prophylaxis/Dental Check up and Issuance of Dental Certificate				
1. Get a queue number (PWD and Senior Citizen on Priority Lane)	Triage-Quick assessment / issuance of number	NONE	1 minute	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II (Municipal Health Office)
2. Approach information desk for services needed	Entertain the patient and ask the patient to proceed to the vital signs area.	NONE	1 minute	<u>Helen Omongos</u> Rural Health Midwife III <u>Yoly Tumotod</u> Rural Health Midwife II (Municipal Health Office)
3. Assessment	3.1 Vital signs taking, including height & weight. 3.2 Give the OPD form to the patient. 3.3 Instruct the patient to proceed to Dental Clinic	NONE	5 minutes	<u>Floremie D. Jumawan</u> Public Health Nurse II <u>Mayflor N. Dumlao</u> Public Health Nurse II <u>Necelle A. Villareal</u> Public Health Nurse II <u>Arvin Guillarawan</u> Public Health

				Nurse II <i>(Municipal Health Office)</i>
4. Proceed to Dental Clinic and present the OPD form to the Dentist and/or Dental Aide.	1.1 Receive and check the medical history of the patient 1.2 Instruct the patient to position her/himself to the Dental chair. 1.3 Perform the desired procedure or service/s () of the patient. 1.4 Prescribe medicine if necessary and conduct post-operative or post procedural counselling 1.4.1 Issue dental certificate if requested 1.5 Instruct the patient to proceed to pharmacy to purchase the prescribed medicine/s and for payment.	None	Tooth Extraction: 15 minutes Oral Prophylaxis or cleaning: 30 minutes Check-up Issuance of Dental Certificate: 2 minutes	<u>Roger G. Tog</u> Dentist IV <u>ALBAR CUARO</u> Dental Aide <i>(Municipal Health Office)</i>
5. Proceed to RHU BUUG PHARMACY	1.1 Issuance of Official Receipt upon payment of the service rendered. 1.2 Dispense medicine/s after counseling.	<i>Refer to the Municipal Ordinance No. 09-2023 Article E. Section 3E.01.</i>	3 minutes	<u>Fritz Aylla Emorecha</u> Pharmacist II <u>Napla D. Marino</u> Admin Aide III <i>(Municipal Health Office)</i>
	Total		Tooth Extraction = 23 minutes	

			<p>Oral Prophylaxis or cleaning =38 minutes</p> <p>Dental Certificate =3 minutes</p>	
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3. Animal Bite Treatment Center

Is a rabies prevention and control program unit. Provide Pre-Exposure and Post-Exposure Treatment to individuals bitten by animals suspected of being rabid which will consist of the initial vaccine and immunoglobulin dose. In addition to Pre-Exposure and Post-Exposure Treatment provision, ABTCs also perform recording and reporting, rabies awareness activities, and case investigation of suspect rabies cases.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Anyone bitten,scratched or licked by cats or dogs			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Identification Card / Proof of Identity		Government Offices		
2. PhilHealth Insurance ID / MDR		PhilHealth Office		
3. Vaccination Card		Vaccination Center (Municipal Health Office / Hospital)		
4. Doctor's Order		To any license physician, hospital or clinics		
5. Referral Slip, if any		Referring Health Care Facility / BHS		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Follow step 1 to 5 of general consultations	INSTRUCT PATIENTS to proceed to ANIMAL BITE TREATMENT CENTER (ABTC)	CATEGOR Y II- 3 DOSES (DOH SUPPLY= 300.00 FOR WHOLE DOSES)	5 minutes	<p><u>Fritz Aylla Emorecha</u> Pharmacist – II</p> <p><u>Napla D. Marino</u> Admin aide-III</p> <p>(Municipal Health</p>

		<p>(LOCAL GOVERNMENT UNIT Procured= 2300.00 for whole doses, 767.00 per dose)</p> <p>CATEGORY III - 4 DOSES WITH ERIG (DOH SUPPLY= 350.00 FOR WHOLE DOSE LOCAL GOVERNMENT UNIT PROCURED = 2895.00 FOR WHOLE DOSES, 724.00 PER SHOT</p>		Office)
2. Proceed to ABTC and wait for your name to be called then present your Official Receipt (when necessary together with the doctor's order or referral).	Assess patient's bite area, history of previous vaccination and the category of animal bite (diagnosis, Doctor's Order)	NONE	3 minutes	<p><u>Mayflor N. Dumlao</u> Public Health Nurse II/ABTC Nurse</p> <p><u>Arvin B. Guillarawan</u> Public Health Nurse I/ ABTC Nurse</p>

				<u>Necelle A. Villareal</u> Public Health Nurse I /ABTC Nurse <i>(Municipal Health Office)</i>
3. Proceed with Post Exposure Prophylaxis	Cat II = give 0.1 cc ID both upper arm (day 0,3 and 7) Cat III= infiltrate RIG to affected area after negative skin test Give 0.1 cc Rabies Vaccine, ID, both upper arm (day 0,3,7 and 28) Observation	NONE	5 minutes 30 minutes 3 minutes 1 hour	<u>Mayflor N. Dumlao</u> Public Health Nurse II /ABTC Nurse <u>Arvin B. Guillarawan</u> Public Health Nurse I/ ABTC Nurse <u>Necelle A. Villareal</u> Public Health Nurse I /ABTC Nurse <i>(Municipal Health Office)</i>
4. Health Education	Provide health education for possible vaccine reactions, observation for biting animal and schedule for follow-up visits	NONE	4 minutes	Abtc Managers: <u>Mayflor N. Dumlao, RN</u> Public Health Nurse II <u>Necelle A. Villareal, RN</u> Public Health Nurse I <u>Arvin B. Guillarawan, RN</u> Public Health Nurse I <i>(Municipal Health</i>

				Office)
	TOTAL	<p>CATEGOR Y II- 3 DOSES (DOH SUPPLY= 300.00 FOR WHOLE DOSES)</p> <p>(LOCAL GOVERN MENT UNIT Procured= 2300.00 for whole doses, 767.00 per dose)</p> <p>CATEGOR Y III - 4 DOSES WITH ERIG (DOH SUPPLY= 350.00 FOR WHOLE DOSE LOCAL GOVERN MENT UNIT PROCUR ED = 2895.00 FOR WHOLE DOSES, 724.00 PER DOSE</p>	<p>20 minutes</p> <p>1 hour and 50 minutes</p>	

4. Pharmacy

It provides a wide range of branded and generic medicines, medical devices, personal care products and other basic everyday needs. It aims to offer supreme service and easy access to local residents.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Anyone with doctor’s prescription			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Identification Card		Government Offices		
PhilHealth Insurance ID / Member Data Record (MDR)		PhilHealth Office		
Vaccination Card		Vaccination Center (Municipal Health Office / Hospital)		
Referral Slip, if any		Referring Health Care Facility / BHS		
For Senior Citizens/PWD: PWD/Senior Citizen’s valid ID Medicine Purchase Booklet		Municipal Social Welfare and Development Office (MSWD)		
Prescription: *For medicines that required prescription*		To Any Licensed Physician and Dentist		
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Follow step 1 to 5 of General Consultations	Instruct patients to proceed to RHU BUUG PHARMACY	NONE	32 minutes	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II <u>Helen G. Omongos</u> Rural Health Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II
2. Present prescription to Pharmacist and/or Pharmacy Aide for dispensing of prescribed	2.1 Receive and check prescription for completeness, validity and availability of the prescribed medicines		5 minutes	<u>Fritz Aylla Emorecha</u> Pharmacist II <u>Napla D. Marino</u> Admin Aid III

medicine.	<p>2.2 For multiple medicines prescribed, inform the patient for each equivalent prices of the medicines and ask the patient how many they are able to purchase.</p> <p>2.3 Inform the patient of the total amount to be paid.</p> <p>2.4 Issue of Official receipt.</p> <p>2.5 Dispense medicine after counseling, (return partially purchased prescriptions to the patients).</p> <p>2.5.1 Instruct patients that those fully purchased medicines, prescriptions will be retained by the pharmacy.</p>	<p><i>Refer to Municipal Sanggunia ng Bayan Resolution No. 65- 2023</i></p>		
	TOTAL		37	inutes

5. Tuberculosis Services

The Municipal Health Office manages an Anti-tuberculosis program. The main objective is to identify and treat patients with tuberculosis by providing anti-tuberculosis medication for free using the DOTS.

Office or Division :	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen

Who may avail :		Presumptive TB Patients (Clinically and/or Bacteriologically Diagnosed)		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Identification Card / Proof of Identity		Government Offices		
PhilHealth Insurance ID / MDR		PhilHealth Office		
Vaccination Card		Vaccination Center (Municipal Health Office / Hospital)		
4. Referral Slip, if any		Referring Health Care Facility / BHS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow step 1 to 5.7 of General Consultation	<p>1.1 Counsel patient about the importance of treatment compliance, possible side effects and duration of treatment</p> <p>1.2 Conduct HIV</p> <p>1.3 Counselling and explain the availability of voluntary HIV Testing</p>	NONE	30 minutes	<p><u>Eleodoro Pizon</u> Legislative Staff Employee II</p> <p><u>Helen G. Omongos</u> Rural Health Midwife III</p> <p><u>Yoly M. Tumotod</u> Rural Health Midwife II</p> <p><u>Ratchel D. Guerro</u> Medical Technologist II</p> <p><u>Johnrey B. Calamohoy</u> Medical Technologist I</p>
2. Proceed to TB Direct Observe Treatment Short-course room for Treatment	<p>2.1 Secure patient's consent prior to initiation of treatment for TB, and HIV test</p> <p>2.2 Initiate Treatment and observe the patient for possible drug reaction</p>	NONE	<p>5 minutes</p> <p>30 minutes</p>	<p><u>Floremie D. Jumawan</u> Public Health Nurse II</p> <p><u>Arvin B. Guillarawan</u> Public Health</p>

	2.3 After 30 minutes if there are no drug reactions, patient will be sent home and advice to continue medication.			Nurse I <u>RATCHEL D. GUERERRO</u> Medical Technologist II <u>Johnrey B. Calamohoy</u> Medical Technologist I <i>(Municipal Health Office)</i>
	TOTAL		1 hour and 5 minutes	

6. Adolescent Counselling

To improve the total well-being of adolescent in the Municipality of Buug and for them to fully enjoying every aspect of their youth.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Adolescents aged 10-19			
CHECKLISTS OF REQUIREMENTS any of the following :		WHERE TO SECURE:		
Student ID		School		
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow step no. 1-5.5 of general consultation	Refer to the adolescent facility	NONE	1 minute	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II <u>Helen G. Omongos</u> Rural Health Midwife III

				<u>Yoly M. Tumotod</u> Rural Health Midwife II <u>Dr. Mark Gregory</u> <u>C. Gacutan</u> Municipal Health Officer IV <i>(Municipal Health Office)</i>
2. Proceed to adolescent friendly health facility room	2.1 Review patients individual treatment record 2.2 Assess the adolescent and provide counselling 2.3 Provide referral to concerned agency or facility if necessary 2.4 Patient will be sent home	NONE	2 minutes 30 minutes 3 minutes 2 minutes	<u>Carmenenna B. Sayson</u> Rural Health Midwife III <u>Helen G. Omongos</u> Rural Health Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II <u>Floremie D. Jumawan</u> Public Health Nurse II <u>Vilma D. Lobiano</u> Public Health Nurse I <u>Dr. Mark Gregory</u> <u>C. Gacutan</u> Municipal Health Officer IV <i>(Municipal Health Office)</i>
	TOTAL	NONE	37 minutes	

7. Birthing Home Services

A set of Life serving intervention, that treat the major obstetric and newborn causes of morbidity or mortality.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Expectant mothers			
CHECKLISTS OF REQUIREMENTS any of the following :	WHERE TO SECURE:			
1. Patient's Birth Certificate	Registrar Office			
2. Certificate of Indigency	Barangay of residency			
3. Members Data Record (MDR)	Philhealth office			
4. Cedula both parents (unmarried)	Barangay office			
5. Prenatal booklet	Barangay Health Station where pre natal check-up was done			
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>Present prenatal booklet, patient's birth certificate, MDR and Cedula/Government issued ID to Basic Emergency Obstetrics and Neonatal Care midwife-on-duty.</i>	1.1 verify patients identity with provided requirements. 1.2 Search and update medical records on EMR	NONE	5 minutes	<u>Carmenenna B. Sayson</u> Rural Health Midwife III <u>Helen G. Omongos</u> Rural Health Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II <u>Ofelia V. Fernandez</u> Rural Health Midwife II <u>Arlyn B. Paguntalan</u> Rural Health Midwife I <u>Herma P. Hernando</u> Rural Health

				<p>Midwife I</p> <p><u>Vilma D. Lobiano</u> Public Health Nurse I</p> <p>(Municipal Health Office)</p>
2. Proceed to Internal Examination Room	<p>2.1 Take patients vital signs including Fetal Heart Rate Perform and measure Fundic height.</p> <p>2.2 Internal Examination.</p> <p>2.3 Admit patient if cervical dilatation is ≥ 4cm</p>	NONE	5 minutes	<p><u>Carmenenna B. Sayson</u> Rural Health Midwife III</p>
			10 minutes	<p><u>Helen G. Omongos</u> Rural Health Midwife III</p> <p><u>Yoly M. Tumotod</u> Rural Health Midwife II</p>
				<p><u>Ofelia V. Fernandez</u> Rural Health Midwife II</p>
				<p><u>Arlyn B. Paguntalan</u> Rural Health Midwife I</p>
	2.4 If abnormalities noted during the assessment of the patient refer to the MHO for immediate action and		10 minutes	<p><u>Herma P. Hernando</u> Rural Health Midwife I</p>
	2.5 refer patient to higher facility if needed.		30 minutes	<p><u>Vilma D. Lobiano</u> Public Health Nurse I</p>
				<p><u>Dr. Mark Gregory C. Gacutan</u> Municipal Health Officer IV</p>

				(Municipal Health Office)
3.Proceed to Labor Room (active labor)	Do labor watch and monitor patients vital signs including fetal heart rate in progress of labor.	NONE	5 minutes	<u>Carmenenna B. Sayson</u> Rural Health Midwife III <u>Helen G. Omongos</u> Rural Health Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II <u>Ofelia V. Fernandez</u> Rural Health Midwife II <u>Arlyn B. Paguntalan</u> Rural Health Midwife I <u>Herma P. Hernando</u> Rural Health Midwife I <u>Vilma D. Lobiano</u> Public Health Nurse I (Municipal Health Office)
4.Proceed to Delivery Room (cervical dilatation >/= 10cm)	MOTHER: 4.1 Position patient on the delivery table in lithotomy position. 4.2 Wait for normal spontaneous delivery. 4.3 Facilitate fetal	10,400.00	1 hour and 30 minutes	<u>Carmenenna B. Sayson</u> Rural Health Midwife III <u>Helen Omongos</u> Rural Health Midwife III

	<p>delivery.</p> <p>4.4 Monitor vital signs, then administer oxytocin.</p> <p>4.5 Facilitate placenta delivery.</p> <p>4.6 monitor vital signs, then assess for profuse vaginal bleeding, and vaginal laceration.</p> <p>4.6.1 if presence of vaginal laceration, refer for vaginal repair.</p> <p>4.7 changing of soiled diaper.</p> <p>4.8 transport patient to OB Ward.</p> <p>NEWBORN:</p> <p>4.1 Upon delivery place the baby on top mother's chest and abdomen.</p> <p>4.2 Thoroughly dry the baby.</p> <p>4.3 Initiate crying and assess APGAR score.</p> <p>4.4 Once umbilical cord has stop pulsating facilitate for cord clamping and cutting.</p> <p>4.5 Facilitate routine newborn care.(measure anthropometric)</p> <p>4.6 Admit patient and room-in to mother.</p>		<p>5 minutes</p> <p>2 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>3413.00</p> <p>3 minutes</p> <p>1 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p><u>Yoly Tumotod</u> Rural Health Midwife II</p> <p><u>Ofelia V. Fernandez</u> Rural Health Midwife II</p> <p><u>Arlyn B. Paguntalan</u> Rural Health Midwife I</p> <p><u>Herma P. Hernando</u> Rural Health Midwife I</p> <p><u>Vilma D. Lobiano</u> Public Health Nurse I</p> <p><u>Dr. Mark Gregory C. Gacutan</u> Municipal Health Officer IV</p> <p>(Municipal Health Office)</p> <p><u>Carmenenna B.</u></p>
5. Proceed to	5.1 Monitor vital	NONE	5 minutes	<u>Carmenenna B.</u>

recovery Room	<p>signs.</p> <p>5.2 Carry out Doctor's order.</p> <p>5.2.1 Administer the right medication to the right patient.</p> <p>5.3 Encourage exclusive breastfeeding.</p> <p>5.4 Watch out for danger signs such as hypotension and profuse vaginal bleeding.</p> <p>Refer accordingly.</p>		<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>2 minutes</p> <p>3 minutes</p>	<p><u>Sayson</u> Rural Health Midwife III</p> <p><u>Helen Omongos</u> Rural Health Midwife III</p> <p><u>Yoly Tumotod</u> Rural Health Midwife II</p> <p><u>Ofelia V. Fernandez</u> Rural Health Midwife II</p> <p><u>Arlyn B. Paguntalan</u> Rural Health Midwife I</p> <p><u>Herma P. Hernando</u> Rural Health Midwife I</p> <p><u>Vilma D. Lobiano</u> Public Health Nurse I</p> <p><u>Dr. Mark Gregory C. Gacutan</u> Municipal Health Officer IV <i>(Municipal Health Office)</i></p>
Wait to be discharged after 24 hours of admission	<p>5.5 Discharge the patient after 24 hours of admission, provided the requirements were completely submitted.</p> <p>6.1.2 Incomplete requirements shall</p>	NONE	10 minutes	<p><u>Dr. Mark Gregory C. Gacutan</u> Municipal Health Officer IV</p> <p><u>Carmenenna B. Sayson</u> Rural Health Midwife III</p> <p><u>Helen G.</u></p>

	<p>be charged as non philhealth eligible.</p> <p>6.2 Newborn screening shall be done prior to discharge.</p> <p>6.3 Advise to continue medications at home.</p> <p>Advise for follow-up after one week or shall any complications arise.</p>		<p>15 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p><u>Omongos</u> Rural Health Midwife III</p> <p><u>Yoly M. Tumotod</u> Rural Health Midwife II</p> <p><u>Ofelia V. Fernandez</u> Rural Health Midwife II</p> <p><u>Arlyn B. Paguntalan</u> Rural Health Midwife I</p> <p><u>Herma P. Hernando</u> Rural Health Midwife I</p> <p><u>Vilma D. Lobiano</u> Public Health Nurse I</p> <p><i>(Municipal Health Office)</i></p>
	TOTAL	13,813.00	4 hours and 46 minutes	

8. National Immunization Program

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 (DPT) vaccine, Oral Polio vaccine (OPV), Inactivated Polio Vaccine (IPV) and measles vaccine to neonates before one year of age.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Children 0 to 23mos.			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Immunization Card		MIDWIFE/NURSE		
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1				
1. Go to Immunization section for vital signs(Temp./RR/HR/HT/WT) 1.2. Hospital born baby (new client) bring along the referral form for immunization. .3. Follow-up immunization	1.2 Fill out patient's data in vaccination booklet 1.2. Review the immunization record or baby's book. 1.3 Record patient's data to Target Client's List (TCL) 3. Review patient's name from the master list or (TCL)	NONE	3 minutes	<u>Mayflor N. Dumlao</u> Public Health Nurse II <u>Necelle A. Villareal</u> Public Health Nurse I (Municipal Health Office)
Step 2				
2. Client proceed to vaccination area	The nurse and midwives administer the necessary vaccines to the client on a And 2.2 record it to the Target Client list.	NONE	5 minutes	<u>Kay Clarice T. Tan</u> Public Health Nurse I <u>Ofelia V. Fernandez</u> Rural Health midwife II (Municipal Health Office)
Step 3				

3. Health Education and Follow up Schedule	Nurses and Midwives provide health education for possible vaccine reaction and home management and instruct client when to come back.	NONE	2 minutes	<u>Freijah Theresse C. Timonera</u> Public Health Nurse I <u>Arlyn B. Paguntalan</u> Rural Health Midwife (Municipal Health Office)
	TOTAL	NONE	10 minutes	

9. Issuance of Medical Certificate

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Anyone In Need Medical Certificate			
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. 1. Identification Card		Government Agencies		
2. PhilHealth Insurance ID / MDR		PhilHealth Office		
3. Covid Vaccination Card		Vaccination Center (Municipal Health Office / Hospital)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number (PWD and Senior Citizen on Priority Lane)	1.1 Triage-Quick assessment / issuance of number	NONE	1 minute	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II (Municipal Health Office)
2. Approach information desk for services needed	2.1 Entertain the patient and ask the patient to	NONE	1 minute	<u>Helen G. Omongos</u> Rural Health

	proceed to the vital signs area.			Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II (Municipal Health Office)
3.Assessment	3.1 Vital signs taking, including height & weight.	NONE	5 minutes	<u>Floremie D. Jumawan</u> Public Health Nurse II <u>Necelle A. Villareal</u> Public Health Nurse I <u>Arvin B. Guillarawan</u> Public Health Nurse I (Municipal Health Office)
4. Proceed to OPD registration desk and submit self for consultation.	4.1 Secure patient's consent <u>New Patient:</u> <u>4.1 present ID, vaccination card, and/or MDR.</u> 4.2 Registration and entry of data to EMR (iClinicsys) 4.3 PHIC member, enroll client in facility's eKonsulta system to avail of eKonsulta package. 4.4 Review police blotter Take client's past & present medical history <u>Old Patient:</u> <u>4.1 present ID, vaccination card, and/or MDR.</u>	NONE	10 minutes	<u>Freijah Theresse C. Timonera</u> Public Health Nurse I <u>Kay Clarice T. Tan</u> Public Health Nurse I <u>Vilma D. Lobiano</u> Public Health Nurse I (Municipal Health Office)

	4.1 Search client's record in EMR 4.2 Update data and history of present illness			
5. Treatment/ Diagnosis/ Referrals:	5.1 Assess and conduct thorough physical examination 5.2 Prescribe medicine if necessary 5.3 Give referral if needed 5.4 Release medical certificate 5.5 Proceed to pharmacy for payment 5.6 Fill-out survey form.	245.00	20 minutes	<u>Dr. Mark Gregory C. Gacutan</u> Municipal Health Office IV (Municipal Health Office)
6. Get a copy of the medical certificate	6.1 Record and Sign the logbook for medical certificate	None	2 minutes	<u>Jhonna Beatryce B. Baco</u> Public Health Nurse (Municipal Health Office)
	TOTAL	245.00	39 minutes	

10. Issuance of Medico-Legal Certificate

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Anyone In Need Medico-Legal Certificate			
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. Police Blotter		Municipal Police Station		
2. Identification Card		Government Agencies		
3. PhilHealth Insurance ID / MDR		PhilHealth Office		
4. Covid Vaccination Card		Vaccination Center (Municipal Health Office / Hospital)		
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Get a queue number (PWD and Senior Citizen on Priority Lane)	1.1 Triage-Quick assessment / issuance of number	NONE	1 minute	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II (Municipal Health Office)
2. Approach information desk for services needed	2.1 Entertain the patient and ask the patient to proceed to the vital signs area.	NONE	1 minute	<u>Helen G. Omongos</u> Rural Health Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II (Municipal Health Office)
3. Assessment	3.1 Vital signs taking, including height & weight.	NONE	5 minutes	<u>Floremie D. Jumawan</u> Public Health Nurse II <u>Necelle A. Villareal</u> Public Health Nurse I <u>Arvin B. Guillarawan</u> Public Health Nurse I (Municipal Health Office)
4. Proceed to OPD registration desk and submit self for consultation.	4.1 Secure patient's consent <u>New Patient:</u> <u>4.1 present ID, vaccination card, and MDR.</u> 4.2 Registration and entry of data to EMR (iClinicsys) 4.3PHIC member, enroll client in facility's eKonsulta system to avail of eKonsulta package. 4.4 Review police blotter Take client's past & present medical history	NONE	10 minutes	<u>Freijah Theresse C. Timonera</u> Public Health Nurse I <u>Kay Clarice T. Tan</u> Public Health Nurse I <u>Vilma D. Lobiano</u> Public Health Nurse I (Municipal Health Office)

	4.1 Search client's record in EMR 4.2 Update data and history of present illness			
5. Treatment/ Diagnosis/ Referrals:	5.1 Assess and conduct thorough physical examination 5.2 Prescribe medicine if necessary 5.6 Give referral if needed 5.7 Release medico-legal certificate 5.8 Proceed to pharmacy for payment 5.8 Fill-out survey form.	345.00	20 minutes	<u>Dr. Mark Gregory C. Gacutan</u> Municipal Health Officer IV (Municipal Health Office)
6. Get a copy of the Medico-legal certificate	6.1 Record and Sign the log book for medico-legal certificate report.	None	2 minutes	<u>Jhonna Beatryce B. Baco</u> Public Health Nurse (Municipal Health Office)
	TOTAL	345.00	39 minutes	

10. Prenatal Care

Prenatal Care is a type of preventive healthcare. It covers the whole period of pregnancy. It ensures the best health for both the expectant mother and the baby during pregnancy and childbirth.

Office or Division :	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Pregnant Women
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
1. Patient's Birth Certificate	Registrar Office
2. Members Data Record (MDR)	Philhealth Office
3. 1Marriage Certificate 4. 2Cedula of both parents (unmarried)	Barangay Office

5. Identification card of mother		Any Government Agencies		
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits herself for prenatal check-up at barangay health station or rural health unit	<p>New Patient (1st visit)</p> <p>1.1 Review patients requirements</p> <p>1.2 Register patient to electronic medical record (iClinicsys)</p> <p>1.3 Take patients vital signs</p> <p>1.4 Take patient's present history, past medical, family history, social and personal history, and obstetrics history</p> <p>1.5 Perform physical examination</p> <p>1.6 Refer for laboratory test Pregnancy test Complete blood count Blood typing Urinalysis Hepatitis B surface antigen Syphilis</p> <p>1.7 Request for trans vaginal ultrasound at 12 weeks</p> <p>OLD PATIENT (2nd visit to 4th visit or more)</p> <p>1.1 Retrieve prenatal record.</p> <p>1.2 Take patients vital signs</p> <p>1.3 Ask patient for any complaints</p> <p>1.4 Refer to RHU laboratory for repeat laboratory tests at 36</p>	<p>NONE</p> <p>Refer to municipal ordinance no. Article E. Section 3E.01</p>	5 minutes	<p><u>Floremie D. Jumawan</u> Public Health Nurse II</p> <p><u>Mayflor N. Dumlao</u> Public Health Nurse II</p> <p><u>Necelle A. Villareal</u> Public Health Nurse I</p> <p><u>Helen G. Omongos</u> Rural Health Midwife III</p> <p><u>Yoly M. Tumotod</u> Rural Health Midwife II</p> <p><u>Arvin B. Guillarawan</u> Public Health Nurse I</p> <p><u>Freijah Theresse C. Timonera</u> Public Health Nurse I</p> <p><u>Kay Clarice T. Tan</u> Public Health Nurse I</p> <p><u>Vilma D. Lobiano</u> Public Health Nurse I</p>
			1minute	
			3minutes	
			2minutes	<u>Floremie D. Jumawan</u> Public Health Nurse II
			10 minutes	<u>Mayflor N. Dumlao</u> Public Health Nurse II
			10 minutes	<u>Necelle A. Villareal</u> Public Health Nurse I
			10 minutes	<u>Helen G. Omongos</u> Rural Health Midwife III
			2 minutes	

	<p>weeks</p> <p>1.5 Leopold's Maneuver</p> <p>1.6 FHT Monitoring</p> <p>1.7 Give ferrous sulfate + Folic Acid supplementation and calcium carbonate at 20 weeks</p> <p>1.8 Instruct patient for the next prenatal visit</p> <p>1.9 Conduct patient counselling on eating habits, appropriate exercise, increase fluid intake, proper hygiene and avoiding of restrictive clothing and elevated footwear</p> <p>1.10 Patient will be sent home</p>		<p>1 minute</p> <p>10 minutes</p>	<p><u>Yoly M. Tumotod</u> Rural Health Midwife II</p> <p><u>Arvin B. Guillarawan</u> Public Health Nurse I</p> <p><u>Freijah Theresse C. Timonera</u> Public Health Nurse I</p> <p><u>Kay Clarice T. Tan</u> Public Health Nurse I</p> <p><u>Vilma D. Lobiano</u> Public Health Nurse I</p> <p><u>Arlyn B. Paguntalan</u> Rural Health Midwife I</p> <p><u>Herma P. Hernando</u> Rural Health Midwife I</p> <p><u>Ofelia V. Fernandez</u> Rural Health Midwife II</p> <p><u>Nancy M. Bardago</u> Rural Health Midwife II</p> <p><i>(Municipal Health Office)</i></p>
<p>2. Present laboratory request together with the official receipt to the laboratory staff</p>	<p>2.1 Review laboratory request to be performed together With Official receipt before collecting the specimen</p> <p>2.2 Collect sample specimen (blood, urine) Label the specimen with Patient's first and last name, and the date/time of the specimen Collection</p>	<p>NONE</p> <p>Refer to municipal ordinance no. Article E. Section 3E.01</p>	<p>30 minutes</p>	<p><u>Ratchel D. Guererro</u> Medical Technologist II</p> <p><u>Johnrey B. Calamohoy</u> Medical Tecgnologist I</p>

	<p>2.3 Perform laboratory test/s as requested</p> <p>2.4 Record the result performed to the corresponding logbooks</p>			(Municipal Health Office)
3. Present laboratory results to the assigned nurse or midwife	<p>3.1 Evaluate laboratory and ultrasound results, refer to physician if necessary.</p> <p>3.2 Administer tetanus diphtheria vaccines or tetanus toxoid and provide ferrous sulfate plus folic acid</p> <p>3.3 Patient sent home</p>	NONE	<p>2 minutes</p> <p>2 minutes</p>	<p><u>Floremie D. Jumawan</u> Public Health Nurse II</p> <p><u>Mayflor N. Dumlao</u> Public Health Nurse II</p> <p><u>Necelle A. Villareal</u> Public Health Nurse I</p> <p><u>Helen G. Omongos</u> Rural Health Midwife III</p> <p><u>Yoly M. Tumotod</u> Rural Health Midwife II</p> <p><u>Arvin B. Guillarawan</u> Public Health Nurse I</p> <p><u>Freijah Theresse C. Timonera</u> Public Health Nurse I</p> <p><u>Kay Clarice T. Tan</u> Public Health Nurse I</p> <p><u>Vilma D. Lobiano</u> Public Health Nurse I</p> <p><u>Arlyn B. Paguntalan</u> Rural Health Midwife I</p> <p><u>Herma P. Hernando</u> Rural Health Midwife I</p> <p><u>Ofelia V. Fernandez</u> Rural Health Midwife II</p> <p><u>Nancy M. Bardago</u> Rural Health Midwife II</p>

				(Municipal Health Office)
	TOTAL		78 minutes	

11. Visual Inspection of The Cervix Using Acetic Acid Wash Services

Screening services given to all females aging 20-65 years old for early detection of cervical cancer.

Office or Division :	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Females only (20-y.o to 65 year old)

CHECKLISTS OF REQUIREMENTS any of the following :	WHERE TO SECURE:
1) Identification Card	Government Agency
2) PhilHealth ID / Members Data Records	PhilHealth Office
3) Covid Vaccination Card	Vaccination Center (Municipal Health Office / Hospital)
4) Referral Slip, if any	Referring Health Care Facility / BHS

CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits herself for Visual Inspection Of The Cervix Using Acetic Acid Wash Services at barangay health station or rural health unit	1.1 Review patients requirements 1.2 Register patient to electronic medical record (iClinicsys) 1.3 Take patients vital signs 1.4 Take patient's present history, past medical, family history, social and personal history, and obstetrics history. 1.5 Secure consent for the procedure.	NONE	5 minutes	<u>Helen G. Omongos</u> Rural Health Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II (Municipal Health Office)
2. Proceed with Visual Inspection	2.1 review the VIA form.	NONE	10 minutes	

Of The Cervix Using Acetic Acid Wash Services at VIA Room	2.2 instruct the patient to remove pants/skirts and underwear.		2 minutes	<u>Carmenenna B. Sayson</u> Rural Health Midwife III
	2.3 instruct to position herself on the examination table on a lithotomy position.		2 minutes	<u>Helen Omongos</u> Rural Health Midwife III
	2.4 perform VIA procedure.		5 minutes	<u>Vilma D. Lobiano</u> Public Health Nurse I
	2.5 instruct patient for possible discomfort she may feel.		1 minute	
	2.6 If abnormalities were noted the client will be referred to MHO for further management.		10 minutes	
	2.7 After the procedure as the patient to dress-up.		5 minutes	<u>Dr. Mark Gregory C. Gacutan</u> Municipal Health Officer IV
				<i>(Municipal Health Office)</i>
3. Proceed to counselling area.	3.1 Inform patient regarding the result. 3.2 counsel the patient. 3.3 Discharged	NONE	10 minutes	<u>Vilma D. Lobiano</u> Public Health Nurse I
	TOTAL	NONE	50 minutes	

12. Chest Xray

The Municipal Health Office of Buug provide early detection of Pulmonary Tuberculosis and control services to the locals of Buug Zamboanga Sibugay, resulting in the decline, and eventual elimination, of Pulmonary Tuberculosis disease in Buug Zamboanga Sibugay.

Office or Division :	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Anyone with doctor's order
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:

1. Identification Card	Government Agencies			
2. PhilHealth Insurance ID / MDR	PhilHealth Office			
3. Vaccination Card	Vaccination Center (Municipal Health Office / Hospital)			
4. Doctor's Order	To any license physician, hospital or clinics			
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow the step 1-5.2 of General Consultations	Instruct patient to proceed to Xray room.	NONE	5 minutes	<u>Eleodoro P. Pizon</u> Legislative Staff Employee-II <u>Freijah Theresse C. Timonera</u> Public Health Nurse I <u>Kay Clarice T. Tan</u> Public Health Nurse I <u>Vilma D. Lobiano</u> Public Health Nurse I <i>(Municipal Health Office)</i>
2. Proceed to Radiology Department and give the doctor's order to the Radtech.	2.1 Assess the patient's identity for verification and check the patient details and the doctors order for the specific examination to be performed. 2.2 Instruct patient to proceed to RHU Buug Pharmacy for payment of the Xray request.	NONE	2 minutes	<u>Queenie M. Cabayaran</u> Radiologic Technologist I <i>(Municipal Health Office)</i>
3. Proceed to RHU Buug	3.1 Check the Doctor's Request and			<u>Fritz Aylla Emorecha</u>

	official result			(Municipal Health Office)
	TOTAL	545.00	1 DAY & 92 MINUTES	

13. Ambulance Services

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :				
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Referral to Receiving Hospital (call made through mobile phone or landline) for Hospital-to-Hospital Transfer, Rural health center to Hospita		1. Hospital/Rural Health Unit where patient is currently admitted		
2. Medical Records, Laboratory Results, Prescription of Medicines for Home-to-Hospital Transfer		2. Attending Physician		
3. Barangay Indigency		3. Respective Barangay		
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform Motorpool/ BEMONC staff of the request for referral	1. Pregnant Patient admitted in Rural Health Unit 1.1 Assess patient to determine need for referral to higher facility 1.2 Prepare Referral Form 1.3 Refer to Hospital via Phone	NONE	5 minutes 5 minutes	<u>Carmennena B. Sayson</u> Rural Health Midwife III <u>Helen G. Omongos</u> Rural Health Midwife III <u>Ofelia D. Fernandez</u> Rural Health Midwife

	<p>(landline/mobile phone) call</p> <p>1.4 Manage patient as advised by Obstetrician-on-Duty in receiving Hospital (insert IV line, administer medications, laboratory procedures)</p> <p>1.5 Refer patient via ambulance together with a Nurse and Midwife</p> <p>2. Pregnant Patient in labor in remote Barangay, no means of transportation</p> <p>2.1 assess situation of the patient</p> <p>2.2 Ambulance is dispatched to pick up patient in barangay</p> <p>2.3 Patient is brought to RHU or Hospital depending on healthcare provider's initial assessment.</p> <p>3. Emergency Cases encountered in RHU Out-Patient Clinic</p> <p>3.1 Physician/Nurse provides emergency care</p> <p>3.2 If condition worsens, proceed with referral to receiving Hospital</p>		<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>Travel time depends on distance of the Hospital</p>	<p>II</p> <p>(Municipal Health Office)</p> <p><u>Arvin B. Guillarawan</u> Public Health Nurse I</p> <p><u>Nancy B. Bardago</u> Rural Health Midwife II</p> <p><u>Loreto G. Halasan</u> Ambulance Driver</p> <p><u>Carmennena Sayson</u> Rural Health Midwife III</p> <p><u>Helen G. Omongos</u> Rural Health Midwife III</p> <p><u>Ofelia D. Fernandez</u> Rural Health Midwife II</p>
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				<u>Mark Gregory C. Gacutan MD</u> PHYSICIAN <u>Alberto Alegarme/Jessie Legarto</u> AMBULANCE DRIVER (Municipal Health Office)
	TOTAL	NONE	TOTAL	

15. Smoking Cessation

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	- Any person, who wants to avail lifestyle related disease management services Cigarette Smokers or Vape user			
CHECKLIST REQUIRMENT		WHERE TO SECURE		
1. Identification Card		Government Agency		
2. PhilHealth Insurance ID / MDR		PhilHealth Office		
3. Vaccination Card		Vaccination Center (Municipal Health Office / Hospital)		
4. Referral Slip, if any		Referring Health Care Facility / BHS		
5. 5.Referral Slip If Any		Referring Health Care Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FOLLOW STEP 1-4 Proceed to smoking	1.1 Fill out WHO PEN Risk Assessment Form 1.2 Performs assessment and	None	40Minutes	<u>Floremie D. Jumawan</u> Public Health Nurse II <u>Kay Clarice T. Tan</u>

cessation clinic	provide consultation 1.3 Conduct Health Education on Healthy Lifestyle & related topics 1.4 Remind follow up schedule, Refer as needed Prescribed medicine if necessary			Public Health Nurse I <u>Arvin Guillarawan</u> Public Health Nurse I <u>Mark Gregory C. Gacutan, MD</u> Municipal Health Officer) (Municipal Health Office)
2. Proceed to the pharmacy/drug supply	Dispense Medicines, IEC on dosages, route and schedule of intake of medicines, IEC on Healthy Lifestyle services, Remind follow-up, refer as needed	None	15minutes	<u>Fritz Aylla Emorecha</u> Pharmacist (Municipal Health Office)
	TOTAL	None	55minutes	

16. Issuance Of Pre Marriage Certificate

Commission on population and Development (CPD)

Mandate and Function: Formulate and Develop Policies, Plan and Strategies Population and Development in the municipality which includes programs related to Responsible Parenthood and Reproductive Health (RPRH), Adolescent and Health Development (AHD, and population and Development Integration).

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :				
CHECKLISTS OF REQUIREMENTS any of the following :		WHERE TO SECURE:		
Proof of Identity		Any Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach POPCOM office for Registration	Register couples name in the designated	NONE	2 Minutes	<u>Carmennena B. Sayson</u>

	logbook			Rural Health Midwife III <i>(Municipal health office)</i>
2. Proceed to Pre marriage counseling room for the Lecture Proper	Conduct counseling. Topics to include; 1. Maternal And Child health Care, Family planning and Immunizations 2. Marriage, Role and Relationships, Elements of harmonious Relationships, Other related laws on Marriage, Services Available for nurturing Marriage 3. Importance of Breastfeeding 4. Responsible Parenthood	NONE	1 Hour 45 Minutes 45 Minutes	<u>Carmennena B. Sayson</u> Rural Health Midwife III <i>(Municipal health office)</i> <u>Ivan Kristoffer T. Bentic</u> LYDO/POPCOM OFFICER <u>Alma S. Alvarado.</u> Municipal Nutrition Action Officer <u>Lydia P. Recodo</u> MSWO STAFF <i>(Municipal health office)</i>
3. Proceed to RHU BUUG PHARMACY for order of payment	Issue official receipt upon payment	400.00	2 Minutes	<u>Napla D. Marino</u> Admin Aid III <i>(Municipal health office)</i>
4. Claim CERTIFICATE	Issue Pre marriage Certificate	NONE	5 Minutess	<u>Carmennena B. Sayson</u> Rural Health Midwife III <i>(Municipal health office)</i>

	TOTAL	400.00	3 Hours and 36 Minutes	

17. Sanitary Permit

The certification in writing of the Municipal Health Officer that the establishment complies with the existing minimum Sanitation requirements upon evaluation or inspection conducted in accordance with Presidential Decrees no. 522 and 856 and local ordinances.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen G2B – Government to Business			
Who may avail :	Business Enterprises Motor Vehicle Operators			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Barangay clearance		Barangay Office		
Establishment registration		Department of Trade and Industry		
No smoking sticker		Municipal Treasurer's Office		
1. Laboratory results (sputum examination, stool examination and hepatitis B Antigen, Hepatitis A Test)		Rural Health Unit of Buug Laboratory		
2. Permit to operate (health care facility and food manufacturer)		Food and Drug Administration		
Assigned cab numbers (tricycles)		Vice Mayor's office		
3. Bacteriological and physical chemical water quality analysis result (water supply establishment)		Department of Health Accredited Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number (PWD and Senior Citizen on Priority Lane)	Triage-Quick assessment / issuance of number	None	1 minute	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II (Municipal Health Office)
2. Approach information desk for services needed	Entertain the client then instruct to proceed to	None	2 minutes	<u>Helen Omongos</u> Rural Health Midwife III

	Environment Health and Sanitation Desk			<u>Yoly Tumotod</u> Rural Health Midwife II <i>(Municipal Health Office)</i>
3. Proceed to Environmental Health and Sanitation Desk and submit all the required documents	3.1 Review the required documents submitted 3.2 Record the Sanitary Permit number and name of client to the designated logbook to be sign by the client 3.2 Issuance of Sanitary Permit to applicants with complete requirements	None	11 minutes	<u>Benjamin B. Recodo</u> Sanitation Inspector V <u>Dr. Mark Gregory Gacutan</u> Municipal Health Officer IV <i>(Municipal Health Office)</i>
	TOTAL	NONE	14 inutes	

18. Exhumation Permit

Requirements for the disinterment or exhumation of remains of persons who died of the non-dangerous communicable disease may be granted after such bodies have been buried for a period of three (3) years; bodies or remains of persons who died of any dangerous communicable disease shall be exhumed after a lapse of five(5) year burial period.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Direct family member of the deceased			
CHECKLISTS OF REQUIREMENTS :			WHERE TO SECURE:	
1. Death certificate (3 years, and 5 years if dangerous communicable disease)			Civil Registrar Office	
2. Certificate of properly embalmed			Licensed Embalmer who performed	
3. Official receipt from municipal treasurer's office			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number (PWD and Senior Citizen on Priority Lane)	Triage-Quick assessment / issuance of number	None	1 minute	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II (Municipal Health Office)
2. Approach information desk for services needed	Entertain the client then instruct to proceed to Environmental Health Sanitation Desk	None	2 minutes	<u>Helen Omongos</u> RHM III <u>Yoly Tumotod</u> RHM II (Municipal Health Office)
1. Proceed to Environmental Health and Sanitation Desk and submit all the required documents	3.1 Review the required documents submitted 3.2 Exhumation Permit number and Name of client shall be recorded in the designated logbook with their signature. 3.3 Issuance Of Exhumation Permit To Applicants With complete Requirements	None	11 minutes	<u>BENJAMIN B. RECODO</u> Sanitation Inspector - V <u>Dr. Mark Gregory Gacutan</u> Municipal Health Officer IV (Municipal Health Office)
	TOTAL	None	14 Minutes	

19. Issuance Of Permit To Transfer Human Dead Bodies/Cadaver

The transfer the of cadaver from one place to another of which Death Certificate must be secured, the remains must be properly embalmed and transfer and transit permit shall also be secured form places where the remains will pass of local ordinances of such places to require.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Direct family member of the deceased			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. 1. Identification card		Applicant		
2. 2. Death certificate		Civil Registrar Office		
3. 3. Certificate of properly embalmed		Licensed Embalmer from a licensed funeral home/parlor		
4. 4. Official receipt		Municipal Treasurer's Office		
5. Certification of permit to bury or Official receipt		Place of internment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number (PWD and Senior Citizen on Priority Lane)	Triage-Quick assessment / issuance of number	None	1 min	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II (Municipal Health Office)
2. Approach information desk for services needed	Entertain the client then instruct to proceed to Environmental Health Sanitation Desk	NONE	2 minutes	<u>Helen G. Omongos</u> Rural Health Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II (Municipal Health Office)
3. Proceed to Environmental Health and Sanitation Desk	3.1 Review the required documents submitted 3.2 Permit to transfer		11 minutes	

and submit all the required documents	Human remains number and Name of client shall be recorded in the designated logbook with their signature. 3.3 Issuance Of Permit to transfer of Human remains to Applicants With complete Requirements			<u>Benjamin B. Recodo</u> Sanitation Inspector IV <u>Dr. Mark Gregory Gacutan</u> Municipal Health Officer IV <i>(Municipal Health Office)</i>
	TOTAL	NONE	14 Minutes	

20. Issuance Of Health Card Certificate

Services given to any person who handles, stores, prepares, serves food, drinks, ice or who comes in contact with eating or cooking utensils and food vending machines in which a certification in writing, using the prescribed form, and issued by the Municipal Health Officer to a person after passing the required physical and medical examinations.

Office or Division :	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Food handlers and Food Establishment Operators			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Barangay clearance		Barangay Office		
2. Food handlers training certificate		Environmental Health and Sanitation Desk		
3. Laboratory results (sputum examination, a. stool examination and hepatitis test)		Rural Health Unit Laboratory		
4. O.R. payment for health certificate card		MTO		
CLIENT/PATIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number (PWD and Senior Citizen on	Triage-Quick assessment / issuance of number	None	1 minute	<u>Eleodoro P. Pizon</u> Legislative Staff Employee II

Priority Lane)				(Municipal Health Office)
2. Approach information desk for services needed	Entertain the client then instruct to proceed to Environmental Health Sanitation Desk	None	2 minutes	<u>Helen G. Omongos</u> Rural Health Midwife III <u>Yoly M. Tumotod</u> Rural Health Midwife II (Municipal Health Office)
3. Proceed to Environmental Health and Sanitation Desk and submit required document	3.1 Review the required documents submitted 3.2 Health card number and Name of client shall be recorded in the designated logbook with their signature. 3.2 Issuance of and Health Card Certificate to applicants with complete requirements	None	11 minutes	<u>Benjamin B. Recodo</u> Sanitation Inspector IV <u>Dr. Mark Gregory Gacutan</u> Municipal Health Officer IV (Municipal Health Office)
	TOTAL	NONE	14 minutes	

21. Family Planning Services

It is the ability of individual and couples to anticipate and attain their desired number of children, the spacing and timing of their births.

Office or Division :	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	WOMEN AND MEN OF REPRODUCTIVE AGE (10-55 YEARS OLD)
CHECKLISTS OF REQUIREMENTS any of the following :	WHERE TO SECURE:
1. Identification Card	Government Agency
2. PhilHealth ID / Members Data Records	PhilHealth Office

3. Family Planning Card	BHS/RHU Office			
4. Covid Vaccination Card	Vaccination Center (Municipal Health Office / Hospital)			
5. Referral Slip, if any	Referring Health Care Facility / BHS			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits herself/himself for family planning services at barangay health station or rural health unit	<p>Different Family Planning Services:</p> <p>1.1 Review patients requirements</p> <p>1.2 Register patient to electronic medical record (iClinicsys)</p> <p>1.3 Take patients vital signs</p> <p>1.4 Take patient's present history, past medical, family history, social and personal history, and obstetrics history utilizing the family planning form 1.</p>	NONE	10 minutes	<p><u>Helen G. Omongos</u> Rural Health Midwife III</p> <p><u>Yoly M. Tumotod</u> Rural Health Midwife II</p> <p><i>(Municipal Health Office)</i></p>
2. Proceed to family planning room	2.1 Counseling of different family planning methods		30 minutes	<p><u>Carmenenna B. Sayson</u> Rural Health Midwife III</p> <p><u>Helen G. Omongos</u> Rural Health Midwife III</p> <p><u>Yoly M. Tumotod</u> Rural Health Midwife II</p> <p><u>Ofelia V. Fernandez</u> Rural Health Midwife II</p> <p><u>Arlyn B. Paguntalan</u> Rural Health Midwife I</p> <p><u>Herma P. Hernando</u></p>

				Rural Health Midwife I <u>Vilma D. Lobiano</u> Public Health Nurse I (Municipal Health Office)
3.Proceed to RHU BUUG PHARMACY for payment of the service to be avail	3.1 Issuance of official receipt upon payment.	Refer to municipal ordinance. No. Article E. Section 3E.01	3 minutes	<u>Fritz Aylla Emorecha</u> Pharmacist II (Municipal Health Office)
4. Present official receipt to the service provider.	4.1 Provision of family planning commodities 4.1.1 POP Pills 4.1.2 COC Pills 4.1.3 Condom 4.1.4 DMPA 4.1.5 IUD 4.1.6 Implant insertion	NONE NONE NONE 205.00 330.00 430.00	5 minutes 5 minutes 5 minutes 10 minutes 60 minutes 60 minutes	<u>Necelle A. Villiareal</u> Public Health Nurse I <u>Vilma D. Lobiano</u> Public Health Nurse I <u>Arlyn B. Paguntalan</u> Rural Health Midwife I <u>Carmenenna B. Sayson</u> Rural Health Midwife III (Municipal Health Office)
5. Secure Family Planning Card.	5.1 Provide family planning card. 5.2 instruct patient for the scheduled follow up. 5.3 discharged patient.	NONE	5 minutes	<u>Necelle A. Villiareal</u> Public Health Nurse I <u>Vilma D. Lobiano</u> Public Health Nurse I <u>Arlyn B. Paguntalan</u> Rural Health Midwife I <u>Carmenenna B. Sayson</u> Rural Health Midwife III (Municipal Health Office)

TOTAL	Condom		53 minutes	
	POP Pills		53 minutes	
	COC Pills		58 minutes	
	DMPA	205	108 minutes	
	IUD	330	108 minutes	
	Implant insertion	430		



MUNICIPAL CIVIL REGISTRY

VISION:

Dedicated with integrity and disputable services for the clientele with due considerations on transparency, clientele orientation and participation.

MISSION:

Ready and prompt response to the needs of the clientele; promote employee and client relationship, transparency in process of delivering services.



1. Registration of Regular and Timely Certificate of Live Birth

The Birth of a child shall be registered within (30) days from the time of Birth at the Local Civil Registry Office of the Local Civil Registry Office where the Birth Occurred.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, Buug Constituents			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Duly accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
For <u>Marital Child</u> (<i>children born at the time of marriage of the parents</i>):		Municipal Health Office/Hospital where the child was born		
<ul style="list-style-type: none"> • Data Sheet of Birth (Original) • Marriage Certificate of Parents; Passport (<i>If one or both parents is a foreigner</i>) 		Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered.		
For <u>Non-Marital Child</u> (<i>children born outside of marriage of the parents</i>):		Municipal Health Office/Hospital where the child was born		
<ul style="list-style-type: none"> • Data Sheet of Birth (Original) • Signed and notarized Affidavit of Acknowledgment/Admission of Paternity (<i>found at the back of the Certificate of Live Birth , if the child is acknowledged by the father</i>); • Notarized Affidavit to Use the Surname of the Father (AUSF) (If surname of the father will be used) executed by: <ul style="list-style-type: none"> • Mother; or Father (deceased mother or in case of abandonment) 		Municipal Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.1 Receives		15 Minutes /	CRISELDA G.

Certificate of Live Birth and all of the requirements	Certificate of Live Birth for registration 1.2 Checks completeness and correctness of entries and attachments 1.3 If complete and correct, assigns registry number	NONE	Certificate of Live Birth	ANGELES Clerk-I <i>(Municipal Civil Registrar Office)</i>
2. Receive personal copy of registered Certificate of Live Birth	2.1 Release personal copy to registrant 2.2 Record on designated logbook	NONE	15 Minutes	<u>CRISELDA G. ANGELES</u> Clerk-I <i>(Municipal Civil Registrar Office)</i>
	Total	NONE	30 Minutes	

2. Late Registration of Certificate of Live Birth

This is the process of registering the Certificates of Live Birth of Filipino citizens, born in Municipality of Buug, after the thirty (30)-day filing period from the date of birth of the person or those who have no existing record in the Register of Births of the Municipality.

Office or Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/ other birth attendants, Buug Constituents, residents (who were born in BUUG)
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
Accomplished Certificate of Live Birth for Late Registration (4 copies)	Hospital, Maternity/Lying-In Clinics, other birthing facilities or Municipal Civil Registrar Office)
Signed and Notarized Affidavit for Delayed Registration at the back of the Certificate of Live Birth form	

Negative Certification of Birth	Philippine Statistics Authority
Any two of the following documents which show the name, date and place of birth of the child, name of the mother and father (if acknowledged):	
<ul style="list-style-type: none"> • Baptismal Certificate (1 photocopy) • School Record (Form 137) or Report Card (Form 138) • Barangay Certification/Barangay Inhabitants • Voter's Certification (with Voter's Registration Record, if the certification has no information on the place of birth) • National ID/Ephil ID • Police Clearance • NBI CLEARANCE • Latest Cedula IDENTIFICATION CARD 2x2 White Background 	<p>Religious Institutions</p> <p>School Office of the Barangay</p> <p>Commission Election(COMELEC)</p> <p>Philippine Statistics Authority Nearest Police Station Office Barangay Treasurer/ Municipal Treasurer's Office Client</p>
<p>For <u>Marital Child</u>:</p> <ul style="list-style-type: none"> • Parents' Certificate of Marriage 	PSA or a Local copy issued by the Local Civil Registry Office where the marriage certificate was registered
<p>For NON-MARITAL -CHILD</p> <ul style="list-style-type: none"> • Signed and Notarized Acknowledgment/ Admission of Paternity (<i>found at the back of the Certificate of Live Birth, if the child is acknowledged by the father</i>); • Notarized Affidavit to Use the Surname of the Father (AUSF) executed by: <ul style="list-style-type: none"> • Mother or Father (deceased mother or in case of abandonment) for children below 7 years old • Child if 7 to 17 years old, with Sworn Attestation of the mother or Father (deceased mother/ in case of abandonment) • Child if 18 years old and above (majority age) • Acceptable and recognized proof of acknowledgement by the father, if the child is born before August 3, 1988 and the father is deceased 	Municipal Civil Registry Office

	<ul style="list-style-type: none"> Joint Affidavit of Two Witnesses Government issued ID/Cedula of Disinterested Person 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements	<p>1. Receiving Clerk informs applicant/registrant to secure Certificate of No Record</p> <p>1.1. If Issued with a CNR, provides requirements for late registration of birth certificate</p> <p>1.2. Upon completion of requirements, issues a dummy Certificate of Live Birth Form to be Filled-out by the applicant</p> <p>1.3. If completely filled – out with attached requirements, issues order of payment</p>	<p>NONE</p> <p>Late Registration - PHP 300.00+15 PER YEAR</p>	<p>20 minutes</p> <p>10 Days</p> <p>*If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday</p>	<p><u>CRISELDA G. ANGELES</u> Clerk-I</p> <p><i>(Municipal Civil Registrar Office)</i></p>
2. Submits Payment of corresponding fees	2. Once paid, gives the personal copy to the applicant/registrant indicating the date of release			<p><i>Collector Municipal Treasurer's Office</i></p>
3. Await 10-day Mandatory Posting Period	3. Instruct client regarding the waiting time for the mandatory posting period of 10 days			
4. Receives Personal Copy of the Registered Certificate of Live Birth	4. Release personal copy of the registered Certificate of Live Birth			<p><u>CRISELDA G. ANGELES</u> Clerk-I</p> <p><i>(Municipal Civil</i></p>

				<i>Registrar Office)</i>
	Total	315.00	10 Days and 20 Minutes	

3. Application and Issuance of Marriage License

The process of applying for and issuing a Marriage License to a couple, wherein one should be a resident of Municipality of BUUG. This service applies to all would-be Couples who wish to marry (Art. 32 of the Family Code of the Philippines).

Office or Division:	Municipal Civil Registrar Office		
Classification:	Complex		
Type of Transaction:	G2C - Government to Client		
Who may avail:	Buug Constituents, Non-Buug Residents (who intends to marry in Municipality of Buug) <i>*Marriageable Age: 18 years old; No "Legal Impediments to Marry"</i>		
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:		
Marriage License Application Form	Municipal Civil Registry		
Government-issued/Valid Identification Card	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office , National Id/ Ephil Id		
Birth or Baptismal Certificates of both applicants	PSA; Place of Baptism		
Certificate of No Marriage (CENOMAR)	PSA		
Community Tax Certificate (if no valid Government – issued Identification Card)	Barangay Treasurer/ Municipal Treasurer's Office		
2x2 picture of both applicants (1 for each applicant)	Client		
Certificate of Pre-Marriage Counseling	Municipal Health Office		
If applicable: <ul style="list-style-type: none"> • Municipal Form No. 92 - <i>Consent of Marriage of A Person Under Age (18-20 yrs. old)</i> • Municipal Form No. 7 - <i>Sworn Statement that Advice of Parents or Guardian has been asked (21-25 yrs. old)</i> • Municipal Form No. 8 - <i>Advice upon Intended Marriage (21-25 yrs. old)</i> • Certificate of Family Planning 	Municipal Civil Registrar Office Municipal Civil Registrar Office Municipal Civil Registrar Office Municipal Health Office Social Services and Development Department (SSDD);		

<p>If either the contracting parties is previously married:</p> <ul style="list-style-type: none"> Judicial Decree of Annulment or declaration of nullity of his or her previous marriage Judicial decree of Absolute Divorce Death Certificate of the deceased spouse 	<p>Court of the place where the decision was rendered;</p> <p>Court of the place where the decision was rendered; PSA</p>			
<p>For Foreigners:</p> <ul style="list-style-type: none"> Photocopy of valid passport (<i>indicating the date of arrival</i>) Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials Certificate of Family Planning and Marriage Counseling & Responsible Parenthood If Divorced: Copy of final decree or absolute divorce <ul style="list-style-type: none"> † <i>Present to the Civil registry Officer the original copies of the requirements for examination;</i> † <i>Personal appearance of both the contracting parties are required;</i> <p><i>Marriage License is valid for 120 days from the date of issuance.</i></p>	<p>Client;</p> <p>Embassy of country of origin based in the Philippines;</p> <p>Municipal Health Office;</p> <p>Court where the divorce was decided</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present /Submit Identification documents</p>	<p>1. Issuing clerk shall determine the residence of contracting applicants</p>	<p>None</p>	<p>10 Minutes</p>	<p><u>CRISELDA G.</u> <u>ANGELES</u> Clerk-I</p>

				<i>(Municipal Civil Registrar Office)</i>
2. Fill out the information sheet	2. Issues order of payment	For Application the applicant is Residence of Municipality P1000.00 FEE and applicants IS Foriegner P2000.00 FEE	20 minutes	Collector Municipal Treasurer's Office
3. Submit the duly accomplished Information sheet	3. Receive and type the Application for marriage , Notice, Advice Intended For Marriage		10 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday. Marriage license shall be issued on the 10 th day from the submission of the application . 10 minutes	<u>CRISELDA</u> <u>G.</u> <u>ANGELES</u> Clerk-I <i>(Municipal Civil Registrar Office)</i>
4. Pay the Marriage License fee Pay Accountable form.54	4. Release of Marriage License	Php 400 Marriage license fee php 2 accountable form 57.	20 Minutes	<u>CRISELDA</u> <u>G.</u> <u>ANGELES</u> Clerk-I <i>(Municipal Civil Registrar Office)</i>
	TOTAL	Php. 1402.00 residence of	10 days and 160 minutes	

		buug For Foreigner php. 2402.00		
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4.Registration of Marriage Certificate

The process of registering the Certificates of Marriage of constituents who married in Municipality Of Buug. Timely registration of Marriage Certificate is fifteen (15) days following the solemnization of marriage. For marriage exempt from license requirement, the prescribed period is thirty (30) days from the solemnization of marriage.

Office or Division:	Municipal Civil Registrar Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Buug constituents, Non-Buug Residents (who were married in Municipality of Buug)			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Certificate of Marriage (4 c copies) signed by the solemnizing officer		Church, Place of marriage		
2. Original or Photocopy of Marriage License		Civil Registry of the place of residency		
3. Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer		Church		
4. If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)		Authorize Notary Public		
5 If applicable: Notarized Request for the celebration of marriage in a place other than those authorized by law.		Solemnizing officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Certificate of Marriage for registration	1. Receive Certificate of Marriage for registration, check accuracy of entries and	None	5 Minutes / Certificate of Marriage	<u>Ronnie O. Maturan Jr.</u> Administrative Aide - VI

	signatures			<i>(Municipal Civil Registrar Office)</i>
2. Pay at Municipal Treasurer's office the corresponding fees	2. Issues order of payment	Registration Fee - PHP 300.00	5 Minutes	<i>Collector City Treasurer's Office</i>
3. Receive personal copy of Marriage Certificate	3. Upon receipt of Official Receipt, assign registry no. and release the same	None	5 Minutes	<u>Ronnie O. Maturan Jr.</u> Administrative Aide - VI <i>(Municipal Civil Registrar Office)</i>
Total		300.00	15 inutes	

5.Late Registration/Reconstruction of Marriage Certificate

The process of registering the Certificates of Marriage constituents who married in Municipality of BUUG and which were not filed within 15 days following the solemnization of marriage or 30 days, for those exempted from marriage license requirement.

Office or Division:	City Civil Registry Department – Counter 12
Classification:	COMPLEX
Type of Transaction:	G2C – Government to Client
Who may avail:	Buug constituents, Non-Buug Residents (who were married in Quezon City)
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
Certificate of Marriage (4 copies) signed by the solemnizing officer	Church, Place of marriage
Original or Photocopy of Marriage License	Civil Registry of the place of residency
Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer	Church
If applicable:	
Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Marriage for registration	1. Receive Certificate of Marriage for registration, check entries and signatures	None	20 Minutes / Certificate of Marriage	<u>CRISELDA G. ANGELES</u> Clerk-I (Municipal Civil Registrar Office)
2. Pay corresponding fees	2. Issues order of payment	Late Registration - PHP 300.00+20 PER YEAR	10 Days POSTING *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on Monday.	Collector City Treasurer's Office
3. Receive personal copy of Marriage Certificate	3. Upon receipt of Official Receipt, assign registry no. and release the same	None	Certificate of Marriage shall be issued on the 11 th day from the submission of the application	<u>CRISELDA G. ANGELES</u> Clerk-I (Municipal Civil Registrar Office)
	Total	320.00	10 days and 20 minutes	

6.Registration of Regular and Timely Certificate of Death

This is the process of registering the Certificates of Death of the constituents whose death occurred in Municipality of Buug within thirty (30) days from the date of death.

Office or Division:	Municipal Civil Registrar Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Buug Constituents, Non-Buug residents who died in Buug hospitals or within the vicinity of Municipality of BUUG, Funeral Parlors
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:

Certificate of Death (4 copies)	Hospitals, Funeral Parlors			
Police Report (if applicable)	PNP - Medico-Legal Section			
Barangay Death Certification	Office of the Barangay			
Cause of Death	Municipal Health Office			
Burial Receipt	Municipal Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit cause of death for Certificate of Death registration	1.1 Receive cause of death for Certification 1.2 check if cause of death is duly filled out with affixed signature by the attending Physician and licensed embalmer	NONE	20 Minutes	<u>CRISELDA G. ANGELES</u> Clerk-I (Municipal Civil Registrar Office)
2. Proceed to Municipal Treasurer's Office for payment of corresponding fees	2. Issues order of payment	Burial Fee - PHP 500.00		Collector Municipal Treasurer's Office
3. Receive personal copy of Certificate of Death	3. Upon receipt of Official Receipt, assign registry no. and release the same			<u>CRISELDA G. ANGELES</u> Clerk-I (Municipal Civil Registrar Office)
	Total	500.00	20 Minutes	

7. Late Registration of Certificate of Death

This is the process of registering the Certificates of Death of those who died in Municipality in Buug after the thirty (30)-day filing period from the date of death.

Office or Division:	City Civil Registry Department
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Buug Constituents, Non-Buug residents who died in Buug City hospitals or within the vicinity of Municipality OF BUUG , Funeral

		Parlors		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors, or other persons (Attendant)		
Police Report (if applicable)		PNP - Medico-Legal Section		
Certificate of Burial/Cremation		Cemetery/Columbarium		
Certificate of Service		Funeral Parlors		
PSA Negative Certification		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Death for late registration.	1.1 Receive Certificate of Death for registration. 1.2 check if cause of death is duly filled out with affixed signature by the attending Physician and licensed embalmer.	NONE	*mandated 10 days posting period from date of receipt. **If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.	<u>Ronnie O. Maturan Jr.</u> Administrative Aide - VI (Municipal Civil Registrar Office)
2. Proceed to Municipal Treasurer's Office for payment of corresponding fees.	2. Issues order of payment.	Php 300+20 EVERY YEAR		Collector Municipal Treasurer's Office
3. Receive personal copy of Certificate of Death.	3. Upon receipt of Official Receipt, assign registry no. and release the same.	NONE		<u>Ronnie O. Maturan Jr.</u> Administrative Aide - VI (Municipal Civil Registrar Office)
Total		320.00	10 Days	

8. Request for Issuance of Certified True Copy of Birth Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) Copy of the Certificates of Live Birth registered in Municipality of BUUG.

Office or Division:	Municipal Civil Registrar Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Buug Constituents, Non-Buug Residents (who was born in Municipality of BUUG)			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Request Form for Birth Certificate		Municipal Civil Registrar Office Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
For the representative of the document owner: <ul style="list-style-type: none"> • Authorization Letter or Special Power of Attorney from the document owner (one original) • Photocopy of Government Issued ID with signature of the document owner Photocopy of the Government Issued ID/Valid Id of the representative		Client / Document Owner		
Requested document, if available (1 photocopy)		Client/ Document Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Certified True Copy application form and ID	1. Receive application with requirements and issues order of payment.	None	10 Minutes	<u>CRISELDA G. ANGELES</u> Clerk-I <i>(Municipal Civil Registrar Office)</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fees	2. Upon receiving Official Receipt, clerk issues claim stub indicating date and time of release	First 2 pages PHP 150.00 Additional per page	10 Minutes	<i>Collector</i> Municipal Treasurer's Office

		PHP 50.00		
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching	None	5 Minutes - if document is in the database (Delayed Registration) (1960-2024) 30 Minutes if document	<u>CRISELDA G. ANGELES</u> Clerk-I (Municipal Civil Registrar Office)
4. Receive certified copy of the document/s	4. Record serial number before release of documents		requires manual searching	<u>CRISELDA G. ANGELES</u> Clerk-I (Municipal Civil Registrar Office)
	Total	First 2 pages PHP 150.00 Additional per page PHP 50.00	25 minutes – available on database 50 minutes – Manual searching	

9. Request for Issuance of Certified True Copy of Marriage Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) the Certificates of Marriage registered in Municipality of Buug.

Office or Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C -Government to Client
Who may avail:	Buug Constituents, Non-Buug Residents (who married in Municipality of Buug)
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
Request Form for Marriage Certificate	Information Desk
Government-issued / Valid Identification Card	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office
For the representative of the document owner:	Client / Document Owner

<ul style="list-style-type: none"> - Authorization Letter or Special Power of Attorney from the document owner (one original) - Photocopy of Government Issued ID with signature of the document owner - Photocopy of the Government Issued ID of the representative 				
Requested document, if available (1 photocopy)		Client/ Document Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Certified True Copy application form and ID	1. Receive application with requirements and issues order of payment.	None	10 Minutes	<u>Ronnie O. Maturan Jr.</u> Administrative Aide - VI <i>(Municipal Civil Registrar Office)</i>
2. Proceed to Municipal Treasurer's Office for the payment of corresponding fees	2. Upon receiving Official Receipt, clerk issues claim stub indicating date and time of release	First 2 pages PHP 150.00 Additional per page PHP 50.00	10 Minutes	<i>Collector</i> Municipal Treasurer's Office
3. Receive claim stub	3. Verify document's availability from the database and/or transmits to Records and Archiving Division for searching		5 minutes – available on database	<u>Ronnie O. Maturan Jr.</u> Administrative Aide - VI <i>(Municipal Civil Registrar Office)</i>
4. Receive certified copy of the document/s	4. Record serial number before release of documents		30 Minutes if document requires manual searching	<u>Ronnie O. Maturan Jr.</u> Administrative Aide - VI <i>(Municipal Civil Registrar Office)</i>

	Total	First 2 pages PHP 150.00 Additional per page PHP 50.00	25 minutes– available on database 50 minutes – Manual searching	
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10. Request for Issuance of Certified True Copy of Death Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) copy of the Certificates of Death registered in Municipality of BUUG.

Office or Division:		Municipal Civil Registrar Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Buug Constituents, Non-Buug Residents (who died in Municipality of Buug)		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Request Form for Death Certificate		Information Desk		
Government-issued / Valid Ide notification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
For the representative of the document owner: - Authorization Letter or Special Power of Attorney from the document owner (one original) - Photocopy of Government Issued ID with signature of the document owner Photocopy of Government Issued ID of the representative		Client / Document Owner		
Requested document, if possible (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Certified True Copy application form and ID	1. Receive application with requirements and issues order of payment.	None	10 Minutes	<u>CRISELDA G. ANGELES</u> Clerk-I <i>(Municipal Civil</i>

				<i>Registrar Office)</i>
2. Proceed to Municipal Treasurer's Office for payment of the corresponding fees	2. Upon receiving Official Receipt, clerk issues claim stub indicating date and time of release	First 2 pages PHP 150.00 Additional per page PHP 50.00	5 Minutes	<i>Collector Municipal Treasurer's Office</i>
3. Receive claim stub	3. Verify documents availability from the database and/or transmits to Records and Archiving Division for searching		5 Minutes - if document is in the database (1960-2024) 30 Minutes if document requires manual searching	<u>CRISELDA G. ANGELES</u> Clerk-I <i>(Municipal Civil Registrar Office)</i>
4. Receive certified copy of the document/s	4. Record serial number before release of documents			<u>CRISELDA G. ANGELES</u> Clerk-I <i>(Municipal Civil Registrar Office)</i>
	Total		20 minutes – available on database 45 Minutes if document requires manual searching	

11. Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

This is the process of allowing the child, born from March 19, 2004 onwards, whose parents are not married during the time of birth up to the present, but was acknowledged by the father, to use the surname of the father.

Office or Division:	Municipal Civil Registrar Office
Classification:	Complex

Type of Transaction:	G2C - Government to Client
Who may avail:	Parents of BUUG-born illegitimate children
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
Certified True Copy of Child's Certificate of Live Birth, back-to-back, if with Admission of Paternity (1 original)	City Civil Registry Department - Counter 1 or 2
Baptismal Certificate (1 original)	Place of baptismal
School records (<i>Form 137/ Form 138</i>) Medical records (<i>Immunization Record</i>)	School, Hospital
<u>FATHER</u> : To prove child's filiation, any two (2) of the following:	
<ul style="list-style-type: none"> • Employment Record • SSS/GSIS Record/ Insurance Policy • Income Tax Return (ITR) • Statement of Assets and Liabilities (SALN) • Pag – ibig / Philhealth (M DR) <p>NOTE: PERSONAL APPEAR ANCE OF BOTH PARENTS IS REQUIR ED</p> <p>Please bring the following:</p> <ul style="list-style-type: none"> - Valid ID's or CEDULA - Original documents and One (1) set photocopy <p><i>Note: If not Acknowledged by the father, same requirements shall be required. Please prepare two (2) sets of Admission Paternity</i></p>	<p>Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR;</p> <p>Pag – Ibig/ Philhealth</p>
<p>If child is 0-6 yrs. old:</p> <ul style="list-style-type: none"> • Affidavit to Use the Sur name of the Father (AUSF) shall be executed by the mother <p>If child is 7 – 17 yrs. old:</p> <ul style="list-style-type: none"> • Affidavit to Use the Sur name of the Father (AUSF) shall be executed by the child with mother's attestation If child is above 18 yrs. old: Affidavit to Use the Sur name of 	Municipal Civil Registry Office

the Father (AUSF) shall be executed by the child without mother's attestation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive requirements for registration, check if documents are in order	R.A. 9255 - PHP 300.00 Certified True Copy(CTC) – PHP 150.00	15 Minutes	<u>Criselda G. Angeles</u> Clerk-I <i>Municipal Civil Registry Staff</i>
2. Proceed to Municipal Treasurer's Office for payment of fees	2. If requirements are in order, issues order of payment	Admission of Paternity - PHP 300.00 Legal Instrument - PHP 50.00	5 Minutes	<i>Collector</i> Municipal Treasurer's Office
3. Receive /Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release. 3.1. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release.			<u>Criselda G. Angeles</u> Clerk-I <i>Municipal Civil Registry Staff</i>
	Total	800.00	20 Minutes	

12. Legitimation with Admission of Paternity, Legitimation including R.A. 9858 / Supplemental Report

Legitimation is the process of allowing the child who was born outside wedlock of parents who, at the time of conception of the former were not disqualified by any impediment to marry each other or were so disqualified only because either or both of them were below eighteen (18) years of age, but has a subsequent marriage, to use the surname of the father.

Supplemental Report is the process of supplying the missing or omitted information in the Certificates of Live Birth registered in Buug.

Office or Division:	Municipal Civil Registrar Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Parents/minor parents of Municipality of Buug-born illegitimate children who eventually married each other; document owner with missing entry in the COLB (supplemental)
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
For Legitimation with Admission of Paternity and Legitimation including R.A. 9858:	
Certificate of No Previous Marriage (CENOMAR) of both parents (1 original)	PSA
Certificate of Marriage of parents - PSA or Local Copy	PSA; Municipal Civil Registry Office
Child's Certificate of Live Birth - PSA copy or Local Copy	PSA;
Government-issued/Valid Identification Card of the Parents	Client
Signed Joint Affidavit of Legitimation (parents who have no legal impediment to marry)	Municipal Civil Registry Office
Signed Supplemental Joint Affidavit of Legitimation under R.A 9858 (parents who were disqualified to marry each other due to minority)	Public Attorney's Office; law Offices
Affidavit Of Admission of Paternity	Municipal Civil Registry Office
FATHER: To prove child's filiation, any two (2) of the following: <ul style="list-style-type: none"> • Employment Record • SSS/GSIS Record/ Insurance Policy • Income Tax Return (ITR) • Statement of Assets and Liabilities (SALN) 	Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR; Pag – Ibig/ Philhealth Hospitals; Clinics

<ul style="list-style-type: none"> • Pag – ibig / Philhealth (MDR) • Medical Record of the Child (immunization or baby book) • School Record of the Child • Baptismal Certificate of the Child (original) Joint Affidavit of Acknowledgement (<i>executed by both parents, in the absence of proof</i>) 		<p>School</p> <p>Public Attorney's Office; Law Offices</p>		
<p>ADDITIONAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • PSA copy of Death Certificate (if any or both parents are dead) • Certified True Copy of the Decision and Certificate of Finality of Annulment/ Divorce (if any or both parents are annulled or divorced from the first marriage) 		<p>PSA</p> <p>Court</p>		
<p>NOTE:</p> <ul style="list-style-type: none"> • PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED <p>LEGITIMATION AND R.A 9858 IS NOT APPLICABLE TO PARENTS WHO HAVE LEGAL IMPEDIMENTS TO MARRY:</p> <ul style="list-style-type: none"> • Any or both parents have previous valid marriage • Child is conceived and born without any Court Order or Decision of Annulment of Divorce Please bring the Original documents and One (1) set photocopy 				
<p>For SUPPLEMENTAL:</p> <ul style="list-style-type: none"> • PSA Copy of the Certificate of Live Birth/ Marriage/ Death (1 original) • Local Copy of the Certificate of Live Birth/ Marriage/ Death (1 original) Affidavit of Supplemental Report 		<p>PSA</p> <p>Municipal Civil Registry Office</p> <p>Public Attorney's Office; Law Offices</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required	1. Receive requirements for		20 Minutes	<u>CRISELDA G.</u>

documents	registration, check if documents are in Order.			<u>ANGELES</u> Clerk-I <i>(Municipal Civil Registrar Office)</i>
2. Proceed to Municipal Treasurer's Office for payment of fees	2. If requirements are in order, issues order of payment	Admission of Paternity -PHP 50.00 Legitimation -PHP 300.00 Legal Instrument - PHP 50.00 Supplemental Report PHP 100.00	10 Minutes	Collector Municipal Treasurer's Office
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of Release 4. 3.1. Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation, issuance of certification duly signed before release.			<u>JANETTE A. GAKO</u> Municipal Civil Registrar
	Total	500.00	30 inutes	

13. R.A. 9048 – Petition for Change of First Name (CFN)

This is the process of allowing the document owner to have his/her first name be changed in his/her Certificate Live Birth

Office or Division:	Municipal Civil Registrar Office
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
Certified True Copy /Local Copy of the Certificate of Live Birth (3 original)	City Civil Registry Department - Counter 1, 2, or 3
Authenticated/Latest PSA Copy of the Certificate of Live Birth (1 original, 3 photocopies should be in legal size paper)	PSA
Mandatory requirements to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> •Certification of Employment with no pending case (if employed); • Affidavit of Non-Employment (If not employed); • NBI Clearance (latest) purpose: For Change of First Name Police Clearance (latest with 6 months validity) purpose: For Change of First Name 	Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office
Any three (2) of the following Supporting Documents showing the correct entry/ entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> • Baptismal Certificate • School Records • Voter's Affidavit • SSS/GSIS Records • Medical or Business Record • Certificate of Marriage (if applicable) • Certificate of Live Birth of Child • (2) Government-issued / Valid Identification Card or CEDULA *NOTE: The processor will	Place of baptism; School of Client; Comelec; SSS; GSIS; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office

determine applicable documents				
Other relevant documents the Civil Registrar may require for the approval of the Petition		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document sought for correction/ for change of First Name	1. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 3,000.00	50 Minutes/ petition	<u>JANETTE A. GAKO</u> Municipal Civil Registrar
	1.2 Issues list of applicable requirements	Filing fee - PHP 3,000.00 Publication PHP 1500.00	50 Minutes/ petition 10 Days mandatory posting period	<u>JANETTE A. GAKO</u> Municipal Civil Registrar
2. submits requirements to processor upon interview	2. If requirements are in order, issues order of payment		2 consecutive weeks For publication	<u>JANETTE A. GAKO</u> Municipal Civil Registrar
3. Proceed to Municipal Treasurer's Office for payment of corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in- fact and gives contact numbers for follow-up after 3 months. 3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy.	Additional fee for Migrant Petition - PHP 500.00	4 Weeks (in PSA Legal Division) depending on the volume of transaction Interview time (10 minutes)	<u>JANETTE A. GAKO</u> Municipal Civil Registrar

	Release.			
	Total	PHP 4,500.00 For Migrant Petition- PHP 500.00	52 days and 110 minutes	

14. R.A. 9048 - Petition for Correction of Clerical OR Typographical Error (CCE) (Birth Certificate, Marriage Certificate, Death Certificate).

This is the process of allowing the document owner to correct clerical or typographical error in his/her Civil Registration documents.

Office or Division:	Municipal Civil Registrar Office
Classification:	HIGHLY TECHNICAL
Type of Transaction:	G2C - Government to Client
Who may avail:	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Marriage, and Death
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	Municipal Civil Registrar
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper)	PSA
Any three (2) of the following Supporting Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> • Certificate of Live Birth (Wife/Husband, for Marriage Petition) • Baptismal Certificate • School Records • Voter's Affidavit • SSS/GSIS Records 	PSA; School of Client; Comelec; SSS; GSIS; Hospital; NBI

<ul style="list-style-type: none"> • NBI Clearance (latest) • Police Clearance (latest,6 months validity) • Medical or Business Record • Certificate of Marriage • Certificate of Live Birth of Child/Children • Certificate of Live Birth of the Father, Mother, and Siblings • Certificate of Marriage of Parents (2) Government-issued / Valid Identification Card/ CEDULA *NOTE: A processor will determine applicable documents 		Police Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Other relevant documents the Civil Registrar may require for the approval of the Petition		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document sought for correction/ change	1.1 Receiving clerk compares PSA and local copy for consistency of discrepancy. 1.2. Issues list of applicable requirements.	Filing fee - PHP 1,000.00	30 Minutes/ petition 10 Days mandatory posting period	<u>JANETTE A. GAKO</u> Municipal Civil Registrar
2. Upon interview submits requirement to processor.	2. If requirements are in order, issues order of payment	Additional fee for Migrant Petition - PHP 500.00		<i>Collector</i> Municipal Treasurer's Office
3. Proceed to Municipal Treasurer's Office for payment of corresponding fees	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.	None	*Time of interview: (10 minutes)	<u>JANETTE A. GAKO</u> Municipal Civil Registrar
	Total	1,500.00	10 days and 40 minutes	

15.R.A. 10172 Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth (in the Certificate of Live Birth)

This is the process of correcting the entry of the sex or day and/or month of date of birth of the document owner in his/her Certificate of Live Birth.

Office or Division:	Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	For Correction in the Date/Month of Birth: Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Birth
	For Correction in the Entry of Sex: Personal appearance of document owner
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper)	PSA
Mandatory requirements to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> •Certification of Employment with no pending case (if employed); • Affidavit of Non-Employment (If not employed); • NBI Clearance (latest) purpose: Petition to correct Date of Birth/Sex • Police Clearance (latest with 6 months' validity) purpose: Petition to correct Date of Birth/Sex • Baptismal Certificate • Elementary School Record • (2) Government-issued / Valid Identification Card or CEDULA • Medical Certification (for petition to correct entry of sex) issued by an accredited government 	Employer of Client; Company; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office; Place of baptismal; School of Client; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office Hospital / Clinic

physician that the petitioner did not undergo sex change or sex transplant with the following required information: - Full name of government physician with valid medical/PRC license - Name of hospital, designation, and contact number Medical Record		Hospital;		
*NOTE: A processor will determine applicable documents				
Other relevant documents the Civil Registrar may require for the approval of the Petition		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document sought for correction/change	1. 1 Receiving clerk compares PSA and local copy for consistency of discrepancy. 1.2. Issues list of applicable requirements.	Filing fee - PHP 3,000.00 Publication - PHP 1500.00	50 Minutes/petition	<u>JANETTE A. GAKO</u> Municipal Civil Registrar <i>Collector</i> Municipal Treasurer's Office
2. Upon the interview, submits requirement to processor.	2. If requirements are in order, issues order of payment	Additional fee for Migrant Petition, P500.00	10 Days mandatory posting period	<i>Collector</i> Municipal Treasurer's Office
3. Pays at the Municipal Treasurer's Office, Trust Fund Section, the corresponding fees	3.1 Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/attorney-in-fact, and gives contact numbers for follow-		2 Weeks, consecutive, publication 4 Weeks (in PSA Legal Division) depending on the volume of	<i>Collector</i> Municipal Treasurer's Office

	up after 3 months. 3.2. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.	Legal Instrument fee (2 sets for regular petition) - PHP220	transaction *Time of interview (10minutes)	<u>JANETTE A. GAKO</u> Municipal Civil Registrar
	Total	For Regular Petition – PHP 4500.00 For Migrant Petition – PHP 5000.00	52 days and 60 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Survey Form available in all LGU offices before leaving the LGU office where you availed services or visited.</p> <p>Drop it at the Suggestion box at the designated area inside the office.</p>
How feedback is processed	<p>The LGU employee assigned per office shall collect or remind the client to drop off the feedback form in the suggestion box. The concerned employee shall then review the accomplished form and check or verify if there are queries or negative comments to be addressed. If there is, the concerned employee shall then forward the said feedback to the Office Head for his or her appropriate action. The Office Head will then formulate a response to the client on the action taken.</p>
How to file a complaint	<p>To file a complaint, write a formal complaint addressed to the Office of the Municipal Civil Registrar, with the following details:</p> <ul style="list-style-type: none"> *Full name and contact information of the complainant *Narrative of the complaint *Evidences *Office and/or name of the person being complained <p>Submit it to the Office of the Municipal Civil Registrar or email to Buugmcr123@gmail.com</p>
How complaints are processed	<p>Upon receipt of the complaint, the officer assigned shall coordinate and forward it to the concerned Office to answer the complaint or provide comments and initiate an investigation if necessary or finding of facts regarding the complaint. The concerned office shall then validate the filed complaint, formulate a response, and conduct an investigation, if necessary. After which, they shall submit a response letter or incident report to the Office of the Municipal Civil Registrar for LCE's appropriate action. The Office of the Municipal Civil Registrar shall then give feedback to the client on the action taken.</p>
Contact Information	<p>For follow ups, queries and/or concerns, you may contact</p> <p>09365152434 Buugmcr123@gmail.com 09655942542 Criseldaangeles06@gmail.com 09677986468</p>



MUNICIPAL NUTRITION OFFICE

VISION:

We envision municipality of Buug to be community of well nourished, discipline, law abiding, productive and health individuals; a community that is morally and socially progressive, peaceful, clean, environmentally aware, self-sufficient, ever ready to help and vigilant of the problems and needs of others.

MISSION:

To ensure that individuals be given equal access to the services the government has to offer and assist the people of the community in delivering innovative and different nutrition interventions and ensure the continued productivity if each individuals so that he/she can contribute to the greater good.



1. Distribution of Dietary & Micronutrient Supplementations

Office or Division:	MUNICIPAL NUTRITION OFFICE			
Classificatio:	Simple			
Type of Transaction:	G2G - Government to Citizen			
Who may avail:	1. Identified malnourished children in the Operation Timbang (OPT) Plus Record per Barangay 2. Pregnant & lactating mothers			
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
OPT Plus Record of Barangay Nutrition Scholars Masterlist of Pregnant and Lactating Mothers		Respective Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the list of recipients of Dietary & Micronutrient Supplementations based on OPT masterlist and list of pregnant and lactating mothers	1.1 Receive and evaluate list of children; and pregnant and lactating mothers	None	3 minutes	<u>Alma S. Alvarado</u> Municipal Nutrition Action Officer <u>Julibeth P. Sumpo</u> MNAO staff (Municipal Nutrition Office)
1.1 Underweight and Severely Underweight; Stunted and Severely Stunted; Wasted and Severely Wasted	1.3 Receive and validate data on Monitoring and Re-assessment at 60 th and 120 th day for 6-59 month old preschool children		10 minutes	
1.2 Pregnant and lactating mothers who are at risk based on Body Mass Index (BMI) Mid-upper Arm Circumference (MUAC) results.	1.4 Distribute and document micronutrient and dietary supplementation supplies to conduct feeding for borderline underweight pregnant and		3 minutes	
			10 minutes	
			25 minutes	

	<p>lactating mothers 28-36 weeks Age Of Gestation (AOG) until they reach 90 days of feeding.</p> <p>1.5 Receive and validate data on monitoring and re-assessment at 30th and 90th day for Pregnant and Lactating Mothers.</p> <p>1.6 Record and document data on client recovery to ideal weight of preschool children and/or pregnant and lactating mothers and success of treatment</p>			
	Total	None	56 minutes	



MARKET AND SLAUGHTER HOUSE



1. Market Clearance

Office or Division:	MARKET AND SLAUGHTERHOUSE OPERATION			
Classification:	Simple			
Type of Transaction :	Government to Business			
Who may avail :	Stallholders who are engaged in business inside public market of the Municipality of Buug			
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. Official Receipt of Business Clearance		Municipal Treasurer's Office		
2. Lease of Contract (Previous)		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1. Check the validity and completeness of submitted requirements 1.2 Instruct client to proceed to Municipal Treasurer's Office (MTO)	None	5 Minutes	<u>Jennelyn S. Behix</u> Admin Aide III (Municipal Economic Enterprise Office)
2. Proceed to MTO for payment to the collector according of the Tax Order of payment	2.1 Receive the payment and release Official Receipt (OR) 2.2 Instruct client to proceed to Market Office.	Breakdown: Fire Clearance- P100.00 Zoning Clearance- P100.00 Sanitary Permit- P100.00 Medical Certificate- P100.00 Realty Tax Clearance- P100.00 Market Stall Rental & Cemetery	15 Minutes	<u>Jones L. Punzalan</u> Revenue Collection Clerk III (Municipal Treasurer's Office)

		Clearance- P100.00 Building Permit & Occupancy Clearance- P100.00 Solid Waste Management Clearance- P100.00 Sticker(No Smoking)- P30.00 Total=P870.00 Based on Revised Revenue Code 2023		
3. Proceed to Market Office and present the lease of contract (previous) and official receipt from the MTO	3.1 Receive the lease of contract (previous) and OR 3.2 Issuance of Market Clearance 3.3 Instruct the client to proceed to Mayor's Office	None	5 Minutes	<u>Jennelyn S. Behix</u> Admin Aide III <i>(Municipal Economic Enterprise Office)</i>
4. Proceed to MMO submit the lease of contract (previous)	4.1 Receive and review the lease of contract (previous) 4.2 Prepare and issue the lease of contract (new) 4.3 Instruct the client to proceed to Market Office	None	5 Minutes	<u>Regine Velasco</u> Admin Aide III <i>(Municipal Mayor's Office)</i>
5. Proceed to Market Office present the new	5. Receive and secure copy of	None		<u>Erma C. Taring</u> Market

lease of contract	the new lease of contract			Supervisor II (MEEDO)
	TOTAL	870.00	minutes	

2. Request For Transfer Of Market Stallholder

Office or Division:	MARKET AND SLAUGHTERHOUSE OPERATION			
Classification:	Simple			
Type of Transaction:	Government to Business			
CHECKLISTS OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Respective Barangay		
Official Receipt (transfer fee)		Municipal Treasurer's Office		
Official Receipt (Security deposit)				
Lease of Contract (Present Stall Holder)		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES AND CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1 Check the validity and completeness of submitted requirements	None	5 Minutes	Irene P. Murayao Admin Aide IV Municipal Economic Enterprise Office
	1.2. Documents to be prepared e. i. Waiver of Rights, Transfer Form, Affidavit of Undertaking 1.3 Instruct the client to proceed to the MTO for payment of security deposit and transfer fee	None	10 Minutes	Irene P. Murayao Admin Aide IV Municipal Economic Enterprise Office
2.1 Proceed to MTO and pay the security deposit and transfer fee	2.1 Receive the payment and release the official receipt 2.2 Instruct the client to proceed to Mayor's Office	Breakdown: Primary Stall- ₱100,000.00 Secondary Stall- ₱85,000.00 Tertiary Stall- ₱75,000.00 <i>(Based on the Municipal</i>	5 Minutes	Jones L. Punzalan Revenue Collection Clerk III Municipal Treasurer's Office

		<i>Revenue Tax 2023 Ordinance No. 01-2023 Section 4K No.10)</i> Security Deposit- (Daily rentals times 90 days)		
3.1 Claim the Lease of Contract (for new stallholder)	Issuance of Market Lease of Contract (for new Market Stallholder)	None	5 Minutes	Regine Velasco Admin Aide III Municipal Mayor's Office
	TOTAL		25 Minutes	

3. Withdrawal Of Security Deposit

Office or Division:	MARKET AND SLAUGHTERHOUSE OPERATION			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail :	Stallholders who are engaged in business inside public market of the Municipality of Buug			
CHECKLISTS OF REQUIREMENTS		WHERE TO SECURE		
Bring your Official receipt of security deposit		Market Stallholders		
CLIENT STEPS	AGENCY ACTIONS	FEES AND CHARGES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Check the validity and completeness submitted requirement 1.2 Instruct the client to proceed to the accounting office	None	5 Minutes	<u>Irene P. Murayao</u> Admin Aide IV (Municipal Economic Enterprise Office)
2. Proceed to Accounting office for verification	2.1 Check and verify the security deposit on the records filed 2.2 Instruct the	None	5 Minutes	<u>Dana Matuod</u> Revenue Collection Clerk III (Accounting Office)

	client to proceed to the Market office			
3.Present the verified record of security deposits	3.1 Issue withdrawal slip of security deposit 3.2 Instruct the client to proceed to the accounting office	None	5 Minutes	<u>Irene P. Murayao</u> Admin Aide IV (<i>Municipal Economic Enterprise Office</i>)
	TOTAL	NONE	15 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to Send Feedback	<ol style="list-style-type: none"> 1. Facebook Page: <i>Market and Slaughterhouse Buug</i> 2. Mobile Number: <i>09306077641/09631317849</i> 3. Email: mshobuug@gmail.com <p>A feedback form is also available at a designated desk inside the office and accomplished forms may be dropped in the feedback box.</p>
How Feedback is Processed	<ol style="list-style-type: none"> 1. Logging of Feedback Received 2. Concerned staff is called for a meeting by the immediate supervisor to discuss action on the feedback received. 3. Action taken is reported back to the party who sent the feedback.
How to File a Complaint	<p>Complaints may be filed through the following:</p> <ol style="list-style-type: none"> 1. Facebook Page: <i>Market and Slaughterhouse Buug</i> 2. Mobile Number: <i>09306077641/09631317849</i> 3. Email: mshobuug@gmail.com <p>A feedback form is also available at a designated desk inside the office and accomplished forms may be dropped in the feedback box.</p>
How Complaints are being Processed	<ol style="list-style-type: none"> 1. Complaints are being received by the Market Office Buug and brought to the attention of the supervisor/ office-in-charge 2. Supervisor/Officer-In-Charge calls the attention of the concerned staff and asks for a response 3. Actions to be taken are discussed with the concerned staff 4. Actions taken are reported to the Office of the Mayor and the office through which the complaint was filed 5. Office of the Mayor or the offices that routed the complaint informs the complainant of the action/s taken.
Contact Information	<ol style="list-style-type: none"> 1. Facebook Page: <i>Market and Slaughterhouse Buug</i> 2. Mobile Number: <i>09306077641/09631317849</i> 3. Email: mshobuug@gmail.com



OFFICE OF THE MUNICIPAL AGRICULTURIST

VISION:

The Department of Agriculture is a competitive, sustainable and technology-based agricultural and fishery sector driven by productive and progressive farmers and fisherfolk, supported by efficient value chains and well integrated in the domestic and international markets contributing to inclusive growth and poverty reduction.

MISSION:

To collectively empower farmers and fishfolk and the private sector to increase agricultural productivity and profitability, taking into account sustainability and resilience.



1. Enrollment in Registry System for Basic Sectors in Agriculture(RSBSA) for Crop Farmers

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURIST			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Rice, Corn and High Value Crop Farmers			
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. 2x2 Picture (2 pieces)		Applicants		
2. 1 valid I.D. (2 photocopies)		Respective Barangay Office		
3. Land Title / Tax Declaration (2 photocopies)		Land owner		
4. Barangay Certification (2 copies)		Respective Barangay Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the Application of Registry System for Basic Sectors in Agriculture (RSBSA)	1.1 Provide Registry System for Basic Sectors in Agriculture (RSBSA) Form 1.2 Instruct the client to Proceed to Agricultural Technician	None	2 minutes	<u>Melvin James F. Marco</u> Agriculturist-I <u>May Angiela D. Duldulao</u> Agricultural Technician-I <u>Mary Fe D. Pinote</u> Admin. Aide-III
2. Submit RSBSA Form with the necessary requirements.	2.1 Interview farmers and fill out all the necessary information in the RSBSA Form 2.2 Check and Review validity and completeness of documents provided.	None	5 minutes 3 days	<u>Melvin James F. Marco</u> Agriculturist-I <u>May Angiela D. Duldulao</u> Agricultural Technician-I <u>Mary Fe D. Pinote</u> Admin. Aide-III

	2.3 Instruct the client to wait for the confirmation of the registration through text.			
	TOTAL	NONE	3 DAYS & 7 MINUTES	

2. Distribution of Assorted Vegetable Seeds for Backyard Gardening

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURIST			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Backyard Vegetable Farmers exclusive in Buug			
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. 1 Valid ID		1. Any Government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the Availing of Assorted Vegetable Seeds for Backyard Gardening	1.1 Conduct short interview about the importance of availing Assorted Vegetable Seeds for Backyard Gardening.	None	2 minutes	<u>Melvin James F. Marco</u> Agriculturist 1
2. Present 1 valid ID or proof of residency	2.1. Instruct the client to fill out the master list form. 2.2 Release the said Assorted Vegetable Seeds	None	2 minutes	<u>Melvin James F. Marco</u> Agriculturist 1
3. Claim the Available Assorted Vegetable Seeds	Affix the farmers signature in the masterlist form upon receiving	None	1 minute	<u>Melvin James F. Marco</u> Agriculturist 1
	TOTAL	None	5 minutes	

3. Application of Crop Insurance

Office or Division:		OFFICE OF THE MUNICIPAL AGRICULTURIST		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Rice, Corn ang High Value Crop Farmers		
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. One (1) valid I.D. (1 photocopy)		1. Any Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the Application of Crop Insurance	1.1 Provide Application Form for Crop Insurance 1.2 Instruct the client to Proceed to Agricultural Technician	None	2 minutes	<u>May Angiela D. Duldulao</u> Agricultural Technician 1 <u>Mary Fe D. Pinote</u> Admin. Aide III
2. Submit the Crop Insurance application form attached to one valid I.D.	2. Interview farmers/client and verify whether he/she is included in the RSBSA generated list 2.2 Provide sketch map for duplication copy of their insured crops.	None	5 minutes	<u>May Angiela D. Duldulao</u> Agricultural Technician 1 <u>Mary Fe D. Pinote</u> Admin. Aide III
	TOTAL	None	7 minutes	

4. Distribution of Certified Rice Seeds and Chemical Fertilizers

Office or Division:		OFFICE OF THE MUNICIPAL AGRICULTURIST
Classification:		Simple
Type of Transaction:		G2C – Government to Citizen

Who may avail:	Registry System for Basic Sectors in Agriculture Enrolled Rice Farmers			
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. 1 valid I.D. (1 photocopy)		1. Any Government Agency		
Note: All seeds and fertilizer to be distributed were from Department of Agriculture. Schedule of releasing was not determined depending on the delivery of seeds to the Municipality.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID	1. Interview Farmer/client and verify whether he/she is included in the RSBSA generated list 1.2 Release coupon as a claim stub for the release and distribution of Rice Seeds and Chemical Fertilizers.	None	5 minutes	<u>May Angiela D. Duldulao</u> Agricultural Technician 1 <u>Mary Fe D. Pinote</u> Admin. Aide III
Receive and safe keep the coupon released.	2. Prepare and release the Rice Seeds and Chemical Fertilizers	None	3 minutes	<u>Jestoni D. Dalipas</u> Farm Worker-I <u>Junge M. Pradia</u> Farm Worker-I
Claim the the Rice Seeds and Chemical Fertilizers	3. Release the Rice Seeds and chemical fertilizers upon presenting the claim stub/coupon and Record to corresponding logbook	None	2 minutes	<u>May Angiela D. Duldulao</u> Agricultural Technician 1 <u>Mary Fe D. Pinote</u> Admin. Aide III
	TOTAL	None	10 minutes	

5. Walk – in Anti-Rabies Vaccination of Pet Animal

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURIST
Classification:	Simple

Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Dog and Cat Owners		
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
One (1) Official Receipt from Municipal Treasury Office		1. Office of the Municipal Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for Anti-Rabies Vaccination of Pet Animals	1.1 Interview the client regarding the animals health status Instruct the client to proceed to Municipal Treasury Office for the payment	None	2 minutes	<u>Edel E. Balaro</u> Livestock Technician <u>Jones Punzalan</u> Revenue Collection Clerk III <u>Municipal Treasury Office</u>
2. Proceed to Municipal Treasury Office for payment	2.1 Release Official Receipt to the client Instruct the client to proceed to Municipal Agriculture Office	150.00	10 minutes	<u>Jones L. Punzalan</u> Revenue Collection Clerk III <u>Municipal Treasury Office</u>
3. Present the Official Receipt to Municipal Agriculture Office	3.1 Check the Official Receipt. 3.2 Conduct anti-rabies vaccine to pet animals. 3.3 Explain to the client about the allergic reaction of the pet. 3.4 Report immediately to the office if there is a allergic reaction to the pet animal.	None	5 minutes	<u>Edel E. Balaro</u> Livestock Technician
	TOTAL	150.00	10 inutes	

6. Fisherfolk Registration

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURIST			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Fisherfolks			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Community Tax Certificate/CEDULA (1 piece) original		1. Respective Barangay Office/Municipal Treasury Office		
2. Barangay Certification (2 photocopies)		2. Respective Barangay Office		
3. 1 Official Receipt (Proof of Payment)		3. Office of the Municipal Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for fisherfolk registration	1. Give the checklist of requirements to the client	None	3 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist II
2. Submit the required documents	2.1 Check and review the validity and completeness of submitted documents 2.2 Instruct the client to proceed to MTO for payment	None	3 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist II
3. Proceed to MTO for the payment	3. Release the Official Receipt and instruct the client to proceed to OMA	150.00	5 minutes	<u>Jones L. Punzalan</u> Revenue Collection Clerk III <u>Municipal Treasury Office</u>
4. Proceed to OMA and present the Official Receipt	4. Receive the Official Receipt 4.2 Provide client a fisherfolk registration form	None	2 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist II
5. Fill-out the fisherfolk registration form and submit it to fishery technician	5. Receive the fill-out fishery registration form. 5.2 Release fisherfolk Identification card	None	10 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist II
6. Claim the Fisherfolk ID	6. Record it to the designated	None	2 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist II

	logbook			
	TOTAL	150.00	25 minutes	

7. Fishing Boat Registration

Office or Division:		OFFICE OF THE MUNICIPAL AGRICULTURIST		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Motor and Non-motor Boats Operators/Owners		
CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. Fisherfolk Registration (1 copy)		1. Office of the Municipal Agriculturist		
2. Certification of Ownership (1 copy)		2. Respective Barangay Office		
3. Official Receipt (Proof of Payment)		3. Office of the Municipal Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Fishery Technician assigned and inquire about the motor and non-motor boat registration	1. Give the checklist of requirements to the client.	None	3 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist II
2. Submit the necessary requirements	2.1 Review, and validate for completeness and accuracy of requirements. 2.2 Instruct the client to proceed to MTO for Fishing Boat Registration fee	None	10 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist II
3.1 Proceed to MTO for the payment of Fishing Boat Registration fee	3.1 Release the official Receipt 3.2 Instruct the client to proceed to OMA	Motor Boats (10HP up) - 300 Php Motor Boats (9 HP below)	5 minutes	<u>Jones L. Punzalan</u> Revenue Collection Clerk III <u>Municipal Treasury Office</u>

		- 250 Php Non-motor Boats – 100 Php		
4. Proceed to OMA and present the OR	4.1 Receive the OR and collect all the requirements and attach to Boat forms 4.2 Provide A Fishing Boat Registration form	None	2 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist
5. Fill out the Fishing Boat Registration form	5.1 Receive the form and secure a photocopy for filing purposes 5.2 Release the original copy of Fishing Boat Registration Form to the client	None	5 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist
6. Claim the original copy of Fishing Boat Registration Form	6. Record it to the designated logbook	None	3 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist
	TOTAL	Motor Boats (10HP up) - 300 Php Motor Boats (9 HP below) – 250 Php Non-motor Boats – 100 Php	28 minutes	

8. Permit and License for Fishing Operation

Office or Division:	OFFICE OF THE MUNICIPAL AGRICULTURIST
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Fishermen

CHECKLISTS OF REQUIREMENTS:		WHERE TO SECURE:		
1. Community Tax Certificate/CEDULA (1 photocopy)		1. Respective Barangay Office/Municipal Treasury Office		
2. Proof of Registration (Fisherfolk Registration& Boat Registration) 1 photocopy each		2. Office of the Municipal Agriculturist		
3. Proof of Official Receipt (Fisherfolk Registration& Boat Registration) 1 photocopy		3. Municipal Treasury Office		
4.Fisherfolk I.D.		4. Office of the Municipal Agriculturist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire Requirements for the permits and licenses in fishing operation	1.1 Assist and give them the checklist of requirements.	None	5 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist II
2. Submit all documents and requirements needed	2.1 Review the validity and completeness of documents submitted 2.2 Issue payslip which will include application fee and other fees 2.3 Instruct the client to proceed to MTO for payment.	None	10 minutes <i>Refers to Municipal Ordinance No. 01-2022</i>	<u>Rebecca D. Brinosa</u> Aquaculturist II
3. Proceed to MTO and pay the application fee.	3.1 Instruct the client to proceed OMA	Municipal Ordinance No. 01-2022 Section 12	15 minutes	<u>Jones L. Punzalan</u> Revenue Collection Clerk III <u>Municipal Treasury Office</u>
4. Proceed to OMA and present the OR of the application fees	4.1 Receive the OR and provide the application form of the Permit and License for Fishing Operation.	None	10 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist
5. Fill-out the	5.1 Receive the the	None	15 minutes	<u>Rebecca D. Brinosa</u>

application form	application form of Permit and License for Fishing Operation 5.2 Issuance of permit and license to operate signed by the Local Chief Executive, Municipal Agriculturist and Aquaculturist II			Aquaculturist II
6. Claim the permit to operate	6. Secure a photocopy of the permit and record it to the designated logbook	None	5 minutes	<u>Rebecca D. Brinosa</u> Aquaculturist II
	TOTAL	Municipal Ordinance No. 01-2022 Section 12	60 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	<ol style="list-style-type: none"> 1. Facebook Page: Lgu Buug Agriculture 2. Mobile Number: 09106852955 3. Email: lgubuug_agriculture@buug.gov.ph <p>A feedback form is also available at a designated desk inside the office and accomplished forms may be dropped in the feedback box.</p>
How Feedback is Processed	<ol style="list-style-type: none"> 1. Logging of Feedback Received 2. Concerned staff is called for a meeting by the immediate supervisor to discuss action on the feedback received 3. Action taken is reported back to the party who sent the feedback
How to File a Complaint	<p>Complaints may be filed through the following:</p> <ol style="list-style-type: none"> 1. Facebook Page: Lgu Buug Agriculture 2. Mobile Number: 09106852955 3. Email: lgubuug_agriculture@buug.gov.ph <p>A feedback form is also available at a designated desk inside the office and accomplished forms may be dropped in the feedback box.</p>
How Complaints are being Processed	<ol style="list-style-type: none"> 1. Complaints are being received by MAO Buug and brought to the attention of the supervisor/officer-in-charge 2. Supervisor/Officer-In-Charge calls the attention of the concerned staff and ask for a response 3. Actions to be taken are discussed with the concerned staff 4. Actions taken are reported to the Office of the Mayor and the office through which the complaint was filed 5. Office of the Mayor or the offices that routed the complaint informs the complainant of the action/s taken
Contact Information	<ol style="list-style-type: none"> 1. Facebook Page: Lgu Buug Agriculture 2. Mobile Number: 09106852955 3. Email: lgubuug_agriculture@buug.gov.ph



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

VISION:

The Municipal Social Welfare and Development Office envisages that all Buuganons are socially responsible and functional open to opportunities and other interventions to attain the full capacity and becoming self-reliant inhabitants in the Municipality.

MISSION:

To enhance human well-being and help meet basic and complex needs of all Buuganons with focus on those who are vulnerable, oppressed to the most disadvantaged individuals, families and communities.



1. Provision of Aid to Individuals in Crisis Situation

OFFICE OF DIVISION:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE – Social Services Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All needy and disadvantaged individual/family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input checked="" type="checkbox"/> Request letter addressed to the municipal mayor <input checked="" type="checkbox"/> Barangay Certificate of Indigency <input checked="" type="checkbox"/> Valid ID		Client Barangay Hall (Punong Barangay) Any Government Agency		
Additional Documents: MEDICAL ASSISTANCE				
<input checked="" type="checkbox"/> Medical Abstract or Medical Certificate <input checked="" type="checkbox"/> Updated Doctor's Prescription with ProfessionalPTR/License number with doctor's signature (for medicine) <input checked="" type="checkbox"/> Hospital bill (hospitalization) <input checked="" type="checkbox"/> Quotation (for confinement) <input checked="" type="checkbox"/> Procedure Request (for medical examination) Police Report/Copy of Complaints (for court related expenses)		<ul style="list-style-type: none"> • Attending Physician (Hospital) • Attending Physician (Hospital) • Hospital (Billing) • Attending Physician (Hospital) • Attending Physician (Hospital) • PNP Office 		
BURIAL ASSISTANCE				
<input checked="" type="checkbox"/> Certificate of Death <input checked="" type="checkbox"/> Funeral Contract/Bill (unpaid funeral expenses)		<ul style="list-style-type: none"> • Hospital • Municipal Civil Registrar (MCR) • Funeral Homes 		
EDUCATIONAL ASSISTANCE				
Latest Certificate of Enrollment/Registration		School		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit all documentary requirements	Check the authenticity of submitted documents	NONE	2 Minutes	<u>Denzyl V. Democrito, RSW</u> Social Worker Officer I

				<u>Jaymar A. Curiba</u> SWA
2. Provide needed information	Interview client/closest relative of client	NONE	5 Minutes	<u>Denzyl V. Democrito, RSW</u> Social Worker Officer I <u>Jaymar A. Curiba</u> SWA
3. Await for the release of Social Case Study Report/Assessment	3.1 Prepare Social Case Study Report/Assessment	NONE	20 Minutes	<u>Denzyl V. Democrito, RSW</u> Social Worker Officer I <u>Jaymar A. Curiba</u> SWA
	3.2 Approval of the Municipal Social Welfare and Development Officer (MSWDO)		1 Minute	<u>Joan A. Aragonas, RSW</u> MSWDO
	3.3 Prepare Certification on Appropriations, Funds, and Obligation Allotment (CAFOA), Disbursement Voucher and other attachment documents needed.	NONE	5 Minutes	<u>Roxanne U. Guilayan</u> Clerk I
	Total	NONE	33 Minutes	

2. Issuance of Solo Parent Identification Card

OFFICE OF DIVISION:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE – Community Affairs Division
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified Solo Parent new and renewal applicants
CHECKLIST OF REQUIREMENTS FOR NEW APPLICANTS	WHERE TO SECURE

<input checked="" type="checkbox"/> Application Form <input checked="" type="checkbox"/> Death Certificate (if widow) <input checked="" type="checkbox"/> Affidavit of Solo Parent (if single/separated) <input checked="" type="checkbox"/> Cedula <input checked="" type="checkbox"/> Barangay Certification Photocopy of Birth Certificate (children)		<ul style="list-style-type: none"> • MSWD OFFICE • Municipal Civil Registrar (MCR) • Notary Law Office • Municipal Treasurers Office • Barangay Hall (Punong Barangay) MCR/Philippine Statistic Authority (PSA)		
FOR RENEWAL				
<input checked="" type="checkbox"/> Application Form <input checked="" type="checkbox"/> Death Certificate (if widow) <input checked="" type="checkbox"/> Affidavit of Solo Parent (if single/separated) <input checked="" type="checkbox"/> Cedula <input checked="" type="checkbox"/> Barangay Certification <input checked="" type="checkbox"/> Photocopy of Birth Certificate (children)		<ul style="list-style-type: none"> • MSWD OFFICE • Municipal Civil Registrar (MCR) • Notary Law Office • Municipal Treasurers Office • Barangay Hall (Punong Barangay) • MCR/Philippine Statistic Authority (PSA) 		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the required documents for initial assessment and verification	Receive the required documents and check for validity and completeness	NONE	3 Minutes	<u>Denzyl V. Democrito, RSW</u> Social Worker Officer I
2. Provide needed information	1. Validation of Solo Parent New Applicants/ for Renewal	NONE	2 Days	<u>Denzyl V. Democrito, RSW</u> Social Worker Officer I
	If qualified prepare the solo parent ID	NONE	5 Minutes	<u>Roxanne U. Guilayan</u> Clerk I
3. Return on the Scheduled date of release of ID	Approval and affixing signature of the Municipal Mayor & MSWDO	NONE	3 Minutes	<u>Joan A. Aragones, RSW</u> MSWDO <u>Hon. Dionesia B. Lagas</u> Municipal Mayor
4. Check accuracy of ID entries and receive if without correction	Release of Solo Parent ID to the client.	NONE	2 Minutes	<u>Roxanne U. Guilayan</u> Clerk I
Total		NONE	2 Days & 13 Minutes	

3. Case Management of Violence Against Women and Children (Vawc)

OFFICE OF DIVISION:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE – Social Services Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Victims of VAWC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of the following:				
Referral letter from Barangay VAW Desk Officer Escort and refer to RHU for medical intervention/medico legal certificate Refer to Women and Children Protection Desk (WCPD-PNP) for Police Intervention		Barangay Hall (BVAW) Municipal Health Office (Attending Physician) Municipal Police Station (MPS)/WCPD		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit oneself for assessment and provide all relevant information	Conduct intake interview and assess the immediate needs of victim-survivor such as medical treatment and temporary shelter. Provide appropriate and immediate intervention according to client's needs.	NONE	2 Hours	<u>Denzyl V. Democrito, RSW</u> Social Worker Officer I
2. Attend counselling	Provide crisis intervention. Conduct counselling and facilitate safety and security planning with the client.	NONE	1 Hour Every Session	<u>Denzyl V. Democrito, RSW</u> Social Worker Officer I
3. Provide needed documentary requirements to avail services	Refer client for other services based on initial	NONE	1 Hour	<u>Denzyl V. Democrito, RSW</u> Social Worker

	assessment and plans			Officer I
4. Inform the social worker of the dates of hearings	Assist client in court hearings	NONE	2 Hours Every Hearing	<u>Denzyl V. Democrito, RSW</u> Social Worker Officer I
	Total	NONE	6 Hours	

4. Issuance Of Certificate Of Financial Assessment

OFFICE OF DIVISION:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE – Social Services Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All needy individuals (Indigent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Certificate of Indigency (Photocopy) 		<ul style="list-style-type: none"> Barangay Hall (Punong Barangay) 		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit a photocopy of the certificate of indigency issued by their respective punong barangay.	1.1 Receive a copy of the certificate of Indigency. 1.2 Entry of name and other pertinent data in the logbook.	NONE	5 Minutes	<u>Felix C. Tario</u> Admin Aide III
Receive the Certificate of Financial Assessment	Release of Certificate of Financial Assessment to the client	NONE	2 Minutes	<u>Felix C. Tario</u> Admin Aide III
	Total	NONE	7 Minutes	

5. Issuance Of Assessment For Discernment For CICL (Children In Conflict With The Law)

OFFICE OF DIVISION:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE – Social Services Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Minors below 18 and a resident of the Municipality of Buug			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

Original Copy of the following: Court order requesting for disposition and home study report on CICL Case file containing: 2.1 Details of the Case: 2.2 CICL's Birth Certificate Medical Certificate		<ul style="list-style-type: none"> • Court Municipal Civil Registrar (MCR)/ Philippine Statistics Authority (PSA) Any government hospitals (Attending Physician)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Parents will provide necessary documents	Pre-screening of documents	NONE	5 minutes	Denzyl V. Democrito, RSW Social Worker Officer I
2. Appearance of CICL	Initial Intake/Interview of the CICL	NONE	25 minutes	Denzyl V. Democrito, RSW Social Worker Officer I
3. CICL has to answer Discernment tool	<p>Social worker in-charge will assess the child's current situation and determine level of discernment based on Discernment tool result.</p> <p>Release of final assessment and submit document to the prosecutor's office/ Municipal Trial Court</p>	NONE	<p>25 minutes</p> <p>1 day preparation of assessment 10 days to submit the assessment to the Prosecutor's Office/Municipal Trial Court.</p>	<p>Denzyl V. Democrito, RSW Social Worker Officer I</p> <p><u>Denzyl V. Democrito, RSW</u> Social Worker Officer I</p>
	Total	NONE	11 Days and 55 Minutes	



LOCAL YOUTH DEVELOPMENT OFFICE

VISION:

An established office in the local government that continuously advocate holistic, inclusive, comprehensible, sustainable and innovative youth development, plans, programs and activities that align with the needs of the BUuganons Youth's personal and professional growth.

MISSION:

The Municipal Youth Development Office exists to engage, empower and encourage different youth sectors and groups in the municipality of Buug by implementing holistic, inclusive, comprehensible, sustainable and innovative youth development plans, programs, and activities that capacitate the needs of the Youth individuals, Youth and Youth-Serving Organizations, Buug Youth Development Council (BYDC) and the Sangguniang Kabataan.



1. Services For Sangguniang Kabataan (SK) Council
A. Review Of The Sangguniang Kabataan
Comprehensive Barangay Youth Development Plan
(CBYDP)

Office or Division :	Local Youth Development Office (LYDO)			
Classification:	Complex			
Type of Transaction :	G2G - Government to Government			
Who may avail :	All Sangguniang Kabataan Officials			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Duly reviewed Comprehensive Barangay Youth Development Plan (CBYDP) 1.1 If amendment, Duly signed Comprehensive Barangay Youth Development Plan (CBYDP)		Respective Sanggunian Kabataan Barangay		
2. Sangguniang Kabataan Resolution/s		Sanggunian Kabataan Barangay		
3. Minutes of the Meeting of the Katipunan ng Kabataan Assembly of the current year		Sanggunian Kabataan Barangay		
4. Youth Data		Sanggunian Kabataan Barangay		
5. Minutes of the Meeting on the Approval of the Comprehensive Barangay Youth Development Plan (CBYDP)		Sanggunian Kabataan Barangay		
1. Duly reviewed Comprehensive Barangay Youth Development Plan (CBYDP) 1.1 If amendment, Duly signed Comprehensive Barangay Youth Development Plan (CBYDP)		Respective Sanggunian Kabataan Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME
1. Submit the Comprehensive Barangay Youth Development Plan (CBYDP) with an approved resolution duly signed by the SK Officials of the concerned barangay to the Local Youth Development Office or via mail in a pdf format: lgubuug_lydo@buug.gov.ph	1.1 Receive the required documents	None	2 minutes	<u>Mariejoy O. Masiba</u> LYDO Staff
	1.2 Review the submitted documents ; then give comments and feedback.	None	4 days	<u>Ivan Kristoffer T. Bentic</u> LYDO/Office Head
				(Local Youth Development Office)
2. Receive review comments/feedback from	2.1 Proceed to step 3 if there are	NONE		

the Local Youth Development Office or via electronic mail. 2.1 If for revision: Revise necessary items and resubmit for final review and approval.	no revision. 2.2 Check Revised Plan		1 Day	<u>Ivan Kristoffer T. Bentic</u> LYDO/Office Head (Local Youth Development Office)
3. Bring approved documents to the LYDO for signature.	3.1 Receive documents, sign, and endorse to LYDO/Office Head.	None	2 minutes	<u>Mariejoy O. Masiba</u> LYDO Staff
	3.2 Sign the approved plan and Issue a Certificate of Endorsement.	None	3 minutes	<u>Ivan Kristoffer T. Bentic</u> LYDO/Office Head (Local Youth Development Office)
4. Received the signed CBYDP with Certificate of Endorsement from the Office Head.	4.1 Indicate in designated logbook the released and signed CBYDP with Certificate of Endorsement.	None	3 minutes	<u>Mariejoy O. Masiba</u> LYDO Staff (Local Youth Development Office)
	Total	None	5 days, 10 minutes	

B. Review Of The Sangguniang Kabataan Annual Barangay Youth Investment Program (ABYIP)

Office or Division :	Local Youth Development Office (LYDO)
Classification:	Complex
Type of Transaction :	G2G - Government to Government
Who may avail :	All Sangguniang Kabataan Officials
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:

1. Duly approved Comprehensive Barangay Youth Development Plan (CBYDP)		Respective Sanggunian Kabataan Barangay		
2. Annual Barangay Youth Investment Program (ABYIP) and its resolution approved by the Respective SK Barangay		Sanggunian Kabataan Barangay		
3. Sangguniang Kabataan Resolution/s		Sanggunian Kabataan Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the ABYIP with an approved resolution duly signed by the SK Officials of the concerned barangay to the Local Youth Development Office or via mail in a pdf format: lgubuug_lydo@buug.gov.ph	1.1 Receive the documents	None	2 minutes	<u>Mariejoy O. Masiba</u> LYDO Staff
	1.2 Review the submitted documents ; then give comments and feedback.	None	4 days	<u>Ivan Kristoffer T. Bentic</u> LYDO/Office Head (Local Youth Development Office)
2.1 Receive review comments/feedback from the Local Youth Development Office or via electronic mail. 2.2 If for revision: Revise necessary items and resubmit for final review and approval	2.1 Check Revised ABYIP, Proceed to step 3 if there are no revision. 2.2 Check Revised ABYIP	None	1 Day	<u>Ivan Kristoffer T. Bentic</u> LYDO/Office Head (Local Youth Development Office)
3. Bring approved documents to the LYDO for signing.	3.1 Receive documents, sign, and endorse to LYDO/Office Head.	None	2 minutes	<u>Mariejoy O. Masiba</u> LYDO Staff
	3.2 Sign the approved ABYIP and Issue a Certificate of endorsement.	None	3 minutes	<u>Ivan Kristoffer T. Bentic</u> LYDO/Office Head (Local Youth Development Office)
4. Received the signed ABYIP with Certificate of Endorsement from the LYDO/Office Head.	4. Provide logbook for released signed ABYIP with Certificate of Endorsement	None	3 minutes	<u>Mariejoy O. Masiba</u> LYDO Staff (Local Youth Development Office)

	TOTAL	None	5 days, 10 minutes	
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C. Services For Youth And Youth-Serving Organizations Registration Of Youth And Youth-Serving Organizations

Office or Division :	Local Youth Development Office (LYDO)			
Classification:	Complex			
Type of Transaction :	G2G - Government to Government			
Who may avail :	All Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished YORP Form 2. Directory of Officers and Advisers 3. List of Members in Good Standing 4. Copy of Constitution and By-Laws 5. Endorsement/Certification from Appropriate Authority		https://bit.ly/registrationkit Youth and Teen Development Center/Local Youth Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the Forms and Requirements through this link https://tinyurl.com/BuugYORP and submit them to the Local Youth Development Office	1.1 Receive the Forms.	None	1 day	Mariejoy O. Masiba LYDO Staff
	1.2 Review the completeness and correctness of the required documents		1 day	Ivan Kristoffer T. Bentic LYDO/Office Head
	1.3 Sign the Certificate of Local Registration		5 minutes	<i>(Local Youth Development Office)</i>
				Ivan Kristoffer T. Bentic LYDO/Office Head <i>(Local Youth Development Office)</i>
2. Inform and notify the Client for the release of the Certificate of Local Registration	2.1 Release the signed Certificate of Local Registration	None	3 minutes 3 minutes	Mariejoy O. Masiba LYDO Staff

	2.3 Provide logbook for released signed Certificate of Local Registration			<p>Mariejoy O. Masiba LYDO Staff</p> <p><i>(Local Youth Development Office)</i></p>
	Total	None	5 days, 10 minutes	
<p>1. Access the Forms and Requirements through this link https://tinyurl.com/BuugYORP and submit them to the Local Youth Development Office</p>	<p>1.1 Receive the Forms.</p> <p>1.2 Review the completeness and correctness of the required documents</p> <p>1.3 Sign the Certificate of Local Registration</p>	None	<p>1 day</p> <p>1 day</p> <p>5 minutes</p>	<p>Mariejoy O. Masiba LYDO Staff</p> <p>Ivan Kristoffer T. Bentic LYDO/Office Head</p> <p><i>(Local Youth Development Office)</i></p>



FEEDBACK AND COMPLAINTS MECHANISM	
How to Send Feedback	<p>1. Facebook Page: https://www.facebook.com/lydobuug/ 2. Mobile Number: 09389659710 3. Email: lgubuug_lydo@buug.gov.ph</p> <p>A feedback form is also available at a designated desk inside the office and accomplished forms may be dropped in the feedback box.</p>
How Feedback is Processed	<p>1. Logging of Feedback Received 2. Concerend staff is called for a meeting by the immediate supervisor to discuss action on the feedback received 3. Action taken is reported back to the party who sent the feedback</p>
How to File a Complaint	<p>Complaints may be filed through the following:</p> <p>1. Facebook Page: https://www.facebook.com/lydobuug/ 2. Mobile Number: 09389659710 3. Email: lgubuug_lydo@buug.gov.ph</p> <p>A feedback form is also available at a designated desk inside the office and accomplished forms may be dropped in the feedback box.</p>
How Complaints are being Processed	<p>1. Complaints are being received by the LYDO and brought to the attention of the supervisor/officer-in-charge 2. Supervisor/Officer-In-Charge calls the attention of the concerned staff and asks for a response 3. Actions to be taken are discussed with the concerned staff 4. Actions taken are reported to the Office of the Mayor and the office through which the complaint was filed 5. Office of the Mayor or the offices that routed the complaint informs the complainant of the action/s taken</p>
Contact Information	<p>1. Facebook Page: https://www.facebook.com/lydobuug/ 2. Mobile Number: 09389659710 3. Email: lgubuug_lydo@buug.gov.ph</p>





OFFICE OF THE SENIOR CITIZENS AFFAIR (OSCA)



1. Issuance of Senior Citizen Identification Card (OSCA ID) and BOOKLET

OFFICE OF DIVISION:	OFFICE OF THE SENIOR CITIZENS AFFAIR (OSCA)			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Filipino Citizen, Resident of Buug, 60 years old and above.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR NEW APPLICANT				
<input checked="" type="checkbox"/> Duly accomplished application form <input checked="" type="checkbox"/> Birth Certificate/Marriage Contract with Date of Birth <input checked="" type="checkbox"/> Latest 1x1 ID Picture (White Background) – 2 pcs <input checked="" type="checkbox"/> Certificate of Residency Voter's Certification (issued from 2022 up to the present) – photocopy		<ul style="list-style-type: none"> • Office of the Senior Citizens Affair • Municipal Civil Registrar (MCR) • Client • Office of the Punong Barangay Commission on Election (COMELEC) 		
FOR STOLEN/LOST				
<input checked="" type="checkbox"/> Latest 1x1 ID Picture (White Background) – 2 pcs <input checked="" type="checkbox"/> Voter's Certification (issued from 2022 up to the present) – photocopy Notarized Affidavit of Loss		<ul style="list-style-type: none"> • Client • Commission on Election (COMELEC) Notary Public		
FOR TRANSFER (OTHER MUNICIPALITIES/CITIES)				
<input checked="" type="checkbox"/> OSCA ID and Certificate of Cancellation/Transfer from the City/Municipality of Origin (Original & Photocopy) <input checked="" type="checkbox"/> Certificate of Residency <input checked="" type="checkbox"/> Voter's Certificate (issued from 2022 up to the present) – photocopy Latest 1x1 ID Picture (White Background) – 2 pcs		<ul style="list-style-type: none"> • OSCA Office, Client • Barangay Hall (Punong Barangay) • Commission on Election (COMELEC) Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit complete application form together with the required documents	1.1 Review and verify the accuracy and validity of submitted documents	None	10 minutes	<u>Reynaldo G. Siose</u> OIC OSCA Head

	1.2 Encode information – OSCA ID	None	5 minutes	<u>Reynaldo G. Siose</u> OIC OSCA Head
2.Await processing prior to receiving OSCA ID and Booklet	2.1 Issue OSCA ID and Booklet and affixing OSCA Chairman and Mayor’s Signature	None	20 minutes	<u>Reynaldo G. Siose</u> OIC OSCA Head <u>Hon. Dionesia B. Lagas</u> Municipal Mayor
	Total		35 minutes	

2.Provision Of Assistive Devices

OFFICE OF DIVISION:	OFFICE OF THE SENIOR CITIZENS AFFAIR (OSCA)			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizens who are physically injured or incapacitated due to illness, and unable to perform his/her duties without the aid of wheelchair and cane.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input checked="" type="checkbox"/> Borrowers’ agreement form from OSCA Office <input checked="" type="checkbox"/> Medical Certificate <input checked="" type="checkbox"/> Picture of the Senior Citizen <input checked="" type="checkbox"/> Senior Citizen ID - photocopy		<ul style="list-style-type: none"> • OSCA Office • Municipal Health Office (Attending Physician) • Client • Client 		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.Submit complete requirements	Receive and verify the accuracy, validity and completeness of requirements	None	3 minutes	<u>Reynaldo G. Siose</u> OIC OSCA Head
2.Await processing	Fill up the Borrowers form and sign with the agreement form	None	3 minutes	<u>Reynaldo G. Siose</u> OIC OSCA Head
3.Receive the wheelchair/cane	Release or deliver the wheelchair and cane to client or client’s family	None	15 minutes	<u>Reynaldo G. Siose</u> OIC OSCA Head
	Total		21 minutes	

3. Social Pension Program

OFFICE OF DIVISION:	OFFICE OF THE SENIOR CITIZENS AFFAIR (OSCA)			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Senior Citizens who are not receiving any pension from other line agencies and without a regular support from children.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input checked="" type="checkbox"/> Social Pension Application Form <input checked="" type="checkbox"/> OSCA ID - photocopy		<ul style="list-style-type: none"> • OSCA Office, Client, Barangay Senior Citizen Association President • Client 		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit application form with requirements to the OSCA Office or Barangay Senior Citizen Association President	Receive and evaluate the validity and completeness of documents submitted	None	5 minutes	<u>Reynaldo G. Siose</u> OIC OSCA Head
2. Submit oneself for interview	conduct interview and evaluate the applicant's qualification for the program	None	10 minutes	<u>Reynaldo G. Siose</u> OIC OSCA Head
3. Submit the social pension application to the DSWD Regional Office for evaluation.	Encode the assessed social pension applicants to the database for submission to the regional office for further evaluation, cross-matching, and validation.	None	5 minutes	<u>Reynaldo G. Siose</u> OIC OSCA Head
4. Wait for the approval from the DSWD Central Office	Receive a notification from the central office together with the list of eligible senior		(stop time)	<u>Reynaldo G. Siose</u> OIC OSCA Head

	citizens for inclusion to the social pension payroll			
5.Wait for the inclusion of the eligible applicant to the social pension payroll	Encode social pension payroll (delisting and replacing of the deceased and transfer of residence pensioners)		(stop time)	<u>Reynaldo G. Siose</u> OIC OSCA Head
6.Schedule of the Social Pension Payout (quarterly release)	Informing the qualified beneficiaries of the social pension program for the release of their stipend		7 days	<u>Reynaldo G. Siose</u> OIC OSCA HEAD <u>Rudy S. Maquiling</u> Municipal Treasurer <u>Jessumany A. Trapa</u> Disbursing Officer
	TOTAL		7 days & 20 minutes	



PERSON WITH DISABILITY AFFAIRS OFFICE

VISION:

A society where equal, social justice and rights of persons with disabilities are able to attain the fullest potential and become active contributors and participants in nation-building.

MISSION:

To empower persons with disability and those with long term health conditions to take control of their lives and actively seeks out opportunities to achieve the full potential as individuals in mainstream society by building sustainable development.



1. Registration and Issuance of PWD Identification Card, Purchase and Medicine Booklet

Office or Division :	Persons with Disability Affairs Office (PDAO)			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	1. Person with Disability 2. residents of Buug			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Application Form	Persons with Disability Affairs Office (PDAO)			
Medical Certificate	Rural Health Unit –Buug/ any Government or Private Hospital			
Birth Certificate	Applicant			
1x1 picture (3 pieces)	Applicant			
1 Whole body picture	Applicant			
LOST PWD ID				
Notarized Affidavit of Loss- 1 original copy	Any Legal Office			
RENEWAL OF PWD ID				
1.Old PWD ID- original copy	Applicant			
2. 1x1 ID picture- 1 piece	Applicant			
ISSUANCE OF PWD PURCHASE AND MEDICINE BOOKLET				
1. PWD ID- 1 original copy and 1 photocopy	Applicant			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Persons with Disability Affairs Office (PDAO)	1.1 Receive the client and provide the checklist of documentary requirements. 1.22 Instruct the client to proceed to Municipal Health Office	None	10 Minutes	<u>CHERYL O. MAGHUYOP</u> <i>Disability Affairs Officer 1</i> <u>JENNELYN Y. LOPEZ</u> <i>Admin.Aide 111</i>
2.Proceed to Municipal Health Office (MHO)	1.1 assess patient's disability 1.2 Issue of	None	3 Minutes	<u>DR. MARK GREGORY C. GACUTAN</u>

	<p>medical certificate</p> <p>1.3 proceed to pharmacy for order of payment</p>			<p>Municipal Health Officer</p> <p>(Municipal Health Office)</p>
<p>3. Submit the Required Documents and Fill up the Philippine Registry Form for Persons with Disability (PRPWD) application form</p>	<p>2.1. Receive the required documents and check for completeness and veracity</p> <p>2.2. Register to Online Registration of Philippine Registry for Persons with Disabilities</p> <p>2.3. Check Data Base if client is already registered to Philippine Registry for Persons with Disabilities</p> <p>2.4 Encode Identification Card (PWD ID)</p> <p>2.5 Print Identification card (PWD ID)</p> <p>2.6. Paste 1x1 picture to PWD ID</p> <p>2.7 Affix Signature PDAO officer</p> <p>2.8. Submit PWD ID to Mayor's Office</p>	<p>None</p>	<p>2 hours</p>	<p><u>CHERYL O. MAGHUYOP</u> Disability Affairs Officer 1</p> <p><u>JENNELYN Y. LOPEZ</u> Admin. Aide 111</p> <p>(PERSONS WITH DISABILITY AFFAIRS OFFICE)</p>

	for Local Chief Executive signature			
4. Wait for the Release of the Person with Disability (PWD ID) Identification Card), purchase and medicine booklet	Process the request for approved documents	None	5 minutes	<p><u>CHERYL O. MAGHUYOP</u> Disability Affairs Officer 1</p> <p><u>JENNELYN Y. LOPEZ</u> Admin. Aide 111</p> <p>(PERSONS WITH DISABILITY AFFAIRS OFFICE)</p>
5. Receive PWD ID and sign in the client log book	Issue of Person with Disability (PWD ID)		2 minutes	
	TOTAL	None	2 Hours and 20 minutes	

2. For Renewal Of Persons With Disability ID (PWD ID)

Office or Division :	Persons with Disability Affairs Office (PDAO)
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	1. Person with Disability 2. residents of Buug
CHECKLISTS OF REQUIREMENTS :	WHERE TO SECURE:
Application Form	Persons with Disability Affairs Office (PDAO)
Medical Certificate	Rural Health Unit –Buug/ any

		Government or Private Hospital		
Birth Certificate		Applicant		
1x1 picture (3 pieces)		Applicant		
1 Whole body picture		Applicant		
LOST PWD ID				
Notarized Affidavit of Loss- 1 original copy		Any Legal Office		
RENEWAL OF PWD ID				
1.Old PWD ID- original copy		Applicant		
2. 1x1 ID picture- 1 piece		Applicant		
ISSUANCE OF PWD PURCHASE AND MEDICINE BOOKLET				
1. PWD ID- 1 original copy and 1 photocopy		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present and submit old PWD ID and 1x1 picture	Receive and verify the requirements submitted	None	2 minutes	<u>CHERYL O. MAGHUYOP</u> <i>Disability Affairs Officer 1</i> <u>JENNELYN Y. LOPEZ</u> <i>Admin. Aide 111</i>
2. Wait for the release of PWD ID	Process the request for approved documents	None	15 minutes	<u>CHERYL O. MAGHUYOP</u> <i>Disability Affairs Officer 1</i> <u>JENNELYN Y. LOPEZ</u> <i>Admin. Aide 111</i>
3. Receive PWD ID and sign in the client log book	issue the PWD ID to the client	None	3 minutes	<u>CHERYL O. MAGHUYOP</u> <i>Disability Affairs Officer 1</i> <u>JENNELYN Y. LOPEZ</u> <i>Admin. Aide 111</i> (PERSONS WITH

				<i>DISABILITY AFFAIRS OFFICE)</i>
	TOTAL		20 minutes	

3.Provision of Medical/Financial Assistance to Persons with Disability

Office or Division :	Persons with Disability Affairs Office (PDAO)			
Classification:	Complex			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	1. Must be Registered of the Philippine Registry for the Persons with Disability 2. Must be a Filipino Citizen and a resident of Buug Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate	Rural Health Unit- Buug/ Government or Private Hospital			
Barangay Indigency-1 original copy and 1 photocopy	Respective Barangay			
PWD ID- 1 photocopy	Applicant			
Doctor's Prescription/ Billing of the Hospital	Private or Public Hospital /Rural Health Unit Buug			
Case Study	Persons with Disability Affairs Office			
Certificate of Eligibility	Persons with Disability Affairs Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Require Documents	1.1 Receive and verify the submitted documents	None	5 minutes	CHERYL O. MAGHUYOP <i>Disability Affairs Officer I</i> JENNELYN Y. LOPEZ <i>Admin. Aide 111</i>
2. Provide the details of client personal information	2.1. Interview and assessment to the Client 2.2 Encoding of Social Case Study Report	None	7 Days	CHERYL O. MAGHUYOP <i>Disability Affairs Officer I</i> JENNELYN Y. LOPEZ

	<p>2.3 Encoding of Payroll, CAFOA and other attachment needed</p> <p>2.4 Affix the signature of PDAO officer and the Municipal Mayor</p> <p>2.5. Forward the Complete documents to the Municipal Budget Office for obligation</p>			<p><i>Admin.Aide 111</i></p> <p><i>(PERSONS WITH DISABILITY AFFAIRS OFFICE)</i></p>
3.Wait for the release of medical / financial assistance	inform the client for the schedule of cash disbursement	None	5 minutes	<p>CHERYL O. MAGHUYOP <i>Disability Affairs Officer I</i></p> <p>JENNELYN Y. LOPEZ <i>Admin.Aide 111</i></p> <p><i>(PERSONS WITH DISABILITY AFFAIRS OFFICE)</i></p>
4. Claim of Persons with Disability (PWD) medical/ financial assistance	Disbursement of Cash assistance	None	3 minutes	<p>JESUMANNY A. TRAPA Disbursing Officer</p>
	TOTAL	None	7 Days and 13minutes	

4. Provision of Educational Assistance to Indigent Person with Disability

Office or Division :	Persons with Disability Affairs Office (PDAO)			
Classification:	Complex			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	1. Must be an indigent PWD students 2. Must be a Filipino Citizen and a resident of Buug Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Enrollment		Respective School		
PWD ID		Applicant		
Barangay Indigency		Respective barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Receive and verify the submitted documents 1.2 Encoding of Master list/ payroll 1.3 DAO and Mayor's signature 1.4 Forward the payroll to budget office for obligation	None	7 days	<u>CHERYL O. MAGHUYOP</u> <i>Disability Affairs Officer I</i> <u>JENNELYN Y. LOPEZ</u> Admin.Aide 111 <i>(PERSONS WITH DISABILITY AFFAIRS OFFICE)</i>
2. Wait for the release of medical / financial assistance	Inform the client for the schedule of cash disbursement	None	5 minutes	<u>CHERYL O. MAGHUYOP</u> <i>Disability Affairs Officer I</i> <u>JENNELYN Y. LOPEZ</u> Admin.Aide 111 <i>(PERSONS WITH DISABILITY AFFAIRS OFFICE)</i>

3. Claim of PWD Educational assistance	Disbursement of Cash assistance	None	3 minutes	<u>JESUMANNY</u> <u>A. TRAPA</u> Disbursing Officer (Municipal Health Office)
	TOTAL	None	7 days and 8 minutes	



LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

VISION:

To develop a resilient Municipality founded with unit and proper coordination that would entail the community to lend a helping hand through the leadership of our responsive local government leaders, officials, the LDRRM office and volunteers leading to well-prepared community in response to contingencies.

MISSION:

To build local disaster reduction management and Climate Change Adaption capabilities with our partners and coordinate response and recovery operations in order to protect the people, environment and economy and ensure a disaster resilient community.



1. Response to Emergencies

Office or Division:	Local Disaster Risk Reduction And Management Office (LDRRMO)			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Citizens in Need of Assistance and Patient Transport			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME
1. Inform the LDRRM Operation Center.	1.1 Verify the legitimacy of the information.	None	2 minutes	<u>Melazel B. Ferrolino</u> Bookbinder II
	1.2 Prepare and brief the response team for dispatch.	None	5 minutes	Segundino F. Lampayan Admin. Aide III <i>(Office Of The Ldrmo)</i>
2. Endorse necessary information to the response team.	2.1 Dispatch the response team and start the rescue operation protocols.	None	1 hour	<u>Segundino F. Lampayan</u> Admin. Aide III
	2.2 Address the needs of the client in distress and provide transport to the nearest medical facility if necessary.	None		<u>Segundino F. Lampayan</u> Admin. Aide III
	2.3 Endorse Incident Report to the Operation Section for recording.	None	5 minutes	<u>Segundino F. Lampayan</u> Admin. Aide III <i>(Office Of The LDRRMO)</i>
TOTAL		None	1 hour and 12 minutes	

2. Conduct Of Trainings and Exercises

Office or Division :	LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Any Office/Agency who wants to request for Trainings or Drills			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Letter Request address to the Local Chief Executive (LCE)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit letter of request for exercises.	1.1 Receive and record letter of request or intent.	None	15 minutes	<u>Melazel B. Ferrolino</u> Bookbinder II
	1.2. Check availability of training officer and endorse request to LDRRMO.	None	30 minutes	<u>Melazel B. Ferrolino</u> Bookbinder II
	1.3. Review and approve the request.	None	1 hour	<u>Marlon I. Gregorio</u> MGDH-I (LDRRMO) <i>(Office Of The LDRRMO)</i>
2. Receive information about the status of request and confirm approved schedule.	2.1 Inform requesting office about the status of their request and confirm schedule of training.	None	20 minutes	<u>Melazel B. Ferrolino</u> Bookbinder II <i>(Office Of The LDRRMO)</i>
TOTAL		None	2 hours and 5 minutes	

3. Financial Assistance To Calamity Victims

Office or Division	Local Disaster Risk Reduction And Management Office (LDRRMO)
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Calamity Victims

CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
1. Proof of Incident/Event		Office of the Punong Barangay		
2. Certificate of Residency		Office of the Punong Barangay		
3. Valid ID		Any Government Agencies		
4. BFP Incident Report (for Fire Incidents)		BFP-Buug Municipal Fire Station		
5. PNP Incident Report		PNP-Buug Municipal Police Station		
6. Photo Documentation of the Incident		Requesting Party		
7. Case Study		MSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Request for certification and provide relevant information and means of verifications.	1.1 Interview client.	None	30 minutes	<u>Melazel B. Ferrolino</u> Bookbinder II
	1.2. Conduct on-site Inspection to verify extent of damaged property.	None	4 hours	<u>Segundino F. Lampayan</u> Admin. Aide III
	1.3. Prepare certification.	None	20 minutes	<u>Melazel B. Ferrolino</u> Bookbinder II
	1.4 Review and sign certification.	None	15 minutes	<u>Marlon I. Gregorio</u> MGDH-I (LDRRMO) (Office of the LDRRMO)
2. Receive certification.	2.1 Record and issue certification.	None	10 minutes	<u>Melazel B. Ferrolino</u> Bookbinder II (Office of the LDRRMO)
3. Submit the Application for Financial Assistance Documents to the Mayor's Office for signature.	3.1 The documents reviewed by the Municipal Mayor's office, signed and submitted to the Budget Office for	None	1 hour	<u>Dionesia B. Lagas</u> Municipal Mayor (Municipal Mayor's Office)

	certification of existing appropriation.			
	3.2 From the Budget Office the documents are forwarded to the Treasurer's Office for certification of availability of funds.	None	1 hour	<u>Maria Nita T. Bentic</u> Municipal Budget Officer (Municipal Budget Office)
	3.3 From the Treasurer's Office the documents are forwarded to the Accounting's Office for certification that the allotments are available for obligation and the completeness of supporting documents held in trust.	None	1 hour	<u>Rudy S. Maquiling</u> Municipal Treasurer (Municipal Treasurer's Office)
	3.4 From the Accounting Office the documents are forwarded to the Treasurer's Office for certification that the funds are available and preparation of the check.	None	1 hour	<u>Mary Magdalyn R. Burgos</u> Municipal Accountant (Office of the Municipal Accountant)
	3.5 From the Treasurer's Office the documents are forwarded to the Mayor's Office for the approval of the Municipal Mayor.	None	1 hour	<u>Rudy S. Maquiling</u> Municipal Treasurer (Municipal Treasurer's Office)
	3.6 From the	None	1 hour	

	Mayor's Office the documents are forwarded to the Accounting Office for the preparation of advice and be back to the Treasurer's Office for release.			<u>Dionesia B. Lagas</u> Municipal Mayor (Municipal Mayor's Office)
4. Receive the financial assistance for calamity victims.	4.1 The financial assistance for calamity victims is released by the Treasurer's Office.	None	15 minutes	<u>Jesumann Trapa</u> Administrative Office III (Municipal Treasurer's Office)
1. Request for certification and provide relevant information and means of verifications.	1.1 Interview client.	None	30 minutes	<u>Melazel B. Ferrolino</u> Bookbinder II
	TOTAL	None	7 hours and 25 minutes	

4. Advisory Services To Other Agencies

Office or Division :	Local Disaster Risk Reduction And Management Office (LDRRMO)			
Classification:	Simple			
Type of Transaction :	G2G - Government to Government G2B - Government to Business G2C – Government to Citizen			
Who may avail :	Anyone			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Identification ID		Requesting Party		
Office Affiliation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME
1. Walk-in to the LDRRM Office or call LDRRM Office Hotline.	1.1 Verify the identification of the Client and ask about their queries.	None	3 minutes	<u>Melazel B. Ferrolino</u> Bookbinder II
	1.2 Refer the Client to the	None	2 minutes	<u>Melazel B. Ferrolino</u>

	proper Section in the office according to their needs (Admin. & Training, Operation & Warning, Research & Planning or the LDRRMO).			Bookbinder II <i>(Office of the LDRRMO)</i>
2. Proceed to the Section of Concern.	2.1 Discuss with the client his/her points of concern.	None	30 minutes	<u>Marlon I. Gregorio</u> MGDH-I (LDRRMO)
Total		NONE	35 minutes	

5. Documents And Other Vital Informations Request

Office or Division :	LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (LDRRMO)			
Classification:	Simple			
Type of Transaction :	G2G - Government to Government G2B - Government to Business G2C – Government to Citizen			
Who may avail :	All			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Letter request or intent address to the (LCE)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME
1. Submit a letter of intent/request for a particular document or vital information to the Office of the Municipal Mayor.	1.1 Verify the identification and affiliation of the client.	None	3 minutes	MERLITA M. REVELO Senior Admin. Assistant III
	1.2 Issue a certificate of approval signed by the Municipal Mayor or authorized representative to the client to claim a copy of the particular document requested.	None	5 minutes	DIONESIA B. LAGAS Municipal Mayor

2. Present the certificate of approval signed by the Municipal Mayor or her authorized representative to the LDRRM Office to claim the particular document requested.	2.1 Issue a hard copy of the requested document or information to the client.	None	40 minutes	MARLON I. GREGORIO MGDH-I (LDRRMO)
	TOTAL	None	48 minutes	



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

VISION:

A municipality enjoying and sustaining its natural resources and clean and health environment.

MISSION:

To mobilize Buuganons in protecting, conserving and managing the environment and natural resources for the present and future generations.



1. Issuance Of Ecological Solid Waste Management Certificate

Office or Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES ECOLOGICAL SOLID WASTE MANAGEMENT SECTION (MENRO-ESWM)			
Classification	Simple			
Type of Transaction	G2B-Government to Business Sector			
Who may avail :	Business Sector			
CHECKLISTS OF REQUIREMENTS :		WHERE TO SECURE:		
Barangay Clearance		Office of the Punong Barangay		
DTI Registration - for Single Proprietorship		DTI		
SEC Registration - for Corporation		Securities and Exchange Commission		
CDA Registration - for Cooperatives		Cooperative Development Authority		
Official Receipt payment for solid waste clearance <i>(depending on the type of establishment)</i>		Municipal Treasurer's office		
Business Application Forms		Office of the Municipal Mayor		
CLIENT'S STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all required documents	Evaluate the submitted documents	NONE	3 Minutes	<u>JUVY P. ECHAVARIA</u> EMS-II (Municipal Environment And Natural Resources Ecological Solid Waste Management Section)
2. Attend to ECOLOGICAL SOLID WASTE MANAGEMENT (ESWM) Orientation	2.1 Conduct ESWM Orientation	NONE	8 Minutes	<u>JUVY P. ECHAVARIA</u> EMS-II (Municipal Environment And Natural Resources Ecological Solid Waste
	2.2 Generate ESWM Certificate		2 Minutes	
	2.3 Sign the ESWM Certificate			
	2.4 Sign the routing slip			

				Management Section)
3.Receive ESWM certificate with the documents	3 Ask client to sign in the designated logbook	NONE	2 Minutes	<u>NASSER D. MABOL MENRO</u> Designate (Municipal Environment And Natural Resources Ecological Solid Waste Management Section)
	TOTAL	NONE	15 Minutes	

2. Tricycle Operator

Office or Division	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES ECOLOGICAL SOLID WASTE MANAGEMENT SECTION (MENRO-ESWM)			
Classification	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Tricycle Operator			
Checklist of Requirements		Where to Secure		
Barangay Clearance		Office of the Punong Barangay		
Franchise Card		Office of the Vice Mayor		
Official Receipt payment of ₱190.00 for solid waste management clearance		Municipal Treasurer's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit all required documents	Evaluate the submitted documents	None	3 minutes	DARWIN PALOMO (J.O.) JUVY P. ECHAVARIA (EMS II)
Step 2: Attendance to ESWM Orientation	2.1 Conduct ESWM Orientation	None	8 minutes	ENGR. KERLSHAE KYLE B. REDOLOZA (J.O.) JUVY P. ECHAVARIA (EMS II)
	2.2 Generate ESWM Certificate		2 minutes	

Step 3: 3.1 Receive ESWM certificate with the documents; 3.2 sign-in the logbook	3.1 Sign the ESWM Certificate 3.2 Sign the routing slip	None	2 minute	NASSER D. MABOL (MENRO Designate)
	TOTAL	NONE	15 minutes	