



MUNICIPALITY OF BINALBAGAN

CITIZEN'S CHARTER
2021 (3rd Edition)



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I. MANDATE:

THE MUNICIPAL GOVERNMENT OF BINALBAGAN, AS A LOCAL GOVERNMENT UNIT, EMANATE FROM THE PROVISIONS OF REPUBLIC ACT NO. 7160 OTHERWISE KNOWN AS "THE LOCAL GOVERNMENT CODE OF 1991". PURSUANT TO THE GENERAL WELFARE PROVISION OF THE CODE, THE LGU IS MANDATED TO ENSURE AND SUPPORT, AMONG OTHER THINGS, THE FOLLOWING: PRESERVATION AND ENRICHMENT OF CULTURE; . MAINTENANCE OF PEACE AND ORDER; ENHANCEMENT OF THE RIGHT OF THE PEOPLE TO A BALANCED ECOLOGY; PROMOTION OF HEALTH AND SAFETY; IMPROVEMENT OF PUBLIC MORAL; .. ENHANCEMENT OF ECONOMIC PROSPERITY AND SOCIAL JUSTICE; DEVELOPMENT OF APPROPRIATE AND SELF-RELIANT SCIENTIFIC AND TECHNOLOGICAL CAPABILITIES;. PROMOTION OF FULL EMPLOYMENT AMONG THE RESIDENTS; PRESERVATION OF THE COMFORT AND CONVENIENCE OF THE INHABITANTS.

II. VISION:

BY 2023 BINALBAGAN SHALL BE:

"THE FOREMOST AGRI-INDUSTRIAL CENTER OF THE FIFTH DISTRICT IN A SELF-SUFFICIENT, ECOLOGICALLY BALANCES AND PROGRESSIVE COMMUNITY OF INDEPENDENT AND PARTICIPATIVE BINALBAGANONS BENEFITTING FROM A TRANSPARENT AND RESPONSIVE GOVERNANCE."

III. MISSION:

"COMMITTED TOWARDS A HOLISTIC DEVELOPMENT OF MAN, THE MUNICIPALITY OF BINALBAGAN VOWS TO IMPROVE QUALITY OF LIFE OF THE COMMUNITY THROUGH GOVERNANCE THAT TRANSCEND POLITICS, CULTURE AND RELIGION."

IV. SERVICE PLEDGE:

WE, THE MUNICIPAL GOVERNMENT OF BINALBAGAN OFFICIALS AND EMPLOYEES, COMMIT OURSELVES TO ENSURE THE BEST DELIVERY OF ALL FRONTLINE AND NON FRONTLINE SERVICES THAT EACH DEPARTMENT WITHIN THE LOCAL GOVERNMENT UNIT MUST PROVIDE TO THE CONSTITUENTS. WE SHALL FAITHFULLY DISCHARGE OUR DUTIES AND FUNCTIONS WITH EFFICIENCY, COURTESY, HONESTY, PROMPTNESS AND INTEGRITY AS OUR MEANS TO ACHIEVE EXCELLENCE IN PUBLIC SERVICE AND THE REASON OF OUR EXISTENCE AS BINALBAGANON.



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MAYOR'S OFFICE



MAYOR'S OFFICE

PROCESSING OF FINANCIAL ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

Service Information

Financial Assistance is given to individuals/families who are in crisis situation.

Office or Division:	Mayor's Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Binalbagan residents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Cash Assistance: Medical certificate or medical abstract with date of issuance, complete name, signature and license number of the attending physician, bring: *1 original *1 photocopy *1 Barangay Indigency	Binalbagan Infirmary Binalbagan Municipal Health Office Hospital or Medical Clinic Laboratory
2. For Hospital Bill: Billing Statement (outstanding balance) with complete name and signature of the billing clerk, bring: *1 original *1 photocopy *1 Barangay Indigency	Binalbagan Infirmary Binalbagan Municipal Health Office Hospital or Medical Clinic Laboratory
3. For Procedural or Laboratory request: Prescription of Procedural of Laboratory Test with specified cost, bring: *1 original *1 photocopy *1 Barangay Indigency	Binalbagan Infirmary Binalbagan Municipal Health Office Hospital or Medical Clinic Laboratory
4. For Burial Assistance: Registered Death Certificate, bring: *1 original *2 certified photocopy *1 Barangay Indigency	Municipal Health Office/ Binalbagan Infirmary Funeral Parlor Municipal Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the needed requirements to the Mayor's Office	1. Check the required documents 2. Conduct initial Interview	None	5 minutes	Admin. Aide
2. Client may proceed to MSWD Office and submit the needed documents for interview and assessment.	2. Client must undergo interview and assessed by the person responsible 2.1 Client information is recorded 2.2 Additional supporting documents attached before forwarded to Budget Office for budgeting purposes	None	2 minutes	MSWDO Authorized Person
2.1 Budget Office			3 minutes	Authorized Person
2.2 Accounting Office				Authorized Person
2.3 Treasurer Office for releasing				Authorized Person

PROCESSING OF MEDICAL ASSISTANCE (Medicines, Procedural and Laboratory Request, and Hospital Bill) TO INDIVIDUAL IN CRISIS SITUATION

Service Information

Medical Assistance is given to individuals/families who are in crisis situation Through the Aide of Medical Assistance for Indigent Patients (MAIP) and/or Provincial Aide.

Office or Division:	Mayor's Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All LGU - Binalbagan residents



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Doctor's Prescription w/ specified price/cost • Laboratory Request w/ specified price/cost <ul style="list-style-type: none"> • 1 Original copy for verification • 1 Photocopy • Original copy of Barangay Indigency 		Binalbagan Infirmary Binalbagan Municipal Health Office Hospital or Medical Clinic		
<ul style="list-style-type: none"> • Hospital bill or Statement of Account (outstanding balance) with complete name and signature of the billing clerk <ul style="list-style-type: none"> • 1 Original copy for verification • 1 Photocopy • Original copy of Barangay Indigency 		Binalbagan Infirmary Binalbagan Municipal Health Office Hospital or Medical Clinic Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the needed requirements to the Mayor's Office	1. Check the required documents 2. Conduct initial Interview	None	5 minutes	Admin. Aide
2. Client may proceed to MSWD Office and submit the needed documents for interview and assessment.	1. Interview the client and assess for eligibility and record the information of the client	None	5 minutes	MSWDO Authorized Person
3. Client may proceed to Binalbagan Infirmary to Pharmacy, present the noted documents to avail medicines.	1. Endorsed and give to the client the needed medicines	None	1 minute	Pharmacist
3. Client may proceed to Binalbagan Infirmary to Pharmacy, present the noted documents to avail the requested laboratory test.	1. Requested Laboratory Tests are done to patient as per noted documents.	None	3 minutes	Medical Technologist



ENROLLING OF PHILHEALTH TO INDIGENT INDIVIDUAL

Service Information

Philhealth is given to individual/s who are incapacitated.

Office or Division:	Mayor's Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Binalbagan residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
# MDR of member	Member/Client
# Marriage Contract	
# Birth Certificate	
# Refferal from Mun. Health Officer	MHO/Birthing Facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the needed requirements to the Mayor's Office	1. Check the required Documents for approval	None	5 minutes	Admin. Aide
2. Client may proceed to MSWD Office and submit the needed documents for interview and assessment.	1. Interview the client if assessed as incapable, Certification is issued and record the data of the client	None	5 minutes	MSWDO Authorized Person



PROCESSING OF EDUCATIONAL ASSISTANCE

Service Information

An individual desiring to avail the Local Educational Assistance Program should apply to the Office of the Mayor within the application period.

Office or Division:	Mayor's Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Senior High School and College Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
# Certificate of Enrollment of the current School Year/Semester	School Registrar/School Admin
# Statement of Account/School Assessment of the current School Year/Semester	
# School ID with validation sticker	
# Barangay Indigency	Respective Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the needed requirements to the Mayor's Office	1. Check the required Documents. 2. Issue acknowledgement receipt for complete documents	None	5 minutes	Admin. Aide
2. Client will wait for the text or call of the office for the schedule of releasing of assistance.	1. Inform the client/student of releasing of assistance.	None	5 minutes	Admin. Aide



ISSUANCE OF MAYOR'S SPECIAL PERMIT (MOTORCADE, RECORIDA, PROCESION, PARADE AND OTHER GROUP OF ACTIVITIES.)

Service Information

Permit is being issued by the office of the Mayor for use of facilities owned by the Local government and other group of activities for business promotion and

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2 C Government to Citizen			
Who may avail:	All Binalbagan residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter			Office of the mayor.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip from office of the mayor	1. Evaluate the application form	none	1minute	MMO Executive Staff
2. Submit the necessary requirements to the Permit-in-charge for initial assessment and verification	2. Receive and check the availability of time and date of the request 3. Check, assess fees and Advise the clients to pay at the Treasurer's office	None	2minutes	MMO Executive Staff
		none	3minutes	MMO Executive Staff
4. Proceed to Treasurer's office for the payment and issuance of OR	4 Issue OR to the requestor	Refer to the table below pursuant to revenue Code of the Municipality	5 minutes	Revenue Coll. Clerk, MTO
5. proceed to the mayor's office and present the OR	5.1 Prepare the special permit 5.2 Approve the special Permit	None	5 minutes	MMO Executive Staff Municipal Mayor or his Authorized Representative
		none	2 minutes	
6. Receive the Special Permit and sign in the logbook.	6. Release the Special permit	None	3 minutes	MMO Executive Staff



SOLEMNIZATION OF CIVIL WEDDING

Service Information

The Civil Wedding intends to provide a civil ceremony performed, recorded and recognized by a government or civil official. It allows the couple to pick the location, date and time depending on the availability and schedule of the Municipal mayor.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All Binalbagan residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Marriage License(1. original Copy)			Local Civil Registrar/Local Chief Executive	
2. Date/Time of Wedding/Venue			Office of the Mayor	
3. List of principal Sponsor (1, Copy)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	Review the completeness of the documents	none	5 minutes	Administrative Aide, office of the Mayor
2. Wait for the approval of the request	2. Inform client on the scheduled date of solemnization	None	1 minute	MMO Executive Staff
	2.1 Set schedule for civil wedding	None	1 minute	MMO Executive Staff
	2.2 Prepare marriage contract, venue and logistics		2 minutes	Clerk, LCR Office
3. Proceed to the wedding schedule	3. Officiate civil wedding rites	none	45 minutes	Municipal Mayor



MAYOR'S PERMIT FOR PUBLIC USAGE

Service Information

This certification is issued to clients who may avail of special permit for the use of Convention Hall, Audi Visual Room, Covered Court Gym, MOB and other facilities.

Office or Division:		Mayor's Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen, G2B-Government to Business, G2G-Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request indicating the purpose and duration of the activity (2 copies)			Requisitioning Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the office of the mayor	1. Give the Log-book to the client	none	1 minute	MMO Executive Staff
2. present the Requirement to the Permit –in-Charge	2. 1 receive the request letter	None	3 minutes	MO Executive Staff
	2.2 Check the availability of the venue and book the schedule	None	3 minutes	MO Executive Staff
	2.3 refer the request letter to the Municipal Mayor his Representative for approval.	none	5 minutes	MO Executive Staff
3. Proceed to the Treasurer's office for the payment and issuance of OR	3.1 Receive payment and issue Official receipt by the MTO	Refer to table pursuant to revenue Code of the Municipality	30 minutes	Revenue Collection Clerk



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Prepare the permit	None	5 minute	MMO Executive Staff
	3.3 Approve the permit	None	3 minutes	Municipal mayor or his Authorized
4. Receive the permit	4. Release the permit	None	1 minute	Representative MMO Executive Staff

RATES FOR RENTAL OF PROPERTY OWNED BY LGU

Section 5E. 01. Imposition. The following rates of rental fees for the use of real and personal properties of this municipality shall be collected:

1. Equipment

Rate Rental	
A. Sound System	P 1,000.00
B. LCD Projector	700.00
C. Computers/Laptops	300,00
D. Television Set	100.00

2. Building
 - A. Mayor Pedro T. Yulo III Sports and Cultural Center
 - A. Whole day (8am-5pm) P 600.00
 - B. Half day (4hours) 300.00
 - C. After 5:00pm(5pm-9pm) 800.00
(an additional of P150.00/hr after 9pm)
 - D. Concerts P 1,500.00
 - E. Convention hall (maximum of 4hrs use)Every hours in excess
Of hours 300.00
 - F. Audio Visual Room(Max. of 8 hrs.
Use 1,250.00
 - G. Office/Commercial Space 40.00/sqmeter



RATES FOR RENTAL OF PROPERTY OWNED BY LGU

- B. Covered Court
- | | | |
|--------------------------------------|---|--------------------|
| A. 8:00am –5:00pm | P | 75.00 per hour |
| B. 5:01pm –9:00pm | | 300.00 per hour |
| C. Commercial Blocks @Covered Courts | | |
| Facing east | | 2,000.00 /blk./mo. |
| D. Commercial Blocks @Covered Courts | | |
| facing west | | 1,000.00 /blk./mo. |
- C. Municipal Canteen 3,500.00/mo
- D. Infirmery Canteen 1,500.00/mo
- E. Public Plaza Kiosk 500.00/mo
- (Open Space used by kiosks) 20.00 cash ticket/day
3. HEAVY MACHINERIES AND VEHICLES
- | | | |
|-------------------------------------|---|--------------|
| A. Van | P | 1,000.00/day |
| B. Ambulance Binalbagan-Himamaylan) | | |
| Binalbagan-Isabela | | 400.00 |
| Binalbagan-Kabankalan | | 600.00 |
| Binalbagan-Bacolod | | 1,000.00 |
| Binalbagan– Silay | | 1,500.00 |
| C. Backhoe /DumpTruck | | 500.00/hr. |
| D. Septic tank Pump truck per trip | | 2,500.00 |



LOGISTIC REQUEST FOR VEHICLE

Service Information

Some Government offices will request vehicle for a work related travel.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Government offices and other sectors.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request addressed to the Municipal mayor			Requisitioning Party/office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Record attendance in the logbook	1. Check the logbook signed for verification to ensure correct date	none	1 minute	MMO Staff
2. Resent the Request letter with actual date and signature	2. Receive the letter and take note of the time and date upon the request and inform the client about the availability of the vehicle being requested	none	2 minutes	MMO staff



BUSINESS PERMITS AND LICENSING SERVICES

ISSUANCE OF MAYOR'S PERMIT FOR TRICYCLE OPERATORS

Service Information

An individual desiring to operate a tricycle for hire within the municipality needs to have a permit from the Municipal Mayor's Office.

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2 B			
Who may avail:	All MTOP Holders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Physical Inspection slip			T.M.U.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uploading Operators Data	Encoding and insert assessment for payment		3 to 5 minutes	RCC III
2. Payment of MTOP	Accept payment and refer to next procedure	P780.00 for New P480.00 for Renewal	3 to 5 minutes	RCC
3. Issuance of MTOF	Check and verified and issued of MTOF		3 to 5 minutes	SB Office Staff
4. Issuance of Permit	Verifies and Issued Permit		3 to 5 minutes	RCC III Clerk Engineering Aide I



ISSUANCE OF MAYOR'S PERMIT FOR BUSINESS (NEW/RENEWAL)

Service Information

An individual desiring to operate a Business within the municipality needs to have a permit from the Municipal Mayor's Office.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2 B
Who may avail:	All Business Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Unified Application Form	B.P.L.O.
Barangay Clearance	Place of Business
Others: T.I.N., DTI Registration, Clearance Slip, Community Tax Certificate and Sworn Statement	B.P.L.O./BIR/DTI/BSP/BAI/SEC/CDA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing and Verification	Accept application for with complete compliances		3 to 5 minutes	RCC III
2. One-time Assessment for payment	Assessed Payment	Based on Capital (New) Based on Gross Income (Renewal)	3 to 5 minutes	RCC III
3. One-time payment & issuance of Business Permit	Accept payment and issued of Mayor's Permit		3 to 5 minutes	RCC III Engineering Aide I



TOURISM

RESEARCH /INTERVIEW REQUEST

Service Information

Tourism office cater research and interview to different individuals especially to students taking up tourism management courses to collect depth ideas regarding operations and best practices of the municipality.

Office or Division:	Municipal Tourism			
Classification:	Simple			
Type of Transaction:	G2 C Government to Client			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Copy of Request letter			Researcher//Interviewer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a formal letter addressed to the Mun. Mayor (2 copies , 1 copy for Mayors Office and 1 copy for Tourism office)	Receive// Print request to the Tourism office, endorsed copy to Mayor's office.	None	5 minutes	Tourism office/ Tourism Staff
Conduct Data gathering Interviews proper	Attend to researcher's inquiries immediately	None	1-2 hours	Tourism office/ Tourism staff
Provides copy of final output to the Tourism office if necessary	Should the researchers need other information not available at the Tourism Office, endorsed them to other offices such as MPDC (Land use Plan, etc.) Environment Office (environmental activities, eco-tourism matters, etc.) of SB office (ordinances, resolutions, etc.)	None	10 minutes	Tourism office/ Tourism staff



REQUEST FOR THE USE OF GOVERNMENT FACILITIES (Eco Park and others)

Service Information

Binalbagan Tourism Offers a majestic scenery for outdoor activities are subject to the regulations determined in the Mayor's office.

Office or Division:		Municipal Tourism		
Classification:		Simple		
Type of Transaction:		G2 C Government to Client		
Who may avail:		Students, Pupils, researchers, Tourist, Visitors, Guest, Media		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Request letter		Researcher//Interviewer / Office of the mayor		
CLIENT STEPS	AGENCY/ ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a formal letter addressed to the Mun. Mayor (2 copies for mayors office and Tourism office)	Receive/Printer Letter request. If letter was directed to the Tourism office, endorse copy to Mayor's office.	Please refer to the table for the particular fees.	3 to 5 minutes	Tourism Officer/ Tourism Staff
If the request was approved, proceed to the Treasurer's office for the processing of permit.	Keep the requesting party updated. Inform them immediately should the letter has action stop from the mayor and is hereby approved.	Please refer to the table above for the particular fees.		Tourism Officer/ Tourism Staff



TOUR COORDINATION

Service Information

To enjoy Binalbagan to its fullest. We offer tour guiding for our local and foreign tourist.

Office or Division:	Municipal Tourism
Classification:	Simple
Type of Transaction:	G2-C Government to Client
Who may avail:	Students, Pupils, Researchers, Tourist, Visitors, Guest, Media

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request addressed to the Mayor Signed by the concerned authorities Mayor's Permit			Researcher//Interviewer / Office of the mayor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email/Contact the Tourism office	Receive/attend to the request	Tour Guide services	30 minutes	Tourism officer/Tourism Staff
Check the itinerary sent by the office. Make some comments/revisions if necessary	Prepare the necessary itinerary and send it to the requesting party. Should they have revision, edit the itinerary.	Tour Guide services	30 minutes	Tourism officer/Tourism Staff
Wait for the final itinerary to be sent by the Office..	Keep in touch with requesting party for their scheduled trip. Provide tour guide if necessary.		30 minutes	Tourism officer/Tourism Staff



ISSUANCE OF TRAVEL PASS, NOTICE OF COORDINATION AND APPROVAL OF S-PASS APPLICATION

Service Information

To assist incoming and outgoing travelers of the Municipality..

Note Emergency Call by HOT LINE 09392321066 09513452254

Office or Division:	Municipal Tourism (EOC)			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen,			
Who may avail:	All Incoming and Outgoing Travelers of the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Valid Identification Card 2. Medical Certificate/Vaccination card 3. Swab test 			Requisitioning Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client seek for the issuance of Notice of Coordination or Approval of their SPASS for the incoming Travelers	Verification of Clients Documents	None	2 minutes	Tourism staff/ EOC Staff
2. Client seek for issuance of of Travel Pass or S Pass TPP/ TCP for outgoing Travelers	Verifications of Clients documents	None	2 minutes	Tourism staff/ EOC Staff



LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (LDRRMO)

REQUEST FOR TRAININGS, SEMINAR AND WORKSHOP

Service Information

The LDRRMO Education and Training organize and conduct training, orientation, and knowledge management activities on disaster risk reduction and Management at the local level, LDRRMO also organize, train, equip and supervise the local emergency response teams and the ACDVs, disseminate information and raise awareness about those hazards, vulnerabilities and risks, their nature, effects, early warning signs and counter-measures.

Office or Division:	LDRRMO Education and Training Section			
Classification:	Simple			
Type of Transaction:	G2-C Government to Client			
Who may avail:	Other LGU, Private Sector, BDRRMO, ACDVs, Public Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
APPROVED LETTER REQUEST			Mayor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to the Mayor's Office for approval	Present letter request to LCE for approval	None	5 minutes	Mayor's Office Staff
	Upon approval of the request, Mayor's Office shall forward the letter request to LDRRMO for appropriate action	None	5 minutes	Mayor's Office Staff
	Receive and Evaluate the request letter from the Mayor's Office	None	2 minutes	LDRRM Officer
Wait for schedule of training, seminar or workshop	Schedule the date of training, seminar or workshop	None	5 minutes	LDRRM Officer
Get the scheduled date of training, seminar or workshop	Inform the requester of the final schedule in the conduct of training, seminar or workshop.	None	5 minutes	LDRRM Officer



REQUEST FOR EMERGENCY MEDICAL AND TRAUMA SERVICES

Service Information

The LDRRMO Operations and warning operates 24/7 to answer and respond any emergency calls that requires immediate and temporary treatment before the physician's services is being acquired. Respond to and manage the adverse effects of emergencies and carry out recovery activities in the affected area, ensuring that there is an efficient mechanism for immediate response, delivery of food, shelter and medical supplies.

Office or Division:	LDRRMO Operations and Warning Section			
Classification:	Simple			
Type of Transaction:	G2-C Government to Client			
Who may avail:	Other LGU and Entire Community of Binalbagan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call LDRRMO thru provided hotline 0939 232 1066, 0967 3213334, 43.07r adio freq.	LDRRMO Operation center acknowledged the emergency call	None	1 minute	LDRRMO Operation Center
Provide the details about the present situation,	Ask the details about the present situation, the type of emergencies and the assistance needed	None	2 minutes	LDRRMO Operation Center
	Provide the necessary information needed by the response team for efficient response	None	1 minute	LDRRMO Operation Center
Wait for responding Team	Dispatch to respond and provide the necessary response needed and transport to medical facility	None	2 minutes (Depending on the location)	Response Team



REQUEST FOR PATIENT AND CADAVER TRANSFER

Service Information

The LDRRMO Operations and warning operates 24/7 to answer and respond any emergency calls that requires immediate and temporary treatment before the physician's services is being acquired. Respond to and manage the adverse effects of emergencies and carry out recovery activities in the affected area, ensuring that there is an efficient mechanism for immediate response, delivery of food, shelter and medical supplies.

Office or Division:		LDRRMO Operations and Warning Section		
Classification:		Simple		
Type of Transaction:		G2-C Government to Client		
Who may avail:		Other LGU and Entire Community of Binalbagan		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Mayor's Office to request verbally for patient/cadaver transfer	Mayor's Office acknowledged the request and inform LCE for approval of the request	None	2 minutes	Mayor's Office
Provide the details in the transport of patient/ cadaver, the place of pick up and place to transport	Ask details about the subject to be transported, the place where to pick-up and transport vice-versa, the time and day and issue trip ticket and finally inform LDRRMO	None	5 minutes	Mayor's Office
Proceed to LDRRMO and represent the trip ticket for affirmation of the transport	Verify and Evaluate the request of the requester, gather data and direct response team for dispatch.	None	5 minutes	LDRRM Officer
Wait the response team for transport	Prepare to dispatch and provide the necessary transport needed	None	3 minutes	Response Team



REQUEST FOR OFFICIAL DOCUMENTS

Service Information

The LDRRMO formulates and implement a comprehensive and integrated plans in accordance with the national, regional and provincial framework, and policies on disaster risk reduction in close coordination with the Local Development Council. Maintain database of human resources, equipment, directories and identify, assess and manage the hazards vulnerabilities and risks that may occur in the locality.

Office or Division:		LDRRMO Research and Planning Section		
Classification:		Simple		
Type of Transaction:		G2-C Government to Client		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request address to LDRRM Officer stipulating for a specific document needed.			LDRRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to LDRRM Officer stipulating the document needed.	Receive and evaluate the request	None	2 minutes	LDRRM Officer
Provide details and purposes of the needed documents	Ask for details and purposes of the needed documents.	None	2 minutes	LDRRM Officer
	Direct LDRRMO staff in charge in the custody of documents needed to prepare in furnishing a copy.	None	1 minute	LDRRM Officer
Wait for the document needed	Prepares the needed document	None	2 minutes	LDRRMO Staff
Receive the document needed	Furnish a copy of needed document to requester	None	1 minute	LDRRM Officer



REQUEST FOR FINANCIAL ASSISTANCE

Service Information

In accordance with the LDRRMF, through the LDRRMP, the Municipality of Binalbagan will have “Safe, adaptive and disaster resilient Binalbaganon towards sustainable development”. This will achieve through rehabilitation and recovery priority area by helping Binalbaganon in restoring shelter, livelihood and living conditions of affected communities by providing financial assistance.

Office or Division:	LDRRMO Research and Planning Section			
Classification:	Simple			
Type of Transaction:	G2-C Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pictures of Damaged houses, Certificate of indigency and barangay certification			Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit required documents to LDRRMO	Verify and Evaluate the request for financial assistance	None	2 minutes	LDRRM Officer
Provide details of the incident and the cause of damage	Gather data and prepare incident report and request approval for financial assistance at Mayor's Office.	None	5 minutes	LDRRM Officer
	Proceed to Mayor's Office and submit the document for approval of financial assistance	None	5 minutes	LDRRMO Staff
	Verify and Evaluate the request for financial assistance, check for completeness of the document and approve the request for financial assistance.	None	5 minutes	Local Chief Executive
	Prepares the voucher	None	5 minutes	Accounting Office
Receive the financial assistance	Issuance of check for Financial Assistance	None	2 days (Includes clearing of check)	Treasurer's Office



MUNICIPAL TREASURER'S OFFICE



MUNICIPAL TREASURER'S OFFICE

COLLECTION OF REAL PROPERTY TAXES SERVICES

Service Information

Owners of land and buildings and other improvements have to pay real property taxes annually and are a percentage of the property's taxable value. Taxable value is computed by multiplying a land or building's Fair Market Value (FMV) to its Assessment Level as based on an ordinance passed by the Sanggunian Bayan. The Municipal Assessor's Office submits to the Sanggunian Bayan a new schedule of Fair Market values every 3 years. Real property taxes are computed at the Land Tax Division of the MTO. Taxpayers may choose to pay on an annual or quarterly basis. Discounts are given to those who pay in advance.

Office or Division:	Municipal Treasurer Office/Land Tax Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Real Property Tax Owners with in Binalbagan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of latest Real Property Tax Declaration			Municipal Assessor's Office	
2. Photo Copy of latest Real property Tax payment Official receipt.			Client who pays the RPT	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Computation of Real Property Tax	Gives Real Property Tax Statements	-	10 minutes/tax declaration	RCC III RCC II RPT COLLECTORS
2. Presentation for Payment of Tax Bills	Produce Real Property Tax Statements	-	5 minutes/ tax declaration	RCC III RCC II RPT COLLECTORS



ISSUANCE OF CERTIFICATE OF REAL PROPERTY TAX PAYMENT SERVICE

Service Information

A CERTIFICATE of Real Property Tax Payment is required. In certain transactions (e.g. securing a building permit & lease), to prove that taxes on real property have been paid and updated. This may be secured from the Land Tax Division of the MTO.

Office or Division:	Municipal Treasurer Office/Land Tax Division
Classification:	Simple
Type of Transaction:	G2C, G2B and G2G
Who may avail:	All who have paid their Real Property Taxes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Real Property Tax Official Receipt—Updated	Land Tax Division—MTO
Certification Fee Payment—Official Receipt	Fees & Other Charges Division—MTO
If the purpose of the requested certification is for transfer of property ownership, the following are further required:	
Document supporting the transfer of ownership, duly notarized	Notary Public
Transfer Tax Payment—Official Receipt	Cash Receipts Division—PTO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment for Certification:	Issue Official Receipts	Secretary's Fees Doc Stamp Tax	5 minutes	R.C.C. II & R.C.C. III
2. Printing of Certificate	Print Certificate	-do-	5 minutes	R.C.C. II & R.C.C. III
3. Issuance and Approval	Issue and Approve	-do-	2 minutes	R.C.C. II & R.C.C. III



ISSUANCE OF COMMUNITY TAX CERTIFICATE

Service Information

A Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax , Tax A and Tax B based on the following:

- ▶ The salaries or gross receipts or earnings derived from the exercise of profession or pursuit of any occupation.
- ▶ Assessed Values of their Real Properties during the preceding year.
- ▶ Gross receipts or earnings derived from businesses during the preceding year.
- ▶ All fees will be based on the local revenue code of the Municipality of Binalbagan .

Office or Division:	Municipal Treasurer Office			
Classification:	Simple			
Type of Transaction:	G2C and G2B			
Who may avail:	Residents of Binalbagan, Negros Occidental			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
School/Company ID			School/Company—Employee	
Proof of Preceding Year Income			Employer's Office	
Previous Corporate Tax Certificate			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show necessary documents to collectors assigned for Issuance of Community Tax Certificates.	Issue Official Receipts	-Individual Community Taxes -Corporate Community Taxes	3 minutes	R.C.C. II, & ADMINISTRATIVE AIDE
2. Release of Community Tax Certificate	Release the CTC	Pls. refer to schedule below	1 minute	R.C.C. II, & ADMINISTRATIVE AIDE



PROCESSING OF RENEWAL OF MARKET BLOCK LEASE CONTRACTS SERVICE

Service Information

All MARKET BLOCKS and STALLHOLDERS shall pay their fees to the Municipal Treasurer or his duly authorized representatives within the first twenty (20) days of January annually/quarterly, in case of new lease, two (2) months cash equivalent rental due shall be paid before the occupancy of the block or stall. Failure by the lessee to pay monthly rental fee shall pay a surcharge of twenty five percent (25%) of the total rental due.

All registered Market Blocks and Stallholders are required to renew their contract of lease annually stating thereat the conditions of the Occupancy at the Bin. Public Markets.

Office or Division:	Municipal Treasurer Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Stall Holders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Updated market Block rental fees			BPLO or Fees & Others Charges Section	
Xerox Copy of Mayor's permit, Business License and Community tax receipt			Lessee or BPLO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get computation of taxes from officer-in-charge for payment. And submit requirements for preparation of Contract of Lease, if Annually or quarterly payments of Business Licenses was already paid.	Compute Market Block Fees	Market Block Fees	10 minutes	RCC III/OIC-BPLO
The Contract of Lease will be signed by the Market Supervisor & Mun. Treasurer as witnesses to the Municipal Mayor and the Lessee.	Prepare contract of Lease for four (4) signatories	Individual Community Tax	3 days	BPLO-Designate Mun. Treasurer and Municipal Mayor
The Contract of lease will be notarized and will be released by the officer-in-charge to the client.	Let notarize contract of Lease to Clients if fully paid	-	3 days	BPLO-Designate



MUNICIPAL ASSESSOR'S OFFICE



MUNICIPAL ASSESSOR'S OFFICE

PROCESSING AND ISSUANCE OF TAX DECLARATION (1994-CURRENT YEAR) SERVICE

Service Information

Clients requiring TAX DECLARATION (1994-DATE) of real properties located within the municipality can secure this document from the Municipal Assessor.

Office or Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Owners of Real Properties located at Binalbagan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original real property tax receipt or original tax clearance	Municipal Treasurer's Office
2. One (1) documentary stamp for every transaction	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presentation of Documents : Client must present documents for assessment and issuance of order of payment	Assist client needs and concerns		3 MINUTES	Assessment Clerk Local Assessment Operation Officer II
Payment of FEE Pay the necessary fees to Municipal Treasurer	Instruct clients to pay for their requested documents at the treasurer's office	P 90.00	5 MINUTES	RCC II
Preparation of Tax Declaration Present your official receipt to the Municipal Assessor for preparation of Tax Declaration	Prepare and process clients requested documents		3 MINUTES	Mun. Assessor's Assessment Clerk III Assessment Clerk I
Release Clients present OR for the release of document	OR # should be recorded or listed in every requested documents		3 MINUTES	Local Assessment Operation Officer II



PROCESSING AND ISSUANCE OF TAX DECLARATION (PRE-WAR 1993) SERVICE

Service Information

Clients requiring **TAX DECLARATION (pre-war to date)** of real properties located within the Municipality can secure this document from the Municipal Assessor.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Owner of Real Property Tax Located at Binalbagam			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. OR receipt, One (1) documentary stamp per tax declaration, OR of land tax payment			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presentation of Documents : Client must present documents for assessment and issuance of order of payment	Asked clients concerned and checked every documents requested		3 MINUTES	Assessment Clerk Assessment Clerk I
Payment of FEE Pay the necessary fees to Municipal Treasurer	Instruct client to pay their requested documents at the treasurer's office	P 90.00	5 MINUTES	RCC II
Preparation of Tax Declaration Present your Official Receipt to the Mun. Assessor for searching, retrieving and preparation of tax declaration	Process clients requested documents		5 MINUTES	Mun. Assessor's Assessment Clerk III Assessment Clerk I
Release Clients present OR for the release of document	OR # should be listed in every requested documents		3 MINUTES	Assessment Clerk Local Assessment Operation Officer II



ISSUANCE OF CERTIFICATE OF LAND HOLDINGS, NO PROPERTY HOLDINGS SERVICES

Service Information

Clients requiring certification on property holdings and no improvements of real properties located within the municipality can secure this document from the Municipal Assessor.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Owner of Real Property Tax Located at Binalbagam			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OR receipt, One (1) documentary stamp per certification		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presentation of Documents : Client must present documents for assessment and issuance of order of payment	Assist client needs and concerns Checked the requested documents		3 MINUTES	Assessment Clerk Assessment Clerk I
Payment of FEE Pay the necessary fees to Municipal Treasurer	Instruct client to pay their requested documents at the Treasurer's Office	P 90.00	5 MINUTES	RCC II
Preparation of Tax Declaration Present your Official Receipt to the Mun. Assessor for searching, retrieving and preparation of tax declaration	Prepare clients needs and the documents being requested		5 MINUTES	Mun. Assessor's Assessment Clerk III Assessment Clerk I
Release Clients present OR for the release of document	OR number should be listed or recorded in every requested documents		3 MINUTES	Assessment Clerk Local Assessment Operation Officer II



PROCESSING OF TRANSFER OF TAX TITLE AND TAX DECLARATION TITLE SERVICE

Office or Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Owner of Real Property Tax Located at Binalbagan

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
REQUIREMENTS : 1. Certified Photocopy of Title 2. Deed of Conveyance/Deed of Sale 3. CAR (Certificate Authorizing Registration 4. Transfer Tax Receipt 5. Tax Clearance 6. Tax Declaration of Previous Owner 7. One (1) Documentary Stamp per tax declaration			Registry of Deeds Seller/Buyer Bureau of Internal Revenue (BIR) Provincial Treasurer's Office Municipal Treasurer's Office Municipal Assessor's Office Municipal Assessor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presentation of Documents : Client must present documents for assessment and issuance of order of payment	Asked about clients concerned Assist client needs		5 MINS.	Assessment Clerk Assessment Clerk I
Payment of Fees : Pay the fee to the Municipal Treasury	Instruct client to pay at the Treasurer's office		5 MINS.	RCC II
Preparation of Documents : Present your OR to the Municipal Assessor for preparation of Documents	Process client needs and make their request		3 HOURS	Mun. Assessor's Assessment Clerk I Assessment Clerk
Release : Client present OR for the release of documents	OR # should be recorded in every documents requested		3 MINS.	Assessment Clerk Local Assessment Operation Officer II



PROCESSING OF SUBDIVISION CONSOLIDATION SERVICE

Office or Division:	ASSESSOR'S
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Owner of Subdivision

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FEES : 1. Processing Fee — P 100.00 2. Certification Fee/ Tax Declaration — P 90.00 3. Inspection Fees Per Agricultural Lot/Improvement — P 250.00 Per Residential Lot/Improvement — P 250.00 Per Commercial Lot/Improvement — P 600.00 Per Industrial Lot/Improvement — P 800.00 REQUIREMENTS : 1. Approved Subdivision Plan 2. Certified photocopy of Title 3. Agreement of partition/subdivision 4. Tax Declaration of Previous Owner 5. Tax Clearance/Real Property	Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Municipal Treasurer's Office Surveyor Registry of Deeds Surveyor Municipal Assessor's Municipal Assessor's

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Documents : * Client must present documents for assessment and issuance of order of payment	<ul style="list-style-type: none"> • Assist clients • Checked documents 		5 MINS.	Assessment Clerk Assessment Clerk I
2. Payment of Fees : * Pay the fee to the Municipal Treasury	* Instruct clients to pay at the treasurer's office		5 MINS.	RCC II
3. Preparation of Documents : <ul style="list-style-type: none"> • Present your OR to the Municipal Assessor for preparation of Documents 	* Process clients needs and their requested documents		3 HOURS	Mun. Assessor's Assessment Clerk I Assessment Clerk
4. Release : * Client present OR for the release of documents	* OR # should be recorded and listed in every requested documents		3 MINS.	Assessment Clerk Local Assessment Operation Officer II



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

PROCESSING & ISSUANCE OF ZONING CERTIFICATION

Service Information:

Residence, Commercial and Institutions and other land use requiring ZONING CERTIFICATION of real properties located within the municipality can secure this document from the Municipal Planning & Development Office through the Zoning Administrator

Office or Division:	Municipal Planning and Development Office
Classification:	Simple to Complicated
Type of Transaction:	G2C - Government to Client
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complete set of plan duly signed by an Architect/ Civil Engineer and approved by the owner.	
Current Year Tax Declaration with documentary stamp	Municipal Assessor's Office
Photocopy of Transfer Certificate Title/Original Certificate Title certified by Register of Deeds	Responsible Office
Official Receipt	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your documents of requirements for computation of fees.	Verify documents for Authenticity and Completeness/Assessment of Fees		10 minutes	Draftsman II
2. Present Official Receipt Paid from Municipal Treasury.	Prepare Application for Zoning Certificate and Locational Clearance	P720/ hectare zoning certification	5minutes	Client
3. Submit Notarized and Complete Application Forms	Release of Zoning Certification and Locational clearance duly signed by the Zoning Administrator Certification. (3 copies).		5 minutes	Planning Officer II Zoning Administrator Designate



PROCESSING OF APPLICATION FOR LOCATIONAL CLEARANCE & ISSUANCE OF DECISION ON ZONING

Service Information:

Residents requiring DECISION ON ZONING for construction/ renovation/ alteration of projects located within the municipality can secure this document from the Municipal Planning & Development Office through the Zoning Administrator

Office or Division:	Municipal Planning and Development Office
Classification:	Simple to Complicated
Type of Transaction:	G2C - Government to Client
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Current Year Tax Declaration with documentary stamp	Responsible Office
Photocopy of Transfer Certificate Title/Original Certificate Title certified by Register of Deeds	Responsible Office
Official Receipt	Responsible Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PROJECT CLASSIFICATION/PROJECT COST				
Residential Structure Single Attached or Detached				
a. P100,000.00 and below		P 288.00		
b. Over P100,000.00 – P200,000.00		P 576.00		
c. Over P200,000.00		P 720.00 + 1/10 of excess of P 200,000.		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PROJECT CLASSIFICATION/PROJECT COST				
Apartments and Townhouses		P 1,440.00		
a. P500,000.00 and below		P 2,160.00		
b. Over P500,000.00 to P2,000,000.00		P3,600.00 + 1/10 of 1% of cost in excess of P 2,000,000.00 regardless of		
c. Over P2,000,000.00				
Dormitories				
a. P2,000,000.00 and below		P 3,600.00		
b. Over P2,000,000.00		P 3,600.00 + 1/10 of 1% of cost in excess of P 2,000,000.00 regardless of number of		
Commercial, Industrial & Agro-Industrial Uses				
a. P 100,000.00 and below		P 1,440.00		
b. Over P100,000.00 – P500,000.00		P 2,160.00		
c. Over P500,000.00 – P1,000,000.00		P 2,880.00		
c. Over P500,000.00 – P1,000,000.00		P 4,320.00		
d. Over P2,000,000.00		P 7,200.00 + 1/10 of 1% of cost in excess of P 2,000,000.00		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PROJECT CLASSIFICATION/PROJECT COST				
Institutional Use				
a. P 2,000,000.00 and below		P 2,880.00		
b. Over P 2,000,000.00		P 2,880.00 + 1/10 of 1% of cost in excess of P 2,000,000.00		
Special Uses/Special Projects (includes gas stations, cell sites, slaughterhouse, treatment plants, etc.)				
a. P 2,000,000.00 and below		P 7,200.00		
b. Over P 2,000,000.00		P 7,200.00 + 1/10 of 1% of cost in excess of 2,000,000.00		
Alteration or Expansion				
Cost of Alteration of Expansion Area		computation of fees shall be based on project classification and cost		
1. Present your documents for verification as to completeness of requirements . Fees shall be computed based on type of project and project cost.	Verification of Completeness of Requirements & Computation of Fees		5 minutes	Draftsman II
2. Pay fee to Municipal Treasury.	Acknowledgement of payment Receipt			Client
3. Present your Official Receipt for the preparation of the Application for Locational Clearance	Preparation of Application for Locational Clearance / Zoning Certification		5 minutes	Draftsman II
4. Notarization of Locational Clearance Signs the Application for Locational Clearance & have it notarized by a Notary Public..	Verification of Notarized Application of Locational Clearance Form			Client
5. Present notarized Application for Locational Clearance for preparation of Decision on Zoning.	Preparation, Signing & Release of Decision on Zoning		5 minutes	Planning Officer II



MUNICIPAL ENGINEER'S OFFICE



MUNICIPAL ENGINEER'S OFFICE

PREPARATION OF PLANS & PROGRAM OF WORKS FOR BARANGAYS INFRA PROGRAMS

DRAFTING OF PLANS, COMPUTATION OF QUANTITIES, UNIT PRICE ANALYSIS, DETAILED ESTIMATES, BILL OF MATERIALS AND PROGRAM OF WORKS

Service Information

The Municipal Engineer prepares design and draft of plans for Autocad drawing, technical staff derives quantity from approved plan and prepares Detailed cost estimates and Bill of Materials for the preparation of Program of works to be submitted for approval by the LCE.

Office or Division:	Municipal Engineer's Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All project end users and Barangay officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request from Project Proponents.	Proponent
2. Annual Investment Plan	MPDO
3. Appropriation Ordinance	SB Office
4. Approved Budget for the Project	Budget Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter Request/Verbal Request may do.	Document details of convo, Parameters of requested Projects and Timeline	none	30 minutes	Municipal Engineer
	ME prepares design and Pencil draft of plans		1 day	Municipal Engineer
	Draftsman draft the plan using Autocad		2 days	Draftsman II
	Engineering Asst./ Engineer 1 prepares DE/ POW		1 day	Engineering Assistant/ Engineer 1
	ME Review Plans, DE, POW for approval by the LCE		1 hr.	Municipal Engineer



MANAGEMENT AND DELIVERY OF PUBLIC INFRASTRUCTURE SERVICES

MANAGEMENT AND DELIVERY OF INFRASTRUCTURE SERVICE IS GOVERNED BY GOVERNMENT STANDARDS, MEMORANDUMS CIRCULARS, LAWS AND IMPLEMENTING GUIDELINES, COA RULES.

Service Information

The approved infrastructure Projects will be procured through Public Bidding whether by Procurement of Civil Works or Procurement of Goods and Service. The implementation will be under the Engineering Construction Division under the Supervision and Management of the Municipal Engineer.

Office or Division:	CONSTRUCTION AND MAINTENANCE DIVISION			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Project end users and Local officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved POW, Project Plans & Specifications			ME Office	
2. Bidding Documents			BAC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Document details of convo, Parameters of requested Projects and Timeline	none	30 minutes	Municipal Engineer
	ME prepares design and Pencil draft of plans		1 day	Municipal Engineer
	Draftsman draft the plan using Autocad		2 days	Draftsman II
	Engineering Asst./ Engineer 1 prepares DE/POW		1 day	Engineering Assistant/Engineer 1
	ME Review Plans, DE,POW for approval by the LCE		1 hr.	Municipal Engineer



ISSUANCE AND PROCESSING OF BUILDING PERMIT SERVICE

THESE SERVICES INVOLVE THE ADMINISTRATION AND ENFORCEMENT OF THE NATIONAL BUILDING CODE BY ISSUING BUILDING PERMITS FOR MINIMUM SAFETY COMPLIANCE OF ALL CONSTRUCTIONS/REPAIR/EXPANSION/ALTERATION & DEMOLITION OF BUILDING IN THE MUNICIPALITY OF BINALBAGAN.

Service Information

The Municipal Engineer as the Local Building Official, incharge of Administration and Enforcement of the National Building Code of the Philippines, gives advice and guidance to apprehended building construction owners and assist applicants in the processing and compliance of requirements from Building Permits to Occupancy Permits.

Office or Division:	BUILDING OFFICIAL
Classification:	Simple/Complex
Type of Transaction:	G2C, G2B and G2G
Who may avail:	Private individuals planning to Build a House/Structure
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. BUILDING PLANS SINGED & SEALED BY PROFESSIONALS 2. APPLICATION FOR BUILDING PERMITS 3. DULY COMPLIED BUILDING PERMIT FORMS 4. SPECIFICATIONS 5. BILL OF MATERIALS AND COST ESTIMATES 6. STRUCTURAL ANALYSIS (FOR 2 STOREY Building & up) 7. Application for Occupancy Permit 	OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Building Permit	Give Checklist of Requirements to applicant and advise		30 minutes	OBO staff
	Assist in the compliance of documents		1 day	Building Official
	Review and Receive complete documents		2 days	OBO Staff
	Issue assessment of Building Permit fees	As per assessment thru BPFADRAU	1 hr	OBO Staff
Payment of Fees	Forward Building plans to BFP for issuance of Fire safety Clearance	Per BFP Fire Fund rate	30 minutes	OBO Staff
	Prepare Building permit documents for release		2 hrs.	OBO Staff
	Approval of Building Permit		10 minutes	Building Official
	Release of Building Permit		15 minutes	OBO Staff



ACCESSING BUILDING INSPECTION FOR RENEWAL OF BUSINESS PERMIT SERVICE

Service Information

RENEWAL OF BUSINESS PERMIT REQUIRES ANNUAL SAFETY INSPECTION, AND ISSUANCE OF CERTIFICATE OF ELECTRICAL SAFETY INSPECTION

Office or Division:	OFFICE OF THE LOCAL BUILDING OFFICIAL
Classification:	Complex
Type of Transaction:	G2C and G2B
Who may avail:	All Applicants for New and Renewal of Business Permits

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Annual Electrical Safety Inspection Certificate	OBO Desk @ BPLO
2. Annual Building Safety Inspection	To be Delivered to every Business establishments every November to December of the current year.
3. Payment of Fees	Treasurers Office
4. Compliance Form	BPLO Applicant's Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Clearance from Building Official	Require submission of forms issued/Delivered	As per Revenue NBC Schedule of fees	10 minutes	OBO assigned staff in BPLO
	OBO staff checks record		10 minutes	OBO assigned staff in BPLO
	OBO staff issue certificate of Inspection and/or order of compliance. Private Buildings		15 minutes	OBO assigned staff in BPLO
	Building staff will issue Certificate of Safety inspection, Approved by the Building Official		30 Minutes	OBO assigned staff in BPLO



MUNICIPAL CIVIL REGISTRY OFFICE



MUNICIPAL CIVIL REGISTRY OFFICE

REGISTRATION OF BIRTH AND MARRIAGE CERTIFICATES SERVICE

Service Information

The birth of the child, being a vital event of a person, shall be registered within thirty (30) days from the time of birth in the Office of the Municipal Civil Registrar of the City/ Municipality where the birth occurred. For ordinary marriage, the time for submission of the Certificate of Marriage is fifteen (15) days following the solemnization of marriage while for marriage exempt from license requirements, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

Office or Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Parents of Newborn Babies/Hospital/Clinic/Solemnizing Officers/ Bride and Groom

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth (COLB)	Office of the Municipal Civil Registrar
Marriage Contract	Office of the Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents for registration. A. I. Birth Certificate II. Birth Certificate with AUSF & AAP (R.A. 9255) B. Marriage Certificate (Submitted by the solemnizing officer/ clerk assigned).	The EIC examines the document, whether it is submitted on time/ delayed and whether the entries are properly filled -up.	none	5 minutes	Registration Officer II and /or Civil Registry Clerks
	EIC registers the document.			
2. Client is advised to wait.	MCR signs the registered civil registry document.	none	1 minute	Municipal Civil Registrar
	Two copies of the registered documents are retained as file copy of the Office and other for PSA, Manila.	none	5 minutes	Registration Officer II and /or Civil Registry Clerks



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives a copy of the registered document.	EIC release a copy of the registered documents to the client.	none	5 seconds	Registration Officer II and /or Civil Registry Clerks

REGISTRATION OF DEATH CERTIFICATE SERVICE

Service Information

It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical attendance.

The health officer shall examine and sign the death certificate and direct the registration of the death certificate to the Office of the City/Municipal Civil Registrar within the reglamentary period of thirty (30) days.

Office or Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Relative of deceased person/Hospital Administrator

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Death Certificate	Office of the Municipal Civil Registrar
Barangay Certificate (<i>for death occurring outside hospitals or clinics or with physician</i>)	Respective Barangay
Transfer of Cadaver	Municipal Treasurer's Office
Exhumation Permit	Municipal Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Death Certificate from MCR Office, present Barangay Certification from the Punong Barangay where the deceased died. If the person died in the hospitals/clinics, no certification needed.	EIC provide four copies of blank certificate of death to client.	none	5 minutes	Registration Officer II and /or Civil Registry Clerks



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Go to MHO for processing of Death Certificate, MHO personnel prepares the Death Certificate per data supplemented by the Informant</p> <ul style="list-style-type: none"> • Informant signs the documents • Signature of Municipal Health Officer • Signature of Embalmer. <p>If the deceased died in the hospital/clinics, the employee prepares the document and let the attending physician sign the document and forwards the same to MHO for signature of Municipal Health Officer.</p>	MHO clerk encodes the following information of the deceased provided by the informant/client	none	5 Minutes	MHO Clerk/ Municipal Health Officer
3. Settle payment to the Municipal Treasurer's Office	EIC advise the informant to go to the Municipal Treasurer's Office to settle his/her payment.	Burial Permit ₱ 50.00 Transfer of Cadaver ₱ 50.00 Exhumation Permit ₱ 50.00	5 Minutes	Municipal Treasurer's Office
4. Submit the document to MCR Office.	EIC reviews the document.	none	2 minutes	Registration Officer II and /or Civil Registry Clerks
5. Client is advised to wait	The MCR signs the registered Death Certificate.	none	5 minutes	Municipal Civil Registrar
	EIC retains the OCRG copy to be forwarded to the PSA, another copy for Office file	none	5 minutes	Registration Officer II and /or Civil Registry Clerks
6. Receives an original copy of the registered document.		none	5 seconds	



ISSUANCE OF CERTIFIED COPY OF BIRTH, MARRIAGE & DEATH CERTIFICATE SERVICE

Service Information

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

Office or Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Owner/Authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Copy of Birth, Marriage & Death Certificate	Office of the Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients request Civil Registry documents for photocopy.	EIC receives the client concern/request.	none	10 minutes	Civil Registry Clerks
2. Client is advised to wait.	EIC will search for the requested Civil Registry documents is verified as to availability of records.	none	Case-to-case basis	Registration Officer II and /or Civil Registry Clerks
	If record is not available in the database of computer, the record will be searched manually at the archive.			
3. Settle the required fees at the Municipal Treasurer's Office	If record is available, EIC issues order of payment .	Per Photocopy: ₱ 50.00	5 minutes	Municipal Treasurer's Office
		Per additional Copy: ₱ 20.00		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client is advised to wait.	EIC prepares the certified copy of requested Civil Registry Documents.	none	10 minutes	Civil Registry Clerks
	EIC reviews the correctness of the entries.			
	MCR signs the documents.	none	2 minutes	Municipal Civil Registrar
5. Clients claims the requested Civil Registry documents.	EIC release the requested document/s.	none	1 minute	Civil Registry Clerks

REQUEST FOR SECURITY PAPER (SECPA) COPY AND CENOMAR SERVICES

Service Information

Civil Registry documents such as birth, marriage and death certificates may be availed of by securing a Security Paper copy and Certificate of No Marriage (CENOMAR). A Security Paper is a marked short size (8x11 1/2) paper that is being printed only by the Bangko Sentral ng Pilipinas for official use of the Philippine Statistics Authority (PSA) in photocopying or printing registry documents. Foreign embassies, passport, GSIS, SSS, PAG-IBIG and schools required the submission of Security Paper copy and CENOMAR. Binalbagan Municipal Civil Registry Office is authorized to issue SECPA Copy and CENOMAR per Memorandum of Agreement executed by the Local Government of Binalbagan and the PSA on July 18, 2008, thru BREQS program.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up BREQS Form of Birth, Marriage Death and/or CENOMAR		Office of the Municipal Civil Registrar		
Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Owner/Authorized representative			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up slip and submit to EIC	EIC verifies the submitted slip	none	5 minutes	Civil Registry Clerks



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Settle payment to the Municipal Treasurer's Office.	EIC issues order of payment and instructs the client to pay at the Municipal Treasurer's Office (MTO) the required fees.	₱ 60.00	5 Minutes	Municipal Treasurer's Office
3. Settle the remaining PSA fees to the EIC of Municipal Civil Registrar's Office.	EIC receives the amount to be paid to the PSA Office and provide transaction number to the client.	SECPA Copy: ₱ 155.00 CENOMAR: ₱ 210.00	2 Minutes	Civil Registry Clerks
4. Client is advised to wait the requested document/s.	EIC prepares the verification forms thru BREQS Program and ready to submit to PSA Bacolod	none	1-2 weeks	DEMO I
6. Receives the requested document/s.	After 2 weeks the EIC release the requested SECPA Copy/CENOMAR to client.	none	10 minutes	Civil Registry Clerks

DELAYED REGISTRATION OF CIVIL REGISTRY RECORDS SERVICE

Service Information

Delayed Registration of Birth, Marriage and Death Certificate and court decrees-like ordinary registration made at the time of the event shall be filed at the Office of the Municipal Civil Registrar of the place where the event occurred, following the lapse of the reglamentary period to register.

Office or Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Owner/Authorized representative



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Result		PSA Office		
Affidavit of Delayed Registration		Office of the Municipal Civil Registrar		
Affidavit of two (2) disinterested Persons		Court		
Baptismal Certificate/ School Records/ Voter's Certification		Respective Offices/Institution		
Certified photocopy of Marriage/ Death Certificate		Respective MCRO/LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document for delayed registration.	EIC verifies from the archive whether the record for late registration is available.	none	5 minutes	Registration Officer II and /or Civil Registry Clerks
2. Client submits the supporting documents and is advised to wait.	EIC examines the following documents.	none	7 minutes	Registration Officer II and /or Civil Registry Clerks
	EIC records the document in the record book.			
3. Come back after the 10-days.	EIC advise the client to come back after 10 days after reglamentary publication period.	none	10 days	Registration Officer II
4. Settle payment to the Municipal Treasurer's Office.	EIC advise the client to settle payment.	Late Registration Fee: ₱ 50.00	5 minutes	Municipal Treasurer's Office
5. Client is advised to see the MCR.	MCR conducts an interview and let the latter administer their oath in the affidavit of delayed registration.	none	5 minutes	Municipal Civil Registrar
6. Client claims his/her new registered document.	EIC releases the duly signed registered document.	none	2 minute	Registration Officer II and /or Civil Registry Clerks



ENDORSEMENT OF REGISTRY RECORDS SERVICE

Service Information

As a Rule, all Civil Registrars shall submit civil registry documents to the Office of the Civil Registrar-General (OCRG) thru their respective PSA Provincial Offices. There are instances when the PSA cannot issue copy/copies to the interested party because their Office have no available record in its archive, or the current document is still with the PSA Provincial Office being processed. To facilitate the issuance of requested documents, the concerned Provincial Statistics Officer (PSO) or Civil Registrar is required to submit or endorse the needed document on a piecemeal basis to the PSA.

Office or Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Owner/Authorized representative

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Result Certification		PSA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach EIC and request for an endorsement of his record to PSA. Present the PSA negative certification (issued not later than 6 months)	EIC verifies from the archive whether the record for endorsement is available. Search is made in the data base, and in the archive.	none	5 Minutes	Civil Registry Clerks
2. Client is advised to pay at the MTO the required endorsement fee.	EIC advise the client to settle payment.	Endorsement Fee: ₱ 50.00	2 Minutes	Civil Registry Clerks
3. Client is advised to wait.	EIC records the request.	none	10 Minutes	DEMO I
	EIC makes a literal transcription of the document to be endorsed to PSA together with an endorsement letter			
4. Client is instructed to bring the same to the MCR for her signature.	MCR reviews then signs the document and advise the client to wait 3 weeks to 1 month for approval of the endorsement document.	none	5 minutes	Municipal Civil Registrar



APPLICATION AND ISSUANCE OF MARRIAGE LICENSE SERVICE

Service Information

Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside. The local civil registrar concerned shall enter all applications for marriage license filed with in a registry book strictly in the order in which the same are received. When the license is issued the same shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issue, and shall be deemed automatically cancelled at the expiration of said period if the contracting parties have not made use of it.

Office or Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Bride and Groom
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certified true/photocopy of birth certificate of applicants	Local/Municipal Civil Registry Office where the applicant was registered.
Pre-marriage counseling certificate	Counseling certificate must be issued by the Church or Pastor.
Parental consent (If applicant is 18 yrs. Old but below 21 yrs. Old)	Local/Municipal Civil Registry Office
At least one of the contracting parties must be a resident of the place where the Local Civil Registry Office is located.	
CENOMAR	Philippine Statistics Office
Parental advice for 21 to 25 yrs. old	Local/Municipal Civil Registry Office
Solid Waste Management seminar certificate.	Barangay Hall where the applicant resides.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the required supporting documents.	Checks the documents as to its veracity and completeness of the documents submitted then types the application.	None	5 Minutes	Registration Officer II and /or Civil Registry Clerks
2. Client reviews and check the information on the prepared application by the EIC. Applicants and parents signs in the application and consent/advice.	Present the finished Marriage Application form to the client.	none	5 Minutes	Registration Officer II and /or Civil Registry Clerks
3. Settles the following payment on the Municipal Treasurer's Office.	Advise client to pay the required application fees.	Foreign and Filipino: ₱ 500.00	5 Minutes	Municipal Treasurer's Office
		Ratification Fee: ₱ 50.00		
		Counseling Fee: ₱ 50.00		
		License Fee: ₱ 50.00		
		Family Planning: ₱ 50.00		
		Solemnization Fee: ₱ 150.00		
4. Client is advised to bring the document to MCR.	MCR interviews the client and subscribes the application.	none	10 minutes	Municipal Civil Registrar



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay/ Police/ NBI/ Court Clearances		Respective Offices		
GSIS/ SSS/ or PAG-IBIG Personal Data Records		Respective Offices		
Birth Certificate of Children		Respective MCRO/LCRO		
Certificate of Employment/ Affidavit of Unemployment		Court		
Community Tax Certificate of Petitioner		Municipal Treasurer's Office		
Voter's Certification/ Valid Identification Cards		Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Petitioner presents his problem about his registry record to the EIC.	Petitioner is informed by the EIC or the MCR informs the petitioner of the remedy available for him – whether to file Petition for Change of First Name or Petition for Correction of Clerical Error. Clients is then advice to submit requirements for the said petition.	none	10 Minutes	Municipal Civil Registrar
2. Petitioner submits all the listed supporting documents to the EIC.	EIC or MCR examines if the documents are authentic, complete and duly certified.	none	5 Minutes	Municipal Civil Registrar/ Civil Registry Clerk
3. Petitioner settle the following payments to the Municipal Treasurer's Office (MTO)	Once supporting documents are completed, the petitioner is advised to pay the appropriate filing fee at the MTO.	Filing Fee for Correction of Clerical Error: ₱ 1,000.00	5 Minutes	Municipal Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Service Fee for Migrant CCE Petition: ₱ 500.00	5 Minutes	Municipal Treasurer's Office
		Filing Fee for Change of First Name: ₱3,000.00		
		Service Fee for Migrant CFN Petition: ₱ 500.00		
4. Petitioner submits the official receipt to the EIC and is advised to wait.	EIC prepares the petition then ask the petitioner to sign the petition. The MCR sign after reviewing the petition, administer the oath of the petitioner. The petition after the approval of MCR is submitted to PSA Manila for affirmation	none	5 Minutes	Municipal Civil Registrar
5. Client is advised to call back or follow-up his/her petition after two (2) months.	MCR waits for the response from PSA Manila for the affirmation of the petition.	none	5 Minutes	Municipal Civil Registrar



REGISTRATION OF COURT ORDERS/DECREES AND REQUEST OF ANNOTATED RECORDS SERVICE A. ANNULMENT OF MARRIAGE & ADOPTION SERVICE

Service Information

Like other civil registry documents, court decrees concerning the status of a person shall be registered in the civil registrar's office where the court is functioning, within ten (10) days after the decree/ order has become final.

The following are registrable court decrees: Decree of Legal Separation, Declaration of Nullity of Marriage, Court Decisions or order to correct or change entries in any certificate of births, marriage or death, Declaration of Presumptive Death, Peratriation or voluntary renunciation of citizenship, court decision recognizing or acknowledging of natural children or impugning or denying such recognition or acknowledgment, judicial determination of maternity affiliation and aliases.

Office or Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Owner/Authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original/Certified photocopy of the court order	Court
Certificate of finality	Office of the Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to EIC.	EIC examines the presented documents for registration and annotation	none	5 Minutes	Civil Registry Clerk
2. Settle the following payment to the Municipal Treasurer's Office.	EIC advise client to pay the required fees at the MTO.	Annulment: ₱ 500.00	5 Minutes	Municipal Treasurer's Office
		Adoption: ₱ 300.00		
		CTC of CO: ₱ 50.00 Endorsement CTC of Annotated Record: ₱ 50.00		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Local/ Abroad: ₱ 50.00	5 Minutes	Municipal Treasurer's Office
3. Client is advised to wait.	EIC enters the legal instrument to Registry Book and annotates the same to the affected record.	none	15 Minutes	Civil Registry Clerks
	EIC prepares the annotated civil registry record to be mailed to PSA Manila for release of SECPA Copy with annotation / remarks.	none	15 Minutes	
	EIC prepares certificate of court registration, annotated Civil Registry record and certified Xerox copy of CO and endorsement letter to PSA, Manila.	none	10 Minutes	Civil Registry Clerks
	The Municipal Civil Registrar reviews and signs the documents.	none	5 Minutes	Municipal Civil Registrar
4. Client receives the finished document and waits for the approval of from PSA Manila for his/her SECPA copy.	EIC release the document to the client and endorsement letter to PSA, Manila for SECPA Copy.	none	5 minute	Civil Registry Clerks



REGISTRATION OF COURT ORDERS/DECREES AND REQUEST OF ANNOTATED RECORDS SERVICE

B. LEGITIMATION OF NATURAL CHILD AND LEGAL INSTRUMENT SERVICE

Service Information

As a general rule, all legal instruments shall be registered in the civil registry of the place where they were executed EXCEPT the following: Affidavit of Reappearance— Where the parties to the subsequent marriage are residing; marriage settlement—where the marriage was recorded, Admission of Paternity and Acknowledgment; Legitimation; Voluntary Emancipation of Minor; Parental Authorization or Ratification of Artificial Insemination- where the birth of the child was recorded. Not falling under the aforementioned exceptions are the following registrable instruments: Acknowledgment, Acquisition of citizenship, Certificate of legal capacity of contract marriage, option to elect Philippine citizenship, partition and distribution of properties of spouses and delivery of the children's legitimacy and waiver of rights interests of absolute community. All legal instrument executed abroad shall be registered in the City Civil Registrar of Manila.

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Owner/Authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal Instrument		Office of the Municipal Civil Registrar		
Legitimation of natural child		Office of the Municipal Civil Registrar		
Marriage Contract of Parents/ Birth Certificate of the Child		Respective MCRO/LCRO		
Joint Affidavit of Legitimation of the parents/ Affidavit of Acknowledgement of paternity		Office of the Municipal Civil Registrar		
Legitimation Fee		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to EIC.	EIC examines the presented documents for registration and annotation.		5 minutes	Civil Registry Clerks
2. Settle the following payment to the Municipal treasurer's Office.	Client is advised to pay the required fees at the MTO.	LEGAL INSTRUMENT Registration Fee: ₱ 50.00	5 minutes	Municipal Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		LEGITIMATION OF THE NATURAL CHILD Legitimation Fee: ₱ 50.00	5 minutes	Municipal Treasurer's Office
2. Client is advised to wait.	EIC records the request to log-book and enters the legal instrument to Registry Book and annotates the same to the affected record. EIC prepares the transcription and annotated civil registry record to be mailed to PSA Manila for release of SECPA	none	20 minutes	Civil Registry Clerks
3. Client receives the finished copy of the document.	EIC releases the documents to the client after the MCR reviewed and signed the documents.	none	5 minutes	Municipal Civil Registrar/ Civil Registry Clerks



MUNICIPAL HEALTH OFFICE



INTEGRATED HEALTH SERVICES

ACCESSING OUT-PATIENT SERVICES

Service Information

The purpose of this service is to diagnose and treat illnesses and give appropriate medical services. This service is available to any person who needs medical assistance.

Office or Division:	Municipal Health Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral slip from Brgy. Midwife			Their Respective Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Out-Patient Services	1. Receive filled up referral slip from Barangay Midwife and check vital signs.	NONE	5 minutes	RHM
	2. Review completeness of data and submit to MHO on first come first serve basis.	NONE	2 minutes	RHM
	3. Actual check up/consultation	NONE	Case to case basis	MHO
	4. Receive referral slip and individual treatment record from MHO and instruct client on how to take medications and to come back on scheduled follow up if any.	NONE	5 minutes	RHM



ACCESSING IMMUNIZATION SERVICES

Service Information

Immunization is one of the most cost-effective and successful interventions in reducing child mortality and morbidity. The Immunization against common childhood diseases like Tuberculosis, Measles, Pertussis, Diphtheria Tetanus, Poliomyelitis, Hepatitis B, Rubella and H. Influenza B are given to children 0-11 months to eradicate the occurrence of these diseases. To prevent tetanus Neonatorum in infants, pregnant mothers are immunize with Tetanus Toxoid.

Office or Division:	Municipal Health Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Early Childhood Card		Their Respective Barangay		
Growth Chart				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Immunization Services	1. Fill up Early Childhood Development Card.		5 minutes	RHM/BHW
	2. Weigh Child and graph weight in Growth Chart and assess immunization status of child.		5 minute	RHM/BNS/BHW
	3. Give required Immunization		3 minutes	RHM
	4. Instruct mother about the next scheduled date and advice her what to do if the child develops fever or any reaction.		3 minutes	RHM



ACCESSING CHILD CARE SERVICES

Service Information

Integrated Management of Childhood Illness (IMCI) aims to reduce child death and promote growth and development through improved management of childhood illness with aspects of nutrition and other factors that influence child health. Recognized as a cost effective and significant health intervention.

Office or Division:	Municipal Health Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip from Brgy. Midwife		Their Respective Barangay		
2. Required Forms				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Child Care Services	1.Fill up required forms	NONE	2	
	<ul style="list-style-type: none"> • Weigh the child, take temperature and respiratory rate. 	NONE	3 minutes	Nurse / RHM
	2. Ask/Assess and classify child's Condition. <ul style="list-style-type: none"> • (Pneumonia/No Pneumonia, Diarrhea/ No Dehydration. • Fever: Malaria Measles, Ear Infection • Nutrition Status: Exclusive Breastfeeding/ Supplemental feeding, Immunization status. 	NONE	5 minutes	Nurse / RHM
	3. Identify Child's Illness based on IMCI Management and Treatment Booklet.	NONE	5 minutes	Nurse / RHM



ACCESSING PRE-NATAL SERVICES

Service Information

Pregnancy is a physiological process that has certain risk. Most pregnancies end up in birth of a live, healthy baby but some, childbirth is not a joyous event but a time of pain and suffering. Thus this service aims to provide comprehensive pre-natal care to equip mothers knowledge in caring for herself and the unborn fetus in her womb.

Office or Division:	Municipal Health Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Pregnant Woman

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Slip from Brgy. Midwife	Their Respective Barangay
2. Home Base Maternal Record	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Pre-natal Services	1. Fill-up completely home base maternal record (HBMR) of client.	NONE	8 minutes	RHM
	2. Examine client	NONE	5 minutes	RHM
	3. Give Counseling / Advice on proper Nutrition and Maternal Care and assist patient in accomplishing her birth plan.	NONE	8 minutes	RHM
	4. Schedule client for her next pre-natal visits.	NONE	2 minutes	RHM



ACCESSING MATERNAL DELIVERY SERVICES

Service Information

This service aims to assist the pregnant woman in safely giving birth to an alive, healthy, baby and mother.

Office or Division:	Municipal Health Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Pregnant Woman

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Home Base Maternal Record		Their Respective Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Maternal Services	1. Admit client, review maternal record (HBMR) and do charting on relevant patient's data.		10 minutes	RHM
	2. Monitors progress of labor and fill up partograph when patient is an active labor (4cm) until delivery (for normal delivery only) if high risk refer patient to the next higher level for proper management (Partograph).		Case to case basis	RHM
	3. Essential New born Care and Post-partum care (normal).		30 minutes To 1 hour	RHM
	4. Promote exclusive Breast Feeding for 6 mos. and instruct proper New Born Care.		10 minutes	RHM
	5. Motivate on Family Planning and discharge after 24-hours (normal spontaneous delivery with going home instructions of medicines and observation of lochial discharges).		30 minutes to 1 hour	RHM



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Family Planning Services	4. Provides FP commodity/ service according to patient's choice.	NONE	Depend upon the method accepted by the client	Nurse / RHM
	5. Instruct client when to return	NONE	5 minutes	Nurse / RHM

ACCESSING TUBERCULOSIS PREVENTION AND TREATMENT SERVICES

Service Information

Tuberculosis is a major public health problem in the community today. However, it is curable and preventable. TB diagnostic (sputum examination) and treatment services in accordance with NTP Protocol are provided by DOTS facilities. Intake of medicines are continuously monitored to ensure complete treatment and recovery of patient.

Office or Division:	Municipal Health Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Positive Sputum Examination Result		MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Tuberculosis Prevention and Treatment Services	1. Assess patients according to history of illness (e.g. duration of cough, weight loss, etc.).		5 minutes	RHM
	2. Request sputum examination or X-ray examination		On schedule basis or case to case basis	RHM/Nurse/MHO
	3. Assess result of patient diagnostic examination and inquire if patient has or w/out Philhealth			
	4. Conduct counseling to TB patients.		5 minutes	RHM/TB Nurse



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Tuberculosis Prevention and Treatment Services	5. Fill up patient treatment card, NTP identification card and enroll in the TB register logbook.		5 minutes	TB Nurse Coordinator
	6. Provide information education about TB disease, its prevention mode of transmission and importance of DOTS (Directly Observed Treatment for Short Course Chemotherapy).		25 minutes	Nurse / RHM
	7. Issues initial TB drug and instruct patient where to report for his / her daily intake and schedule of follow up sputum examination.		3 minutes	Nurse / RHM

ACCESSING TUBERCULOSIS IN CHILDREN PREVENTION & CONTROL SERVICES

Service Information

Unlike adults, screening and establishing the diagnosis of tuberculosis in children is difficult, complex and remains a challenge. However, World Health Organizations (WHO) recommends some approaches to diagnose TB in children.

- A. Careful History and Clinical Examination.
- B. Bacteriological Confirmation whenever possible.
- C. Tuberculosis Skin Testing (TST).
- D. Other Diagnostic tools relevant for suspected Extra Pulmonary TB.

Children are treated in essentially the same way as adults using appropriate adjusted dosage of the drugs. The aim of chemotherapy is to provide the most effective treatment that would rapidly and fully eradicate tubercle bacilli at the shortest period of time with the minimum interference with the patients' daily activities.



Office or Division:	Municipal Health Unit
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tuberculosis Skin Testing (TST) result		MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Tuberculosis in Children Prevention and Control Services	1. Receive and assess children with (+) PP result and with S/S of TB and Household contacts of smear (+) and x-rays (+), TB patients.	NONE	10 minutes	TB Coordinator
	2. Fill-up patient treatment card, NTP identification card and enroll in the TB Register Logbook. • Weigh Patient	NONE	10 minutes	PMC Counselors
	3. Provide information education about TB disease, its prevention mode of transmission and importance of DOTS (Directly Observed Treatment for Short Course Chemo therapy).	NONE	15 minutes	TB Coordinator
	4. Instruct mother the next scheduled date and advice her what to do if the child develops fever or any reaction.	NONE	3 minutes	TB Coordinator
	5. Monthly monitoring and recording of patients weight and other pertinent symptoms		3 minutes	TB Coordinator



ACCESSING NON-COMMUNICABLE DISEASES PREVENTION & CONTROL SERVICES

Service Information

The Integrated Non-Communicable Disease Prevention and Control Program (INCDPCP) is to address the increasing incidence of non-communicable disease (NCD's Diabetes, hypertension, heart diseases) in localities. A tool was devised to detect early the presence of risk factors in an individual that may lead to the occurrence of these diseases. The NCD High Risk assessment (Community Case Finding Form) used in the BHS to assess the presence of risk factors of a patient 25 years old and above. If with risk factors that patient is referred to the Municipal Health Officer and he or she is assessed using the NCD High Risk Assessment (Facility Form). The patient is then managed and treated. All patients with risk or no risk factors is counseled on healthy lifestyle.

Office or Division:	Municipal Health Unit
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 25 years old and above (male/female)	
2. Referral slip and filled up Community Case Finding Forms from Barangay Midwife.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Non-Communicable Diseases Prevention and Control Services	1. Receive filled up referral slip and non-communicable disease High Risk Assessment (Community Case Finding Form) from Barangay Midwife.		2 minutes	RHM
	2. Review the Community Case Finding form and copy to the Facility form and filled up the Questionnaire to determine Probable angina, Heart Attack Stroke, or Transient Ischemic Attack.		5 minutes	Nurse/ RHM



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail Non-Communicable Diseases Prevention and Control Services	3. Actual check-up/consultation		Case to Case basis	MHO
	4. Receive referral slip Facility form and Individual Treatment Record from MHO and provide medicines if any and instruct patient on how to take his/her medicines.		3 minutes	RHU
	5. Remind patients of next follow-up visits and conduct counseling on adopting healthy lifestyle to prevent progression of disease or to avoid development of the illness.		5 minutes	Nurse/RHM

ACCESSING PRE MARRIAGE COUNSELING SERVICES

Service Information

The Municipal Health Office spearhead the conduct of Pre-Marital Counseling (PMC) Seminars to would be couples. This is one day orientation program for couples applying for marriage license. It is designed to provide couples with realistic overview about marriage, marital obligations, and how they could live in harmony with in the family. It also covers information about male and female sexuality, spacing of pregnancy, caring for the family and children's health and tips on home management.

Office or Division:	Municipal Health Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Bride and Groom
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Data	



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PRO-CESSING TIME	PERSON RESPON-SIBLE
Avail Pre-Marital Counsel Services	1. Register personal data of Pre-Marriage couple in the PMC logbook.	NONE	5 minutes	PMC Counse-lors
	2. Assist couple in accomplish-ing “Profile of Couple Applying for PMC” form.	NONE	2-5 minutes	PMC Counse-lors
	3. Couple proceed to Confer-ence Room	NONE		
	4. Conduct of Pre-Marriage Counseling	NONE	4 hours	PMC Counse-lors
	5. Issuance of PMC Certificate	NONE	2 minutes	PMC Counse-lors



BINALBAGAN INFIRMARY



BINALBAGAN INFIRMARY

MEDICAL AND NON-MEDICAL SERVICES

ACCESSING GENERAL CONSULTATION, TREATMENT SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients for OPD Consultation	Interview Patient	None	5 minutes	OPD Nurse / Medical Records Officer
	Take Vital Signs	None	5 minutes	Nurse on duty
	Issue OPD ID and number	None	5 minutes	OPD Nurse / Medical Records Officer
	Issue Prescription	None	5 minutes	Resident Physician on Duty

ACCESSING TREATMENT OF MINOR MEDICAL CASES SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients with Minor Medical Cases	Proceed to emergency room for initial treatment	None	10 minutes	ER Nurse on Duty
<ul style="list-style-type: none"> Excision Incision and Drainage Suturing (depending on type of wound) Standard <ul style="list-style-type: none"> Debridement Circumcision Dressing (depending on supplies used) Ordinary Wound Dressing	Minor Surgery (minor surgical surgeries)	Physicians Professional Fees	1 to 2hrs	Cashier on Duty



ACCESSING TREATMENT OF MINOR MEDICAL CASES SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> • Complicated • ECG • Nebulization (per use) • Intubation • NGT Insertion • IV/Heplock Insertion • Internal Examination • Prenatal 	Minor Surgery (minor surgical surgeries)	50.00 200.00 20.00 200.00 150.00 200.00 100.00 50.00 50.00	1 to 2hrs	Cashier on Duty
	Admission for Hospital Confinement	None	30 minutes	ER Nurse/ Physician on Duty
	Referral Necessary	None	30 minutes	ER Nurse/ Physician on Duty

ACCESSING OPD EMERGENCY CASES SERVICES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients for Emergency Treatment	Patient is brought to the ER for immediate medical management.	None	1 to 2 hrs	ER Nurse/ Resident Doctor on Duty
	Patient undergoes diagnostic test .	None	1 to 2 hrs	ER Nurse/ Resident Doctor on Duty Case to Case
	Admission for hospital confinement	None	1 to 2 hrs	ER Nurse/ Resident Doctor on Duty Case to Case



ADMISSION OF PATIENT SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient for Admission	Admission of patients go to the OPD or to the ER.	None	5 minutes	ER Nurse on Duty
	Take vital signs, Nurse obtained vital signs of the patient, records complaints and informs the doctor of the patient's condition.	None	5 minutes	ER Nurse on Duty
	Refer to ROD	None	30 minutes	ER Nurse on Duty/ Mid-wife on Duty
	Examination of Patient	None	30 minutes	Resident Physician on Duty
	Issue admission Form	None	5 minutes	ER Nurse on Duty
	Provide emergency treatment	None	30 minutes	ER Nurse / ROD
	Endorsement to Ward Nurse	None	5 minutes	ER Nurse on Duty
	Secure medicines from the CSR.	None	5 minutes	PHARMACIST/ PHARMACY AID
	Admission of Patient Ward nurse .	None	5 minutes	Ward Nurse on Duty

DISCHARGE OF PATIENTS SERVICES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Relatives or any representative of patient	Performs daily rounds of patients evaluation and review of medication.	None	20 minutes	Nurse on Duty / Resident Doctor on Duty
	Nurse carried out discharge order and prepare discharged slip to billing section.	None	20 minutes	Nurse on Duty
	Preparation of Bill	None	20 minutes	Billing Clerk
	Relatives pays for medicine use and other legitimate Hospital charges	For Phil-health Member Excess Case Rate	15 minutes	Cashier on duty



DISCHARGE OF PATIENTS SERVICES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Proceed to Accounting Section for clearance	None	5 minutes	Accounting Staff
	Home Medication Instruction of patients by the nurse on duty and order utility worker to assist patient to discharge.	None	10 minutes	Nurse on Duty/ Utility In-charge
	7. Patient present discharged slip to the guard on duty .	None	5 minutes	Security Guard

ACCESSING LABORATORY SERVICES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients for Laboratory Services <ul style="list-style-type: none"> • CBC • HGB/HCT • Widal's Test • Thypidot • Urinalysis • Fecalalysis • Platelet Count • Gram Stain • Acid Fast Bacili Stain (AFB) • ABO Typing • RH Factor • Bleeding Time / Clotting Time • ASO T • Pregnancy Test URINE/SERUM <ul style="list-style-type: none"> • Fasting Blood Sugar • Post Prandial Blood Glucose • Random Blood Glucose • Blood Urea Nitrogen 	Patient present Laboratory request for payment.	120.00 30.00 850.00 45.00 40.00 60.00 60.00 100.00 75.00 75.00 75.00 175.00 120.00 105.00 105.00 105.00 105.00	10 minutes	Cashier on duty



ACCESSING LABORATORY SERVICES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> • Cholesterol • Creatinine • Uric Acid • Trglyceride • SGPT • Malarial Smear • HBSAG (RPHA) • ESR • Stool Conc. Method (RPHA) • HDL • LDL • SEND OUTS A) Syringe 5ml B) Test Tube • LIPID Profile • POTASSIUM • SODIUM • CHLORIDE 	Patient present laboratory request for payment.	140.00 120.00 110.00 160.00 170.00 100.00 150.00 100.00 100.00 100.00 100.00 10.00 14.00 500.00 200.00 200.00 200.00	10 minutes	Cashier on duty
	Present Official Receipt to Laboratory for Examination	None	10 minutes	Medtech on Duty
	Releasing of laboratories result	None	1 hour	Medtech on Duty / Security Guard



X-RAY SERVICES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients for X-ray Procedure CHEST PA/AP CHEST PAL/APL (Pedia) CHEST PAL/APL (Adult) CHEST Bucky CHEST Apicolordotic View SKULL APL Water's View Towne's View Cervical (Neck) APL Lumbosacral APL Thoracolumbar APL Thoracic APL Shoulder AP Shoulder APY/APO Humerus (ARM) APL ForeArm APL ELBOW APL Pelvis LEG APL KNEE APL LEG APL ANKLE APL FOOT APL/APO Abdomen Supine & Upright Fetogram KUB	Present x-ray request for payment	200.00 300.00 400.00 360.00 200.00 450.00 350.00 350.00 400.00 550.00 830.00 550.00 350.00 450.00 400.00 400.00 380.00 350.00 450.00 530.00 450.00 450.00 350.00 350.00 430.00 350.00	5 minutes	Cashier on Duty
	Proceed to X-ray Room for Examination	None	30 mins to 1 hour	RadTech on Duty
	Sending Images to Radiologist	None	10-15 mins	RadTech on Duty
	Releasing of Result	None	24 hours	RadTech on Duty



ULTRASOUND SERVICES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients for Ultrasound Procedure PELVIC BIOPHYSICAL SCORE Transvaginal Whole Abdomen Lower Abdomen Upper Abdomen KUB-PROSTATE BREAST THYROID HBT HBTP LIVER GALL SOFT TISSUE MASSES HEMITHORAX INGUINOSCROTAL	Present ultrasound request for payment	650.00 700.00 1,280.00 1,600.00 900.00 1,050.00 900.00 1,280.00 1,280.00 940.00 1,080.00 600.00 600.00 850.00 600.00 1,280.00	5 minutes	Cashier on Duty
	Proceed to Ultrasound Room for Examination	None	30 mins to 1 hour	Radtech on Duty
	Releasing of Result	None	4-5 hrs	Radtech on Duty



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE



MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE

AID TO INDIVIDUALS IN CRISIS SITUATION

Service Information

The Municipal Social Welfare & Development Office (MSWDO) provides Emergency Financial Assistance or referral for the service to individual & Families in crisis situation.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple to Complicated
Type of Transaction:	Government to Client
Who may avail:	Indigent Clients/families who are resident of Binalbagan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Indigency	Barangay
Medical Certificate/Doctor's prescription; Hospital Bills, Laboratory Requests	Clinics/Hospitals
Death Certificate	Local Civil Registrar
Certificate from Fire Department	Bureau of Fire (Binalbagan)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Medical Assistance : 1. Client present requirements for medical assistance	Assess/ evaluate presented documents	none	2 – 5 minutes	MSWD Staff
	Refer Client to Mayor's Office for Preparation of Voucher	none	3 – 10 minutes	MSWD Staff
	Record client's transaction Number; Signing of voucher/s	none	3 – 10 minutes	MSWD staff/ MSWD)
	Releasing of Financial Assistance	none	3 – 10 minutes (simple)	Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Case Study & Certificate of Eligibility for Burial, Medical, Educational and Transportation Assistance for financial aid from diff. agencies: >LGU >DSWD >PSWDO >PCSO >Congressman's Office >Board Member's Office	Check the completeness of submitted documents;	None	3 – 10 minutes (simple)	Mayor's Office Staff
	Issue signed Request form to client; Client's Log book	None	3 – 5 minutes (simple)	Mayor's Office Staff
	Intake Interview	None	10-20 minutes	SWA-MSWD Office
	Prepare Case study/Summary	None	2hrs. To 3days	SWA– MSWD Office
	Releasing of case study/summary	None	3 minutes	MSWD Staff
	Preparation of Vouchers (LGU Financial Assistance)	None	10 minutes	Clerk—MSWD Office
	Processing of voucher for LGU Financial Assistance	None	1-8 hours	Clerk-MSWDO Mayors Office Budget Office Accounting Office



DISASTER RELIEF ASSISTANCE

Service Information

The Municipal Social Welfare Development Office (MSWDO) pro-actively provide assistance to individuals and families who are victims of natural or manmade calamities.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple to Complicated
Type of Transaction:	Government to Client
Who may avail:	Indigent Binalbagan Residents who are victim of calamities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official List of victims of calamities from the Barangay council	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client request for provision of relief assistance and shelter at the evacuation Center thru Brgy. Council	Assign clients to evacuation center	none	1-2hrs	MSWDO Staff/ LDRRMO
	Distribution of Relief Goods/ assistance from LGU	None	1day-2days	MSWDO Staff
	Conduct Stress debriefing	None	1day-2days	MSWDO Staff/ MHO Staff
	Request and distribute additional relief assistance from PSWDO/ DSWD	None	1day-2weeks	MSWDO Staff



CARE AND PROTECTION FOR WOMEN AND CHILDREN UNDER DIFFICULT CIRCUMSTANCES SERVICE (CASE MANAGEMENT)

Service Information

The Municipal Social Welfare Development Office (MSWDO) answers the immediate needs of women and children for the prevention and eradication of exploitation, domestic violence and all forms of abuse.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple to Complicated
Type of Transaction:	Government to Client
Who may avail:	Victims of Violation of R.A. 9262,7610, Anti-Trafficking and other forms of abuse against women & children

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement or referral letter from the Barangay 2. Blotter report from WCPD/ Barangay	Barangay WCPD/PNP; Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client report violations to MSWDO	Referral for immediate medical attention	None	1hr.	SWA MHO Bin. Infirmary
	Referral for Medico-Legal	None	1hr.	SWA MHO
	Intake Interview/ Client's Logbook	None	15 mins.	SWA
	Counseling	None	1hr-2hrs.	SWA/MSWDO
	Referral to WCPD in case client wants to file a case	None	10 minutes	SWA/MSWDO
	Assist client during WCPD interview for affidavit completion	None	1-8hrs.	SWA
	Assist client & WCPD in filing a case	None	1hr.-8hrs.	SWA



CARE AND PROTECTION FOR WOMEN AND CHILDREN UNDER DIFFICULT CIRCUMSTANCES SERVICE (CASE MANAGEMENT)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for paralegal assistance	Counseling of clients as preparation for court hearings	None	2hrs-3hrs	SWA-case worker
Request for financial assistance for expenses during court hearings	Refer Client to Mayor's Office for financial assistance	None	3mins-5mins	SWA-case worker
Request assistance during court hearings	Assist client during court hearings	None	2hrs.-4hrs	SWA-case worker
	Comply court orders: >case study reports/updates	None	1day-10 days	SWA-case worker
	>Evaluation & Termination of the case	None	1day-2days	SWA-Case Worker
	> Preparation of Terminal Report/s	None	2hrs-4hrs	SWA-Case Worker
Client seek paralegal assistance for R.A. 9262/7610 cases	>Provide Para-legal assistance	None	30mins-1hr.	SWA-Case Worker
	>Referral to Brgy. VAW for case settlement	None	5-10mins	SWA Brgy. VAW
	>Attend Case settlement upon request of Brgy. VAW	None	1hr-2hrs	SWA Brgy. VAW
	>Monitor case status thru coordination w/ Brgy. VAW	None	30minutes	



**CARE AND PROTECTION FOR WOMEN AND CHILDREN UNDER
DIFFICULT CIRCUMSTANCES SERVICE
(RESCUE OPERATION R.A. 9262 & R.A. 7610 CASES)**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report incident to MSWD Office	Validation & Assessment of Report; Coordinate with Brgy. Council & WCPD/ PNP	None	10minutes-2hrs.	SWA/MSWDO
None	Planning Rescue procedure	None	5mins-15mins.	SWA; WCPD; Brgy. Council
none	Conduct Rescue operation	None	1hr.—2hrs.	SWA WCPD Brgy. Council
none	Refer client for medico-legal	None	20minutes	SWA
	Para-legal counseling	None	30mins-1hr.	SWA WCPD
	Assist Client in filing of case	None	1hr-2hrs.	SWA; WCPD
	Attend Court Hearings	None	1hr-4hrs.	SWA
	Comply court orders: >case study reports/updates/ assessments	None	1day-10 days	SWA
	Assessment & Termination of the case	None	4hrs.	SWA



PROTECTION, DIVERSION AND REHABILITATION PROGRAM FOR CHILDREN-IN-CONFLICT WITH THE LAW

Service Information

The Municipal Social Welfare & Development Office is the lead agency which implements RA 9344 or Juvenile justice and welfare act of 2006. It ensures the protection of CICL's thru diversion and rehabilitation program.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple to Complicated
Type of Transaction:	Government to Client
Who may avail:	Children-in-Conflict with the Law; Children at Risk (CAR)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Endorsement or referral letter from the or referral letter from the Barangay, schools and other agency/establishments • Blotter Report from WCPD. 	Barangay WCPD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CICLs	Client's Logbook	None	5min	SWA; House Parent/s
	Intake interview, verification of reports submitted	None	45mins.—1hr.	SWA
	Assessment of Discernment	None	1hour.-2days	SWA
	Home Visitation; School & Community Visitation	None	1day-2days	SWA; Brgy. Council
	Case Conference	None	1hr.—2hrs.	SWA; WCPD Brgy. Council
	Preparation of the discernment and treatment plan through social case study report	None	1day-2days	SWA



PROTECTION, DIVERSION AND REHABILITATION PROGRAM FOR CHILDREN-IN-CONFLICT WITH THE LAW

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Conduct of Intervention proceedings and or Assist in the Conduct of Intervention Proceedings	None	1mo. - 2mo.	SWA; WCPD; PNP; Brgy. Council; RTC
None	Preparation of the Intervention Plan of Diversion Contract	None	2hrs-4hrs.	SWA
None	Implementation & monitoring of the Intervention/ Diversion Program	None	6mo. — 1 year	SWA; Brgy. Council; WCPD, PNP
None	Evaluation for Termination of the Case	None	1 day– 2days	SWA; Brgy. Council; WCPD; PNP; RTC
None	Preparation of Terminal Report	None	1hr-2hrs.	SWA



EARLY CHILDHOOD CARE & DEVELOPMENT SERVICE DEVELOPMENT SERVICE

Service Information

The Municipal Social Welfare and Development Office (MSWDO) monitor and supervise the Day Care Service Program in 16 Barangays Of this Municipality. There are 46 Day Care Centers for Early Child Education and Development.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple to Complicated
Type of Transaction:	Government to Client
Who may avail:	Children Ages 2yrs. & 6months to 4yrs. & 11mos.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Brgy. Certification of Indigency Birth Certificate Growth Monitoring Chart	Barangay Local Civil Registrar Barangay Health Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Parents Submit Requirements for evaluation	Checking of requirements for admission	None	10 minutes	DCW
	Interview parents for enrollment with ECCD checklist		20 minutes	DCW
	Provide parents with schedule of classes and monthly Parent Effectiveness session		30 mins. to 1 hr.	DCW
	ECCD Training for new Day Care Workers		3 days	Day Care Focal DCW PSWDO



SERVICES FOR PERSONS WITH DISABILITIES, ELDERLY AND SOLO PARENT

Service Information

The Municipal Social Welfare & Development Office are the lead implementor of programs and provision of direct service for the holistic development of persons with Disabilities, Solo Parents and Senior Citizens.

Office or Division:	Municipal Social Welfare & Development Office
Classification:	Simple to Complicated
Type of Transaction:	Government to Client
Who may avail:	<ul style="list-style-type: none"> • Person with Disability • Senior Citizen—60 years old and above • Solo Parent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Barangay Certification of indigency • Photocopy of SSS ID, Voter's ID. or Postal ID • Medical Certificate or Medical Abstract • Proof of being a solo parent 	Barangay MHO/Health Clinics <ul style="list-style-type: none"> • (death cert., copy of Court Decision, barangay Certificate or Endorsement)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PWD; Senior Citizens, Solo Parent/s	Client's Log-book	None	5minutes	Officer-in charge PWD SC
Fill up Form/s	Evaluation/ Assessment	None	10minutes	Officer-in charge PWD SC
	Preparation of ID's; Purchase Booklet	None	30minutes	Officer-in charge PWD, SC
	Issuance of PWD, SC & Solo Parent ID	None	1week-1month	Officer-in charge PWD; SC
Request for Support Devices	Coordinate with LGU for request of Support Devices for members	None	10minutes	MSWDO PWD/SC Officers
Receive Support Devices	Purchase & Distribution of Support Devices	None	1-2days	Officer-in charge MSWDO



MUNICIPAL AGRICULTURE'S OFFICE



MUNICIPAL AGRICULTURE AND ENVIRONMENT OFFICE

ACCESSING TECHNICAL TRAINING SERVICE

Service Information

The Municipal Agriculturist's Office conducts free technical training. These are based on the priority needs and requests of farmers and youth associations.

Office or Division:	Municipal Agriculture and Environment Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Farmers and agricultural and fisheries associations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
By Laws with List of Officers and Member and Minutes and resolution for accreditation			Secured by the association officials	
Registration of Associations			SB Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry	Answer inquiry		5 minutes	Mun. Agriculturist/ ENRO Agricultural Technician
Submission of Letter of Request	Facilitate		5 minutes	Mun. Agriculturist/ ENRO Agricultural Technician



ACCESSING TECHNICAL ASSISTANCE ON CROP PRODUCTION AND BUDGET PREPARATION SERVICE

Service Information

Agricultural Technologists (ATs) fielded in the agricultural barangays of the municipality can answer client queries regarding:

Office or Division:	Municipal Agriculture and environment Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Farmers and agricultural and fisheries associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accreditation of Association		MAEO		
2. RSBCA Enrollment		MAEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry	Approach the AT fielded to the barangay or when at the Municipal Hall, the farmer may approach the MAEO personnel		5 minutes	Municipal Agriculturist/ ENRO
2. Sign the Client Log-book	Sign the client log-book, clearly printing your name and address.		1 minutes	Municipal Agriculturist/ ENRO
3. Service Provision	AT or Officer-of-the-day receives the inquiry and provides information and/or technical assistance.		5 minutes	Agricultural Technologist Agricultural Technician
• Integrated pest management			5 minutes	
• Irrigation / water management soil conservation			5 minutes	
• Hybrid Rice production			5 minutes	
• cattle fattening and Hog raising				
2. Preparation of training materials	Agricultural Extended Worker prepares material		3 days	Mun. Agriculturist/ ENRO



ACCESSING TECHNICAL ASSISTANCE ON SOIL ANALYSIS SERVICE

Service Information

The Municipal Agriculturist's Office (MAO) facilitates soil analysis services so that farmers can determine the types of agricultural inputs required before planting of any crop.

Office or Division:	Municipal Agriculture and environment Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Soil samples		From farmers farm		
CLIENT S TEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the crop technician on soils analysis.	<ul style="list-style-type: none"> If you have any query regarding the collection of samples, you may approach the AT fielded to your barangay. Collect soil samples and air-dry them in a clean and ventilated room for 3 days. 		30 minutes 30 minutes 3 days	Agricultural Technologist Agricultural Technician
2. Label soil samples	<ul style="list-style-type: none"> Label the soil samples, indicating your name, farm location, the crops to be planted and the size of the area for planting. 		10 minutes	Agricultural Technologist Agricultural Technician
3. Submit soil samples for analysis	<ul style="list-style-type: none"> Mix the soil samples collected and submit them to the AT 		1 hour	Agricultural Technologist/ Agricultural Technician
4. Soil analysis	<ul style="list-style-type: none"> The AT brings the samples to the MAO MAO Submits samples to Prov lab for analyzes and the results are released. 		10 days	Agricultural Technologist Agricultural Technician



ACCESSING TECHNICAL ASSISTANCE ON FRUITS/ FOREST SEEDLINGSS AND VEGETABLE SEED

Service Information

The Municipal Agriculturist's Office (MAEO) provides information on the availability of fruits/forest seedlings and vegetable seeds.

Office or Division:	Municipal Agriculture and environment Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acknowledgement Receipt/ Issues Slip		MAEO		
2. Sign Logbook		MAEO		
CLIENT S TEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Approach Crop Technician	<ul style="list-style-type: none"> Client approach crop technician on how to avail fruit/forest seedlings and vegetable seeds 		5 minutes	Agricultural Technician / Agricultural extension workers
2. Conduct interview	<ul style="list-style-type: none"> Interview the client and assist to sign issue slip form 		10 minutes	Agricultural Technician
3. Issuance of Issue slip	<ul style="list-style-type: none"> Technician process the issue slip indicating the number of seedlings to be released 		5 minutes	Agricultural extension workers
4. Approval	<ul style="list-style-type: none"> AT process the issue slip for approval of the Municipal Agriculturist & Mun. Mayor 			
5. Releasing	<ul style="list-style-type: none"> AT assist the client to the nursery in-charge for the release of fruit/forest seedlings and vegetable seeds 			



ACCESSING FARM INPUT ASSISTANCE SERVICE

Service Information

The Municipal Agriculturist's Office (MAO) provides farm input assistance.

Assistance comes in the form of certified seeds, fertilizers and herbicides.

The cost of inputs is considered a loan, and must be paid by the client after harvest. The farmer must approach the Agricultural Technologist (AT) fielded to the barangay.

Office or Division:	Municipal Agriculture and environment Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Community Tax Certificate (CTC)/ Residence Certificate			Municipal Treasurers Office	
2. List of Input Assistance required			MAEO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry	Client approach crop technician on how to avail fruit/ forest seedlings and vegetable seeds.		5 minutes	

ACCESSING ANIMAL DISPERSAL PROGRAM ASSISTANCE SERVICE

Service Information:

Farmers who would like to raise livestock may avail of the MAO animal dispersal program.

Animals available for dispersal are cattle, carabaos, swine, goats and chicken.

Under this program, the municipality finances the cost of acquiring the initial stock. The farmer then raises the livestock.

Payment to the Municipality, in kind or in cash, is made after breeding or after the livestock has been sold. Payments terms depend on the livestock raised; and are specified in the contract signed by the farmer.

Clients must approach the Agricultural Technologist (AT) fielded to the barangay.



Office or Division:	Municipal Agriculture and environment Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	FARMERS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Community Tax Certificate (CTC)	Municipal Treasurers Office
2. Certification from the Barangay Captain that the beneficiary is a resident of the brgy.	Barangay
3. ID picture	
4. Certificate of Training (for clients availing of cattle and swine dispersals)	MAEO
5. Proof of Livestock Insurance Premium payment	Farmers availing of the animal dispersal program are required to secure livestock insurance from the Philippine Crop Insurance Corporation (PCIC). PCIC personnel attend to the insurance requirements of beneficiaries at the MAO every Monday morning.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request an initial assessment	<ul style="list-style-type: none"> •Approach an Agricultural Technologist (AT) or go to the MAO and submit the requirements. •AT checks requirements and conduct initial assessment 		15 minutes	Livestock Technician
2. Field validation	AT validates whether the applicant can provide: <ul style="list-style-type: none"> •Adequate budget for feeds •Potable water supply •Suitable housing (for swine and chicken dispersal) •Suitable grazing area (for cattle, carabao and goat dispersal). 		1 day	Livestock Technician



ACCESSING TECHNICAL ASSISTANCE ON LIVESTOCK, SWINE & POULTRY SERVICES

Service Information

The Municipal Agriculture's Office (MAEO) provides veterinary services for livestock and pets, especially dogs.

Veterinary services cover consultation, vaccination (e.g. foot-and-mouth disease, anti-rabies, deworming, etc.) and treatment.

Clients may bring their pets directly to the MAEO for treatment; or request that services be scheduled for their area.

Office or Division:	Municipal Agriculture and Environment Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	FARMERS			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for services	<ul style="list-style-type: none"> ●Go directly to the MAEO, bringing along your pet for treatment / vaccination -or- ●Request that services be scheduled for your area. 		10 mins	Livestock Technician
			3 mins	Livestock Technician
2. Interview/assessment	<ul style="list-style-type: none"> ●Livestock inspector takes the animal's medical history, conducts medical examination, does tentative diagnosis, and request for owner's information. 		10 mins	Livestock Technician
3. Treatment	<ul style="list-style-type: none"> ●AT Livestock treat the animals , provides relevant information and prescribes medicine for home medication, ●if any. Whenever available, veterinary supplies are provided by MAEO. Otherwise, you will have to secure these on your own. 		10 mins	Livestock Technician
4. Walk in client approach AT	<ul style="list-style-type: none"> ●Conduct interview and request for owner's information regarding animal condition. ●Whenever available, dewormer, vaccine are provided by the MAEO, otherwise you will have to secure these on your own. 		10 mins	Livestock Technician



SECURING LIVESTOCK TRANSPORT PERMIT & HEALTH & DEATH CERTIFICATE SERVICE

Service Information

LIVESTOCK

Transport Permits, along with Health Certificates, are required from shippers before cattle, carabao, swine and other livestock can be transported outside the municipality.

Health Certificates are issued to certify that the animals to be transported live do not have any communicable diseases. These are also required for pet dogs and cats before they can be transported to other areas.

Death Certificates for livestock are needed by insurance companies before they can process claims for indemnity.

Office or Division:	Municipal Agriculture and Environment Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	FARMERS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Health Certificate and Livestock Transport Permit	Secured by the association officials
• Barangay Clearance	SB Office
• License as Shipper (for livestock)	MAEO
• Certificate of Ownership or Transfer (cattle and carabao)	MAEO
• Vaccination records	MAEO
Death Certificate	
• Barangay Certification or Affidavit of 2 disinterested persons attesting to the death of animal	Barangay
• Certificate of Ownership or Transfer (cattle and carabao)	MAEO
• Community Tax Certificate	Municipal Treasurers Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certificate	<ul style="list-style-type: none"> Report to the MAEO the death of the livestock and request for issuance of a death certificate. 		30 minutes	Livestock Technician
2. Inspection and photographic evidence	<ul style="list-style-type: none"> The Livestock inspector will go with you to the area where the dead livestock is being held. He validates the cause of death. Takes photographs of the dead animal. The photos must be taken from at least 3 positions. 		4 hours	Livestock Technician
3. Preparation of certification	<ul style="list-style-type: none"> Livestock Officer prepares a Necropsy Report. The livestock inspector certifies this. 		1 hour	Livestock Technician
4. Submission to insurance company.	<ul style="list-style-type: none"> Submit the report/certification along with the requirements above, to the livestock insurance company. The insurance company re-validates the cause of death and processes the insurance claim. 		3 days	Livestock Technician



ACCESSING TECHNICAL ASSISTANCE ON FISHERY, COASTAL RESOURCE MANAGEMENT, CONSERVATION & PROTECTION SERVICE

Service Information

The A.T may answer client queries regarding:

- Permits/licenses
- Fishing vessels registration
- Mangrove taxonomy, conservation and protection
- Fishery reserve management
- Delineation of Municipal Water Boundaries
- Municipal Fishery Ordinance
- Fishery / Coastal Enforcements
- Fish processing
- Fry dispersal
- Fish pond management

Office or Division:	Municipal Agriculture and Environment Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	FARMERS			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application	• AT fisheries provide application form and interview the client about the vessel's identification.		15 minutes	Agricultural Technologist
2. Payments	• A.T assist the client for payment to the treasurer office		30 minutes	Agricultural Technologist
3. Approval	• A.T process the vessel registration for signature of the Municipal Agriculturist and for approved of the Municipal Mayor/Administrator.		30 minutes	Municipal Agriculturist and Environment Officer Municipal Mayor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Issuance of Certificate of Number	<ul style="list-style-type: none"> The AT shall issue the certificate of number once all the documentary requirements are fully complied. 		2 minutes	Agricultural Technologist
8. Assignment of official Number	<ul style="list-style-type: none"> The AT shall assign an official number to registered fishing vessels 		2 hours-12 hours	Agricultural Technologist Fishery Technician
10. Issuance / Releasing of fishing vessels registration.	<ul style="list-style-type: none"> Fishing vessels with complete documents and duly approved by the Municipal Agriculturist and Municipal Mayor. 		30 minutes	Agricultural Technologist

PROCESSING & ISSUANCE OF FISHING BOATS PERMITS/ LICENSES OF FISH CORAL, TANGAB, OYSTER, MUSSELS AND OTHER SEA BEDS CULTURE

Service Information

A.T fisheries will assist all requirements needed for fishing vessels permits/licenses.

Office or Division:	Municipal Agriculture and Environment Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	FISHERFOLK



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vessel Registration—Local <ul style="list-style-type: none"> • Brgy. Clearance • Certificate of ownership • Residence Certificate • Police Clearance (If the client is a transient fisherman) <ol style="list-style-type: none"> 1. Client should submit fishing boats permit/license where the client resided. 2. Own municipal fishing vessel registration 3. FARMC endorsement 		Barangay MAEO Municipal Treasurers Office Binalbagan—PNP		
<ul style="list-style-type: none"> • Fisherfolks provided complete information data • Documentation 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Orientation	<ul style="list-style-type: none"> • AT fisheries conduct orientation regarding Fisherfolk Registration Program 		15 minutes	Fishery Technologist
2. Registration	<ul style="list-style-type: none"> • AT fisheries provide application form and interview the fisherfolk about the information data. 		30 minutes	Fishery Technologist
3. Documentation	<ul style="list-style-type: none"> • AT fisheries takes a photo of the fisherfolk. 		30 minutes	Agricultural Extension Workers
4. Encoded / Uploaded	<ul style="list-style-type: none"> • AT assign encode/upload the complete data of fisherfolks to the Registry System of Basic Sector in Agriculture (RSBSA). 		40 minutes	Agricultural Extension Workers
5. Approval of Application	<ul style="list-style-type: none"> • FT will process the Fisherfolks application form to be signed by the Municipal Agriculturist and approved by the Municipal Mayor. 		20 minutes	Fishery Technologist



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Compilation of Documents	<ul style="list-style-type: none"> FT assign compile all complete documents. 		10 minutes	Fishery Technologist
7. Issuance of ID's for all registered fisherfolk.	<ul style="list-style-type: none"> AT releases ID 		2 minutes	Fishery Technologist

ENROLMENT OF NEGROS FIRST UNIVERSAL CROP INSURANCE PROGRAM (NFUCIP) FOR THE REGISTERED MUNICIPAL FISHEFOLKS

Office or Division:	Municipal Agriculture and Environment Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	FISHERSOLKS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Orientation	<ul style="list-style-type: none"> AT fisheries conduct orientation regarding NFUCIP Insurance Program for the fisherfolks. 		3 hours	Fishery Technologist
2. Enrolment of NFUCIP Insurance	<ul style="list-style-type: none"> AT fisheries provide application form and interview the fisherfolks about the information data. 		30 minutes	Fishery Technologist
3. Documentation	<ul style="list-style-type: none"> AT fisheries takes a photo of the fisherfolks 		5 minutes	Agricultural Extension Worker
4. Compilation of Documents	<ul style="list-style-type: none"> AT assign compile all complete documents and submit to office of the Provincial Agriculturist. 		30 minutes	Agricultural Extension Worker



OFFICE OF THE SANGGUNING BAYAN



OFFICE OF THE SANGGUNIANG BAYAN

PROCESSING ISSUANCE OF MOTORIZED TRICYCLE OPERATION PERMIT

Service Information

This is the services for the issuance of Motorized Tricycle Operation Permit.

Office or Division:	SANGGUNIANG BAYAN
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Tricycle Drivers and Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance	Barangay
LTO Certificate of Registration & latest Official Receipt of registration payment issued in the name of the applicant;	Land Transportation Office
Insurance coverage for any liability to passenger and third parties in case of accident.	Insurance Company

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask for Order of payment	Assess/ evaluate supporting documents of MTOP. <ul style="list-style-type: none"> Inspection Report Official Receipt of Payment of the Prescribed Fees duly signed by their respective TODA President/ Representative Federation President, Traffic Management Unit and Traffic Regulation Unit 	<ul style="list-style-type: none"> Payment of Fees based on the Approved Franchising Ordinance. 	5 minutes	Office Clerk



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements needed for approval	Record application in the MTOP Book Registry	none	3 minutes	Office Clerk
	Vice Mayor Approves MTOP	none	3 minutes	Vice Mayor
Wait for the release of the approved MTOP	Release of MTOP and Client Advised to proceed to the BPLO for the Issuance of Mayors Permit	none	2 minutes	Office Clerk

ISSUANCE OF SANGGUNIANG BAYAN DOCUMENTS

Service Information

This to provide client's needs of Sangguniang Bayan documents for any legal purpose

Office or Division:	SANGGUNIANG BAYAN
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	NGO's and CSo's

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Request to the Office of the Sangguniang Bayan	Received written request addressed to the Sanggunian	Depending on the rates of the requested documents	5 minutes	Clerk
	Prepares and produce a copy of the requested documents	none	5 minutes	Clerk



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client proceed to the Municipal Treasurer's Office and pay corresponding Fees				Municipal Treasurers' Office
Present the Official receipt	Released requested documents		1 minute	SB Secretary/ SB Staff

ISSUANCE OF CSO ACCREDITATION

Service Information

To recognize CO and to give an opportunity to become partner of LGU thru the representation in local special body

Office or Division:	SANGGUNIANG BAYAN
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent addressed to the Sangguniang Bayan	Client
Organization By Law	Organization
SEC, DOLE, CDA Certificate	SEC, CDA, DOLE
List of Officers and Members	Organization
Annual Accomplishment Report	Organization
Annual Financial Statement	Organization
Board Resolution aiming for Accreditation	Organization
Endorsement from the Barangay	Barangay



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
Submit Letter of Request and requirements for CSO Accreditation to the Sangguniang Bayan	Receive and forward to SB Secretary for Comment		5 minutes	SB Staff/ SB Secretary
	SB Secretary inform SB Members concerned agenda		2 minutes	Secretary to the Sangguniang Bayan
	Calendar of Business (CB) referred to Committee concerned for Committee Hearings		Session Scheduled	Legislative Body
	Prepares referral and notice of hearing		5 minutes	SB Secretary's Office Staff
	Conduct of Hearings		As scheduled	Committee concerned and SB Secretariat
	Prepares Committee report		20 minutes	SB Secretariat, reviewed by SB Secretary and Committee concerned
	Committee Concerned present/submit their recommendation thru communication report to Hon. SB for approval		Session Scheduled	Legislative Body
	Drafting and finalization of resolution for approved CSO Accreditation		1 day	SB Secretariat and SB Secretary
	Signing of Resolution		1 day	Legislative and Executive
	Prepares Transmittal		15 minutes	SB Secretariat
Release of Certificate of CSO Accreditation	Record and Release CO Accreditation on Book of Registry		2 minutes	SB Secretariat



PUBLIC MARKET



PUBLIC MARKET AND SLAUGHTERHOUSE

COLLECTION OF OTHER RELATED FEES FROM VARIOUS SELLERS WITHIN THE PUBLIC MARKET and AMBULANT VENDORS

Service Information

Public Market Operation Office collects fees on daily basis from ambulant vendors/seller within the Public Market area.

Office or Division:	Public Market Operation
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	All Ambulant Vendors/Sellers within the Public Market area

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cash Tickets			Public market Operation Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives tickets from collectors and pay all corresponding amount	Issue of cash Ticket to vendors and receive corresponding amount	P 10.00 per (papag) plus numbe of sacks and kaing)	2 minutes	Market Collectors



AVAILMENT OF SPACE DURING MARKET DAY (TUESDAY AND FRIDAY) AS AMBULANT VENDORS

Service Information

Public Market Operations Office collects fees from various ambulant vendors/sellers. Space is strictly on first come first serve basis on designated streets or roads. Tuesday and Friday was declared as the official Market Day which starts at 4:00 am to 5:00pm .

Office or Division:	Public Market Operation
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	All Ambulant Vendors/Sellers including those from other nearby towns.

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cash Tickets			Public market Operation Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment of Space occupied from selling various food products	Issuance of Cash Tickets	P 10.00 per (papag plus number of sacks and Kaing.)	2 minutes	Market Collectors



COLLECTION OF FEES FROM SLAUGHTERED PIGS (MORTEM FEE)

Service Information

Public Market Operation Office collects fees from all Market stores / meat shops .

Office or Division:	Public Market Operations
Classification:	Simple
Type of Transaction:	G2B and G2C
Who may avail:	All Market Stores/Meat Shops

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt			Public market Operation Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payments the corresponding amount	Verify the actual reports deliver from the Slaughter House and Receive Payment	Fees will be computed based on the number of heads (beef 50 per head, Pork 25 per head. Ante Mortem Pork (3.00 per head) Post Mortem (6.00 per head) Ante mortem Beef (6.00 per head) Post Mortem(10.00 per head)	10 minutes	Market Supervisor II
Receive official Receipt	2. Issuance of Official Receipts .			



MUNICIPAL BUDGET AND MANAGEMENT OFFICE



MUNICIPAL BUDGET and MANAGEMENT OFFICE

PROCESSING OF DISBURSEMENT VOUCHER

Service Information

Clients request for existence of appropriation in the Disbursement Vouchers.

Office or Division:	Municipal Budget & Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	LGU-Binalbagan Different Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Vouchers with complete documents	From LGU-Binalbagan offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Disbursement Voucher and Petty Cash Vouchers for verification and proper recording	Verification of Appropriation, Recording to Proper Expense account and assign Control number and proper account code to Obligation Request Forms of the General Fund and the Special Education Fund	N/A	2 minutes	Budgeting Assistant Budget Officer II Budget Officer I
	Affix a signature in the Obligation Request to certify the Existence of Appropriation	N/A	1 minute	Municipal Budget Officer I Budget Officer II



MUNICIPAL ACCOUNTING OFFICE



MUNICIPAL ACCOUNTING OFFICE

APPROVAL OF DISBURSEMENT VOUCHERS

Service Information

To check completeness and propriety of Disbursement Vouchers.

Office or Division:	Municipal Accounting Office
Classification:	Simple to Complicated
Type of Transaction:	G2C /G2G
Who may avail:	Suppliers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher	Requesting Office
Obligation Request	Requesting Office
Other pertinent supporting documents	Requesting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Disbursement Voucher with complete supporting documents	Check the completeness of submitted documents	none	3 – 10 minutes (simple) 1 – 8 hours (complicated)	Accounting Staff
	Control the Disbursement Voucher in the logbook	none	3 – 10 minutes (simple) 1 – 8 hours (complicated)	Accounting Staff
	Review and sign completed Disbursement Voucher	none	3 – 10 minutes (simple) 1 – 8 hours (complicated)	Municipal Accountant
	Release completed and duly signed Disbursement Voucher to Municipal Treasurer's Office	none	2 minutes	Accounting Staff



PREPARATION OF ACCOUNTANT'S ADVICE

Service Information

The Accountant's Advice is issued for every check for payment before its release to ensure check encashed is for legitimate expenditure and covered by duly approved disbursements vouchers or payrolls.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Creditors, suppliers and payees of the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Disbursement Vouchers			Responsible Office	
Approved Payrolls			Responsible Office	
Signed check for payment			Responsible Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present disbursement voucher and check for advice	Verify propriety of payment	none	1 minute	Accounting Staff
	Prepare advice	none	1 minute	Accounting Staff
	Approve and sign the Municipal Accountant's Advice	none	1 minute	Municipal Accountant
	Forward to Municipal Treasurer's Office	none	1 minute	Accounting Staff



LIQUIDATION OF CASH ADVANCES

Service Information

To check completeness of documents submitted for the liquidation of cash advances.

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2G - Government to Employees
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Disbursement Vouchers	Responsible Office
Liquidation Report	Responsible Office
Other pertinent supporting documents	Responsible Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents	Receive and check documents for the liquidation of cash advances	none	10 minutes	Accounting Staff
	Record submission of documents in the logbook	none	2 minutes	Accounting Staff
	Review supporting documents and sign Liquidation Report for the liquidation of cash advance	none	10 minutes	Municipal Accountant
	Record the transaction and prepare Journal Entries	none	3 minutes	GF, SEF, TF Bookkeepers
	Prepare Schedule of Unliquidated Cash Advances	none	3 minutes	Accounting Staff
	Segregate and submit documents to COA	none	3 minutes	Accounting Staff



ISSUANCE OF CERTIFICATE OF NO CASH ADVANCE

Service Information

A new cash advance may be granted to duly designated disbursing officers provided that the previous cash advance has been settled.

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2G - Government to Employees
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Liquidation Report with complete supporting documents of previous cash advance	Requesting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avail of new cash advance	Verify ledgers if requisitioner has no cash advance balances	none	2 minutes	Accounting Staff
	Issue certification if no cash advance balance	none	1 minute	Municipal Accountant
Present Liquidation Report for previous cash advance	Review supporting documents and verify balances	none	10 minutes	Accounting Staff
	Issue certification	none	1 minute	Municipal Accountant



PREPARATION OF BIR REMITTANCES

Service Information

To ensure taxes are properly withheld and remitted to the BIR

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Disbursement Vouchers	Responsible Office
Approved Payrolls	Responsible Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present documents	Compute taxes	none	3 minutes	Accounting Staff
	Prepare BIR Forms	none	3 minutes	Accounting Staff
	Forward to Municipal Treasurer's Office for payment	none	1 minute	Accounting Staff



PREPARATION OF JOURNAL ENTRIES AND FINANCIAL STATEMENTS

Service Information

To record and account for all financial transactions of the LGU

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Paid Disbursement Vouchers	Responsible Office
Other pertinent supporting documents	Responsible Office
Other reports	Responsible Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents	Receive paid Disbursement Vouchers and other reports from the Responsible Offices	none	1 minute	Accounting Staff
	Record all Collections & Deposits	none	5 days for 1 month transaction	GF, SEF, TF Bookkeepers
	Prepare Depreciation Schedule of Property, Plant and Equipment	none	30 minutes	GF, SEF Bookkeepers
	Prepare Journal Entries	none	3 minutes/ voucher	GF, SEF, TF Bookkeepers
	Review and approve Journal Entries	none	3 minutes/ voucher	Municipal Accountant
	Prepare Financial Statements and Other Reports	none	3 days to 1 month	GF, SEF, TF Bookkeepers Municipal Accountant



PREPARATION OF BARANGAY REPORTS

Service Information

To record and account for all financial transactions of the LGU

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Barangay

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved and Paid Disbursement Vouchers	Barangay
Other pertinent supporting documents	Barangay
Registers, Registries and Summaries	Barangay
Other reports	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents	Receive paid Disbursement Vouchers and other reports from the Barangay	none	3 minutes	Barangay Bookkeeper
	Prepare Journal Entries	none	3 minutes/ voucher	Barangay Bookkeeper
	Review and approve Journal Entries	none	3 minutes/ voucher	Municipal Accountant
	Prepare Financial Statements and Other Reports		SIMPLE 3-5 days/brgy. COMPLICATED 10 days/brgy.	Barangay Bookkeeper Municipal Accountant



SUBMISSION OF REPORTS TO COA

Service Information

The accounting office submits all disbursement vouchers with attached original documents, financial statements and other reports to the COA for post audit of the LGU's transactions.

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Disbursement Vouchers	Responsible Office
Other pertinent supporting documents	Responsible Office
Registers, registries and summaries	Responsible Office
Financial Statements	Accounting Office
Other reports	Responsible Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Segregate Disbursement Voucher with pertinent supporting documents of the municipality and submit to COA	none	3 minutes	GF, SEF, TF Bookkeepers
	Submit registers, registries, summaries and reports of the barangay to COA	none	3 minutes	Barangay Bookkeeper
	Submit financial statements and other reports to COA	none	3 minutes	Municipal Accountant



HUMAN RESOURCE MANAGEMENT OFFICE



HUMAN RESOURCE MANAGEMENT OFFICE

ISSUANCE OF APPOINTMENT

Service Information

Procedure for the issuance of appointment to employee (new/promotion).

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE
Classification:	Highly technical
Type of Transaction:	G2G Government to Government/G2C Government to Citizen
Who may avail:	All newly hire and promoted employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Form 212 or PDS	HRM Office
2. NBI Clearance	NBI
3. Certificate of Eligibility (If position with Eligibility)	CSC
4. Certificate of training and employment expertise	Previous Employer
5. Transcript of records	Respective School
6. Medical Certificate	MHO
7. Marriage Contract (For married only)	LCR
8 . Performance for at least 2 rating period (for Promotion only)	Respective Office
9. Other documents needed	Personal (client)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits required documents	verifies the completeness of the submitted requirement	None	2minutes	Administrative Aide
	Prepare appointment of the newly hired/ promoted employee		20 minutes	HRMA/ MGADH I
	Prepare supporting documents to be submitted to CSC Field Office for validation of appointment		20 working days	HRMA/ MGADH I
Receive copies of approved appointment and other documents	Issue a copy of Approved appointment and other documents	None	5 minutes	HRMA



SERVICE RECORD

Service Information

The service record is issued to both current and former employees of the Municipal Government of Binalbagan as one of the requirements for GSIS policy maturity claims, Retirement/Separation Benefits Claims, HDMF provident Claims, Loyalty Bonus and other personal purposes

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE
Classification:	Simple
Type of Transaction:	G2G Government to Government ,employee
Who may avail:	Permanent, Coterminous, Casual and JO's employees of Binalbagan

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition slip			HRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and sign request form and submit to HRMO	Accommodate the client/check the significant information stipulated in the request slip	None	5 minute	Administrative Aide
Wait while the documents are being processed	Review Service Record (SR) in the HRIS		5 minutes	HRMA/AO/MGADH I
	Print Service Record and facilitate the signing of the document		20 minutes	HRMA/AO/MGADH I
Receives the copy of Service Records	Release the approved Service Records		5 minutes	Administrative Aide



ISSUANCE OF PERSONAL DOCUMENTS TO EMPLOYEES

Service Information

Releasing of personal records to be used for specific purposes.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2 G			
Who may avail:	All LGU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter			Office of the HRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out and accomplish request form in charged	Receives the request slip Retrieve the requested record and print	None	2 minutes	Administrative Aide/HRMA
Receives and log the requested record	Releases the requested record.	None	2 minutes	Administrative Aide/HRMA



CERTIFICATION OF EMPLOYMENT AND/OR CERTIFICATION OF EMPLOYMENT WITH COMPENSATION

Service Information

This certification is issued to all employees/workers of LGU Binalbagan as attachment to various loans and other purpose.

Office or Division:		HUMAN RESOURCE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2G, G2B– Government to Business Entity		
Who may avail:		All Employees of this municipality both current and former.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter			Office of the HRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up requisition slip and check the space provided opposite to the desired document to be requested	Draft the certification and submit to Payroll In-charge for review of the employment and compensation details respectively.	None	20 minutes	HRMA/AO III/ MGADH I
Wait while the documents is being prepared	Effects correction/s (if there's any), finalize the certification and facilitate the signing of the same	None	5 minutes	HRMA/MGADH I
	Sign and return the said certification to the Administrative Aide for release			
Receive the certificate of Employment and Compensation	Release the signed/approved certification	none	3 minutes	Adm. Aide/HRMA/ AO III



APPLICATION FOR LEAVE OF ABSENCE

Service Information

For government employees applying for leave of absence..

Office or Division:	HUMAN RESOURCE DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	All LGU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sick Leave—medical Certificate with fit to work	Hospital where employee was confined Doctor in charged
2. Maternity Leave—medical certificate with fit to work	Hospital where employee was confined Doctor in charged
3. Paternity Leave — medical certificate with fit to work	Hospital where employee was confined Doctor in charged
4. Solo Parent—medical certificate with fit to work	Hospital where employee was confined Doctor in charged
5. Study Leave — medical certificate fit to work	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING-TIME	PERSON RESPONSIBLE
Fills out and submit leave application Form	Reviews the leave application form.	None	5 minutes	Administrative Aide
	Certifies all the documents	None	2 minutes	MGADH I/AO III



APPLICATION OF MONETIZATION AND TERMINAL LEAVE

Service Information

For government employees applying for monetization of leave credits and terminal leave.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	All LGU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Monetization—Statement of accounts and Letter request from the LCE			Applicant	
Terminal Leave– LGU Clearance Affidavit to deduct Other Clearance Statement of Asset and Liabilities and Networth (SALN)			All Concerned offices and HRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out and submit leave application form	Reviews the leave application form	None	5 minutes	Administrative Aide
	Photocopy and certify all the documents.	None	5 minutes	Administrative Aide
Log in entry at log book	Approves leave application form	None	2 minutes	MGADH I/AO III
	Release copy for Mun. Treasurer	None	2 minutes	Administrative Aide



LOANS APPLICATION

Service Information

The Human Resource and Mgt. Office—Loans application is issued to employees who avail loan from outside Lending Institution 's to affirm the validity of information they provide when applying personal loan.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2G Government to Government ,employee			
Who may avail:	All employee of the Municipal Government of Binalbagan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for personal Loan			Lending institution whee loan is being availed.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit dully filled out loan application form	Receive and re-view the sum-mited loan application form	None	1 minute	Administrative Assistant
Wait while documents are being processed	Endorse the reviewed loan application form to Mun. Accountant/Mun. Treasurer for signature	None	2 minutes	Administrative Assistant
Received the certified loan application form	Release the approved loan application form.	None	3 minutes	Administrative Assistant



PROCESSING OF GSIS LOAN

Service Information

The Agency Authorized Officer (AAO) is the official representative of the agency who not only approves loans such as Consolidated Loan, Emergency Loan, Multi purpose loan and policy Loan.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE
Classification:	Simple
Type of Transaction:	G2G Government to Government ,employee
Who may avail:	Permanent, Coterminous and casual employees of Binabagan

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for loan confirmation			HRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and sign request form.	Receive and re-view the submitted request form to verify net pay.	None	1 minute	Admin Officer III
Wait while documents are being processed/confirmed	Endorse verified request form to Agency Authorized officer (AAO) for loan confirmation	None	3 days	AAO/Admin Officer/HRMA
	AAO will decide to confirm/deny the loan application thru GSIS website, If denied, employee will be notified	None		
	Payroll Manager records for salary deduction.	None	1 minute	Admin. Officer III



PROCESSING OF PAYSLIP FOR LOAN PURPOSES

Service Information

Pay slip for loan purposes issued to individuals who will avail loans in BIMEC, Pag ibig and other lending institutions

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE
Classification:	Simple
Type of Transaction:	G2G Government to Government ,employee
Who may avail:	Permanent, Coterminous,casual and JO;s employees of Bi nalbagan

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Pay slip			HRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and sign request form and submit to HRMO	Received and review the submitted request form for verification purposes	None	1 minute	Administrative Aide
Wait while the documents are being processed	Print/Photo Copy as requested and let it signed by MADH I	None	2 minutes	HRMA
Receives the copy of Pay slip	Release the approved pay slip	None	30 seconds	Administrative Aide



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish our Feedback Form available in the Public Assistance and Complaints Desk;
How feedbacks are processed	Proceed to the Public Assistance and complain desk and look for the OFFICER OF THE DAY; or Send your feedback through e-mail (hrmobin2019sel48@gmail.com)
How to file a complaint	Accomplish our Complaint Form and endorse/ submit it to the PACD Officer of the day.
How complaints are processed	The PACD Officer of the day forward the complaint to the concern office for appropriate action and Inform s complainant for the action taken.
Contact Information of CCB, PCC, ARTA	(034)742-8019/09158790400



LIST OF OFFICES

OFFICE	ADDRESS	Contact Information
Office of the Municipal Mayor	Brg. San Pedro, Binalbagan, Negros Occidental	APRIL CLAUDINE ANGELIE T. MIRASOL Private Secretary II 09088199008
Municipal Planning and Development Office	Brg. San Pedro, Binalbagan, Negros Occidental	PEARL ANGELI P. FUENTES Acting MPDC 09610316563/ 0919008515
Municipal Budget and Management Office	Brg. San Pedro, Binalbagan, Negros Occidental	APOLLO B. PIGAR Municipal Budget Officer I 09267004654
Sangguniang Bayan Office	Brg. San Pedro, Binalbagan, Negros Occidental	ZALDY M. GEROY SB Secretary 09189678190
Municipal Treasurer's Office	Brg. San Pedro, Binalbagan, Negros Occidental	HERMA B. GABUELO Municipal Treasurer 09189671173
Municipal Accounting Office	Brg. San Pedro, Binalbagan, Negros Occidental	KARENA MALAYA DEREKA L. RUAZA Municipal Accountant I 09171027520
Municipal Engineer's Office	Brg. San Pedro, Binalbagan, Negros Occidental	PATRICK V. MABAG Municipal Engineer 09399040769/ 09228635053
Municipal Civil Registry Office	Brg. San Pedro, Binalbagan, Negros Occidental	JINA B. DELPRADO Municipal Civil Registrar 09985580494
Municipal Assessor's Office	Brg. San Pedro, Binalbagan, Negros Occidental	NELIA T. RESUMA Municipal Assessor's 09189471179



LIST OF OFFICES

OFFICE	ADDRESS	Contact Information
Municipal Health Office	Brg. San Pedro, Binalbagan, Negros Occidental	HAZEL C. PAGUNSAN, M.D. Municipal Health Office (034) 3888-619/ 09189471140
Municipal Social Welfare and Development Office	Brg. San Pedro, Binalbagan, Negros Occidental	JANET M. TRASPORTO Municipal Social Welfare & Development Officer 09088913177
Municipal Agriculture and Environment Office	Brg. San Pedro, Binalbagan, Negros Occidental	CESAR M. GAYEM Municipal Agriculturist 09475417294
Binalbagan Infirmary	Brg. San Pedro, Binalbagan, Negros Occidental	JOCELYN T. RAPISTA Medical Officer V 09189471249 MERCY V. MASION Administrative Officer III
Human Resource Management Office	Brg. San Pedro, Binalbagan, Negros Occidental	AIREEN B. VARON Mun. Gov't. Asst. Dept. Head I 09158790400
Market and Slaughterhouse	Brg. San Pedro, Binalbagan, Negros Occidental	HERMA B. GABUELO Municipal Treasurer 09189671173
Business Permits and Licensing Office	Brg. San Pedro, Binalbagan, Negros Occidental	MA. FE A. INFANTE Rev. Collection Clerk III



LIST OF ELECTIVE OFFICIALS

NAME:	POSITION
ALEJANDRO Y. MIRASOL	Municipal Mayor
URCESIO B. INODEO	Municipal Vice Mayor
JOHN HENRY Y. TAJONERA	Sangguniang Bayan Member
RAYMON G. MAGBANUA	Sangguniang Bayan Member
DANILO G. SEVILLA	Sangguniang Bayan Member
GAUDENCIO F. BAJA JR.	Sangguniang Bayan Member
JERRY S. YULO	Sangguniang Bayan Member
RAPHAEL V. GABAYERON	Sangguniang Bayan Member
DELILAH S. GAVARAN	Sangguniang Bayan Member
ARNIE M. SARAD	President Liga ng mga Barangay
JASON T. TAJONERA	SK President