



LOCAL GOVERNMENT UNIT OF **UBAY** BOHOL, PHILIPPINES



CITIZEN'S CHARTER REVISED 2023 EDITION





LOCAL GOVERNMENT UNIT OF

UBAY

BOHOL, PHILIPPINES





Republic of the Philippines
PROVINCE OF BOHOL
Municipality of Ubay



Office of the Sangguniang Bayan

SESSION NO. 76

APRIL 03, 2024

EXCERPT FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG BAYAN OF UBAY,
BOHOL HELD ON APRIL 03, 2024 AT THE SB SESSION HALL.

Present:

Hon. Victor A. Bonghanoy	- Vice Mayor/Pres. Officer
Hon. Maximo O. Boyles, Jr.	- SB Member
Hon. Isidore G. Besas	- SB Member
Hon. Elvira C. Bacolod	- SB Member
Hon. Violeta D. Reyes	- SB Member
Hon. Luis M. Rotol	- SB Member
Hon. Constancio V. Atuel (virtual)	- SB Member
Hon. Christopher O. Villadores	- SB Member
Hon. Nador A. Vallecera	- SB Member
Hon. Laureto V. Bayotlang	- ABC President
Hon. John Phillip S. Nebria	- SK Fed. President

Absent:

None

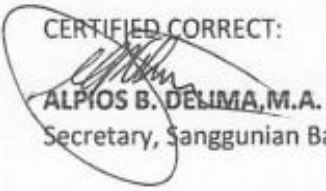
MUNICIPAL ORDINANCE NO. 07
Series of 2024

AN ORDINANCE ADOPTING CITIZEN'S CHARTER OF THE MUNICIPALITY OF UBAY

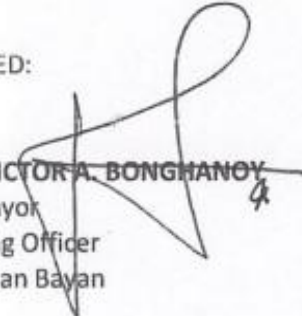


Adopted, this 3rd day of April, 2024.

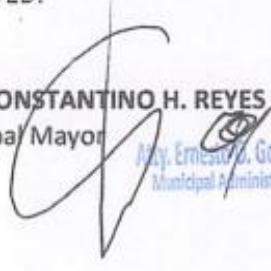
CERTIFIED CORRECT:


ALPIOS B. DELIMA, M.A.
Secretary, Sanggunian Bayan

ATTESTED:


HON. VICTOR A. BONGHANOY
Vice Mayor
Presiding Officer
Snggunian Bayan

APPROVED:


HON. CONSTANTINO H. REYES
Municipal Mayor

Municipal Administrator



CITIZEN'S CHARTER



MANDATE

The Municipal Government is the territorial body in charge of the municipal territory or municipality; it enjoys political, fiscal and administrative autonomy within the limits agreed by the constitution.

VISION

A well-defined home and peaceful municipality characterized by God-Loving and empowered shareholders, balanced ecosystem and well-preserved culture, which are nurtured by committed and responsive inhabitants determined to pursue the dream of making the municipality a premier sustainable Science City in the country and food basket in the Province of Bohol.

MISSION

- Develop various barangays investment and business opportunities to increase jobs and reduce poverty;
- Expand housing options either in urban or rural barangays to meet the needs of the growing populace at various life stages;
- Encourage the public, youth, senior citizens, and persons with disability as active partners in drawing-up community development particularly on spatial land uses;
- Promote strong and dynamic economic infrastructures through agricultural productivity and application of science and technology;
- Strengthen Ubay's community identity and sense of maintaining " green areas green "
- Inculcate in the municipal planning team climate change and disaster risk reduction management for stable environment putting into effect the Ridge-to-Reef model;
- Improve the development and management of ecotourism destination;
- Deepen Solid Waste Management Planning for lawful implementation
- Develop cluster growth area among adjoining barangays to leverage effective and efficient agricultural and fishery productivity to improve the income of farmers and fisher folk that will augment their buying power and local revenue.



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OFFICE OF THE MUNICIPAL MAYOR

EXTERNALSERVICES



1. Medical and Financial Assistance

Office or Division:	OFFICE OF THE MUNICIPAL MAYOR			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	All LGU-Ubay residents			
CLIENTSTEPS	AGENCYACTION	FEES TO BE PAID	PROCESSING TIME	PERSONRESPONSIBLE
1. Submit the Requirements to the receiving clerk	Record the request in the logbook	None	2 minutes	Office of the Mayor
2. Speak to the Mayor for approval	Interact with the client	None	5 minutes	Office of the Mayor
3. Proceed to MSWDO	Assist/Forward Clients	None	5 minutes	Office of the Mayor
	TOTAL:	NONE	12 minutes	

2. Securing Permit to Conduct Motorcade, Parade or Procession & Fiesta, Disco or Benefit Dance

CLIENTSTEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Check the letter request, record and issue order of payment	None	2minutes	Office of the Mayor
	2. Interact with the client	None	5minutes	Office of the Mayor
2. Proceed to Municipal Treasurer for payment	3. Receive the payment and issue official receipt	P150.00	5minutes	Office of the Mayor
3. Return to the Office of the Mayor and present the official receipt	4. Prepare the Permit	Official Receipt	5minutes	Office of the Mayor



	5. Approve and sign the permit	None	2 minutes	Office of the Mayor
4. Claim the permit	6. Release the permit and leave one copy for filing	None	1 minute	Office of the Mayor
Total:		150.00	20 minutes	

3. Securing Mayor's Clearance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the receiving clerk	1. Check the requirements, records and issue order of payments	None	2 minutes	Office of the Mayor
2. Proceed to Municipal Treasurer's Office for payment	2. Receive the payment and issue Official Receipt	100	2 minute	Office of the Mayor
3. Speak to the Mayor for approval	3. Interact with the client	None	5 minutes	Office of the Mayor
	4. Prepare the Clearance	None	2 minutes	Office of the Mayor
	5. Approve and sign the clearance	None	2 minutes	Office of the Mayor





OFFICE OF THE MUNICIPAL VICE MAYOR





1. FRONTLINE SERVICE: Sign All Ordinances, Resolutions, Final Minutes, Orders, Issuance, Warrants, Ordered, Disbursement of the Sangguniang Bayan

Office or Division:	OFFICE OF THE MUNICIPAL VICEMAYOR			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	All LGU-UBAY			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Ordinances, Resolutions and Final Minutes, Issuances for Signature	Received and Record Document Received for Signature	None	3 minutes	MUNICIPAL VICEMAYOR
	Check and Review Documents Submitted for Signature	None	5 minutes	MUNICIPAL VICEMAYOR
	Sign the reviewed documents	None	5 minutes	MUNICIPAL VICEMAYOR
	Releasing of Signed Documents	None	3 minutes	MUNICIPAL VICEMAYOR
2. SB Members Request for Preparation of correspondence, disbursing documents, etc	Prepare drafts and final copies of requested documents by SB members	None	20 mins or more / depending on the scope of request	MUNICIPAL VICEMAYOR
	Release / distribution of the requested documents		20 mins or more / depending on the scope of request	MUNICIPAL VICEMAYOR
	Total:		56 minutes	



2. SB Constituency Assistance Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for endorsement and recommendation	Received supporting documents & Prepare the needed documents	None	5 minutes	MUNICIPAL VICEMAYOR
	Sign the Requested Documents	none	5 minutes	MUNICIPAL VICEMAYOR
2. Request for referrals for cash / medical / burial and other constituency assistance services	Received and check required supporting documents and prepare referrals for signing	None	5 minutes	MUNICIPAL VICEMAYOR
	Sign the referrals	None	5 minutes	MUNICIPAL VICEMAYOR
3. Agencies / Offices Coordinates to the office for PPA Implementation	5. Accept and facilitate PPA Implementation	None	5 minutes	MUNICIPAL VICEMAYOR
TOTAL:		None	25 minutes	
Proposed Legislations for Review	documents for review and conduct meetings / review			VICEMAYOR
2. Submit complaints for investigation	2. Received complaints and conduct committee meeting and review	None	4-7 days	MUNICIPAL VICEMAYOR
	3. Sign documents submitted for appropriate action	None	2 - 3 days	MUNICIPAL VICEMAYOR
Total:		None		





OFFICE OF THE SANGGUNIANG BAYAN





1. FRONTLINE SERVICES: Issuance of Provision of Information on Legislative Measures

Office or Division:	OFFICE OF THE SANGGUNIANG BAYAN			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	ALL LGU-UBAY RESIDENTS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information on legislative ordinances, resolutions and SB legal opinion on ordinance related issues	1. Entertain and interview the client Read the request letter if there's any.	None	5 minutes	OFFICE OF THE SANGGUNIANG BAYAN
	2. Search for the needed information, retrieve and print copies or photocopy of ordinance & resolutions.	None	10 minutes	OFFICE OF THE SANGGUNIANG BAYAN
2. Pay the requirements for certified true copy/printing and /or photocopying	3. Release the copy of the ordinances, resolutions and/or legal document.	P100 with or w/out seal	5 minutes	OFFICE OF THE SANGGUNIANG BAYAN
TOTAL:		P100.00	15 minutes	



2. Review of Barangay Ordinances

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Ordinances and supporting documents	Review and calendar the Brgy. Ordinance and supporting documents.	None	5 minutes	OFFICE OF THE SANGGUNIANG BAYAN
	Search for the needed information, retrieve and print copies or photocopy of ordinance & resolutions.	None	Depending on the deliberations	OFFICE OF THE SANGGUNIANG BAYAN
2. Receive the results of the review of Brgy Ordinance	Release the result of the review of Brgy. ordinance	P100 with or w/out seal	5 minutes	OFFICE OF THE SANGGUNIANG BAYAN
Total:		P100.00	10 minutes	





THE HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

Internal Services



1. REQUEST FOR PERSONNEL RECORDS

Personal Records are records pertaining to employees of LGU-Ubay. These records are accumulated, factual and comprehensive information related to concern **records** and detained. All information with effect to human resources in the organization to kept in a systematic order in the MHRMD Office.

Office or Division :	OFFICE OF THE HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ALL LGU-UBAY RESIDENTS			
CHECKLIST		WHERE TO SECURE		
1. Authorization letter from the employee concerned (existing and separated) if he/she is not personally requesting the document, 1 original copy		Requesting party concerned		
2. Accomplished Request Form, 1 original copy		MHRMD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service Record	<ul style="list-style-type: none"> Interview the Officials or Employees Prepare and Print Service Record Record in the Logbook 	None	15 minutes	Office of the HRMD
2. Clients receive service record	Release the service records	None	10 minutes	Office of the HRMD
Total			70minutes	

2. Issuance of Service Record (Manual Transaction)

Office or Division :	OFFICE OF THE HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen





Who may avail:		ALL LGU-UBAY RESIDENTS		
CHECKLIST		WHERE TO SECURE		
1. Authorization letter from the employee concerned (existing and separated) if he/she is not personally requesting the document, 1 original copy		Requesting party concerned		
2. Accomplished Request Form, 1 original copy		MHRMD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. INQUIRE AND FILLING UP OF REQUEST FORM.</p> <p>Approved any of the MHRMDO staff and inquire about the documents/s you want to request.</p>	if the document/s is/are available in the office, the attending MHRMDO staff gives the requesting party a request Form.	None	5 minutes	Municipal Human Resource Management and Development Officer
<p>2. RECEIVING OF FILLED-UP REQUEST FORM.</p> <p>The attending MHRMDO staff receives the filled-up Request Form, pull-out the 201 File and forward the same to the MHRMDO</p>	The MHRMO update, print and latest his signature of the requested document and forward the same to the Office of Mayor for her appropriate action.	None	5 minutes	Municipal Human Resource Management and Development Officer
<p>3. APPROPRIATE ACTIONS OF THE MAYOR</p> <p>The Mayor signs the requested document/s or make some remarks if it needs some verification. The Mayor's Office staff forwarded the document to the MHRMD Office for</p>	signs the document.	none	(1-2 days) It depends the availability of the Municipal Mayor	Municipal Human Resource Management and Development Officer





release.				
4. RELEASING OF THE REQUESTED DOCUMENT The client/requesting party claims the document requested.	The MHRMDO staff file the duplicate copy and release the original copy to the requesting party/client.	55.00		Municipal Human Resource Management and Development Officer
		0	utes	

3. Issuance of CS Form No. 6 - Application of Leave (Through HRIS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application for Leave / Fill up and print application for Leave	<ul style="list-style-type: none"> HRIS Application (Employees' and Officials Individual Account) 	None	2 minutes	Office of the HRMD
	<ul style="list-style-type: none"> HRIS Application (Employees' and Officials Individual Account) 	None	5 minutes	Office of the HRMD
2. Certified Leave Credits of the Application of Leave	<ul style="list-style-type: none"> Received and Checked veracity of entries. 	None	10 minutes	Office of the HRMD
	<ul style="list-style-type: none"> Submit application to HRMO for Review and Signature Record in the Logbook 	None	15 minutes	Office of the HRMD
3. Submit document application to Municipal Mayor	<ul style="list-style-type: none"> Forward and record logbook and document to the Municipal Mayor's Office 	None	10 minutes	Office of the HRMD





	<ul style="list-style-type: none"> Municipal Mayor for Signature (upon the availability of the Mayor) 	None	30 minutes	Office of the HRMD
Total:		None	72 minutes	

4. Issuance of Certifications (Employment/ Annual Salary, Accumulated Leave Credits/AWOL)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification of employment, etc	<ul style="list-style-type: none"> Interview the Official / Employee 	None	5 minutes	Office of the HRMD
	<ul style="list-style-type: none"> Print certification as requested and let concerned official/employee to checked 	None	10 minutes	Office of the HRMD
	<ul style="list-style-type: none"> Submit application to HRMO for Review and Signature Record in the Logbook 	None	15 minutes	Office of the HRMD
2. Received the duly signed Certification	<ul style="list-style-type: none"> Release the certification and record in logbook 	None	5 minutes	Office of the HRMD
Total:		None	35 minutes	





OFFICE OF THE MUNICIPAL BUDGET OFFICER

EXTERNALSERVICE





1. ANNUAL BUDGET PREPARATION AND SUBMISSION

The Budget preparation is the first phase of the Local budget process. It involves cost estimation per PPA, preparation of Budget proposals every offices/department of the LGU. The Heads of Department and Offices shall submit budget proposals for their respective offices. The Municipal Budget Officer shall review and consolidate the budget proposals of different departments and offices of the LGU.

Office or Division:	MUNICIPAL BUDGET OFFICE
Classification:	Highly Technical
Type of Transaction:	G2G– Government to Government
Who may avail:	All LGU-Ubay Department Heads, NGAs personnel assigned, And Civil Society Organization (CSO's)
CHECK LIST	
WHERE TO SECURE	
1. Local Budget Preparation Form 1, 2 original copies	Municipal Budget Office/Municipal Treasurer/Municipal Accountant
2. Local Budget Preparation Form 2, 2 original copies	All LGU department Heads
3. Local Budget Preparation Form 2a, 2 Original copies	All LGU department Heads
4. Local Budget Preparation Form 3, 2 original copies	All LGU department Heads
5. Local Budget Preparation Form 3a, 2 original copies	All LGU department Heads
6. Local Budget Preparation Form 4, 2 original copies	All LGU department Heads
7. Local Budget Preparation Form 5, 2 original copies	Municipal Budget Office
8. Local Budget Preparation Form 6, 2 original copies	Municipal Budget Office
9. Local Budget Preparation Form 7, 2 original copies	Municipal Budget Office
10. Project Procurement Management Plan (PPMP), 2 original copies	All LGU department Heads
11. Project Proposal/POW/Cost Estimates, 2 Original copies	Municipal Engineering's Office/ All LGU Offices/Department
12. Work and Financial Plan, 2 original copies	All LGU department Heads
13. Gender and Development Plan, 1 original copy	GAD Focal Point



14. Local Disaster Risk Reduction Management Plan, 1 original copy	MDRRM Office			
15. Local Climate Change Action Plan, 1 original copy	MPDC/MDRRMO			
16. Peace and Order Plan, 1 original copy	MLGOO/MPOC			
17. Local Nutrition Action Plan, 1 original copy	Mun. Health Office			
18. Annual Cultural Development Plan, 1 original copy	Culture and Arts Council			
19. Indicative Annual Procurement Plan, 1 original copy	BAC Secretariat			
20. List of PPAs for Senior Citizens and Person with Disabilities, 1 original copy	MSWD Office			
21. List of PPAs for the Local Council for the Protection of Children, 1 original copy	MSWD Office			
22. List of PPAs to Combat Acquired Immune Deficiency Syndrome (AIDS), 1 original Copy	Mun. Health Office			
23. List of PPAs to Address the Problem of Illegal Drugs, 1 original copy	Mun. Anti-Drugs Council/MADAC			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received the issuance of Budget Call of LCE	Disseminate the Budget Call memorandum	None	1 day	Municipal Budget Officer
2. Prepare Budget proposals using the different Local Budget preparation Forms	Prepare and Ready the availability of different LBP Form and provide technical assistance	None	30 days	Department Heads
3. Submit the Budget Proposal to the Municipal Budget Office, attach with the different requirements as required	Stamp Received budget proposals of different department/Offices	None	1 day	Municipal Budget Officer



	Consolidate and review the budget proposals of different department/Offices	None	30days	Municipal Budget Officer
4. Attend, participate and defend budget proposal of concern department	Assist and Conduct Technical Budget Hearing	None	15days	Local Finance Committee
	Prepare the Local Expenditures program (LEP) and Budget Expenditures and Sources of Financing(BESF)	None	15days	Municipal Budget Officer
	Prepare LCE Budget Message	None	2days	Municipal Budget Officer
	Finalization of all local budget preparation form to support the Executive Budget	None	15days	Municipal Budget Officer
	Submission of Executive Budget to the Sangguniang Bayan	None	1day	Municipal Budget Officer
TOTAL:		None	110days	





2. REVIEW THE BARANGAY ANNUAL/SUPPLEMENTAL BUDGET

Budget Review is the third(3rd) phase in the barangay budget process. Its primary purpose is to determine whether the Appropriation Ordinance has complied with the budgetary requirements and general limitations set forth in the code, as well as provisions of other applicable laws.

Office or Division:	MUNICIPAL BUDGET OFFICE	
Classification:	Highly Technical	
Type of Transaction:	G2G– Government to Government	
Who may avail:	Barangay Officials	
	CHECK LIST	WHERE TO SECURE
	1. Transmittal Letter, 3 Sets (1 original copy, 2 Certified photocopies)	Barangay Government concerned
	2. Appropriation Ordinance, 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	3. Brgy Budget Pre Form 01, 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	4. Brgy Budget Pre Form 02, 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	5. Brgy Budget Pre Form 2a, 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	6. Brgy Budget Pre Form 03, 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	7. Brgy Budget Pre Form 04, 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	8. Annual Investment Plan, 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	9. BDC Resolution (AIP), 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	10. Brgy Council Resolution (AIP), 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	11. ABYIP -SK, 3 Sets (1 original copy, 2 Certified photocopies)	Barangay Government concerned
	12. SK Resolution, 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned
	13. SK Annual Budget, 3 Sets (1 original copy, 2 Certified photocopies)	Barangay Government concerned





14.5%BDRRM Fund Work & , 3Sets(1 original copy, 2 certified photocopies)	Barangay Government concerned			
15. Financial Plan, 3Sets(1 original copy, 2 Certified photocopies)	Barangay Government concerned			
16. BDRRC resolution, 3 Sets(1 original copy, 2 certified photocopies)	Barangay Government concerned			
17. BDC Resolution, 3Sets (1 original copy, 2 Certified photocopies)	Barangay Government concerned			
18. Brgy Council Resolution, 3Sets(1 original copy, 2 certified photocopies)	Barangay Government concerned			
19. GAD PLAN, 3 Sets (1 original copy, 2 certified photocopies)	Barangay Government concerned			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the 3 sets of Barangay Annual /Supplemental Budget	The receiving personnel will stamp received the documents and forward to the Municipal Budget Officer.	None	3 minutes	Municipal Budget Officer
	The municipal budget officer conduct and initial/preliminary review of the submit Barangay budget	None	20 days	
	In case the submitted budget is complete, the MBO will prepare a Review Letter stating her findings And recommendations.	None	3 days	Municipal Budget Officer
	Forward to the Office Sangguniang Bayan Secretary the brgy budget with attachment of Review	None	1 day	Municipal Budget Officer



	Letter of MBO.			
	In case the submitted budget has deficiency, the MBO will call the attention of the Brgy Officials concerned for compliance.	None	1day	Municipal Budget Officer
2.The barangay officials concern will report to the Office of the Municipal Budget Officer to verify and comply the deficiency/ies	The MBO will officially informed the barangay official, that the counting of number of days for review period is stop until the said deficiency is complied	None	1day	Municipal Budget Officer
3.Resubmit the 3sets of Barangay Annual /Supplemental Budget	The municipal budget officer conduct a final review of the submit barangay budget	None	20days	Municipal Budget Officer
	In case there submitted budget is complete, the MBO will prepare a Review Letter stating her findings and recommendations.	None	3days	Municipal Budget Officer
	Forward to the Office Sangguniang Bayan Secretary the brgy budget with attachment of Review Letter of MBO.	None	1day	Municipal Budget Officer
	Total	None	50 days and 3minutes	



OFFICE OF THE MUNICIPAL TREASURER

EXTERNALSERVICE





I. ISSUANCE OF REAL PROPERTY TAX RECEIPTS

This is to acknowledge receipt of payment of real property taxes. All real properties such as lands, buildings, machineries, and other improvements located in Ubay Bohol are subject to Real Property Tax at a rate of 1 % Basic Tax and 1% Special Education Fund Tax.

Office or Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	All Real Property Tax payers

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit any of the following:	
Photocopy of Latest Tax Declaration (1 copy) or	Municipal Assessor's Office
Photocopy of Latest RPT OR (1 copy)	Client's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the latest Tax Declaration/ Latest RPT OR	Interview the client Print the RPT Due/ Stmt. of Account	Basic Tax: Tax Due = Assessed Value * 1% Basic Tax Rate -20% Disc. for advance payment (if paid on or before Jan. 20 of CY) or +2% Interest per month up to 36 mos. SEF Tax: Tax Due = Assessed Value * 1% SEF Tax Rate -20% Disc. for advance payment +2% Interest per month up to 36 mos. Total Tax Due Tax Due = Basic Tax Due + SEF Tax Due	15 minutes	<u>Antonio Nacua, Jr./</u> (RP Tax Assessment In-charge) Real Property Tax Division, Mun. Treasurers Office, Groud Floor, Municipal Hall Main Building
2. Pay the RP Tax Due	Issue Official Receipt (AF 56)	Base on Total Tax Due computation in the Stmt. of Account	14 minutes	Tellers/ (Ticket Checkers): Lucila Boyles/ Teller 1 Consolacion Gumapac/ Teller 2 Josephine Espera/ Teller 3 Jesusa Rempillo/ Teller 4 Mun. Treasurers Office, Groud Floor, Municipal Hall Main Building
3. Receive the RPT OR	Release the RPT OR		1 minute	
	Total	Based on Taxpayer's Stmt. of Account	30 minutes	

II. ISSUANCE OF REAL PROPERTY TAX CLEARANCE OR CERTIFICATE OF PAYMENT

This service refers to the issuance of the following as per request of the real property taxpayers (provided that there are no delinquencies on the previous years):

1. Real Property Tax Clearance- if real property taxes for the current year were fully paid thru annual mode of payment
2. Real Property Tax Payment Certificate – if real property taxes for the current year were paid thru quarterly mode of payment

Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Real Property Taxpayers

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
1. Original/photocopy of latest RPT OR	Client's copy
** If requested by declared owner/administrator, present 1 valid I.D.;	
**If the property is not yet transferred to its new owner, submit photocopy of deed of sale and photocopy of 1 valid ID; otherwise if requested thru representative, submit SPA and photocopies of 1 valid IDs of the declared owner/administrator and its representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the RPT Assessment In-Charge	Interview the client Check the payments in the database, if the current year is paid, print the tax clearance	None	12 minutes	<u>Antonio Nacua Jr.</u> (RP Tax Assessment In-charge) Real Property Tax Division, Mun. Treasurers Office,
2. Pay the Tax Clearance Fee	Issue OR for the Tax Clearance and Documentary Stamp Tax then	Tax Clearance Fee: P200.00 Doc Stamp Tax - P 30.00	5 minutes	Tellers/ (Ticket Checkers): Lucila Boyles/ Teller 1 Consolacion Gumapac/ Teller 2 Josephine Espera/ Teller 3





	Mun. Treasurer sign the Tax Clearance			Jesusa Rempillo/ Teller 4 Elizabeth B. Pabellan (Municipal Treasurer) Mun. Treasurers Office, Groud Floor, Municipal Hall Main Building
3. Receive the RP Tax Clearance	Release the RP Tax Clearance	None	3 mins.	Antonio Nacua Jr. (RP Tax Due Assessment In-charge)
	Total	P230.00	20 minutes	

III. ISSUANCE OF OFFICIAL RECEIPT ON THE USE OF CONSTRUCTIVE AFFIXTURE OF DOCUMENTARY STAMP

In lieu of the loose documentary stamps, all government agencies or instrumentalities shall use the Constructive Affixture of Documentary Stamp as Proof of Payment of Documentary Stamp Tax (DST) on Certificates they issue which are subject to DST in pursuance to the provisions of Revenue Regulation No. 2-2023.

Office or Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	All

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Documentary Stamp	Interview the client	None	1 minutes	Tellers/ (Ticket Checkers): Lucila Boyles/ Teller 1 Consolacion Gumapac/ Teller 2 Josephine Espera/ Teller 3 Jesusa Rempillo/ Teller 4 Mun. Treasurers Office, Groud Floor, Municipal Hall Main Building
2. Proceed to payment	Issue Official Receipt	Based on client's request but minimum of P30.00 per request/ per OR		
3. Receive the OR for Doc Stamp	Release the OR	None	4 minutes	
	Total	based on Client's request but min. of P 30.00 per OR	5 minutes	

IV: ISSUANCE OF CTC OR CEDULA

A community tax certificate shall be issued to every person or corporation upon payment of the community tax. A community tax certificate shall also be issued to any person or corporation not subject to the community tax upon payment of five peso (P5.00). a. Individuals liable to community tax - Every resident of Ubay, Bohol eighteen (18) years of age or over, who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year, who engages in business or occupation, who owns real property with an aggregate assessed valuation of one thousand pesos (P1,000.00) or more, or who is required by law to file an income tax return shall pay an annual community tax of five pesos (P5.00) and an annual additional tax of one peso (P1.00) for every one thousand pesos (P1,000.00) of income, regardless of whether from business or exercise of profession and/ or one peso (P1.00) for every one thousand pesos (P1,000.00) of income from real property which in no case shall the additional tax exceed five thousand pesos (P5,000.00)

b. Juridical persons liable to community tax- Every corporation no matter how created or organized, whether domestic or resident foreign, engaged in or doing business in the Philippines with the principal office in Ubay shall pay an annual community tax of five hundred pesos (P500.00) and an annual additional tax in accordance with the following schedule:

1. On the assessed value of real property owned by the tax payer - Two pesos (P2.00) for every five thousand pesos (P5,000.00);
2. Gross receipts or earnings derived by it from its business during the preceding year - Two pesos (P2.00) for every five thousand pesos (P5,000.00).

Provided, however, that the dividends received by a corporation from another corporation shall, for the purpose of the additional tax, be considered as part of the gross receipts or earnings of said corporation. Provided, further, that said additional tax shall not exceed ten thousand pesos (P10,000.00).

Office or Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens, G2B - Governemnet to Business Entity
Who may avail:	Individuals who are 18 years old and above as well as business entities

REQUIREMENTS/ CHECKLIST		WHERE TO SECURE		
1. Request Form /Information Sheet (Name, address, date and place of		Mun. Treasurer's Office		
2. For employed individual (Proof of Income on Compensation)				
3. For businesses (ITR/ Audited FS/ Sworn Stmt. Of PY Gross Sales/				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the Request form	Interview the client	Based on clients Gross Receipts/Compensation: - Individual: P5 plus P1 for every P1,000 but not to exceed P 5,000.00	10 minutes	Tellers: Jesusa Rempillo/Ticket Checker Lucila Boyles/Ticket Checker
Wait for the CTC computation	Compute the CTC Dues			





		- Corporation: P500 plus P2 for every P5,000 but not to exceed P 10,000.00		Consolacion Gumapac/Ticket Checker
2. Proceed to payment	Issue the CTC/ CEDULA	Based on the above computation	8 minutes	Josephine Espera/Ticket Checker
3. Receive the CTC/ CEDULA	Release the CTC/CEDULA	None	2 minutes	Mun. Treasurers Office, Groud Floor, Municipal Hall Main Building
	Total	depends on Client's declared gross receipts/compensation	20 minutes	

V: CATTLE REGISTRATION: ISSUANCE OF OWNERSHIP AND TRANSFER OF CATTLE

- Certificate of Ownership** – The owner of large cattle is hereby required to register ownership of said cattle with the Mun. Treasurer for which a Certificate of Ownership shall be issued to the owner upon payment of a registration fee fixed by an ordinance.
- Certificate of Transfer** – When large cattle are sold or the ownership is transferred to another person, the sale or transfer shall be registered with the Municipal Treasurer. A Certificate of Transfer shall be issued to the purchaser or new owner upon payment of a transfer certificate fee in an amount fixed by ordinance.

Office or Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	Simple
Type of Transaction:	G2C– Government to Citizens
Who may avail:	All

REQUIREMENTS/ CHECKLIST		WHERE TO SECURE		
1. Cattle Registration: Brgy. Certification as proof of ownership (Orig. copy)		Barangay where the large cattle is located		
2. Transfer of Ownership: -Previously issued Brgy. Certification as proof of ownership (1- Orig.		Client's copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Registration/ Transfer of Ownership	Interview the client Compute the corresponding fees	Ownership: AF 53 - P 5.00/head AF 51 - P 23.00 /head Transfer : AF 52 - P 10.00/head	5 minutes	Casimero Boyles Mun. Treasurers Office, Groud Floor, Municipal Hall Main Building
2. Proceed to payment	Issuance of OR (AF 51 and AF 53)	Ownership: Total P 28.00/head Transfer : P 10.00/head	15 minutes	Tellers/ (Ticket Checkers): Lucila Boyles/ Teller 1 Consolacion Gumapac/ Teller 2 Josephine Espera/ Teller 3 Jesusa Rempillo/ Teller 4 Mun. Treasurers Office, Groud Floor, Municipal Hall Main Building
3. Received the OR/s (AF 51 & AF #52/53)	Release the OR/s and Logbook the registers and/or transfer of large cattles	None	5 minutes	Casimero Boyles
	TOTAL	Ownership: Total P 28.00/head Transfer : P 10.00/head	25 minutes	

VII: ISSUANCE OF ACCOUNTABLE FORMS TO 44 BARANGAYS

The municipal treasurer being the custodian of all accountable forms requisitioned by the LGU, maintains a complete record of the receipt, issuance and transfer of accountable forms. Sale/issuance of Accountable Forms 51 & 55 (Cash Tickets) to BLGUs can only be issued after accomplishing the ff.:

Office or Division:	MUNICIPAL TREASURER'S OFFICE
Classification:	Simple
Type of Transaction:	G2G– Government to Government Entity
Who may avail:	44 barangays of LGU-Ubay

REQUIREMENTS/ CHECKLIST		WHERE TO SECURE		
1. Validated Deposit Slip with used ORs		Barangay LGU		
2. Brgy. Treaurer's Remittance Report with the used CTC stubs/booklet		Barangay LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request for Accountable Forms	Interview the Brgy. Treasurer,	AF 51 - P 155.00 Cash Tickets at P5- P 300 CTC - None Add'l: P5/stub for the incidental expenses	2 minutes	Dinah Dahunan/RCC III/ Accountable Form Custodian
	Review the accuracy of the amount of CTC remitted and the total amount of ORs dep vs. used CTC's and used OR's, Compute total fees of the AF requested		10 minutes	Marilou Abella Accountable Form In-Charge





2. Proceed to payment	Issue Official Receipt	AF # 51 - P 105.00 Cash Tickets at P5- P 305.00	3 minutes	Tellers/ (Ticket Checkers): Jesusa Rempillo Lucila Boyles Consolacion Gumapac Josephine Espera
3. Receive OR with the Accountable Forms and signed received in the logbook	Logbook the AF issued and let the Brgy. Treasurer sign the logbook Release the Accountable Forms	None	5 minutes	Dinah Dahunan/RCC III/ AF Custodian
	Total	AF # 51 - P 105.00 Cash Tickets at P5- P 305.00	20 minutes	





OFFICE OF THE BUSINESS PERMITS AND LICENSES





EXTERNAL SERVICES

Frontline Service I: ISSUANCE OF BUSINESS/MAYOR'S PERMIT - NEW BUSINESS

Issues New Business Permits to business entities doing business in the territorial jurisdiction of the municipality.

Office or Division:	BUSINESS PERMIT AND LICENSING OFFICE
Classification:	SIMPLE
Type of Transaction:	G2B- Government to Business
Who may avail:	Registered Business Establishments (Single Proprietorship, Partnership, Corporation, Cooperative, Associations)

REQUIREMENTS	WHERE TO SECURE
Duly accomplished Unified Application Form (if thru representative, submit SPA with clear photocopy of the IDs - owner & representative)	Co-located @ BOSS Building
Letter of Intent (LOI) address to the Mayor - Original copy	Client's Copy
Certificate of Registration (1 photocopy): DTI - Sole Proprietorship SEC- Partnership/Corp(with Art. of Partnership/Corp.) CDA -Cooperatives DOLE & SB Accreditation - Association	Client's Copy
Complete signatories of the checklist - attached on the UAF: - Barangay Clearance for Business - Building Occupancy Permit - RHU/Health/Sanitary Permit - if applicable (refer to ARTA JMC #1 s. 2021 dtd. 04/13/21 ANNEX 5 - List of Sectors/Activities required to secure a Sanitary Permit in the Sanitation Code of the Philippines) - see lgu website: www.lguubay.com - ESWM/Solid Waste Permit - BFP Clearance - Market - Market Area - NGA Clearance - if applicable (refer to ARTA JMC #1 s. 2021 dtd. 04/13/21 ANNEX 4 - List of Permits/Clearances from NGA for Selected Sectors) - see lgu website: www.lguubay.com	Co-located @ BOSS Building

STEPS IN SECURING PERMIT FOR NEW BUSINESS

Activities/Process		Fees to be Paid	Processing Time	Person/s Responsible
Client Steps	Agency Action			
1. SUBMIT duly accomplished Unified Application Form (UAF) with the above listed requirements to the BPLO	a. Check/review the completeness of the documents b. BPLO forwards the UAF with the complete documents to the BPLA for the proper assessment of fees and taxes	See 2022 Revised Revenue Code for the Table of Taxes, Fees & Charges of the ff: (avai. inside BOSS and MT Offices) a. Regulatory Fees: (based on per line of business) includes but not limited to the ff: - Application Fee - Barangay clearance fee - Mayor's Permit Fee - Special Permit Fee (if applicable) - Occupancy Fee - ESWM/Garbage/Polluters Fee - Health Fees - Tax Clearance Fees - Sanitary Inspection Fee - Fire Safety Inspection Fee - 15% of Reg. Fees but in no case shall be lower than P500.00 - Other Reg. Fees b. CTC/Sedula: - Individual: P5 plus P1 for every P 1,000 but not to exceed P 5,000.00	30 minutes 30 minutes	BOSS OFFICE: Engr. Juanita O. Basilad/BPLO Marichu O. Payot/ BPLO Assistant Rizelle Badinas/ BPLO Assistant BPLA'S: Antonio Nacua, Jr./BPLA Mark Nacua/ IT Specialist Approver: Elizabeth B. Pabellan Municipal Treasurer Mun. Treasurer's Office



		- Corporation: P500 plus P2 for every P5,000 but not to exceed P10,000		
2.	PAY the corresponding assessment (RF, CTC) to the cashier located @ the MTO (in front of BOSS Bldg)	Teller issues Official Receipt	30 minutes	MUN. TREASURER'S OFFICE Tellers: Lucila R. Boyles/Teller 1 Consolacion Gumapac/Teller 2 Josephine Espera/ Teller 3 Jesusa Rempilio/ Teller 4
3.	CLAIM the Business Permit Submit all the documents with its OR to the BPLO and CLAIM the Business Permit	Issue Business Permit to the client together with other clearances/permits	30 minutes	BOSS OFFICE Engt. Juanita O. Basilad/ BPLO Marichu O. Payot/ BPLO Assistant Rizelle Badinas/ BPLO Assistant
	TOTAL	See 2022 Revised Revenue Code for the Table of Taxes, Fees and Charges	2 hrs.	





EXTERNAL SERVICES

Frontline Service I: ISSUANCE OF BUSINESS/MAYOR'S PERMIT - BUSINESS RENEWAL

Issues New Business Permits to business entities doing business in the territorial jurisdiction of the municipality.

Office or Division: BUSINESS PERMIT AND LICENSING OFFICE

Classification: SIMPLE

Type of Transaction: G2B- Government to Business

Who may avail: Registered Business Establishments (Single Proprietorship, Partnership, Corporation, Cooperative, Associations)

REQUIREMENTS	WHERE TO SECURE
Duly accomplished Unified Application Form (if thru representative, submit SPA with clear photocopy of the IDs)	Co-located @ BOSS Building
Audited FS/ Annual ITR/Sworn Declaration of PY Gross Sales or Receipts (1 photocopy)	Client's Copy
Certificate of Registration (1 photocopy): DTI - Sole Proprietorship SEC- Partnership/Corp(with Art. of Partnership/Corp.) CDA -Cooperatives DOLE & SB Accreditation - Association	Client's Copy
Complete signatories of the checklist - attached on the UAF: - Barangay Clearance for Business - Annual Building Inspection Clearance - RHU/Health/Sanitary Permit - if applicable (refer to ARTA JMC #1 s. 2021 dtd. 04/13/21 ANNEX 5 - List of Sectors/Activities required to secure a Sanitary Permit in the Sanitation Code of the Philippines) -see Igu website: www.lguubay.com - ESWM/Solid Waste Permit - BFP Clearance - Market - Market Area - NGA Clearance - if applicable (refer to ARTA JMC #1 s. 2021 dtd. 04/13/21 ANNEX 4 - List of Permits/Clearances from NGA for Selected Sectors) see Igu website: www.lguubay.com	Co-located @ BOSS Building

STEPS IN SECURING PERMIT FOR NEW BUSINESS

Activities/Process		Fees to be Paid	Processing Time	Person/s Responsible
Client Steps	Agency Action			
1. SUBMIT duly accomplished Unified Application Form (UAF) with the above listed requirements to the BPLO	a. Check/review the completeness of the documents	N/A	30 minutes	BOSS OFFICE: Engr. Juanita O. Basilad/BPLO Marichu O. Payot/ BPLO Assistant Rizelle Badinas/ BPLO Assistant BPLA'S: Antonio Nacua, Jr./BPLA Mark Nacua/ IT Specialist Approver: <u>Elizabeth B. Pabellan</u> Municipal Treasurer Mun. Treasurer's Office
	b. BPLO forwards the UAF with the complete documents to the BPLA for the proper assessment of fees and taxes	See 2022 Revised Revenue Code for the Table of Taxes, Fees & Charges of the ff. (avai. inside BOSS and MT Offices) a. Business Taxes: - based on PY Gross Sales or Receipts b. Regulatory Fees: (based on per line of business) includes but not limited to the ff: - Application Fee - Barangay clearance fee - Mayor's Permit Fee - Special Permit Fee (if applicable) - Annual Building Inspection Fee - ESWM/Garbage/Polluters Fee - Health Fees - Tax Clearance Fees - Sanitary Inspection Fee - Fire Safety Inspection Fee - 15% of Reg. Fees but in no case shall be	30 minutes	



		lower than P500.00 - Other Reg. Fees c. CTC/Sedula: - Individual: P5 plus P1 for every P 1,000 but not to exceed P 5,000.00 - Corporation: P500 plus P2 for every P5,000 but not to exceed P10,000		
2.	PAY the corresponding assessment (BT, RF, CTC) to the cashier located @ the MTO (in front of BOSS Bldg)	Teller issues Official Receipt		30 minutes MUN. TREASURER'S OFFICE Tellers: Lucila R. Boyles/Teller 1 Consolacion Gumapac/Teller 2 Josephine Espera/ Teller 3 Jesusa Rempilio/ Teller 4
3.	CLAIM the Business Permit Submit all the documents with its OR to the BPLO and CLAIM the Business Permit	Issue Business Permit to the client together with other clearances/permits	N/A	30 minutes BOSS OFFICE Engt. Juanita O. Basilad/ BPLO Marichu O. Payot/ BPLO Assistant Rizelle Badinas/ BPLO Assistant
	TOTAL		See 2022 Revised Revenue Code for the Table of Taxes, Fees and Charges	2 hrs.





EXTERNAL SERVICES

Frontline Service I: ISSUANCE OF BUSINESS/MAYOR'S PERMIT - NEW BUSINESS

Issues New Business Permits to business entities doing business in the territorial jurisdiction of the municipality.

Office or Division:	BUSINESS PERMIT AND LICENSING OFFICE
Classification:	SIMPLE
Type of Transaction:	G2B- Government to Business
Who may avail:	Registered Business Establishments (Single Proprietorship, Partnership, Corporation, Cooperative, Associations)
REQUIREMENTS	WHERE TO SECURE
Duly accomplished Unified Application Form (UAF)	Access lgu website at www.lguubay.com
Submit/Upload the following documents:	
If thru representative, SPA with valid IDs of the owner & representative	Client's Copy
Letter of Intent (LOI) address to the Mayor	Client's Copy
Certificate of Business Registration: DTI - Sole Proprietorship SEC- Partnership/Corp(with Art. of Partnership/Corp.) CDA - Cooperatives DOLE & SB Accreditation - Association	Client's Copy
Building Occupancy Permit	<i>LGU website: www.lguubay.com</i>
RHU/Health/Sanitary Permit - if applicable (refer to ARTA JMC #1 s. 2021 dtd. 04/13/21 ANNEX 5 - List of Sectors/Activities required to secure a Sanitary Permit in the Sanitation Code of the Phils.) avai. At LGU website	
ESWM/Solid Waste Permit	
BFP FSIC Clearance	
Market Supervisor Clearance - Market Area Only	
NGA Clearance - if applicable (refer to ARTA JMC #1 s. 2021 dtd. 04/13/21 ANNEX 4 - List of Permits/Clearances from NGA for Selected Sectors) avai. at LGU website	Client's Copy

STEPS IN SECURING PERMIT FOR NEW BUSINESS

Activities/Process		Fees to be Paid	Processing Time	Person/s Responsible
Client Steps	Agency Action			
1. Submission of all the requirements Receives the TOP/Statement of Account thru text/email Pay online (GCASH/LBP Linkbys Portal) Print the Permits/ Clearances - Business Permit (electronic version) - Sanitary Permit (scanned copy) - Occupancy Permit (scanned copy) - Locational Clearance (scanned copy) - Fire Safety Inspection Clearance (scanned copy) - Barangay clearance(scanned copy) - Cedula (if not submitted) Answer the feedback mechanism form.	- assess/review the completeness of the documents submitted - assess taxes, fees and charges - sends Tax Order of Payment (TOP) to client - issues Electronic OR - sends electronic version/scanned copy of permits/clearances to client	See 2022 Revised Revenue Code of LGU- Ubay for the Table of Taxes, Fees & Charges of the ff: -avai. at LGU website a. Regulatory Fees: (based on per line of business) includes but not limited to the ff: - Application Fee - Barangay clearance fee - Mayor's Permit Fee - Special Permit Fee (if applicable) - Occupancy Fee - ESWM/Garbage/Polluters Fee - Health Fees - Tax Clearance Fees - Sanitary Inspection Fee - Fire Safety Inspection Fee - 15% of Reg. Fees but in no case shall be lower than P500.00 b. CTC/Sedula: - Individual: P5 plus P1 for every P 1,000 but not to exceed P 5,000.00 - Corporation: P500 plus P2 for every P5,000 but not to exceed P10,000	15 minutes	Online application monitoring: BPLO Engr. Juanita O. Basilad/BPLO BPLA Mark Nacua/ IT Specialist Approver: Elizabeth B. Pabellan/Mun. Treas. BPLO Engr. Juanita O. Basilad/BPLO
	T O T A L	See 2022 Revised Revenue Code for the Table of Taxes, Fees and Charges	15 mins.	





EXTERNAL SERVICES

Frontline Service I: ISSUANCE OF BUSINESS/MAYOR'S PERMIT - BUSINESS RENEWAL

Issues Renewal of Business Permits to business entities doing business in the territorial jurisdiction of the municipality.

Office or Division:	BUSINESS PERMIT AND LICENSING OFFICE
Classification:	SIMPLE
Type of Transaction:	G2B- Government to Business
Who may avail:	Registered Business Establishments (Single Proprietorship, Partnership, Corporation, Cooperative, Associations)
REQUIREMENTS	WHERE TO SECURE
Duly accomplished Unified Application Form (UAF)	Access lgu website at www.lgubay.com
Submit/Upload the following documents:	
If thru representative, SPA with valid IDs of the owner & representative	Client's Copy
Audited FS/ Annual ITR/Sworn Declaration of PY Gross Sales or Receipts	Client's Copy
Certificate of Business Registration: DTI - Sole Proprietorship SEC- Partnership/Corp(with Art. of Partnership/Corp.) CDA -Cooperatives DOLE & SB Accreditation - Association	Client's Copy
Annual Building Inspection Clearance	<i>LGU website: www.lgubay.com</i>
RHU/Health/Sanitary Permit - if applicable (refer to ARTA JMC #1 s. 2021 dtd. 04/13/21 ANNEX 5 - List of Sectors/Activities required to secure a Sanitary Permit in the Sanitation Code of the Phils.) avail at LGU website	
ESWM/Solid Waste Permit	
BFP FSIC Clearance	
Market Supervisor Clearance - Market Area Only	
NGA Clearance - if applicable (refer to ARTA JMC #1 s. 2021 dtd. 04/13/21 ANNEX 4 - List of Permits/Clearances from NGA for Selected Sectors) avail. at LGU website	Client's Copy

STEPS IN SECURING PERMIT FOR NEW BUSINESS

Activities/Process		Fees to be Paid	Processing Time	Person/s Responsible
Client Steps	Agency Action			
1. Submission of all the requirements Receives the TOP/Statement of Account thru text/email Pay online (GCASH/LBP Linkbys Portal) Print the Permits/ Clearances - Business Permit (electronic version) - Sanitary Permit (scanned copy) - Annual Building Inspection Clearance (scanned copy) - Locational Clearance (scanned copy) - Fire Safety Inspection Clearance (scanned copy) - Barangay clearance - Cedula (if not submitted) Answer the feedback mechanism form.	- assess/review the completeness of the documents submitted - assess taxes, fees and charges - sends Tax Order of Payment (TOP) to client - issues Electronic OR - sends electronic version/scanned copy of permits/clearances to client	See 2022 Revised Revenue Code of LGU- for Ubay for the Table of Taxes, Fees & Charges of the ff: -avail. at LGU website a. Business Taxes: - based on PY Gross Sales or Receipts b. Regulatory Fees: (based on per line of business) includes but not limited to the ff: - Application Fee - Barangay clearance fee - Mayor's Permit Fee - Special Permit Fee (if applicable) - Annual Building Inspection Fee - ESWM/Garbage/Polluters Fee - Health Fees - Tax Clearance Fees - Sanitary Inspection Fee - Fire Safety Inspection Fee - 15% of Reg. Fees but in no case shall be lower than P500.00 c. CTC/Sedula: - Individual: P5 plus P1 for every P 1,000 but not to exceed P 5,000.00 - Corporation: P500 plus P2 for every P5,000 but not to exceed P10,000	15 minutes	Online application monitoring: BPLO Engr. Juanita O. Basilad/BPLO BPLA Mark Nacua/ IT Specialist Approver: Elizabeth B. Pabellan/Mun. Treas. BPLO Engr. Juanita O. Basilad/BPLO
	TOTAL	See 2022 Revised Revenue Code for the Table of Taxes, Fees and Charges	15 mins.	





OFFICE OF THE MUNICIPAL ENGINEERING

EXTERNALSERVICE





1. ISSUANCE OF BUILDING PERMITS AND OTHER ANCILLARY PERMITS

The Building Permit is issued to individuals who want to build their structures.

Office or Division:	OFFICE OF THE MUNICIPAL ENGINEER/LOCAL BUILDING OFFICIAL	
Classification:	Simple	
Type of Transaction:	G2C– Government to Citizen	
Who may avail:	All	
	CHECKLIST	WHERE TO SECURE
	<p>1. Certified true copy Original or Transfer Certificate of Title(OCT/TCT) covering the subject lot.</p> <p style="padding-left: 40px;">In case the applicant is not the registered owner of the lot, in addition to TCT, a duly notarized copy of the Contract of Lease, or Deed of Absolute Sale, notarized Deed of Donation, Assignment of Rights or any valid proof of land ownership or possession;</p> <p style="padding-left: 40px;">In lieu of the certified true copy of the OCT/TCT, a Lot Location Plan generated thru the Parcel Verification Service of the Land Registration Authority (“LRA”)</p> <p>2. Four (4) sets survey plans, design plans specifications and other documents prepared, signed, and sealed over the printed names of duly licensed registered professionals as follows;</p> <p style="padding-left: 40px;">a. Geodetic Engineer, in case of lot survey plans;</p> <p style="padding-left: 40px;">b. Architect, in case o Architectural documents;</p> <p style="padding-left: 40px;">c. Civil Engineer, in case of civil/structural documents;</p> <p style="padding-left: 40px;">d. Professional Electrical Engineer, in case of electrical documents;</p> <p style="padding-left: 40px;">e. Professional Mechanical Engineer, in case of mechanical documents;</p> <p style="padding-left: 40px;">f. Sanitary Engineer, in case of sanitary documents;</p> <p style="padding-left: 40px;">g. Master Planner, in case of plumbing documents;</p> <p style="padding-left: 40px;">h. Electronics Engineer, in case of electronics documents</p> <p>3. One (1) copy of valid licenses of all involved professionals (Professional Tax Receipt and the Professional Regulation Commission ID; valid ID of applicant and owner of the lot (if the lot owner and applicant is not one and the same); One (1) copy of each technical documents,</p>	<p>Office of the Local Building Official</p>



such as but not limited to, Cost Estimate (labor and materials), Project Specifications and the Structural Design and analysis for two (2) storeys and above, Geotechnical/Soil-Boring Test (3 storeys and above), Seismic Analysis, Certificate of Structural Stability in case of additional floors or storeys, Picture of old building (in case of renovation), Community Tax Receipt, Special Power of Attorney (SPA) (If the processor is not the owner.

4. Other clearances from related agencies;
 - a. Barangay Clearance from the barangay concerned where the building is to be constructed
 - b. Locational clearance
 - c. Construction Safety and Health from Department of Labor and Employment (DOLE)
 - d. Fire Safety Evaluation Clearance from the Bureau of Fire Protection (BFP)
 - e. DPWH (If along national road or if beside/near waterways, i.e. rivers, creeks, etc.
 - f. Provincial Engineering Office (If along provincial road)
 - g. Environmental Clearance Certificate(ECC)/Certificate of Non Coverage (CNC) from the Department of Environment and Natural Resources (DENR)
 - h. Civil Aviation Authority of the Philippines (CAAP)/Air Transportation Office (If the structure is a Telecommunications site, tower or antenna
 - i. Bureau of Health Devices and Technology (BHDT) clearance of Department of Health (DOH) for telecommunications structure
 - j. Housing and Land Use Regulatory Board (HLURB) (If townhouses or subdivision)
 - k. Other authorities exercising and enforcing regulatory functions affecting building/structures



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements together with the Application Form	<p>1. Receive and check completeness of submitted documents.</p> <p>Check Structural Plans and designs including plumbing in compliance to the National Building Code</p> <p>Check Electrical plan/specifications</p> <p>Assess Building Permit Fees & Prepare Order of Payment</p>	<p>None</p> <p>Based on the National Building Code and Local Revenue Code</p>	<p>15 mins</p> <p>2 days (includes 15 minutes of receiving and checking completeness of the requirements)</p>	<p>Levi A. Betos, R.M.E Contractual</p> <p>Engr. Marcelo R. Barbanida, C.E. Engineer III</p> <p>Engr. Alyssa Grace Sarabosing, R.E.E. Contractual Employee</p> <p>Engr. Alyssa Grace Sarabosing, R.E.E. Contractual Employee</p>
2. Pay the fees at MTO	<p>Receive/Record the Official Receipt issued by MTO</p> <p>Processes the Building Permit</p> <p>Approve the Building Permit</p>	None	<p>20 mins</p> <p>1 day (including 20 minutes receiving/recording receipt)</p>	<p>Levi A. Betos, R.M.E Contractual</p>





		None		Wilfreda M. Pacatang, Municipal Engineer
3. Receive the Approved Building Permit	Release/logbook the approved Building Permit	None	15 min	Engr. Alyssa Grace P. Sarabosing, R.E.E. Contractua
TOTAL:			3 DAYS	

2. ISSUANCE OF CERTIFICATE OF OCCUPANCY

The Building Permit is issued to individuals who want to build their structures.

Office or Division:	OFFICE OF THE MUNICIPAL ENGINEER/LOCAL BUILDING OFFICIAL	
Classification:	Simple	
Type of Transaction:	G2C– Government to Citizen	
Who may avail:	All	
	CHECKLIST	WHERE TO SECURE
	<p>1. Three (3) copies of duly notarized Certificate of Completion signed by the owner/applicant and signed and sealed by the duly licensed Architect or Civil Engineer in-charge of construction, together with the approved plan and specifications and one copy of the construction logbook. If the construction was undertaken by contract, the Certification of Completion shall be signed by the contractor/Authorized Managing Officer;</p> <p>2. Three (3) photocopies of the valid licenses of all involved professionals (e.g. Professional Tax Receipt and the PRC Card);</p> <p>3. Photograph of the structure with substantial completion showing front, sides and rear areas; and</p>	Office of the Local Building Official



4. In cases when there are changes in the building plans covered by the issued Building Permit, four (4) sets of the As-Built Plan are required to be submitted to the OBO, reflecting all the changes/modifications/alterations/amendments made as an additional document, subject to the compliance of the NBCP and its Referral Codes, Zoning Regulations, and the Fire Code of the Philippines.

5. One (1) set of Fire Safety Compliance and Commissioning Report (FSCCR),

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements together with the Application Form	1. Receive and check completeness of submitted documents.	None	15 mins	Levi A. Betos, R.M.E Contractual
	Conduct inspection at site together with the team		2 days (including the 15 minutes receiving/checking of completeness of the documents)	Engr. Marcelo R. Barbanida, C.E. Engineer III Engr. Julius Johnson M. Vallecera, R.E.E Electrical Inspector (Contractual)
	Assess & Prepare Order of Payment	Based on the National Building Code and Local Revenue Code		Engr. Celedonio A. Amparo, R.E.E, Electrical Inspector (Contractual) Engr. Alyssa Grace P. Sarabosing, R.E.E. Contractual





2. Pay the fees at MTO	Receive/Record the Official Receipt issued by the MTO Processes the Certificate of Occupancy Approve the Certificate of Occupancy	None None	20 mins 1 day (within that day the Official Receipt was received)	Levi A. Betos, R.M.E Contractual Wilfreda M. Pacatang, Municipal Engineer
3. Receive the Certificate of Occupancy	Release and logbook the approved Certificate of Occupancy	None	15 min	Engr. Alyssa Grace P. Sarabosing, R.E.E. Contractual
TOTAL:			3 DAYS	





MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE

EXTERNALSERVICE





1. EMERGENCY RESPONSE AND PATIENT TRANSPORT

The Municipal Disaster Risk Reduction and Management offers 24/7 emergency medical services and response unit to all who are under emergency medical or trauma situation. The team responds to whoever individual within the Municipality of Ubay who are in need of help. Alerts may be received through call or walk in made by the clients.

Office or Division:	MUNICIPALDISASTERRISKREDUCTIONANDMANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	All			
CHECKLIST		WHERE TO SECURE		
1. Name of Caller		Informant/s, caller/s and walk-in individuals.		
2. Location and type of Incident				
3. Number and status of victim/s				
4. Assistance needed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to MDRRMO Operation Center any emergency situation: Trauma/Medical via call or walk in	1. Gather the vital information such as name, address of the caller, location of incident with specific landmark, number of victim/s, type of incident, conduct initial assessment of the patient/s, validate report, and dispatch the Ubay Search and Rescue Team	None	2 minutes	MDRRMO
	2. Upon arrival at the scene, collect information of the patient such as vital signs, present status of the patient/s, patient's history, severity; endorse the patient to the receiving healthcare facility via call	none	2 minutes	MDRRMO



	3. For vehicular incidents call and inform the PNP for assistance, For fire incidents call the BFP	none	1 minute	MDRRMO
	4. USART: board the ambulance and prepare equipment to be used for the type of incident identified, upon arrival at the scene, provide immediate and appropriate care to the victim/s; transport patient to the nearest healthcare facility; endorse patient and the initial care given to the attending physician	none	1 minute	MDRRMO
2. Request to MDRRMO for transport of discharged patient from hospital to residence/ referral from Local Health Facility to more advance health facility	5. For discharged patients: Gather vital information of the caller/ client and it's relationship to the patient; Gather information of the patient to be transported such as address, present status, verify information and dispatch USART	none	2 minutes	MDRRMO
	6. The Ubay Search and Rescue Team will board the ambulance and pick up patient from hospital/clinic and transport the discharge patient with care to their residence.	none	1 minute	MDRRMO
	7. For referral: Gather vital information of the caller/client and its relationship to the patient, gather vital information of the patient and the date and time of transport, dispatch/ Schedule Ambulance for Referral	none	2 minutes	MDRRMO
	8. The assigned ambulance operator will pick up the patient from the hospital/clinic and transport patient to the referred hospital with care	none	2 minutes	MDRRMO
TOTAL		NONE	13 MINUTES	





2. REQUEST FOR TRAINING/DRILL/ ORIENTATION/SEMINAR OR STAND BY MEDIC

The MDRRMO will conduct related trainings, drills orientation and seminar to various barangays, schools and private entities in the Municipality of Ubay to further strengthen and increase the capacity of the community against adverse effects of disaster

Office or Division:	MUNICIPALDISASTERRISKREDUCTIONANDMANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	All			
CHECK LIST		WHERE TO SECURE		
Letter Request Addressed to the Mayor Thru MDRRMO		Requesting Office/ Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the office of the mayor thru MDRRMO for training/orientation/seminar/drill or standby medic	1. Receives a copy of the letter request with endorsement from the office of the mayor, set schedule for the requested program	none	2 minutes	Mayor's Office
	2. Admin and Training team will prepare all needed materials and conducts the training and standby medic on the scheduled date and time	none	5 minutes	MDRRMO
TOTAL:		none	7 minutes	



3. Request issuance of Certification of Hazardous Tree/s

MDRRMO provides assistance in complying permit on cutting trees by issuing certificate of hazardous trees imposing threats to life and property.

Office or Division:	MUNICIPALDISASTERRISKREDUCTIONANDMANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	All			
CHECK LIST		WHERE TO SECURE		
Barangay Certification of Hazardous Trees		Barangay		
Picture and Location of the tree/s		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request issuance of Certification of Hazardous Tree/s	Gather information of the client such as name, address, location of the hazardous tree/s, contact number; set schedule for site inspection and validation	none	5 minutes	MDRRMO
2. Client proceeds to MTO for payment of certificate	MTO Staff issues OR	100/ tree	5 minutes	MTO
1. Client goes back to MDRRMO to hand over the OR and wait for the Certification	Staff will inspect the location of the trees and issues certification	none	4 hours	Mdrmo
TOTAL:		100/ tree	4 hours and 20 minutes	





GENERAL SERVICES OFFICE

INTERNAL SERVICE





ISSUANCE OF OFFICE SUPPLIES

The issuance of office supplies to the different departments/offices of the Municipality of Ubay is one of the frontline services of the General Services Office. Said office supplies are necessary in the delivery of basic services and in the performance of its mandated functions of the department.

Office or Division:	GENERAL SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Department Heads			
CHECK LIST		WHERE TO SECURE		
1. RIS		General Services Office (GSO)		
2. Approved RIS		General Services Office (GSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Requisition and Issue Slip (RIS)	1. a.) Accepts and verifies the RIS if all the information needed are complete with the following signatories: Requesting Party and Municipal Mayor	None	5 minutes	Genevieve Resuena
	b.) Checks the availability of stocks and prepares all available supplies requested	None	10 minutes	GSO Staff
	c.) Signs the "Issued by" in the RIS		5 minutes	Rona Jeanelle B. Tanjay (GSO Head)
	d.) Releases the supplies to the requesting office	None	15 minutes	GSO Staff



2. Signs the "Received By" section of the RIS and checks if the items/supplies requested are complete	Records the withdrawal in the Supply Ledger Card and properly files the RIS according to date	None	10-20 minutes	GSO Staff
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MUNICIPAL AGRICULTURE OFFICE

EXTERNAL SERVICES





1. ENROLLMENT TO THE REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA)

Any farmer/fisherfolk may enroll in the Registry System for Basic Sectors in Agriculture (RSBSA) to qualify and avail all programs and projects of the Department of Agriculture thru the Municipal Agriculture Office.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECK LIST		WHERE TO SECURE		
1. RSBSA Enrollment Form		MAO		
2. Complete attachments: Any land ownership document (Title/ tax declaration/ Deed of Sale); Photocopy valid ID, 2x2 picture, Barangay certification, IA Billing Statement (irrigated rice areas)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire and request for RSBSA registration	1. Prepare and present RSBSA enrollment form and necessary documents	None	5 minutes	Glaiza Vallecera-Sanchez, RSBSA Focal
2. Fill out RSBSA enrollment form and attach complete documentary requirements ✓ Print signature of enrollee and Barangay Chairman			30minutes	





3. Submit the completely-filled out form with attachments	3. Check submitted enrollment form, encode farmer's information in the RSBSA masterlist and for reference number ✓ Print signature of Municipal Agriculturist and MAFC Chairman	None	15 minutes	RSBSA Focal Marianito M. Doydora, Mun. Agriculturist Marcelino Castro, MAFC Chairman
TOTAL:		None	50minutes	

2. DISTRIBUTION OF SEEDS/PLANTING MATERIALS/FERTILIZER TO FARMERS UNDER DA-RFO7 AND PHILRICE-RCEF PROGRAMS

Any farmer listed/enrolled in the Registry System for Basic Sectors in Agriculture (RSBSA) is qualified as farmer-beneficiary of free seeds, planting materials and fertilizer (whichever available) by the Department of Agriculture Regional Field Office 7 (DA-RFO7). RSBSA-registered farmers can also avail quality inbred rice seeds provided by Rice Competitiveness Enhancement Fund (RCEF) Seed Program of DA-PhilRice thru the Municipal Agriculture Office (MAO).

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECK LIST		WHERE TO SECURE		
1. RSBSA Stub		MAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inquire and/or request for the availability of seeds / planting material/ fertilizer needed	1. Evaluate and assess farmer's needs	None	5 minutes	Lucita C. Bonghanoy Rice/Palay Crispina A. Caballero Corn/Cassava Marenitte C. Avenido High Value Crops
2. Sign necessary documents (e.g. masterlist form)	2. Process documents needed, approval and release	None	15 minutes	Assigned technician per commodity
TOTAL:		None	20minutes	

3. CROPS/LIVESTOCK INSURANCE OF FARMERS UNDER PCIC PROGRAM

Any farmer/fisher folk listed/enrolled in the Registry System for Basic Sectors in Agriculture (RSBSA) is qualified to avail the different free insurance program offered by the Philippine Crop Insurance Corporation (PCIC) THRU THE Municipal Agriculture Office.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All
CHECK LIST	WHERE TO SECURE
1. RSBSA Stub	MAO
2. Photocopy of valid ID and RSBSA stub	
Indemnity claim: Valid ID, Photocopy of insurance application (if available)	
1. Picture of dead animal showing its sex organ 2. Picture of dead animal with its owner 3. Picture of half-buried animal	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/Request assistance for the application of crop and livestock insurance. ✓ Apply BEFORE planting rice, corn and vegetables ✓ For banana and coconut, apply AFTER planting ✓ Farm animals to be insured must follow certain age limit and a maximum number of heads	1. Answer queries and initial interview of farmer Check whether the crop or livestock can be accepted for insurance	None	5 minutes	Any MAO technician
2. Apply for crop and/or livestock insurance	2. Facilitate filling out application form	None	10 minutes	Any MAO Technician
3. File damage (indemnity) claim for insured crops and animals Death of insured livestock needs pictures as evidence	3. Assess damage claim thru interview and field inspection (crops); fill out forms	None	30minutes	Any MAO Technician Ruth Mildred M. Bajenting, Livestock Technician Marianito M. Doydora, Mun. Agriculturist
TOTAL:		None	45minutes	

4. TECHNICAL ASSISTANCE AND TRANSFER OF TECHNOLOGY

Any farmer or Farmer Cooperative and Associations (FCA) may request for technical assistance on agriculture-related matters encountered in the farm, and/or transfer of technology thru training/seminar.

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





CHECK LIST		WHERE TO SECURE		
1. Request/Letter of Intent		MAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire personally or present a written request for technical assistance or training/seminar	1. Assess client's needs thru interview and/or field inspection	None	10 minutes	Any MAO technician
2. Wait for schedule and leave contact information	Plot schedule upon approval of Municipal Agriculturist (MA) and conduct the requested assistance	None	15 minutes	Assigned technician Marianito M. Doydora (Municipal Agriculturist)
TOTAL:		None	25minutes	

5. DOG VACCINATION

Dog owners may avail the free rabies vaccination at the Municipal Agriculture Office (MAO). Vaccines are provided by the Provincial Veterinary Office (PVO).

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECK LIST		WHERE TO SECURE		
1. Dog Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inquire/request for vaccination ✓ Dog must at least 3 months old for rabbies vaccination	1. Assess client's needs thru interview	None	5 minutes	Ruth Mildred M. Bajenting Leonardo C. Cutillas Mhersyevelle B. Doydora
2. Wait for schedule	2. Plot schedule and/or conduct vaccination	None	10 minutes	Aaronville Z. Germina Genio M. Villaflor
TOTAL:		None	15minutes	

6. ANIMAL TREATMENT

Animal raisers may request for assistance at the Municipal Agriculture Office (MAO) to assess appropriate treatment for sick farm animals.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECK LIST		WHERE TO SECURE		
CLIENTSTEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/request for animal treatment	1. Assess client's needs thru interview	None	5 minutes	Ruth Mildred M. Bajenting





2.Wait for schedule	2.Plot schedule and/or conduct animal treatment	None	15 minutes	Leonardo C. Cutillas Genio M. Villaflor
TOTAL:		None	20minutes	

7. ISSUANCE OF QUARANTINE-RELATED DOCUMENTS/CERTIFICATES

Any individual may be issued with shipping permits for plants and animal health inspection certificate for animals to be shipped outside this municipality.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECK LIST		WHERE TO SECURE		
Veterinary Health Certificate		Veterinary Office (public or private)		
Barangay Animal Health Certification		BLGU		
Official Receipt of Payment		MTO		
Livestock Handler License is needed for shipping more than 5 heads poultry; at least 5 heads swine; at least 3 heads large ruminants		PVO		
CLIENTSTEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/request for the issuance of shipping permits and animal health inspection certificate	1. Interview clients and refer to them appropriate documents needed for shipment		5 minutes	Ruth Mildred M. Bajenting Romel Josue T. Mendez Marennite C. Avenido





2. Proceed to Municipal Treasurers Office (MTO) for any payment (if applicable)	2. Provide Official Receipt upon payment	For Plants: Php 150.00 For animals: Depends on what animal and the number of heads to be shipped	10 minutes	MTO Personnel
TOTAL:		None	15minutes	





OFFICE OF THE MUNICIPAL ASSESSOR

EXTERNALSERVICES





1. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

The Tax Declaration (TD) serves as the Municipal/Provincial permanent record for every real property unit (land, building or machineries).

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECK LIST		WHERE TO SECURE		
1. Current tax receipt/ Tax Clearance		Municipal Assessor's Office		
2. ID of the Property Declarant and or SPA, if Representative or any valid evidentiary documents		Municipal Assessor's Office		
3. Billing Statement		Municipal Treasurer's Office		
4. Official Receipt/s		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Form together with the other evidentiary documents (e.g. SPA, IDs, Deed of Conveyance, etc)	Request the client to give the Lot No or the Tax Declaration Number	None	15 Minutes	LOLITA C. CUYNO /RCC – I SHAIRA MAE E. SY / OFFICE STAFF
	Print and authenticate the copy and issue billing statement			JUNAICEL ABRES/ ENCODER RASCHID VINCENT YU/ ENCODER





2. Proceed to Municipal Treasurer's Office for payment of Certified Copy of Tax Declaration	2. Issue Official Receipt/s	P 100	15minutes	MTO Teller
3. Present the Official Receipt/s	3. Release of Certified Copy.	None	15minutes	LOLITA C. CUYNO /RCC – I SHAIRA MAE E. SY / OFFICE STAFF
TOTAL:		PhP100.00	45minutes	

2. ISSUANCE OF CERTIFICATION OF LAND HOLDINGS AND IMPROVEMENTS, ACTUAL LOCATION ECT.

A certified certifications of various real property holdings or non-improvements there on may serve as an official or legally approved documents.

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR	
Classification:	Simple	
Type of Transaction:	G2C– Government to Citizen G2G– Government to Government	
Who may avail:	All	
CHECK LIST	WHERE TO SECURE	
1. Current tax receipt/ Tax Clearance	Municipal Assessor's Office	
2. ID of the Property Declarant and or SPA, if Representative or any valid evidentiary documents	Municipal Assessor's Office	
3. Billing Statement	Municipal Treasurer's Office	
4. Official Receipt/s	Municipal Assessor's Office	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL POSSIBLE
1 Submit the Request Form together with the other evidentiary documents (e.g. SPA, IDs, Deed of Conveyance, etc)	Request the client to provide documents and information of the property	None	15 Minutes	MAXILINDA B. YBAÑEZ / LAOO - I JUDILY MEOROM / OFFICE STAFF
	Print and authenticate the copy and issue billing statement			JUNAICEL ABRES / ENCODER RASCHID VINCENT YU / ENCODER
2 Proceed to Municipal Treasurer's Office for payment of Certified Copy of Tax Declaration	2. Issue Official Receipt/s	P 100	15minutes	MTO Teller
3. Present the Official Receipt/s	3. Release of Certificate/s	None	15minutes	LOLITA C. CUYNO / RCC - I SHAIRA MAE E. SY / OFFICE STAFF
TOTAL:		Php100.00	45minutes	





4. ISSUANCE OF SKETCH PLAN AND/OR VICINITY PLAN

This service enables clients to identify real property, its ownership and location in the tax map at the Municipal Assessor's Office.

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECK LIST		WHERE TO SECURE		
1. Current tax receipt/ Tax Clearance		Municipal Assessor's Office		
2. ID of the Property Declarant and or SPA, if Representative or any valid evidentiary documents		Municipal Assessor's Office		
3. Billing Statement		Office of the Municipal Treasurer		
4. Official Receipt/s		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Form together with the other evidentiary documents (e.g. SPA, IDs, Deed of Conveyance, etc)	Request the client to give the Lot No or the Tax Declaration Number. Draw / Sketch the requested lot, print and authenticate the copy and issue billing statement	None	30 Minutes	MAXILINDA B. YBAÑEZ / LAOO - I JUDILY MEOROM / OFFICE STAFF JOHN REY MALIMA / DRAFTSMAN
2 Proceed to Municipal Treasurer's Office for payment of Certified Copy of Tax Declaration.	Issue Official Receipt/s	P 100	30 Minutes	MTO Teller





3. Present the Official Receipt/s	Release of Vicinity Map / Sketch Map	None	30minutes	LOLITA C. CUYNO /RCC – SHAIRA MAE E. SY / OFFICE STAFF
TOTAL:		Php100.00	90minutes	

5. ISSUANCE OF TAX DECLARATION FOR THE TRANSFER OF REALPROPERTY OWNERSHIP FOR LAND, BUILDING AND MACHINERY

New Tax Declarations (TD) had to be prepared and/or issued for land, buildings and machinery involving transfer of ownership.

The Municipal Assessor's Office conducts field inspection to appraise the value of the real property.

The new Tax Declaration for Land; Buildings and Machinery serves as the Municipal government's permanent record on the real property unit. It is also the basis for real property taxation.

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR	
Classification:	Complex	
Type of Transaction:	G2C– Government to Citizen G2G– Government to Government	
Who may avail:	All	
CHECK LIST	WHERE TO SECURE	
1. Current tax receipt/ Tax Clearance	Municipal Assessor's Office	
1. ID of the Property Declarant and or SPA, if Representative or any valid evidentiary documents	Municipal Assessor's Office	
3. Billing Statement	Municipal Treasurer's Office	





4. Official Receipt/s	Municipal Assessor's Office
5. Current tax receipt/ Tax Clearance	Municipal Assessor's Office
6. ID of the Property Declarant and or SPA, if Representative or any valid evidentiary documents	Municipal Assessor's Office
7. Billing Statement	Municipal Treasurer's Office
3. Official Receipt/s	Municipal Assessor's Office
8. Current tax receipt/ Tax Clearance	Municipal Assessor's Office
9. ID of the Property Declarant and or SPA, if Representative or any valid evidentiary documents	Municipal Assessor's Office
10. Billing Statement	Municipal Treasurer's Office
11. Official Receipt/s	Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the Request Form together with the other evidentiary documents (e.g. SPA, IDs, Deed of Conveyance, etc)	<ol style="list-style-type: none"> 1. Request the client to give the Lot No or the Tax Declaration Number 2. Print and authenticate the copy and issue billing statement 	None	15 Minutes	LOLITA C. CUYNO /RCC – I SHAIRA MAE E. SY / OFFICE STAFF JUNAICEL ABRES/ ENCODER RASCHID VINCEN T YU/ ENCOD



				ER
2. Proceed to Municipal Treasurer's Office for payment of Certified Copy of Tax Declaration	2. Issue Official Receipt/s	P 100	15minutes	Municipal Treasurer's Office
3. Present the Official Receipt/s	3. Release of Certified Copy	None	15minutes	LOLITA C. CUYNO /RCC - I SHAIRA MAE E. SY / OFFICE STAFF
4. Submit the Request Form together with the other evidentiary documents (e.g. SPA, IDs, Deed of Conveyance, etc)	4. Request the client to provide documents and information of the property Print and authenticate the copy and issue billing statement	None	15 min	MAXILINDA B. YBAÑEZ /LAOO -I JUDILY MEOROM / OFFICE STAFF JUNAICEL ABRES/ ENCODER RASCHID VINCENT YU/ ENCODER MTO



5. Proceed to Municipal Treasurer's Office for payment of Certified Copy of Tax Declaration	Issue Official Receipt/s	P 100	15 min	Teller
6. Present the Official Receipt/s	Release of Certificate/s	None	15min	LOLITA C. CUYNO /RCC - I SHAIRA MAE E. SY / OFFICE STAFF
7. Submit the Request Form together with the other evidentiary documents (e.g. SPA, IDs, Deed of Conveyance, etc)	Request the client to give the Lot No or the Tax Declaration Number Draw / Sketch the requested lot, print and authenticate the copy and issue billing statement	None	30 Minutes	MAXILINDA B. YBAÑEZ /LAOO -I JUDILY MEOROM / OFFICE STAFF Draw / Sketch the requested lot, print and authenticate the copy and issue billing statement



4. Proceed to Municipal Treasurer's Office for payment of Certified Copy of Tax Declaration	Issue Official Receipt/s	P 100	30min.	MTO Teller
9. Present the Official Receipt/s	9. Release of Vicinity Map / Sketch Map	None	30minutes	LOLITA C. CUYNO /RCC – SHAIRA MAE E. SY / OFFICE STAFF
TOTAL		100	180minutes	





MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

EXTERNALSERVICES



1. PROCESSING OF FINANCIAL ASSISTANCE TO FAMILIES IN CRISIS SITUATION

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

Office or Division:	OFFICE OF THE MUNICIPAL MAYOR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All LGU-Ubay residents			
CHECK LIST		WHERE TO SECURE		
1. Medical certificate or medical abstract with date of issuance, complete name, signature and license number of the attending physician (1 photocopy, bring one original for verification);		Hospital or Medical Clinic		
2. Hospital bill or Statement of Account (outstanding balance) with complete name and signature of the billing clerk (1 photocopy, bring original for verification)				
3. Prescription or laboratory request (cost/price specified) with date of issuance, complete name, signature and license number of the attending physician (1 photocopy, bring original for verification)				
4. Death Certificate/Funeral Contract of Service duly signed (1 photocopy, bring original for verification)		Municipal Health Office/Funeral Parlor servicing the deceased/Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal Appearance or Authorized Person	Register clients in the logbook. Check the logbook of clients to establish the assistance previously availed if there is any	None	1 minute	MSWD Staff



2. Submit Requirements	Review documents presented by client in accordance to the needed type of assistance	None	1 Minute	MSWD Staff
3. Sign Documents	Prepare OR and DV and Social Case Summary Report of the assistance for processing	None	5 Minutes	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO DOLORITA C. PINO DCO Elbert D. Casinillo MSWD Encoder
4. Referred to Budget Office, Accounting Office and Treasurer's Office for processing	4.) Sign OBR, DV	None	20 Minutes	Budget Office, Accounting Office and Treasurer's Office
TOTAL		None	17 minutes	

2. FRONTLINE SERVICE: CONDUCT PRE-MARRIAGE ORIENTATION AND COUNSELLING

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask Schedule for PMOC	Register clients in the logbook.	None	1 minute	MSWD Staff
2. Fill up Pre Marriage Counseling Form	Verification of filled up application form and set schedule for seminar	None	2 minutes	MSWD Staff
3. Attend Pre-Marriage Orientation and Counselling	Conduct Pre-Marriage Orientation and Counselling	None	2 Hours	Ann D. Orevillo, RSW Social Welfare Officer III
				Januaría M. Llorente DCO/MPO





	3. Receive PMOC Certificate	None	2 Minutes	Januaría M. Lorente DCO/MPO
	TOTAL	None	2 hours and 5 minutes	
3. FRONTLINE SERVICE: SPECIAL SOCIAL SERVICES FOR WOMEN WITH MARITAL CONFLICT				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS POSSIBLE MSWD STAFF
1.) Appear to Office	1. Registration Clients in the Logbook	None	1 Minute	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
Attend Scheduled Settlement/Counseling	3. In-depth interview to the clients to gather background information necessary in making assessment in the problem presented	None	40 Minutes	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
	4. Listen/Interaction between client and the services provider	None		Ann D. Orevillo, RSW Social Welfare Officer III
Agree Plans and interventions needed	Set schedule for home visit if needed. If the husband/partner is violent advised the client/victim to get BPO or refer to Bohol Crisis Center	None	10 Minutes	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
				Ann D. Orevillo, RSW Social Welfare Officer III



4. FRONTLINE SERVICE: SPECIAL SOCIAL SERVICES FOR ABUSED CHILDREN

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to the Office/Endorsed from the Barangay	Register clients in the logbook.	None	1 minute	MSWD Staff Ann D. Orevillo, RSW Social Welfare Officer III
2. Present Problems/needs/ sign general intake sheet with complete data	initial interview with the client and give request letter for schedule settlement	None	30 minutes	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
3. Attend Scheduled Settlement/Counseling	In-depth interview to the clients to gather background information necessary in making assessment in the problem presented	None	40 Minutes	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
				Ann D. Orevillo, RSW Social Welfare Officer III
4. Agree Plans and interventions needed	Set schedule for home visit if needed. If the husband/partner is violent advised the client/victim to get BPO or refer to Bohol Crisis Center	None	10 Minutes	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
				Ann D. Orevillo, RSW Social Welfare Officer III
TOTAL		None	51 minutes	



5. FRONTLINE SERVICE: SPECIAL SOCIAL SERVICES IN CHILDREN IN CONFLICT WITH THE LAW

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to the Office/Referred from the Barangay or PNP Personnel	1. Register clients in the logbook.	None	1 minute	MSWD Staff
2. Fill up General Intake Sheet (GIS)	2. Initial interview with the client	None	5 Minutes	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
3. Give complete details about the case	3. In-depth interview to the clients to gather background information necessary in making assessment in the problem presented	None	1 to 2 hours depending on the situation of the case	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
				Ann D. Oreillo, RSW Social Welfare Officer III
4. Counselling	4. Listen/interaction between clients and the services providers	None	1 hour	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
				Ann D. Oreillo, RSW Social Welfare Officer III
5. Agree with the services provider	5. Set schedule for a home visit/gather collateral information from the community	None	2 Minutes	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
				Ann D. Oreillo, RSW Social Welfare Officer III
6. Suggested for eligible custodian	6. Scout custodian for child temporary placement	None	1 Hour	June Homer B. Tabudlong, RSW Social Welfare Office I MSWDOO
				Ann D. Oreillo, RSW Social Welfare Officer III



7. In Place	7. Turn over the child to the identified custodian	None	1 to 2 hours depending on the location	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO Ann D. Orevillo, RSW Social Welfare Officer III
TOTAL		None	4hours & 8 mins.	

6. FRONTLINE SERVICE: REFERRAL OF PERSON'S WITH DISABILITY (PWD) AND SOLO PARENT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to the Office	Register clients in the logbook	None	1 Minutes	MSWD Staff
2. Fill up Application form for ID	Initial interview with the client	None	5 Minutes	MSWD Staff
3. Listen/interaction between clients and the services providers	Interview to the clients to gather background information and Issue Identification Card	None	5 Minutes	MSWD Staff
4. Well Informed	Informed regarding other programs and services for PWD and SOLO Parent	None	5 Minutes	MSWD Staff



5. Agree with the services provider	Recommended or referred to other agencies for possible assistance	None	15 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
6. Wait for further advice	Instruct client for further advice	None	1 Minute	MSWD Staff
TOTAL		None	32 Minutes	

7 FRONTLINE SERVICE: TECHNICAL ASSISTANCE TO EXISTING PEOPLES ORGANIZATION

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to the Office	Register clients in the logbook.	None	1 minute	MSWD Staff
2. Give Complete details about the issues and concerns	Initial interview with the client	None	30 minutes (it depends on the issues and concerns)	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
3. Scheduled for PO Meeting	Ask for regular schedule of meeting	None	2 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
4. Set schedule for attendance	Agree with the service	None	2 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
TOTAL		None	35 Minutes	

8. FRONTLINE SERVICE: SUSTAINABLE LIVELIHOOD PROGRAM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to MSWD Office	1. Register clients in the logbook.	None	1 minute	Rodman Joseph M. Ubas Project Development Officer II
2. Fill up application form	2. Initial interview with the client	None	10 Minutes	SLP Staff
3. Scheduled for a home visit as needed for validation	3. Home visitation and validation	None	10 Minutes	Rodman Joseph M. Ubas Project Development Officer II





4. Orientation	4. Conduct Orientation	None	3 Hours	Rodman Joseph M. Ubas Project Development Officer II
	Payout	None	5 Minutes	Rodman Joseph M. Ubas Project Development Officer II
TOTAL		None	29 Minutes	

9. FRONTLINE SERVICE: EDUCATIONAL ASSISTANCE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsed by the Barangay Captain, Approval of the Municipal Mayor	1. Register clients in the logbook.	None	1 minute	MSWD Staff
2. Submit Requirements	2. Initial interview with the client, Listed as a Beneficiary and Scheduled for Processing	None	4 Minutes	Elbert D. Casinillo MSWD Encoder
3. Signing Voucher for Processing	3. Referred to Budget Office, Accounting Office and Treasurer's Office for processing	None	2 Minutes	MSWD Staff
4. Scheduled for payout	4. Payout	None	5 Minutes	MTO Staff
TOTAL		NONE	12 Minutes	

10. FRONTLINE SERVICE: Registration and Issuance of Senior Citizen's Booklet for Medicines and Groceries and Senior Citizen's ID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to the Office	1. Register clients in the logbook.	None	1 minute	Senior Citizen Staff
2. Listen to the instruction and information	inform about the benefits of having OSCA ID or a member of the Senior Citizen	None	10 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
				OSCA Head/Staff



3. Fill up Registration form	Register the names of the Senior Citizen in the masterlist and Prepare OSCA ID	None	7 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
4. Availed Free Live Time Personal PhilHealth Membership (no beneficiary). Receives Booklet for Medicines, Groceries and OSCA ID	Inform about PhilHealth and Issues Booklet for Medicines, Groceries and OSCA ID	None	3 Minutes	OSCA Head/Staff
TOTAL		None	21 Minutes	

11. FRONTLINE SERVICE: DAY CARE PROGRAM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Went to their respective Barangay DCW's for enrolment	1. Listed as Day Care Pupil	None	1 minute	DCW's
2. Attend Class	2. Supervising the needs, care and learning of the child	None	10 Months	DCW's
3. Participate Municipal Children's Congress	3. Conduct Municipal Children's Congress	None	4 Hours	Januaría M. Llorente Day Care Officer
				DOLORITA C. PINO Day Care Officer
				Cherry M. Bayotlang Day Care Officer
4. Attend Recognition Program	Recognition Program	None	1 hour	Januaría M. Llorente Day Care Officer
				DOLORITA C. PINO Day Care Officer
				Cherry M. Bayotlang Day Care Officer
TOTAL		None	5hours & 11 mins.	



12. FRONTLINE SERVICE: MENTAL HEALTH PROGRAM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Escort by the family member or Endorsed by the Barangay	Register clients in the logbook.	None	10 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
2. Give complete data	Initial interview with the client and applicant for medical check up	None	10 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
3. Medical Check up	prescribed maintenance		22 Minutes	Philippine Mental Health
4. Listed for Monthly Medical Checkup (Receive cash assistance every month)	medicines Monthly Medical Checkup and Provide limited cash assistance		4 Minutes	Association - Cebu Chapter Rural Health Physician
5. Agree with the services provider	Recommended or referred to other agencies for possible assistance		5 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
TOTAL		None	42 Minutes	

13. BALIK PROBINSYA BAGONG PAG-ASA PROGRAM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to the Office	The Register clients in e logbook.	None	10 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
2. Give Initials Details	Initial interview and schedule for a home visitation for validation	None	10 Minutes	MSWDO STAFF





3. Validated	Conduct home visitation and Validation	None	2 Hours	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
4. Give Complete details and data	Interview and issues Social Case Summary Report and listed as beneficiary	None	12 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
5. Agree with the service provider and waits for the approval	Submit Proposal to Regional's Office	None	6 Weeks	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
6. Scheduled for Payout	Payout	None	5 Minutes	Rodman Joseph M. Ubas Project Development Officer II
				June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
TOTAL		None	6 weeks & 30 Mins.	

14. FRONTLINE SERVICE: SOCIAL CASE SUMMARY REPORT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to Office	1. Register Clients in the Logbook	None	1 minute	MSWDO STAFF
2. Give details about the concerns	2. Interview the client and accomplish General Intake Sheet. Issues Social Case Summary Report	None	25 Minutes	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
				Ann D. Orevillo, RSW Social Welfare Officer III
3. Agrees with the services Providers	3. Endorsed to the concerned agencies	None	1 Minute	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
				Ann D. Orevillo, RSW Social Welfare Officer III
TOTAL		None	27 Minutes	





15. FRONTLINE SERVICE: FOOD RELIEF FOR QUARANTINED PERSONS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Come to the Office	1. Register clients in the logbook.	None	1 Minute	MSWD Staff
2. Give details about the concerns	2. Prepare food relief for Quarantined persons	None	7 days	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
				DOLORITA C. PINO Administrative Aide III
3. Agrees with the services Providers	3. Get or Delivered Food Relief	None	1 hour (it depends in the location)	June Homer B. Tabudlong, RSW Social Welfare Officer I MSWDOO
				DOLORITA C. PINO Administrative Aide III
			1 hour & 6 minutes	

PROCESSING OF CERTIFICATE OF INDIGENCY

The MSWD Office processes and issues a Certificate of Indecency to constituents from the twenty(20) barangays for attachment and requirement purposes.

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Residents only	
CHECK LIST		MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
1. Barangay Certificate of Indigency (1 original)	Barangay Hall	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the needed requirement to the MSWD Office for recording purposes.	Receive the required documents and check for completeness. Client information is recorded in the log book.	None	5 minutes	Municipal Social Welfare and Development Officer
2. Client is interviewed.	2. The client is interviewed and assessed for the Certificate of Indigency. The MSWDO or the assigned personnel processes the document and have it signed by the MSWDO.	None	20 minutes	Municipal Social Welfare and Development Officer
	The Certificate of Indigency is released after signing and after giving the client additional advice for its purpose.			
TOTAL:		None		

2. PROCESSING OF DOCUMENTS FOR REFERRAL TO OTHER AGENCIES

The MSWD Office assists individuals and families that are in crisis situations from the twenty (20) barangays through referral to other emergency and





organizations that might be able to provide further assistance and augment some of their needs.

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Residents only	
	CHECKLIST	WHERE TO SECURE
	1. Valid ID of the claimant (3 photocopy; Bring original ID for verification)	Claimant
	2. Barangay Certificate of Indigency of the Claimant (1 original, 2 photocopy)	Barangay Hall
	3. Supporting documents (all of the following, which every applicable): a.) For medical assistance: Medical Certificate or Medical Abstract with date of issuance, complete name, signature and license number of the attending physician; Final Hospital Bill or Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk; and Prescription or Laboratory requests (cost/price specified) with date of issuance, complete name, signature and license number of the attending physician (1 original, 2 photocopy); if in case claimant was dog-bitten, client must also submit Barangay Blotter (1 original, 2 photocopy);	Hospital or Medical Clinic
	b.) For educational assistance: validated School ID of the student-beneficiary (3 copies); Certificate of Enrollment or Registration (1 original, 2 photocopy); and School Assessment or Billing (1 original);	School being attended



c.) For burial assistance: Funeral Contract of Service/Final Bill (1 original, 2 photocopy); and Death Certificate (1 original or certified true copy by LCR, 2 photocopy);		Municipal Health Office / Funeral Parlor servicing the deceased		
d.) For transportation assistance: Police Blotter or Certification (if client is victim of pick-pocket, illegal recruitment, etc.) ,or other supporting document/s such as, but not limited to, justification of the Social Worker, Medical Certificate, Death Certificate, and/or Court Order or Subpoena		Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents the needed requirements for checking.	<p>Inspect the required documents and check for completeness.</p> <p>If the requirements brought by the client is incomplete, the client is given all its requirements and advised to comply.</p> <p>If the requirements are complete,</p>	None	10 minutes	Municipal Social Welfare and Development Officer



	<p>Client information is recorded in the logbook.</p> <p>Client is forwarded to the MSWDO or Authorized personnel for interview and assessment.</p>			
2. Client is interviewed.	<p>2. The client is interviewed and assessed for the Case Summary.</p> <p>The MSWDO or the assigned personnel processes the document and have it signed by the MSWDO.</p> <p>The Case Summary and other referral documents are released after signing and giving advice on its purpose.</p> <p>Giving the client additional instructions on how he can be assisted in the other agency.</p>	None	20minutes	Municipal Social Welfare and Development Officer
TOTAL:		None	30minutes	





3. PROCESSING OF SENIOR CITIZENS AND PERSONS WITH DISABILITY CASH ASSISTANCE DURING SPECIAL OCCASION

The MSWD Office assists the processing of senior citizens and persons with disability from the twenty(20) barangays to avail cash assistance during special occasion.

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Senior Citizens and Persons with Disability (PWD)			
CHECKLIST		WHERE TO SECURE		
1. Senior Citizen's ID or PWD ID (1 photocopy; bring original ID for verification)		Claimant		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the needed requirement to the Municipal Front Desk Personnel.	<p>1. Inspect the required document and verify information.</p> <p>Input client information in the forms.</p> <p>Preparation of the Petty Cash Voucher, Certificate of Eligibility, and performance Case Summary.</p> <p>Forward the documents to the MSWD Office.</p>	None	10 minutes	Municipal Social Welfare and Development Officer



<p>2. Client proceeds to the MSWD Office and submits the noted requirement/s for interview and assessment.</p>	<p>2. Client information is recorded in the logbook.</p> <p>Client is interviewed and assessed for Case Summary and Certificate of Eligibility.</p> <p>The document is signed by the MSWD Officer or Authorized Personnel.</p> <p>Other required supporting documents are prepared and forwarded to the Municipal Budget Office (MBO).</p>	<p>None</p>	<p>10 minutes</p>	<p>Municipal Social Welfare and Development Officer</p>
<p>3. Client waits while the voucher is being processed in the MBO, Accounting Office, and Treasurer's Office.</p>	<p>3. MBO prepares the Obligation Request, attaches the forwarded documents from the MSWD O, and forwards it to the Accounting Office.</p>	<p>None</p>	<p>15 minutes</p>	<p>Municipal Budget Officer</p>



	Accounting Office will review the documents and record the transaction in the Book of Accounts, and forward the documents to the Treasurer's Office.	None	10 minutes	Municipal Accountant
	Treasurer's Office will review the documents, and release the cash assistance to the client.	None	15 minutes	Municipal Treasurer
TOTAL:		None	1 hour	





OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

EXTERNALSERVICES





1. ISSUANCE OF CERTIFIED TRANSCRIPTION/CERTIFIED TRUE/PHOTOCOPY OF CIVIL REG. DOCUMENTS

ABOUT THE SERVICE: Any interested individuals may secure from the Municipal Civil Registrar's Office certified true transcription copies of birth, marriage, death certificates and etc. registered within the municipality for any legal purposes.

Officer/Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Client's copy of birth, death, and marriage Certificate		Municipal Civil Registrar's Office		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, Pag-ibig, PRC, DFA, Post Office, Company Id		
For the representative of the document owner; <ul style="list-style-type: none"> - Authorization Letter or Special Power (one original) - Photocopy of Government Issued ID with a signature of the document Owner - Photocopy of the Government Issued ID of the representative - In case of Death Certification an "Affidavit of Kinship" if the spouse, children, parent's is 		Client / Document Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill Up / Submit Request Form & ID	1. Receive the filled-up request form, requirements, and retrieval of records (Civil Registry Database, File, Books) *Issue an order of payment	None	10 mins	Anselmo Felisilda-RO II Josefina Torrevillas-Admin Aide VI Sherwin Ibale- Ticket Checker Job Order
2. Proceed to treasury and pay the amount indicated in the order of payment	2. Issue Official Receipt	Php 100.00/copy of: *Birth/Marriage/Death Certification *Certified True Copy *Photocopy *Legal Instrument Cert *Certificate of Finality		MTO Teller





		* Service Fee (Administrative Oath) *Other Miscellaneous Fees)		
3. Return to the MCR Office and present the Official Receipt	3. Check the Official Receipt and Prepare/Print document	None	3 mins.	AnselmoFelisilda-RO II Archille Paredes-Asst. RO Josefina Torrevillas-Admin Aide VI Sherwin Ibale- Ticket Checker Job Order
	3.1Verification of Records and sign the certification	None	5 mins.	AnselmoFelisilda-RO II Archille Paredes –Asst. RO Josefina Torrevillas- Admin Aide VI Charlie Balani-MCR
4. Receive the document	4. Give the Certified Copy to the applicant/client	None	2 mins.	Job Order
TOTAL		Php100.00 / copy	20 minutes	

2. REGISTRATION OF LIVE BIRTH(REGULAR & TIMELY)

ABOUT THE SERVICE: The birth of the child, being a vital event, should be registered at the Office of the Municipal Civil Registrar within a thirty (30) day reglementary period from the time of birth. Other than serving identification purposes, a certificate of birth is also required by various agencies and instrumentalities in availing of their services.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Parents / guardians / attendant at birth / hospital authorities / Lying in Clinics / and persons who have reached legal age but whose facts of births have not been reported at the Civil Registrar's Office
CHECKLIST	WHERE TO SECURE
Accomplished Certificate of Live Birth (4 copies)	Municipal Civil Registrar's Office, Hospital, Maternity/Lying-In Clinics, other birthing facilities
Government-issued / Valid Identification Card	BIR, SSS, GSIS, Pag-ibig, PRC, DFA, Post Office, Police & NBI Office
If not Married(children born outside of marriage of the parents): - Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, if the child is acknowledged by the father;	Notary Public





<p>- Affidavit to Use the Surname of the Father (AUSF) executed by: Mother and if the mother is below 18 years old with sworn attestation of the grandparents (mother's side)</p> <p>-</p>				
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
<p>1. Present the COLB prepared in the hospital/clinic or any similar institution and duly signed by the attendant at birth</p>	<p>1. *Married or No Father: Receive and examine if entries are properly filled up/assign registry number</p> <p>*Not Married: With notarized admission of Paternity and AUSF/assign registry number</p>	<p>None</p>	<p>10 mins.</p>	<p>AnselmoFelisilda-RO II Josefina Torrevillas-Admin Aide VI, Sherwin Ibale- Ticket Checker Job Order</p>
	<p>1.1 Issue order of payment</p>			
<p>2. Proceed to treasury present the order of payment and pay the amount indicated in the order of payment</p>	<p>2. Issue Official Receipt</p>	<p>Married or No Father:</p> <p>* Reg. Fee 100.00</p> <p>Not Married with AUSF:</p> <p>* Reg. Fee (RA 9255) - 200.00</p> <p>* Cert. of Legal Inst.- 100.00</p> <p>* Reg. of Legal Ins. - 300.00</p> <p>Service Fee (Administer Oath) - 100.00</p>		<p>MTO Teller</p>



3. Return to the MCR Office and present the Official Receipt	3. Check the Official Receipt, review/receive, and sign the COLB	None	5 mins.	Anselmo Felisilda-RO II Archille Paredes –Asst.RO Josefina Torrevillas – Admin Aide VI Sherwin Ibale- Ticket Checker
	3.1 Encode information to PhilCris database		12 mins	Archille Paredes-Asst. RO JOB ORDER
4. Receive the document	4. Release the COLB	None	2mins	Job Order
TOTAL		Married or No Father – 100.00 & Not Married – 600.00	29 mins	





3. DELAYED REGISTRATION OF BIRTH

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

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Parents / guardians / attendant at birth / hospital authorities / Lying in Clinics / and persons who have reached legal age but whose facts of births have not been reported at the Civil Registrar's Office	
CHECKLIST		WHERE TO SECURE
Accomplished Certificate of Live Birth (4 copies)		Municipal Civil Registrar's Office, Hospital, Maternity/Lying-In Clinics, other birthing facilities
Government-issued / Valid Identification Card		BIR, SSS, GSIS, Pag-ibig, PRC, DFA, Post Office, Police Clearance, NBI Clearance
Negative Certification from PSA		PSA
Baptismal Certificate		Religious Institution
Any two of the following documents which show the name, date and place of birth of the child, name of the mother and father (if acknowledged): <ul style="list-style-type: none"> • School Record (Form 137) or TOR • Income Tax Return of Parents • Insurance Policy • Medical Records • Barangay Certification • Member's Data Record • Member's Data Form • SSS E-1 Form • Voter's Certification 		School BIR Concerned Hospitals or other birthing facilities Barangay of residence PhilHealth Pag-ibig SSS COMELEC
If not Married (<i>children born outside of marriage of the parents</i>): <ul style="list-style-type: none"> - Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i>; - Affidavit to Use the Surname of the Father (AUSF) executed by: - Mother and if the mother is below 18 years old with sworn attestation of the grandparents (mother's side) 		Notary Public



<ul style="list-style-type: none"> - Child if 7 to 17 years old, with Sworn Attestation of the Mother - Child if 18 years old and above (majority age) <ul style="list-style-type: none"> • Joint Affidavit of Two Disinterested Persons / Witnesses - 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the COLB prepared in the hospital/clinic or any similar institution and duly signed by the attendant at birth and all the needed requirements	<p>1. *Married or No Father: Receive and examine if entries are properly filled and if the all the requirements are complete</p> <p>*Not Married: With notarized admission of Paternity and AUSF/assign registry number</p>	None	<p>11 days</p> <p>*mandated 10 days posting period from date of receipt</p>	<p>Anselmo Felisilda-RO II</p> <p>Josefina Torrevillas-Admin Aide VI,</p> <p>Sherwin Ibale- Ticket Checker</p> <p>Job Order</p>
	1.1 Give the Order of Payment			
2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	<p>Married or No Father</p> <p>Late Reg. Fee – 200.00</p> <p>Electronic End. – 200.00</p> <p>Not Married with AUSF:</p> <p>* Reg. Fee (RA 9255) - 200.00</p> <p>* Cert. of Legal Inst.- 100.00</p> <p>* Reg. of Legal Instrument – 300.00</p> <p>Elec. End. – 200.00</p> <p>Late Reg. Fee – 200.00</p>	<p>*If Release date falls on a holiday, the next working day;</p> <p>if it falls on Saturday or Sunday, release shall be on a Monday.</p>	MTO Teller





3. Present the Official Receipt	3. Receive the OR from the client and attach it to the MF102 w/ all the requirements. Advise client to claim their copy after the 10 day posting as indicated in the claiming slip	None		Anselmo Felisilda-RO II Archille Paredes –Asst. RO Josefina Torrevillas – Admin Aide VI
4. Return to MCR’s Office after the 10 days posting and Present claiming slip	4. Review and assign registry number	None		Archille Paredes – Asst. RO Anselmo S. Felisilda – RO
	4.1 Sign and register the document	None		Charlie G. Balani -MCR
5. Received the registered document	5. Release the registered document	None		Job Order
TOTAL		Married or No Father – 200.00 (w/ Elec. End.) – 400.00 & Not Married – 800.00 (w/ Elec. End.) – 1,000.00	11 Days	

Registration of Late Filing of Certificate of Live Birth is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

4. REGISTRATION OF CERTIFICATE OF DEATH(REGULAR & TIMELY)

ABOUT THE SERVICE: This is the process of registering the Certificates of Death of a person whose death occurred in Ubay within thirty (30) days reglementary period from the date of death.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Ubay Constituents, Non-Ubay residents who died in Ubay hospitals or within the vicinity of Ubay
CHECKLIST	WHERE TO SECURE
Accomplished Certificate of Death (4 copies)	Municipal Civil Registrar’s Office, Hospital



Government-issued / Valid Identification Card		BIR, SSS, GSIS, Pag-ibig, PRC, DFA, Post Office, Police & NBI Office			
Barangay Certification		Barangay Hall			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the COD duly signed by the attending physician, reviewed by the MHO & with signature of the Embalmer	1. Receive and examine if entries are properly filled up and assign registry number	None	5 mins.	AnselmoFelisilda-RO II Josefina Torrevillas-Admin Aide VI, Sherwin Ibale- Ticket Checker	
	1.1 Give the Order of Payment		10 mins.		Job Order Archille Paredes-Asst. RO
	1.2 Encode information to PhilCRIS database				
2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	Reg. Fee – 100.00 Burial Fee – 100.00		MTO Teller	
3. Return to the Civil Registrar’s Office and present the Official Receipt	3. Check the Official Receipt, Review/receive and sign the document	None	5mins.	AnselmoFelisilda-RO II Archille Paredes –Asst. RO Josefina Torrevillas – Admin Aide VI Sherwin Ibale- Ticket Checker Job Order	
	3.1 Sign and register the document	None	5 mins.	Charlie G. Balani - MCR	





4. Receive the document	4. Release the COD	None	2 mins.	Job Order
TOTAL		Php200.00	27 minutes	

5. DELAYED REGISTRATION OF DEATH

ABOUT THE SERVICE: This is the process of registering the Certificates of Death of a person, who died in Ubay, after the thirty (30)-day reglementary period from the date of death.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay residents who died in Ubay hospitals or within the vicinity of Ubay			
CHECKLIST		WHERE TO SECURE		
Certificate of Death (4 copies)		Municipal Civil Registrar's Office, Hospital		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, Pag-ibig, PRC, DFA, Post Office, Police Clearance, NBI Clearance		
Negative Certification from PSA		PSA		
Death Certification		Religious Institution		
Medical Certificate / Certification Barangay Certification Affidavit of Two Disinterested Persons / Affidavit for Late Registration		Hospital Barangay Hall Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the COD duly signed by the attending physician, reviewed by the MHO & with signature of the Embalmer and all the needed requirements	1. Receive and examine if entries are properly filled up and if the requirements are complete	None	11 days *mandated 10 days posting period from date of receipt	Anselmo Felisilda-RO II Josefina Torrevillas-Admin Aide VI, Sherwin Ibale- Ticket Checker Job Order
	1.1 Give the order of payment			





2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	* Late Reg. Fee- 200.00 * Electronic End. – 200.00		MTO Teller
3. Return to MCR Office and present the Official Receipt	3. Receive the OR from the client and attach it to COD w/ all the requirements. Advise the client to claim their copy after the 10-day posting as indicated in the claiming slip	None	*If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.	Anselmo Felisilda-RO II Archille Paredes –Asst. RO Josefina Torrevillas – Admin Aide VI
4. Return to MCR’s Office after the 10 days posting and Present claiming slip	4. Review and assign registry number	None		Archille Paredes – Asst. RO Anselmo S. Felisilda – RO
	4.1 Sign and register the document	None		Charlie G. Balani -MCR
5. Received the registered document	5. Release the registered document	None		Job Order
TOTAL		*Php200.00 / copy*With Elec. End. – 400.00	11 days	





6. APPLICATION AND ISSUANCE OF MARRIAGE LICENSE

ABOUT THE SERVICE: The process of applying for and issuing a Marriage License to a couple, wherein one should be a resident of Ubay. When the license is issued, the same shall be valid in any part of the Philippines for a period of 120 days from the date of issuance, and shall be deemed automatically cancelled after the expiration date even if the contracting parties have not made use of it.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR	
Classification:	Complex	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Single Individuals / contracting parties whom wants to get married <i>*Marriageable Age: 18 years old and above; No "Legal Impediments to Marry"</i>	
CHECKLIST		WHERE TO SECURE
Marriage License Application Form		Municipal Civil Registrar's Office
Government-issued / Valid Identification Card		BIR, SSS, GSIS, Pag-ibig, PRC, DFA, Post Office, Company Id
Birth Certificate		PSA / LCRO
CENOMAR		PSA
Community Tax Certificate		MTO
If one of the contracting party is a foreigner/alien: - Legal Capacity to Marry - Xerox copy of Foreigner's Passport		Embassy / Consular Office based in the Philippines Contracting Party
<ul style="list-style-type: none"> • Municipal Form No. 92 Consent of Marriage of A Person Under Age (18-20 yrs. old) • Municipal Form No. 8 Advice upon Intended Marriage (21-25 yrs. old) • Certificate of Family Planning / Certificate of Marriage Counseling / Orientation 		Municipal Civil Registrar's Office Municipal Civil Registrar's Office DSWD
If either the contracting parties is previously married:		





<ul style="list-style-type: none"> Judicial Decree of Annulment or declaration of nullity of his or her previous marriage Judicial decree of Absolute Divorce Death Certificate of the deceased spouse 	Court of the place where the decision was rendered; Court of the place where the decision was rendered; PSA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for a marriage license (present the required documents and fill up one copy of the application form)	1. Check and examine the requirements 1.1 *Type/encode Mun. Form No 90 * If needed, prepare parent's consent/parents advice for signature	None	11 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday,	AnselmoFelisilda-RO II Josefina Torrevillas-Admin Aide VI, Sherwin Ibale- Ticket Checker
2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	* Marriage App. Fee Php 400.00 *Service Fee (administrative oath) Php 100	release shall be on a Monday. Marriage license shall be issued on the 11th day from the submission of the application	MTO Teller
3. Return to the Civil Registrar's Office and present the official receipt.	3. Receive the OR, prepare/type the Notice (Municipal Form No. 94)	None		AnselmoFelisilda-RO II Josefina Torrevillas-Admin Aide VI Sherwin Ibale-Ticket Checker



	3.1 Give back to the client the prepared Mar. Application Form and parents consent /advice for signatures			JOB ORDER
4. Review the information if properly entered then subscribe and sworn to before the Mun. Civil Registrar	4. Administer Oath	None		Charlie Balani-MCR
5. Receive the claiming slip	5. Advise the contracting parties to claim their copy of the Marriage license after the 10-day posting as indicated in the claiming slip	None		AnselmoFelisilda-RO II Josefina Torrevillas-Admin Aide VI Sherwin Ibale- Ticket Checker
6. Return to MCR's Office after 10 days of posting, present claiming slip and receive the Marriage License	6. Sign/release the license after the 10 days posting	None		Charlie Balani-MCR
TOTAL		Php 500.00 / copy	11 Days	

7. REGISTRTION OF MARRIAGE CERTIFICATE

ABOUT THE SERVICE:For marriage being solemnized in the municipality, the solemnizing officer, contracting parties, any person duly authorized by the solemnizing officer / contracting parties shall register the Certificate of Marriage in the Civil Registry Office within 15 days after the wedding rites. For marriage exempt from license requirements, the prescribed period is 30 days from the date of solemnization (Article 34).

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any Priest, rabbi, imam, or minister of any church or religious sect duly authorized by his church or religious sect, their representative and registered with the civil registrar general, any member of the judiciary within the court's jurisdiction, Ubay residents & Non-Ubay residents (who were married in Ubay)			
CHECKLIST		WHERE TO SECURE		
Certificate of Marriage (4 copies) signed by the solemnizing officer		Municipal Civil Registrar's Office, Church, Place of marriage		
If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)		Notary Public		
If applicable: - Notarized Request for the celebration of marriage in a place other than those authorized by law.		Solemnizing Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Submit the properly fill out Municipal Form 97 (Certificate of Marriage form) and its requirement	1.Receive and examine if entries are properly filled up/assign registry number	None	10 mins.	AnselmoFelisilda-RO II Josefina Torrevillas-Admin Aide VI, Sherwin Ibale-Ticket Checker Job Order
2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2.Issue Official Receipt	Mar. Reg. Fee Php 100.00		MTO Teller
3. Return to the Civil Registrar's Office and present the official receipt. Wait as the staff records the documents.	3.Check the official receipt, review/receive and sign the document	None	2 mins.	AnselmoFelisilda -RO II Archille Paredes –Asst. RO Josefina Torrevillas – Admin Aide VI,
	3.1Encode information of the prepared COM to PhilCRIS database	None	10 mins.	Archille Paredes – Asst. RO Job Order
	3.2Sign and register the document	None	3 mins.	Charlie Balani-MCR
4. Receive the document	4. Release the registered document	None	2 mins.	Job Order
TOTAL		Php100.00 / copy	27 mins	





8. DELAYED REGISTRTION OF MARRIAGE CERTIFICATE

ABOUT THE SERVICE:The process of registering the Certificates of Marriage of a coupler who married in Ubay and which were not filed within 15 days following the solemnization of marriage or 30 days, for those exempted from marriage license requirement (Article No. 34).

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay residents & Non-Ubay residents (who were married in Ubay)			
CHECKLIST		WHERE TO SECURE		
Certificate of Marriage (4 copies) signed by the solemnizing officer		Municipal Civil Registrar's Office, Church, Place of marriage		
If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)		Notary Public		
If applicable: - Notarized Request for the celebration of marriage in a place other than those authorized by law.		Solemnizing Officer		
Negative Certification from PSA & CENOMAR		PSA		
Marriage Certification		Solemnizing Officer		
Birth Cert. of Children		Municipal Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Submit the properly fill out Municipal Form 97 (Certificate of Marriage form) duly notarized by the Notary Public and its requirement	1. Receive and examine if entries are properly filled up, Check the requirements	None	11 days *mandated 10 days posting period from date of receipt *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.	AnselmoFelisilda-RO II Josefina Torrevillas-Admin Aide VI, Sherwin Ibale- Ticket Checker Job Order
	1.1 If the requirements are complete, give the order of payment			
2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	Late Registration Fee Php 200.00 Electronic End. 200.00		MTO Teller
3. Return to the Civil Registrar's Office, present the official receipt	3. Receive the OR from the client attach COM w/ all the requirements. Advise client to claim their copy of Marriage Certificate after the 10 days posting as indicated in the claiming slip	None		AnselmoFelisilda-RO II Archille Paredes –Asst. RO Josefina Torrevillas – Admin Aide VI,
	3.1 Give claiming slip			
4. Return to MCR's Office after the 10 days posting and present claiming slip	4. Review & assign registry	None		AnselmoFelisilda-RO II Archille Paredes –Asst. RO
	4.1 Sign and register the document	None		Charlie Balani-MCR





5. Receive the document	5. Release the registered document	None		Job Order
TOTAL		* Php 200.00 * With Elec. End. – 400.00	11 Days	

9. PROCESSING OF PETITIONS UNDER R.A. 9048 FOR CORRECTION OF CLERICAL ERROR

ABOUT THE SERVICE: Republic Act No. 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/ or change of first name or nickname in the civil register without the need of a judicial order.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Marriage, and Death
CHECKLIST	WHERE TO SECURE
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	Municipal Civil Registrar's Office
Latest PSA Copy of the certificate sought to be corrected/changed	PSA
- PSA Copy of Birth, Marriage, Death Certificate to be corrected	PSA
- LCRO Copy of Birth, Marriage, Death Certificate to be corrected	Civil Registry Office
- Baptismal Certificate (Child/Father/Mother/Husband/Wife)	Religious Institution
- Birth Certificate (Father/Mother/Husband/Wife)	Civil Registry Office
- Death Certificate (Father/Mother/Husband/Wife)	
- Birth Certificate of Brother or Sister showing correct entry	
- Birth Certificate of Son/Daughter showing correct entry	



<ul style="list-style-type: none"> - Voter's Affidavit (Applicant/Father/Mother/Husband/Wife) - School Record (Transcript/Diploma/Form 137) - Postal I.D. /Driver's License - SSS Form E-1/I.D. of GSIS Form No.307-14 of (Applicant/Father/Mother/Husband/wife) - *NOTE: A processor will determine applicable documents 		COMELEC	School Registrar	SSS
Other relevant documents the Civil Registrar may require for the approval of the Petition		Depends on the documents required		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction (Birth/Mar./Death)	1. In Charge/clerk compares PSA and local copy for consistency of discrepancy.	None	10 mins.	Archille F. Paredes – Asst. RO
	1.2 Issues Department list of applicable requirements.			
2. On the interview, submit requirements	2. Validate and examine the requirements	None	10 mins.	Archille F. Paredes – Asst. RO
	2.1If requirements are complete prepare/print the petition form			
3. Review/sign the prepared petition form and bring to the Notary Public for Notarial	3. Give the petition form for petitioner's signature and for notarial	None	2 mins.	Archille F. Paredes – Asst. RO





4. Return to MCR's Office and present the notarized petition together with the complete requirements	4. Give Order of payment	None	2 mins.	Archille F. Paredes –Asst. RO
5. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	5. Issue Receipt	Filing fee - PHP 1,000.00	.	MTO Teller
	5.1 Upon receipt of Official Receipt, process the petition, assign petition number	None	5 mins.	Archille F. Paredes – Asst. RO
6. Receive the claim slip	6. Give claim slip and Advise petitioner to come back after the 10 days posting and 5 days MCR Decision	None	10 Days mandatory posting period and 5 days MCR's Decision	Archille F. Paredes – Asst. RO
	6.1 Review/sign (approve/disapprove) the petition			Charlie G. Balani-MCR
7. Return to MCR's Office after 15 days for mailing the approved petition to OCRG for affirmation	7. Submit the petition to OCRG (PSA Legal Department) for affirmation	None	10 mins.	Archille F. Paredes – Asst. RO
	7.1 Inform the petitioner to mail the documents thru LBC or Post Office and advise the petitioner to follow-up his/her petition after 2-3 months (in PSA Legal Division depending on the volume of transaction)			
TOTAL		Php 1,000.00	15 days & 39 mins.	

Petition for Correction of Clerical or Typographical Error is covered under R.A. 9048. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted. Only documents with official receipt will be process.





10. PROCESSING OF PETITIONS UNDER R.A. 9048 - Petition for Change of First Name (CFN)

ABOUT THE SERVICE: This is the process of allowing the document owner to have his/her first name changed on his/her Certificate of Birth.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth
CHECKLIST	WHERE TO SECURE
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	Municipal Civil Registrar's Office
Latest PSA Copy of the certificate sought to be corrected/changed	PSA
Mandatory requirements to be submitted (3 photocopies - should be in legal size paper): Certification of Employment with no pending case (if employed); <ul style="list-style-type: none"> Affidavit of Non-Employment (If not employed); NBI Clearance (latest) purpose: For Change of First Name Barangay Clearance & Police Clearance (latest with 6 months validity) purpose: For Change of First Name <ul style="list-style-type: none"> Affidavit of Publication & Clippings 	Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Barangay Office & Police District Office Publication Office (Newspaper)
Any three (2) of the following Supporting Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> Baptismal Certificate School Records Voter's Affidavit SSS/GSIS Records Medical or Business Record Certificate of Marriage (if applicable) Certificate of Live Birth of Child (2) Government-issued / Valid Identification Card or CEDULA <p>*NOTE: The In-charge will determine applicable documents</p>	Place of baptism; School of Client; Comelec; SSS; GSIS; Hospital; Municipal Civil Registrar's Office Municipal Civil Registrar's Office Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office
Other relevant documents the Civil Registrar may require for the approval of the Petition	Depends on the documents required



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction (Birth)	1. The receiving clerk compares PSA and local copy for consistency of discrepancy.	None	10 mins.	Archille F. Paredes – Asst. RO
	1.2 Issues Department list of applicable requirements.			
2. During the interview, submit the requirements	2 Validate and examine the requirements	None	10 mins.	Archille F. Paredes – Asst. RO
	2.1 f requirements are complete, issues order of payment			
3. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	3. Issue Receipt	Filing fee - PHP 3,000.00	.	MTO Teller
	3.1 Upon receipt of Official Receipt, process the petition, assign petition number	None	5 mins.	Archille F. Paredes – Asst. RO
4. Receive the claim slip	4. Give claim slip and Advise petitioner to come back after the 10 days posting and 5 days MCR Decision	None	10 Days mandatory posting period and 5 days MCR's Decision	Archille F. Paredes – Asst. RO
	4.1 Review/sign (approve/disapprove) the petition			Charlie G. Balani-MCR





5. Return to MCR's Office after 15 days for mailing the approved petition to OCRG for affirmation	5. Submit the petition to OCRG (PSA Legal Department) for affirmation	None	10 mins.	Archille F. Paredes – Asst. RO
	5.1 Inform the petitioner to mail the documents thru LBC or Post Office and advise the petitioner to follow-up his/her petition after 2-3 months (in PSA Legal Division depending on the volume of transaction)			
TOTAL		Php 3,000.00	15 days & 35 mins.	

Petition for Correction of Change of First Name is covered under R.A. 9048. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted. Only documents with official receipt will be process.

11. PROCESSING OF PETITIONS UNDER R.A. 10172 – Petition for Correction of the Day and/Month

Of Birth and Correction of Sex of a Person

ABOUT THE SERVICE: Republic Act 10172 - An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order, Amending for this Purpose Act Numbered Ninety Forty-Eight.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR		
Classification:	Complex		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	For Correction in the Date/Month of Birth: Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Birth		
	For Correction in the Entry of Sex: Personal appearance of document owner		
CHECKLIST		WHERE TO SECURE	
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	Municipal Civil Registrar's Office		
Latest PSA Copy of the certificate sought to be corrected/changed	PSA		





<p>Mandatory requirements :</p> <ul style="list-style-type: none"> • Certification of Employment with no pending case (if employed); • Affidavit of Non-Employment (If not employed); • NBI Clearance (latest) purpose: Petition to correct Date of Birth/Sex • Police Clearance (latest with 6 months validity) purpose: <ul style="list-style-type: none"> • Baptismal Certificate • Elementary School Record • (2) Government-issued / Valid Identification Card or CEDULA • Medical Record • Affidavit of non-submission of medical records (if no medical record) <p>Petition to correct Date of Birth/Sex</p> <ul style="list-style-type: none"> • Medical Certification (for a petition to correct entry of sex) issued by an accredited government physician that the petitioner did not undergone sex change or sex transplant with the following required information: - Full name of government physician with valid medical/PRC license - Name of hospital, designation, and contact number 	<p>Employer of Client;</p> <p>Public Attorney's Office, Law Offices, Hall of Justice; NBI;</p> <p>Police District Office;</p> <p>Place of baptismal; School of Client; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office Hospital or Clinic Public Attorney's Office, Law Offices, Hall of Justice;</p> <p>Government Hospitals or Rural Health Unit</p>
<ul style="list-style-type: none"> • Affidavit of Publication & Clippings 	<p>Publication Office (Newspaper)</p>
<p>Other relevant documents the Civil Registrar may require for the approval of the Petition</p>	<p>Depends on the documents required</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Presents the document sought for correction (Birth/Mar./Death)</p>	<p>1. In charge/clerk compares PSA and local copy for consistency of discrepancy.</p>	<p>None</p>	<p>10 mins.</p>	<p>Archille F. Paredes – Asst. RO</p>
	<p>1.1 Issues Department list of applicable requirements.</p>			





2. During the interview, submit the requirements	2 Validate and examine the requirements	None	10 mins.	Archille F. Paredes – Asst. RO
	2.1 f requirements are complete, issues order of payment			
3. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	3. Issue Receipt	Filing fee - PHP 3,000.00	.	MTO Teller
	3.1 Upon receipt of Official Receipt, process the petition, assign petition number	None	5 mins.	Archille F. Paredes – Asst. RO
4. Receive the claim slip	4. Give claim slip and Advise petitioner to come back after the 10 days posting and 5 days MCR Decision	None	10 Days mandatory posting period and 5 days MCR's Decision	Archille F. Paredes – Asst. RO
	4.1 Review/sign (approve/disapprove) the petition			Charlie G. Balani-MCR
5. Return to MCR's Office after 15 days for mailing the approved petition to OCRG for affirmation	5. Submit the petition to OCRG (PSA Legal Department) for affirmation	None	10 mins.	Archille F. Paredes – Asst. RO
	5.1 Inform the petitioner to mail the documents thru LBC or Post Office and advise the petitioner to follow-up his/her petition after 2-3 months (in PSA Legal Division depending on the volume of transaction)			
TOTAL		Php 3,000.00	15 days & 35 mins.	

Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth in the Certificate of Live Birth is covered under R.A. 10172. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted. Only documents with official receipt will be processed.





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

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

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Parents of Ubay-born non-marital children			
CHECKLIST		WHERE TO SECURE		
Certified True Copy of Child's Certificate of Live Birth, back-to-back, if with Admission of Paternity		Municipal Civil Registrar's Office		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, Pag-ibig, PRC, DFA, Post Office, Company Id		
<p>***If not Acknowledged by the father at the back of the COLB</p> <ul style="list-style-type: none"> • Affidavit of Admission Paternity <p>NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</p>		Public Attorney's Office, Law Offices, Hall of Justice;		
<p>If child is 0-6 yrs. old:</p> <ul style="list-style-type: none"> • Affidavit to Use the Surname of the Father (AUSF) shall be executed by the mother if child is 7 – 17 yrs. old: • Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child with mother's attestation If child is above 18 yrs. old: • Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child without mother's attestation 		Public Attorney's Office, Law Offices, Hall of Justice;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receives requirements for registration, check if documents are complete, and issues order of Payment	None	10 mins.	Archille Paredes – Asst. RO
	1.1 Retrieval of Records			



2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	Php 100.00/copy of: *Certified True Copy/ *Photocopy (4 copies) *Legal Instrument Cert * Elec. End. – 200.00 *Per annotation Fee – 200.00 * Reg. of Legal Ins. – 300.00		MTO Teller
3. Return to the MCR Office and present the Official Receipt	3. Check the Official Receipt, Records assign registry # of the Legal Ins.	None	10 mins.	Archille Paredes-Asst. RO
	3.1 Prepare certified copy/cert. of registration/endorsement letter	None	30 mins.	Archille Paredes –Asst. RO
4. Receive the document	4. Give the Certified Copy to the applicant/client	None	2 mins.	Job Order
TOTAL		W/ Admission of Paternity – 1,200.00 W/out Admission or Paternity – 1,500.00	52 minutes	





**13. LEGITIMATION BY SUBSEQUENT MARRIAGE OF PARENTS (W/ AND W/OUT ADMISSION OF PATERNITY)
INCLUDING RA 9858**

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

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Parents/minor parents of Ubay-born illegitimate children who eventually married each other	
CHECKLIST		WHERE TO SECURE
Child's Certificate of Live Birth (PSA & Local)		PSA and Municipal Civil Registrar's Office
Certificate of No Previous Marriage (CENOMAR) of both parents		PSA
Certificate of Marriage of parents (PSA & Local Copy – Cert.)		PSA and Municipal Civil Registrar's Office
Government-issued/Valid Identification Card of the Parents		
Signed Affidavit of Admission of Paternity (w/out Admission of Paternity at the back of the COLB)		Public Attorney's Office; law Offices
Signed Joint Affidavit of Legitimation (parents who have no legal impediment to marry)		Public Attorney's Office; law Offices
Joint Affidavit of Legitimation under R.A 9858 (parents who were disqualified to marry each other due to minority)		Public Attorney's Office; law Offices
ADDITIONAL REQUIREMENTS: <ul style="list-style-type: none"> • PSA copy of Death Certificate (if any or both parents are dead) • Certified True Copy of the Decision and Certificate of Finality of Annulment/ Divorce (if any or both parents are annulled or divorced from the first marriage) 		PSA Court
NOTE: <ul style="list-style-type: none"> • PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED LEGITIMATION AND R.A 9858 IS NOT APPLICABLE TO PARENTS WHO HAVE LEGAL IMPEDIMENTS TO MARRY: <ul style="list-style-type: none"> • Any or both parents have previous valid marriage 		



• Child is conceived and born without any Court Order or Decision of Annulment of Divorce				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and examine the requirements submitted if complete for registration 1.1 Give the order of payment/retrieval of records	None	10 mins.	Archille Paredes – Asst. RO
2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	Php 100.00/copy of: *Certified True Copy/ *Photocopy (4 copies) *Legal Instrument Cert * Elec. End. – 200.00 *Per annotation Fee – 200.00 * Reg. of Legal Ins. – 300.00		MTO Teller
3. Return to the MCR Office and present the Official Receipt	3. Check the Official receipt	None	30 mins.	Archille Paredes-Asst. RO Job Order
	3.1 Records, assign reg. no., retrieval of records			
	3.2 Prepare/Print document, annotation and endorsement			
	3.3 Review and sign documents	None	5 mins.	Charlie Balani-MCR
4. Mail the documents to PSA	4. Segregate documents and inform the client to mail the documents thru LBC to PSA Quezon City	None	5 mins.	Archille F. Pareds –Asst. RO





5. Present the LBC official receipt and receive the endorsed document	Receive the copy of the LBC official receipt and advise the client to request his / her document to PSA after 3 or 4 months	None	5 mins.	Archille F. Pareds –Asst. RO
TOTAL		W/ Admission of Paternity – 1,200.00 W/out Admission or Paternity – 1,500.00	55 mins.	

14. SUPPLEMENTAL REPORT (BIRTH, MARRIAGE, & DEATH)

ABOUT THE SERVICE::A supplemental report maybe filed even after the birth, marriage or death certificate has been registered to supply the necessary information that has previously been omitted. The supplemental report shall be made by filling out the missing information and by attaching an affidavit stating the information to be supplied.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Document owner with missing entry in the COLB (supplemental), Husband and Wife (COM), nearest kin (Death) – born, married and died in Ubay

CHECKLIST		WHERE TO SECURE		
PSA Copy of the COLB, COM, COD		PSA and Municipal Civil Registrar's Office		
Local Copy of the COLB, COM, COD		Municipal Civil Registrar's Office		
Government-issued/Valid Identification Card of the Parents, Couple and Nearest Kin				
Affidavit of Supplemental Report		Public Attorney's Office; law Offices		
Documents that the processor may require depending on the omitted entries (example) Bapt. Cert. Voter's Cert. School Records Birth Cert. of Parents Marriage Cert.				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and examine the requirements submitted if complete for registration 1.1 Give the order of payment/retrieval of records	None	10 mins.	Archille Paredes – Asst. RO



2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	Php 100.00/copy of: *Certified True Copy/ *Photocopy (4 copies) * Elec. End. – 200.00 *Per annotation Fee – 200.00 * Supplemental Report – 200.00		MTO Teller
3. Return to the MCR Office and present the Official Receipt	3. Check the Official receipt	None	30 mins.	Archille Paredes-Asst. RO Job Order
	3.1 Type reg. no. of the Aff. of Supplemental Report, retrieval of records			
	3.2 Prepare Supplemental Report /Print document, annotation and endorsement			
	3.3 Review and sign supplemental reports	None	5 mins.	Charlie Balani-MCR
4. Mail the documents to PSA	4. Segregate documents and inform the client to mail the documents thru LBC	None	5 mins.	Archille F. Pareds –Asst. RO
5. Present the LBC official receipt and receive the endorsed document	Receive the copy of the LBC official receipt and advise the client to request his / her document to PSA after 3 or 4 months	None	5 mins.	Archille F. Pareds –Asst. RO
TOTAL		Php 1,000.00	45 mins.	





15. ANNOTATION OF CIVIL REGISTRY DOCUMENT

ABOUT THE SERVICE:Annotations are remarks or statements reflected on the birth/marriage/death and other civil registry document to indicate that some entries in the original document have been corrected or changed as a result of a Court Decree or Administrative decisions (Legal Instruments, RA 9048, RA 10172, and Supplemental Reports).

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born, married and died in Ubay)			
CHECKLIST		WHERE TO SECURE		
Negative Certification from PSA		PSA		
Government-issued/Valid Identification Card of the Parents, Couple and Nearest Kin		BIR, SSS, GSIS, Pag-ibig, PRC, DFA, Post Office, Company Id		
For the representative of the document owner; - Authorization Letter or Special Power (one original) - Photocopy of Government Issued ID with a signature of the document Owner - Photocopy of the Government Issued ID of the representative - In case of Death Certification an "Affidavit of Kinship" if the spouse, children, parent's is		Client / Document Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Submit requirements	1. Receive and examine the requirements and verify records if available	None	10 mins.	Archille Paredes – Asst. RO Job Order
	1.1 Give the order of payment/retrieval of records			
2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	Php 100.00/copy of: *Certified True Copy/ Photocopy (3 copies) * Elec. End. – 200.00 * Per annotation Fee – 200.00 * Cert. of Finality – 100.00		MTO Teller
3. Return to the MCR Office and present the Official Receipt	3. Check the Official receipt and prepare / print document	None	15 mins.	Archille Paredes-Asst. RO Charlie Balani-MCR
	3.1 Sign the document			
4. Mail the documents to PSA	4. Segregate documents and inform the client to mail the documents thru LBC	None	5 mins.	Archille F. Pareds –Asst. RO
5. Present the LBC official receipt and receive the endorsed document	Receive the copy of the LBC official receipt and advise the client to request his / her document to PSA after 3 or 4 months	None	5 mins.	Archille F. Pareds –Asst. RO
TOTAL		Php800.00	35 mins.	

PIECEMEAL SUBMISSION (ELECTRONIC ENDORSEMENT TO PSA-OCRG)

ABOUT THE SERVICE: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 offices 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-OCRG.

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born, married and died in Ubay)			
CHECKLIST		WHERE TO SECURE		
Negative Certification from PSA		PSA		
Government-issued/Valid Identification Card of the Parents, Couple and Nearest Kin		BIR, SSS, GSIS, Pag-ibig, PRC, DFA, Post Office, Company Id		
For the representative of the document owner; <ul style="list-style-type: none"> - Authorization Letter or Special Power (one original) - Photocopy of Government Issued ID with a signature of the document Owner - Photocopy of the Government Issued ID of the representative - In case of Death Certification an "Affidavit of Kinship" if the spouse, children, parent's is already dead 		Client / Document Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and examine the requirements and verify records if available	None	10 mins.	Archille Paredes – Asst. RO
	1.1 Give the order of payment/retrieval of records			
2. Proceed to treasury and present the order of payment and pay the amount indicated in the order of payment	2. Issue Official Receipt	Php 100.00/copy of: <ul style="list-style-type: none"> *Certified True Copy/ *Photocopy (2 copies) * Elec. End. – 200.00 		MTO Teller



3. Return to the MCR Office and present the Official Receipt	3. Check the Official receipt and prepare / print document	None	15 mins.	Archille Paredes-Asst. RO
	3.1 Sign the document		5 mins.	
4. Mail the documents to PSA	4. Segregate documents and inform the client to mail the documents thru LBC	None	5 mins.	Archille F. Pareds –Asst. RO
5. Present the LBC official receipt and receive the endorsed document	Receive the copy of the LBC official receipt and advise the client to request his / her document to PSA after 3 or 4 months	None	5 mins.	Archille F. Pareds –Asst. RO
TOTAL		Php 400.00	40mins.	





MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE



Office or Division:	OFFICE OF THE MUNICIPAL & NATURAL RESOURCES OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-GovernmenttoCitizen			
Who may avail:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled up Business Permit Application Form together with the checklist for all agencies concerned	1 Receive and affix assigned number of the establishment concerned on the checklist together with the initial of the receiving staff		1 minute	Receiving Staff
	2 Record in the Logbook the name, address and cell phone number of the new applicant.		1 minute	Receiving Staff
	3 Conduct Orientation on Ecological Solid Waste Management (ESWM) for the new applicants. Note: To be conducted once a week only between January and February of every year. Beyond this period, business permit applicants shall request for special orientation		10 minutes	Receiving Staff / MENR Officer



	with a fee of P250.			
	4 Prepare the Certificate of Completion/ Environmental Certificate and forward to MENR Officer together with the checklist with assigned number & initial of the receiving staff for signature.		2 minutes	Receiving Staff / MENR Officer
	5 Award Certificate of Completion to the new applicant.	None	1 minute	Receiving Staff / MENR Officer
TOTAL		None	15 minutes	



FRONTLINE SERVICE: Issuance of Certificate of Completion (Environmental Certificate) for renewing applicants

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly filled up Business Permit Application Form together with the checklist for all agencies concerned	1. Receive and check record of establishment as to compliance with mandatory requirement on Segregation at Source, 4 garbage receptacles properly labelled (Biodegradable, Recyclable, Residual and Special Wastes), and possible settlement of fines/penalties if there's any violation committed.		1 minute	Receiving Staff / ESWM Enforcer
	2. Affix assigned number of the establishment concerned on the checklist together with the initial of the receiving staff.		1 minute	Receiving Staff
	3. Update record in the Logbook the name, address and cell phone number of the renewing applicant.		1 minute	Receiving Staff
	4. Conduct Refresher Orientation on Ecological Solid Waste Management (ESWM) for the renewing applicants		10 minutes	Receiving Staff / MENR Officer



	<p>Note: To be conducted once a week only between January and February of every year. Beyond this period, business permit applicants shall request for special orientation with a fee of P250.</p>			
	<p>5. Prepare the Certificate of Completion and forward to MENR Officer together with the checklist with assigned number & initial of the receiving staff for signature.</p>		1 minute	Receiving Staff / MENR Officer
	<p>6. Update record in the Logbook the name, address and cell phone number of the renewing applicant.</p>		1 minute	Receiving Staff / MENR Officer
Total		None	15 minutes	



FRONTLINE SERVICE: Garbage Collection Services for business/industrial establishments & households

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For paying business/ industrial establishments , show Business Permit	1. Receive and enter name of establishment for the regular garbage collection schedule		1 minute	Receiving Staff
	2. Remind establishment on the strict implementation of “no segregation, no collection” policy		3 minutes	Receiving Staff
2 For households, attach garbage sticker on the garbage bag/ container	1. Inspect/check presence of garbage sticker on the garbage bag/container		1 minute	Receiving Staff
	2. Record name of owner based on the serial number provided and content of garbage bag/container whether segregated or mixed and furnish copy to barangay concerned for appropriate action		2 minutes	Receiving Staff
	3. Update record in the Logbook the name, address and cell phone number of the renewing applicant.		1 minute	Receiving Staff



	<p>4. Conduct Refresher Orientation on Ecological Solid Waste Management (ESWM) for the renewing applicants</p> <p>Note: To be conducted once a week only between January and February of every year. Beyond this period, business permit applicants shall request for special orientation with a fee of P250.</p>		10 minutes	Receiving Staff / MENR Officer
	<p>5. Prepare the Certificate of Completion and forward to MENR Officer together with the checklist with assigned number & initial of the receiving staff for signature.</p>		2 minutes	Receiving Staff / MENR Officer
Total		None	20 minutes	



FRONTLINE SERVICE: Garbage Collection Services for business/industrial establishments & households

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For paying business/ industrial establishments , show Business Permit	1. Receive and enter name of establishment for the regular garbage collection schedule		1 minute	Receiving Staff
	2. Establishment on the strict implementation of “no segregation, no collection” policy		4 minutes	Receiving Staff
2. For households, attach garbage sticker on the garbage bag/ container	1. Inspect/check presence of garbage sticker on the garbage bag/container		1 minute	Receiving Staff
	2. Record name of owner based on the serial number provided and content of garbage bag/container whether segregated or mixed and furnish copy to barangay concerned for appropriate action		4 minutes	Receiving Staff
Total		None	10 minutes	

3. Proceed to Municipal Treasurers Office (MTO) for any payment (if applicable)	2. Provide Official Receipt upon payment	For Plants: Php 150.00 For animals: Depends on what animal and the number of heads to be shipped	10 minutes	MTO Personnel
TOTAL:		None	15minutes	





MUNICIPAL ACCOUNTING OFFICE





I. PRE-AUDIT AND CERTIFICATION ON CLAIMS

All claims received from Office of the Municipal Budget or from the claimant requires pre-audit and certification by the Municipal Accountant or the next in rank employee, as the case maybe.

AID TO INDIVIDUAL/FAMILIES IN CRISIS SITUATION

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	All Tax payers - Indigent

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit the following:	
a. Certificate of Indigency	Barangay Concerned
b. Valid ID	
c. Case Summary	MSWD Office
d. Death Certificate	LCR
e. Medical Abstract or Certificate	
f. Disbursement Voucher	
g. OBR	MBO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the supporting documents	Review	none	5 minutes	Wilfredo Avenido Admin Aide IV In-charge (if below 3,000.00) Maria Elena L. Amodia MACCO (if above 3,000.00)
	Total		5 minutes	

TRAVEL

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	All government employees

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit the following:	
a. Travel Order	
b. Communication	
c. Appearance	
d. Certificate of travel completed Appendix A & B	
e. Tickets/Receipts	
f. Disbursement Voucher	
g. OBR	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the supporting documents	Review	none	5 minutes	Chinee Perez Admin Aide I In-charge) Maria Elena L. Amodia MACCO
	Total		5 minutes	





COMMUNICATION

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C– Government to Citizens
Who may avail:	All government employees

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit the following:	
a. Billing Statement	
f. Disbursement Voucher	
g. OBR	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the supporting documents	Review	none	5 minutes	Lea Marie Sarabosing Accountant I (In-charge) Maria Elena L. Amodia MACCO
	Total		5 minutes	

FINANCIAL ASSISTANCE TO BARANGAYS

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C– Government to Citizens
Who may avail:	44 Barangays

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit B77 the following:	
a. Barangay Resolution	Barangay Concerned
b. Program of Work (for Infrastructure)	ME
c. MOU	MO
d. Certificate of No Unliquidated FA	Barangay Bookkeeper
e. Disbursement Voucher	
f. OBR	MBO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the supporting documents	Review	none	5 minutes	Lea Marie Sarabosing Accountant I (In-charge)





			Maria Elena L. Amodia MACCO
	Total	5 minutes	

MONETIZATION

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	LGU Personnel

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit the following:	
a. Leave Application form	HRMO
b. Letter Request for monetization	
c. Certification from HR	HRMO
d. Medical Certificate - sick leave	
e. Disbursement Voucher	
f. OBR	MBO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the supporting documents	Review	none	5 minutes	Lea Marie Sarabosing Accountant I (In-charge) Maria Elena L. Amodia MACCO
	Total		5 minutes	

HONORARIUM/PAYROLL

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	All COS/Job Order Casuals

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit the following:	
a. Job Order	
b. Contract of Services	
c. SB Resolution	SB
d. Executive Order	MO





e. Augmentation if any	
f. Daily Time Record or Accomplishment Report	
g. Locator/Travel Order/Appearance	
h. Disbursement Voucher	
i. OBR	MBO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the supporting documents	Review	none	10 minutes	Lea Marie Sarabosing Accountant I (In-charge) Maria Elena L. Amodia MACCO
	Total		10 minutes	

PETTY CASH FUND/CASH ADVANCES

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Designated Officers as Fund Custodian

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit the following:	
a. Petty Cash Fund Replenishment Report	
b. Bills, Receipts, Sales Invoices	
c. Certificate of Inspection and Acceptance	
d. Report of Waste Materials in case of replacement/repair	
e. Approved trip ticket for gasoline expenses	
f. Canvass from at least three suppliers	
g. Summary/Abstract of Canvass	
h. Petty Cash Voucher duly accomplished and signed.	
i. Copy of Cashbook of previous Cash Advance	
i. OBR	MBO





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the supporting documents	Review	none	10 minutes	Lea Marie Sarabosing Accountant I (In-charge) Maria Elena L. Amodia MACCO
	Total		10 minutes	

SUPPLIER

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Complex
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Suppliers /contractors

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit the following:	
a. Complete BAC Documents	BAC
b. Purchase Request	
c. Purchase Order / Contract	
d. Program of Work (if Infra)	
e. Statement of Work Accomplished	
f. Picture, Attendance, Activity design - if meals	
g. Inspection Report / Acceptance Report	
h. Billing Statement / Charged Invoice	
i. Summary of Fuel Consumption if gasoline	
j. BFAD Certificate for medicines	
k. Waste Material Report/ Pre-Post Inspection for Repair/Replacement	
l. Warranty / Surety Bond	
m. Performance Bond	
n. Liquidating Damages if any.	ME
o. Sketch plan (specification)	
p. Disbursement Voucher	
i. OBR	MBO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the supporting documents	Review	none	20 minutes	Lea Marie Sarabosing Accountant I (In-charge) Maria Elena L. Amodia MACCO
	Total		20 minutes	





II. CERTIFICATION / CERTIFIED TRUE COPY

BIR FORM 2307

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Suppliers/Contractors

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit B50the following:	
a. Duly Accomplished Requisition Form	Accounting office
b. Tax Identification Number	BIR
c. Letter Request	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the documents	Retrieve the prepared BIR Form 2307 Release	none	20 minutes	Jeze! Mantica Tan Job Order Casual (In-charge)
	Total		20 minutes	

BIR FORM 2316

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	LGU Personnel

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit B50the following:	
a. Duly Accomplished Requisition Form	Accounting office
b. Tax Identification Number	BIR
c. Letter Request	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the documents	Retrieve the prepared BIR Form 2316 Release	none	20 minutes	Hazel Empleo Admin Aide III (In-charge)
	Total		20 minutes	

PAYROLL COPY

Office or Division:	MUNICIPAL ACCOUNTANT'S OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	LGU Personnel

REQUIREMENTS/ CHECKLIST	WHERE TO SECURE
Submit the following:	
a. Duly Accomplished Requisition Form	Accounting office
B. Letter Request	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the documents	Retrieve payroll file Release	none	20 minutes	Jeze! Mantica Tan Job Order Casual
	Total		20 minutes	





UBAY MUNICIPAL HEALTH OFFICE

EXTERNALSERVICES





16. OUTPATIENT CARE SERVICES

1.1 CONSULTATION

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Outpatient Care Services		Ubay Municipal Health Office		
- Consultation				
- Mental Health				
- Dental Clinic				
- Pharmacy				
- Laboratory Services				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number	1. Get the pt's Individual TX record 2. Data taking Interview clients, take vital signs Answer vital info as requested	None	15 mins.	Mayla P. Quinlog Charife Escoro Irene Soriso
2. Submit for procedure	3. Consultation proper	None	3-5 mins.	Jasmin B. Jumao-as, MD.,MPA, CLMP Honey P. Talisic, MD Harold B. Gallego, MD Delbert A. Jabone, MD Antonietta L. Evangelista, MD Ma. Cindy G. Estoce, MD
3. Receive the medicines and sign the log book	4. Carry out Dr.'s order Counseling Dispensing of medicines	None	5 mins.	Huniniel Joy O. Balaba, RN Ma. Vonah B. Abapo, RPh
4. Get Priority Number	5. Get the pt's Individual TX record/Issue a new ITR for new clients Data taking Interview clients Take vital signs	None	5 mins.	Mayla P. Quinlog Charife Escoro Irene Soriso





5. Submit for procedure	6. Consultation proper	None	15 mins.	Jasmin B. Jumao-as, MD.,MPA Harold B. Gallego, MD Antonietta L. Evangelista, MD
6. Receive the med and sign the log book	7. Carry out Dr.'s order	None	5 mins.	Huniniel Joy O. Balaba, RN
7. Proceed to treasury and pay the amount indicated in the order of payment	8. Issuance of Certificate	Php 100.00 / copy	10 mins.	MTO teller
8. Affix signature	9. Record in the log book	None	3 mins.	Mayla P. Quinlog Charife Escoro Irene Soriso
TOTAL		Php 100.00 / copy		

1.2 MENTAL HEALTH SERVICE

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Mental Health Service		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accompanying guardian/relatives ensure safety of the client en route to consultation venue (may transfer in different brgys.)	1. Conduct Free Mental Health Clinic 2. Provide counselling and mental health management as appropriate 3. Do house to house visit as necessary for home restrained patients	None	<i>Scheduled visits</i>	Dr. Glenda Basubas PMHAI's Psychologist RSW/RPm Reynita B. Baydo, RN Nikki Joy T. Obrero, RN





1.3 DENTAL CLINIC

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Dental Clinic		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number	Get the pt's Individual TX record Data taking Interview clients, take vital signs Answer vital info as requested	Php 100.00 / copy	15mins.	Maria Felisa A. Siao, DDM Quinciano Bernales Dental Asst.

1.4 PHARMACY

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Dental Clinic		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual Client	- Interpret doctor's order/prescription - Available stocks, provide patient/client the medicines with counselling, additional reminders and answer inquiry - Record patient	None	1min. 3mins.	Ma. Vonah B. Abapo, RPh.





	name, address, age, gender, medicines received and patient signature		3mins.	
	- If no stock available attached "Out of Stock" slip to the prescription for AICS availability		2mins.	Mayor's Office c/o Ms. Teofila Cañeda

1.5 LABORATORY SERVICES

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Dental Clinic		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory Request to Staff	Receive the request and check what kind of tests to be performed	Blood Typing- 125 Urinalysis- 150 HBsAg- 180 Syphilis-250 HIV – 300 CBC-195 HbA1C- 900 B hcG- 160 Dengue Duo- 350 Basic Chemistry Test : Cholesterol - 180 Creatinine-180 FBS/RBS-180 SGOT/AST-180 SGPT/ALT-180 Triglycerides- 180	5mins.	Abigail Estorosas-Baay, RMT Donabella Garcia-Dasmariñas, RMT



		BUA-180 BUN-180 HDL Cholesterol- 250		
2. Submit for procedure	Phlebotomist draw blood from patient Instruct Urine Collection	None	5mins	Abigail Estorosas-Baay, RMT Donabella Garcia-Dasmariñas, RMT
3. Wait for the results to be released according to Turn Around Time	Medical Technologist process tests according to request Release Result to patient	None	Turn-around Time: • Chemistry Test – 3 HRS • CBC/UA – 1-2 HRS • SEROLOGY – 2 HRS DENGUE TESTS – 1 HOUR	Abigail Estorosas-Baay, RMT Donabella Garcia-Dasmariñas, RMT





2. MATERNAL, NEWBORN AND CHILD HEALTH AND NUTRITION
1.1 FAMILY PLANNING

ABOUT THE SERVICE:

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Family Planning Prenatal, delivery, post partum (BEMONC standard) Newborn and Child Health (EPI, Schoolbased vaccination, Garantisadong Pambata) Nutrition (BF1KD, School Nutrition Collaboration in DepEd, LGU Fresh Milk Provention, DOH, Nutrition Program Implementation)		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the purpose of the visit (Family Planning)	<ul style="list-style-type: none"> Greet and ask the Client of the purpose of the visit Provide information on the modern and natural method of Family Planning 	None	5 mins.	Laarni Torrevillas – Nurse II NDPs
2. Submit for procedure	Counsel on Family Planning (advantages & disadvantages) – effectivity		20 mins.	RHMs
3. Provide data	Fill-up Family Planning forms – take V/S Provision of method accepted		20 mins. <i>Depends on the method accepted</i>	RHMs





1.2 PRENATAL, DELIVERY, POST PARTUM (BEMONC STANDARD)

ABOUT THE SERVICE:

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Prenatal, delivery, post partum (BEMONC standard)		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make herself comfortable	Greet the client and make client comfortable	None	2 mins.	Rural Health Midwife (RHM's) <ul style="list-style-type: none"> Claire G. Cantina (Fatima BHS) Reynilda B. Daigan (Pob. BHS) Zenaida A. Avergonzado (Tipolo BHS) Beatriz R. Lamayo (Union BHS) Mercedes M. Butawan (Camambugan BHS) Margie G. Fullo (Biabas BHS) Marcela F. Bentulan (Juagdan BHS) Myra Mae C. Ranque (Union BHS) BHW's
2. Submit for the procedure	Data taking Interview clients, take vital signs	None	15 mins.	<ul style="list-style-type: none"> BHWs RHMs
3. Submit for procedure	Do Leopold's Maneuver/Abdominal Exam	None	10 mins.	RHMs



4. Receive Iron Supplementation & TT injection	Record findings, recommendations on the Maternal Record TCL	None	10 mins.	RHMs
5. Give the maternal record to the RHM	Get the Maternal record	None	1 min.	RHMs
6. Submit for procedure	Assess the patient -Active or inactive labor/I.E.	None	15 mins.	RHMs
7. Submit for procedure	Monitor the progress of labor	None	Every 4 hrs.	
8. Bearing down effort	Handle deliveries	P1,500.00	Cannot be determined	RHMs
	Repair in case of perineal laceration		Cannot be determined	RHMs
	Care of the New Born/initiation Breast feeding		1 hr.	
	Refer patient in cases of complications			Rural Health Midwives Barangay Health Worker
9. New Born Screening Test	Explain the newborn screening procedure to the parents	NBS Kit Php1,800.00	5 mins.	NBS Provider (Nurse or RHMs)
10. Go to the Health center or RHM will go to the client's house.	Make client comfortable Interview clients		30 mins.	Rural Health Midwives
11. Submit for procedure	Take vital signs Counsel on Family Planning, Nutrition EPI & hygiene		10mins 30mins.	Rural Health Midwives Barangay Health Workers Rural Health Midwives





1.3 NEWBORN AND CHILD HEALTH (EPI, SCHOOLBASED VACCINATION, GARANTISADONG PAMBATA)

ABOUT THE SERVICE:

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Newborn and Child Health (EPI, Schoolbased vaccination, Garantisadong Pambata)		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the child to the health center for immunization	Registration of infant Weighing Fill-up the ECCD	None	10 mins.	Rural Health Midwives Barangay Health Workers Barangay Nutrition Scholar
2. Give the ECCD card to the RHM	Vaccination proper		3 mins.	Rural Health Midwives Barangay Health Workers (assist)
	Record accomplishment in the TCL		2hrs.	Rural Health Midwives

1.4 NUTRITION (BF1KD, SCHOOL NUTRITION COLLABORATION IN DEPED, LGU FRESH MILK PROVENTION, DOH, NUTRITION PROGRAM IMPLEMENTATION)

ABOUT THE SERVICE:

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Nutrition (BF1KD, School Nutrition Collaboration in DepEd, LGU Fresh Milk Provention, DOH, Nutrition Program Implementation)		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Cooperation during the Operation Timbang activities	Conduct Operation Timbang Activities	None	10-20mins	Barangay Nutrition Scholar, Municipal Nutrition Office Personnel
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3. INFECTIOUS MEDICINE SERVICES

1.1 NATIONAL TUBERCULOSIS PROGRAM

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
National Tuberculosis Program		Ubay Municipal Health Office		
National Leprosy Control Program				
Pandemic Response COVID-19				
Sexually Transmitted Infection, HIV/AIDS				
Other reportable disease entity such as HFMD, Measles				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. TB Symptomatics go in the BHW or RHM for some information about TB protocols	Case finding - Identification of TB Symptomatics	None	10-15 mins.	Rural Health Midwives Barangay Health Worker
2. Submit Sputum Specimen to the Laboratory of the MHC	Instruct patient to submit sputum specimen & provide sputum cup		Depend upon the distance of the clients house to the MHC	Lucia Mendoza – Med. Tech (Tuesday & Thursday) Abigail Estorosas- Med.Tech.(Wednesdays)
3. Submit Sputum specimen to the Med. Tech.	Receive & examine the sputum specimen submitted Inform the patient of the result		1 hr.	Lucia Mendoza (Tuesday & Thursday) Abigail Estorosas- Med.Tech.(Wednesdays) Rural Health Midwives Barangay Health Worker



4. Go to the MHC for the initiation of treatment	If positive start treatment			Dr. Jasmin B. Jumao-as, MPA Gemma Reyes, RN RHM BHWs
5. Submit sputum follow ups	Follow-up patients		<i>Every 2 months for 6 months</i>	Lucia Mendoza Abigail Estorosas Gemma Reyes, RN
6. Submit for X_ray & give the result NTP coordinator	For negative sputum: Advice client for x-ray & provide request for it		<i>2 weeks to 1 month</i>	Gemma Reyes, RN
7. Go to the MHC for initiation of tx (for + result)	If TB diagnostic committee finding is positive, inform patient & start treatment, if negative, inform patient		<i>2 hrs.</i>	Dr. Jasmin B. Jumao-as, MPA MHO RHU I Gemma Reyes, RN
8. Submit sputum for follow-up at the end of second month	Follow-up patient until finish treatment		<i>8 months</i>	

1.2 NATIONAL LEPROSY CONTROL PROGRAM

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
National Tuberculosis Program		Ubay Municipal Health Office		
National Leprosy Control Program				
Pandemic Response COVID-19				
Sexually Transmitted Infection, HIV/AIDS				
Other reportable disease entity such as HFMD, Measles				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Person w/ symptoms submit themselves for examination – Patient w/ positive result from other institution submit the result to the MHC	Case finding	None	5-10 mins.	Jasmin B. Jumao-as, MD.,MPA
2. Go to the Main Health Center for the initiation of treatment	Counsel the clients & initiate Treatment		30 mins.	Jasmin B. Jumao-as, MD.,MPA MHO RHU I Laarni P. Torrevillas, RN
3. Provide data	Fill-up FP forms -take V/S		15 mins.	
4. Go to the MHC Monthly	Follow-up treatment of patient		1 year	Jasmin B. Jumao-as, MD.,MPA – MHO Laarni P. Torrevillas, RN RHM - in - charge

1.3 PANDEMIC RESPONSE COVID19

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
National Tuberculosis Program		Ubay Municipal Health Office		
National Leprosy Control Program				
Pandemic Response COVID-19				
Sexually Transmitted Infection, HIV/AIDS				
Other reportable disease entity such as HFMD, Measles				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PCR or RAT diagnostic	Facilitate specimen collection and processing		3-5 days from submission in the molecular lab	Swab Team of the EOC



2. Compliance to quarantine policies if positive Compliance to minimum public health standard if negative	Monitoring and referral to impatient care for moderate to severe covid19 infection Discharge from quarantine Contact tracing		As soon as possible not more than 24 hours	Each RHU personnel, Contact tracers, BHERT, PNP for poorly compliant covid positive constituents
3. Willingness to get vaccinated and cooperation in the vaccination procedure	Vaccine administration and monitoring And Adverse Effect Following Immunization		30mins to 45mins	3 RHU Vaccination Teams (10 per team DOH standard number and personnel per team)
4. Vital signs taking, honesty during the interview for symptoms (those that are not apparent during examination but was experienced) and exposure to COVID19 patients	Issuance of medical certificate fit to travel		15mins to 20mins	RHU receiving and encoding personnel

1.4 SEXUALLY TRANSMITTED INFECTION, HIV/AIDS

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
National Tuberculosis Program		Ubay Municipal Health Office		
National Leprosy Control Program				
Pandemic Response COVID-19				
Sexually Transmitted Infection, HIV/AIDS				
Other reportable disease entity such as HFMD, Measles				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Cooperation during the interview	Provision of management and contact tracing		20-30mins	STI, HIV and AIDS focal persons per RHU
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1.4 OTHER REPORTABLE DISEASE ENTITY SUCH AS HFMD, MEALES

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
National Tuberculosis Program		Ubay Municipal Health Office		
National Leprosy Control Program				
Pandemic Response COVID-19				
Sexually Transmitted Infection, HIV/AIDS				
Other reportable disease entity such as HFMD, Measles				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report from BHERT	MESU investigation		First 24 hours from reporting	LCE Appointed MESU personnel

4. IMPLEMENTATION SANITATION CODE

1.1 ISSUANCE OF SANITARY PERMIT AND HEALTH CARD

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Issuance of Sanitary Permit and Health Card		Ubay Municipal Health Office		
No objection for Embalming coordination to Funeral Parlor				
Transfer of Cadaver Permit				
Exhumation Permit				
Implementation of Water Hygiene and				





Sanitation DOH Policy and Guidelines, Regulation of Water Refilling Station w/in the Municipality AOR, Zero Open Defecation.				
Food and Waterborne Diseases Prevention and Control				
Death Certificate Review and Verbal Autopsy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Sanitary inspector to inspect his establishment	Inspection of the facility		Half-day	Emeline R. Uy - RSI Ma. Gracia P. Valdez -Asst. SI
2. Comply the requirement	Give instruction for the requirements			
3. Bring the result of the Laboratory Examination	Issuance of Sanitary Permit/Health Certificate		10 mins.	Emeline R. Uy - RSI Ma. Gracia P. Valdez -Asst. SI
4. Bring the complete requirement to the Municipal Health Office	Signature by the Municipal Health Officer		3 mins.	Jasmin B. Jumao-as, MD.,MPA MHO
5. Receive the Requirement	Release the Document		2 mins.	Emeline R. Uy - RSI Ma. Gracia P. Valdez -Asst. SI

1.2 NO OBJECTION FOR EMBALMING COORDINATION TO FUNERAL PARLOR

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)
CHECKLIST	WHERE TO SECURE
Issuance of Sanitary Permit and Health Card	Ubay Municipal Health Office
No objection for Embalming coordination to	



Funeral Parlor				
Transfer of Cadaver Permit				
Exhumation Permit				
Implementation of Water Hygiene and Sanitation DOH Policy and Guidelines, Regulation of Water Refiling Station w/in the Municipality AOR, Zero Open Defecation.				
Food and Waterborne Diseases Prevention and Control				
Death Certificate Review and Verbal Autopsy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Sanitary inspector to inspect his establishment	Inspection of the facility		Half-day	Emeline R. Uy - RSI Ma. Gracia P. Valdez -Asst. SI
2. Comply the requirement	Give instruction for the requirements			

1.3 TRANSFER OF CADAVER PERMIT

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)
CHECKLIST	WHERE TO SECURE
Issuance of Sanitary Permit and Health Card	Ubay Municipal Health Office
No objection for Embalming coordination to Funeral Parlor	
Transfer of Cadaver Permit	
Exhumation Permit	
Implementation of Water Hygiene and Sanitation DOH Policy and Guidelines, Regulation of Water Refiling Station w/in the Municipality AOR, Zero Open Defecation.	
Food and Waterborne Diseases Prevention and Control	
Death Certificate Review and Verbal Autopsy	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Sanitary inspector to inspect his establishment	Inspection of the facility		Half-day	Emeline R. Uy - RSI Ma. Gracia P. Valdez -Asst. SI
2. Comply the requirement	Give instruction for the requirements			

1.4 EXHUMATION PERMIT

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Issuance of Sanitary Permit and Health Card		Ubay Municipal Health Office		
No objection for Embalming coordination to Funeral Parlor				
Transfer of Cadaver Permit				
Exhumation Permit				
Implementation of Water Hygiene and Sanitation DOH Policy and Guidelines, Regulation of Water Refilling Station w/in the Municipality AOR, Zero Open Defecation.				
Food and Waterborne Diseases Prevention and Control				
Death Certificate Review and Verbal Autopsy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Sanitary inspector to inspect his establishment	Inspection of the facility		Half-day	Emeline R. Uy - RSI Ma. Gracia P. Valdez -Asst. SI
2. Comply the requirement	Give instruction for the requirements			





1.5 IMPLEMENTATION OF WATER HYGIENE AND SANITATION DOH POLICY AND GUIDELINES, REGULATION OF WATER REFILING STATION WITHIN THE MUNICIPALITY AOR, ZERO OPEN DEFECACTION

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Issuance of Sanitary Permit and Health Card		Ubay Municipal Health Office		
No objection for Embalming coordination to Funeral Parlor				
Transfer of Cadaver Permit				
Exhumation Permit				
Implementation of Water Hygiene and Sanitation DOH Policy and Guidelines, Regulation of Water Refiling Station w/in the Municipality AOR, Zero Open Defecation.				
Food and Waterborne Diseases Prevention and Control				
Death Certificate Review and Verbal Autopsy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Sanitary inspector to inspect his establishment	Inspection of the facility		Half-day	Emeline R. Uy - RSI Ma. Gracia P. Valdez -Asst. SI
2. Comply the requirement	Give instruction for the requirements			

1.6 FOOD AND WATERBORNE DISEASES PREVENTION AND CONTROL

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE
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Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Issuance of Sanitary Permit and Health Card		Ubay Municipal Health Office		
No objection for Embalming coordination to Funeral Parlor				
Transfer of Cadaver Permit				
Exhumation Permit				
Implementation of Water Hygiene and Sanitation DOH Policy and Guidelines, Regulation of Water Refilling Station w/in the Municipality AOR, Zero Open Defecation.				
Food and Waterborne Diseases Prevention and Control				
Death Certificate Review and Verbal Autopsy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reporting of health concern to Barangay Health Worker/RHUs	Immediate investigation through MESU		As soon as possible not more than 24hrs	LCE appointed, MESU Members, RHU I, II Sis

1.7 DEATH CERTIFICATE REVIEW AND VERBAL AUTOPSY

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Ubay Constituents, Non-Ubay Constituents (who was born in Ubay)			
CHECKLIST		WHERE TO SECURE		
Issuance of Sanitary Permit and Health Card		Ubay Municipal Health Office		
No objection for Embalming coordination to Funeral Parlor				
Transfer of Cadaver Permit				
Exhumation Permit				
Implementation of Water Hygiene and Sanitation DOH Policy and Guidelines, Regulation of Water Refilling Station w/in the Municipality AOR, Zero Open Defecation.				
Food and Waterborne Diseases Prevention and Control				
Death Certificate Review and Verbal Autopsy				





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Going to Local Civil Registry Office for Death Certificate document	Review for those who died in the hospital Verbal autopsy for those who died at home		20mins to 30mins	LCR Personnel RHU Personnel RHU I, II, III regular doctors

5. MEDICO LEGAL SERVICES

1.1 DOCUMENTATION OF INJURY, SEVERITY

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:				
CHECKLIST		WHERE TO SECURE		
Documentation of Injury, Severity		Ubay Municipal Health Office		
Post Mortem Examination				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cooperation during physical examination	Documentation of physical injury/injuries severity		15-20mins	Doctor's on duty

1.2 POST MORTEM EXAMINATION

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:				
CHECKLIST		WHERE TO SECURE		
Documentation of Injury, Severity		Ubay Municipal Health Office		
Post Mortem Examination				





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordination of the nearest of kin	Examination of the decease for external evidence of injury		30mins to 1 hr	Regular Doctor per RHUs and Assistant (Documentor) RHU personnel

6. IMPLEMENTATION OF COMMUNITY BASED DRUG REHABILITATION PROGRAM

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:				
CHECKLIST		WHERE TO SECURE		
Implementation of Community Based Drug Rehabilitation Program		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cooperation to sessions and drug testing activities	Facilitate sessions and drug testing procedures		Whole Year – to address relapse	RHU Personnel

7. CONDUCT HEALTH INFORMATION CAMPAIGNS – MATERNAL AND CHILD CARE, NUTRITION, NCD, STI, HIV AIDS, SMOKING CESSATION, HEALTHY LIFESTYLE, & VIRAL ILLNESS

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:				
CHECKLIST		WHERE TO SECURE		
Conduct Health Information campaigns – Maternal and Child Care, Nutrition, NCD, STI, HIV AIDS, Smoking Cessation, Healthy Lifestyle, & Viral Illnesses		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





Coordination with assigned Midwife in the corresponding Barangay For scheduling	Counselling of updated health information		30mins. 1 hr	HEPO
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8. DISASTER RISK REDUCTION MANAGEMENT FOR HEALTH PLAN IMPLEMENTATION

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:				
CHECKLIST		WHERE TO SECURE		
Disaster Risk Reduction Management for Health Plan Implementation		Ubay Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Barangay counterpart immediate coordination/communication for the specific health emergency concern	Immediate implementation of DRRM-H plan appropriate to the health emergency presenter		First 24 hrs.	LCE appointed DRRM-H committee and brgy counterpart

9. PREVENTION PROGRAM FOR ADULTS AND SENIOR CITIZENS

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:				
CHECKLIST		WHERE TO SECURE		
Prevention Program for Adults and Senior Citizens		Ubay Municipal Health Office		
Flu and Pneumococcal Vaccine				
Lifestyle related diseases prevention management through hypertension and diabetes club				





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Compliance to lifestyle and dietary modification counselling	Basic laboratory test and vital signs monitoring		1 to 2 hrs	Hypertension and Diabetes Club , RHU personnel

10. FLU AND PNEUMOCOCCAL VACCINE

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:				
CHECKLIST		WHERE TO SECURE		
Prevention Program for Adults and Senior Citizens		Ubay Municipal Health Office		
Flu and Pneumococcal Vaccine				
Lifestyle related diseases prevention management through hypertension and diabetes club				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cooperation during interview to detect contraindication	Administration of vaccine and monitoring		1 to 2 hrs	RHU Vaccination incharge

11. LIFESTYLE RELATED DISEASES PREVENTION MANAGEMENT THROUGH HYPERTENSION AND DIABETES CLUB

ABOUT THE SERVICE: Any interested individuals to seek consultation may avail the service at the Ubay Municipal Health Office.

Office or Division:	UBAY MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:				
CHECKLIST		WHERE TO SECURE		
Prevention Program for Adults and Senior Citizens		Ubay Municipal Health Office		
Flu and Pneumococcal Vaccine				





Lifestyle related diseases prevention management through hypertension and diabetes club				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Booklet for monitoring and medication list	Monitoring, prescription and adjustment of maintenance meds as needed, referral to specialist for complicated cases		2 to 3 hrs	RHU Hypertension and Diabetes Club incharge



FEED BACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
HOW TO SEND A FEEDBACK	<p>Fill-up the Client Feedback Form and drop it at the drop box located at the Ground Floor, Municipal Hall, Ubay, Bohol.</p> <p>Contact Information:</p> <p>☎ 09988682549</p> <p>💻 ubay@ubay-bohol.gov.ph</p>
HOW FEEDBACK IS PROCESSED	<p>Every Friday, the Municipal Human Resource Management and Development Office opens the drop box and compiles the records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three(3) days of the receipt of the feedback.</p> <p>The answer of the office concerned is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following:</p> <p>☎ 09988682549</p> <p>💻 ubay@ubay-bohol.gov.ph</p>
HOW TO FILE A COMPLAINT	<p>Answer the Client Complaint Form and drop it at the drop box located at the Ground Floor, Municipal Hall, Ubay, Bohol.</p>



	<p>Complaints can also be filed via email and telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of the person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following:</p> <p>☎ 09988682549 💻 ubay@ubay-bohol.gov.ph</p>						
<p>HOW COMPLAINTS ARE PROCESSED</p>	<p>The designated Complaints Officer opens the complaint dropbox on daily basis and evaluate each complaint.</p> <p>Upon evaluation, the designated Complaints Officer shall start the investigation and forward the complaint to concerned office for their explanation.</p> <p>The Complaint Officer will make a report after the investigation and shall submit it to the Municipal Mayor for appropriate action.</p> <p>The Complaint Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following:</p> <p>☎ 09171063466 💻 ubay@ubay-bohol.gov.ph</p>						
<p>CONTACT INFORMATION</p>	<table border="1"> <tr> <td data-bbox="705 1704 853 1783">ARTA</td> <td data-bbox="853 1704 1402 1783"> <ul style="list-style-type: none"> - complaints@arta.gov.ph - 8478-5093 </td> </tr> <tr> <td data-bbox="705 1783 853 1821">PCC</td> <td data-bbox="853 1783 1402 1821">8888</td> </tr> <tr> <td data-bbox="705 1821 853 1859">CCB</td> <td data-bbox="853 1821 1402 1859">0908-881-6565(SMS)</td> </tr> </table>	ARTA	<ul style="list-style-type: none"> - complaints@arta.gov.ph - 8478-5093 	PCC	8888	CCB	0908-881-6565(SMS)
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PCC	8888						
CCB	0908-881-6565(SMS)						





LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
1. Office of the Municipal Mayor	First Floor, Municipal Hall, Poblacion, Ubay, Bohol	09692033210
2. Office of the Municipal Vice Mayor/Sangguniang Bayan/ Secretary to the Sanggunian	Second Floor, Municipal Hall, Poblacion, Ubay, Bohol	09171063466
3. Municipal Human Resource Management and Development Officer	Second Floor, Municipal Hall, Poblacion, Ubay, Bohol	09686116108
4. Municipal Planning and Development Office	2 nd Floor, Municipal Hall, Poblacion, Ubay, Bohol	09988682549
5. Office of the Municipal Treasurer	Ground Floor, Municipal Hall, Poblacion, Ubay, Bohol	09190963728
6. Office of the Municipal Accountant	Ground Floor, Municipal Hall, Poblacion, Ubay, Bohol	09617315257
7. Office of the Municipal Assessor	Ground Floor, Municipal Hall, Poblacion, Ubay, Bohol	09285200749
8. Municipal Social Welfare and Development Office	Ground Floor, Municipal Hall, Poblacion, Ubay, Bohol	09500238787
9. Office of the Municipal Engineer	2 nd Floor, Municipal Hall, Poblacion, Ubay, Bohol	09124720816
10. Office of the Municipal Budget Officer	Second Floor, Municipal Hall, Poblacion, Ubay, Bohol	09299643646
11. Office of the Municipal Civil Registrar	Ground Floor, Municipal Hall, Poblacion, Ubay, Bohol	09124491733
12. Office of the Municipal Health Officer	Municipal Health Building, Poblacion, Ubay, Bohol	09190766976
13. Municipal Agriculture Office	Ground Floor, Municipal Hall, Poblacion, Ubay, Bohol	09984606734
14. General Services Office	2 nd Floor, Municipal Hall, Poblacion, Trinidad, Bohol	09688816917
15. Municipal Disaster Risk Reduction Management Office	Ground Floor, Municipal Building, Ubay, Bohol	09171063466

