



LGU-PADADA, DAVAO DEL SUR

**CITIZEN'S CHARTER
2023**



I. MANDATE

The Local Government Unit of Padada, Davao del Sur oversees the Implementation of Republic Act No. 11032 or the “Act of Doing Business and Efficient Government Service Delivery Act of 2018.

II. VISION

An Agri-industrialized municipality with empowered and GOD loving people, enjoying an environmentally sound ecology, socialized economy and experiencing an atmosphere of participatory democracy.

III. MISSION

To benefit our local community by sustainably managing our resources and opportunities, delivering high quality affordable services, in partnership with the civil society, and be the major catalyst in the fulfilment of our dream to be the center of trade and commerce.

IV. PERFORMANCE PLEDGE

We, the officials and employees of the Local Government Unit of Padada, Province of Davao del Sur, commit to:

- ❖ **P**romptly respond to every client’s request
- ❖ **A**ct with appropriate behaviour and professionalism
- ❖ **D**eliver quality service
- ❖ **A**lways be available during office hours with no noon break and even extend extra hours when needed
- ❖ **D**emonstrate sensitivity and fairness
- ❖ **A**ssure outstanding performance in the delivery of service to the clientele’s satisfaction

Linking Together. . .

Making a Difference



V. LIST OF FRONTLINE SERVICES OF THE DIFFERENT MUNICIPAL OFFICES

1. OFFICE OF THE MUNICIPAL MAYOR

- ❖ Issuance of Mayor's Clearance
- ❖ Issuance of Mayor's Certification
- ❖ Issuance of Mayor's Permit
- ❖ Issuance of Referrals and Recommendations
- ❖ Authentication of Legal Documents

2. OFFICE OF THE SANGGUNIANG BAYAN

- ❖ Issuance of Certified Copy of Legislative Documents
- ❖ Issuance of Franchise to Operate Tricycle-for-Hire
- ❖ Issuance of Order for Dropping of Franchise to Operate Tricycle-for-Hire

3. OFFICE OF THE SB SECRETARY

- ❖ Issuance of Certification for "No Pending Case"

4. HUMAN RESOURCE AND MANAGEMENT OFFICE

- ❖ Hiring of Job Order
- ❖ Hiring of Casual and Plantilla Positions

5. MUNICIPAL AGRICULTURE OFFICE

- ❖ Availment of the Rabies and Parvo Vaccination (Walk-In)
- ❖ Availment of Swine Vaccination
- ❖ Availment of the Hemorrhagic Vaccination
- ❖ Availment of the Castration Service
- ❖ Availment of Deworming and Treatment Service
- ❖ Availment of Livestock Dispersal
- ❖ Issuance of Livestock Health Certificate
- ❖ Availment of Crops' Consultation Service on Pest and Diseases
- ❖ Issuance of Certificate for Fishing Gear
- ❖ Issuance of Certifications
- ❖ Availment of "Tilapia/Bangus" Dispersal

6. MUNICIPAL ASSESSOR'S OFFICE

- ❖ Issuance of certifications, certified true copies and other documents related to real property taxation
- ❖ Issuance of tax declaration for newly declared land
- ❖ Issuance of tax declaration for newly declared building and machinery
- ❖ Issuance of tax declaration for transfer of titled properties
- ❖ Issuance of tax declaration for transfer of untitled properties

7. MUNICIPAL REGISTRAR'S OFFICE

- ❖ Issuance of Birth Certificate (Timely)
- ❖ Issuance of Death Certificate (Timely)
- ❖ Issuance of Marriage License
- ❖ Issuance of Certified True Copies of Birth, Marriage and Death Certificate
- ❖ Application for Change of First Name and Correction of Clerical Error (RA 9048)

8. MUNICIPAL ECONOMIC ENTERPRISE OFFICE

- ❖ Issuance of cash tickets to all public utility vehicles and public utility buses
- ❖ Issuance of cash tickets to all trucks, tricycles and motorcycles
- ❖ Issuance of AF 51 (Official Receipt) for market rental and market clearance
- ❖ Assistance to a person who wants to acquire a stall from the market
- ❖ Availment of slaughter services

9. MUNICIPAL ENGINEERING OFFICE

- ❖ Issuance of Building Permit, Fencing Permit, Electrical Permit and Plumbing Permit

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- ❖ Issuance of Building Permit, Fencing Permit, Electrical Permit and Plumbing Permit

11. MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

- ❖ Issuance OF ESMM/Sanitation and Environmental Clearance
- ❖ Endorsement of Earthfill, Sand and Gravel Permittee

12. MUNICIPAL TREASURER'S OFFICE

- ❖ Application of Cemetery Niche/Grave Lot – Lease Contract
- ❖ Cash Disbursement (Cash Advance on Payroll)
- ❖ Cash Disbursement (Release of Checks)
- ❖ Payment of Other Taxes, Fees and Charges
- ❖ Payment of Real Property Tax (RPT)
- ❖ Securing RPT Clearance (Non-Delinquency)
- ❖ Securing Business Permit (New)
- ❖ Securing Business Permit (Renewal)
- ❖ Securing Certificate of Retirement (Business Permit)
- ❖ Securing Certificate of No Business and Other Certifications
- ❖ Securing Community Tax Certificate (Cedula) – Individual
- ❖ Securing Community Tax Certificate (Cedula) – Juridical Entity

13. MUNICIPAL HEALTH OFFICE

- ❖ Availment of the Medical Consultation Service
- ❖ Availment of Rabies Control Service
- ❖ Availment of Tooth Extraction Service
- ❖ Availment of Dental Services to Pregnant Women
- ❖ Availment of the Service of Expanded Program on Immunization
- ❖ Availment of the Pre-Natal Care Services
- ❖ Availment of Service on Leprosy Control Program
- ❖ Issuance of Medical and Medico-Legal Certification
- ❖ Issuance of Sanitary Health Certificate
- ❖ Availment of Laboratory Services
- ❖ Availment of Natal Services
- ❖ Availment of National Tuberculosis Service

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- ❖ Availment of Laboratory Services
- ❖ Availment of Natal Services
- ❖ Availment of National Tuberculosis Service

20. MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

- ❖ Issuance of Locational Clearance / Zoning Certification / Decision on Zoning
- ❖ Issuance of Locational Clearance and Zoning Certification for Quarry Permit
- ❖ Reclassification of Land

21. MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

- ❖ Availment of the Emergency Assistance Program
- ❖ Issuance of Senior Citizen's ID
- ❖ Issuance of Person's With Disability ID
- ❖ Issuance of Solo Parent's ID
- ❖ Issuance of Permit to Travel for Minors (Local)
- ❖ Issuance of Social Case Study Report
- ❖ Issuance of Certification
- ❖ Assistance for Especially Difficult Circumstances Client

22. GENERAL SERVICES OFFICE

- ❖ Issuance of Bidding Documents to Prospective Bidder/s

23. MUNICIPAL ENGINEERING OFFICE

- ❖ Issuance of Building Permit, Fencing Permit, Electrical Permit and Plumbing Permit

24. MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

- ❖ Issuance OF ESWMM/Sanitation and Environmental Clearance
- ❖ Endorsement of Earthfill, Sand and Gravel Permittee

25. MUNICIPAL TREASURER'S OFFICE

- ❖ Application of Cemetery Niche/Grave Lot – Lease Contract
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35. MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

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38. MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

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- ❖ **Endorsement of Earthfill, Sand and Gravel Permittee**

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- ❖ **Application of Cemetery Niche/Grave Lot – Lease Contract**
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- ❖ **Issuance of Locational Clearance / Zoning Certification / Decision on Zoning**
- ❖ **Issuance of Locational Clearance and Zoning Certification for Quarry Permit**
- ❖ **Reclassification of Land**

42. MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

- ❖ **Availment of the Emergency Assistance Program**
- ❖ **Issuance of Senior Citizen's ID**
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- ❖ **Issuance of Permit to Travel for Minors (Local)**
- ❖ **Issuance of Social Case Study Report**
- ❖ **Issuance of Certification**
- ❖ **Assistance for Especially Difficult Circumstances Client**

43. GENERAL SERVICES OFFICE

- ❖ **Issuance of Bidding Documents to Prospective Bidder/s**



OFFICE OF THE MUNICIPAL MAYOR

External Services

1. ISSUANCE OF MAYOR'S CLEARANCE

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL MAYOR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ANY INDIVIDUAL OR ENTITY WHO WILL CONSTRUCT BUILDING WITHIN THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate/Cedula		MTO or where the Barangay requesting party reside		
2. Barangay Clearance		Barangay where the requesting party reside		
FOR PLEB & LOAN PURPOSES (PNP ONLY)				
1. Community Tax Certificate/Cedula		MTO or where the Barangay requesting party reside		
FOR APPLICATION & RENEWAL OF FRANCHISE				
1. Community Tax Certificate/Cedula		MTO or where the Barangay requesting party reside		
2. Barangay Clearance		Barangay where the requesting party reside		
3. LTO Registration of the Vehicle		Land Transportation Office		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned Staff and submit requirements	- Receive and review submitted requirements, issue order of payment and advise clients to pay at the MTO		3 minutes	OMM Staff
2. Proceed to the MTO and pay to the revenue collector	- Process payment and issue official receipt (OR)	P 100.00	5 minutes	Revenue Collector
3. Return to the OMM and present the OR	- Receive the OR and prepare the requested clearance		5 minutes	OMM Staff
4. Receive the requested clearance	- Release the clearance to the client and keep the duplicate copy on file		5 minutes	OMM Staff

2. ISSUANCE OF MAYOR'S CERTIFICATIONS

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL MAYOR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ALL RESIDENTS OF THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate/Cedula		MTO or Barangay where the requesting party reside		
2. Barangay Clearance		Barangay where the requesting party reside		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff, ask for the service and submit requirements	- Receive and review submitted requirements, issue order of payment and advise clients to pay at the MTO		3 minutes	OMM Staff
2. Pay the required fee at the MTO	- Process payment and issue official receipt (OR)	P 100.00	5 minutes	Revenue Collector
3. Return to the OMM and present the OR	- Receive the OR and prepare the requested certification		5 minutes	OMM Staff
4. Receive the requested clearance	- Release the certification to the client and keep the duplicate copy on file		5 minutes	OMM Staff

3. ISSUANCE OF MAYOR'S PERMIT

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL MAYOR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ALL BUSINESS OWNERS WHO HAVE BUSINESS STABLISHMENTS IN THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR APPLICATION AND RENEWAL OF BUSINESS PERMIT				
1. Community Tax Certificate/Cedula		MTO or Barangay where the requesting party reside		
2. Barangay Clearance		Barangay where the requesting party reside		
3. Police Clearance		Municipal Police Station		
4. Duly accomplished and processed application form		MTO		
5. Official Receipt (OR)		MTO		
FOR APPLICATION AND RENEWAL OF FRANCHISE				
1. Community Tax Certificate/Cedula		MTO or Barangay where the requesting party reside		
2. Barangay Clearance		Barangay where the requesting party reside		
3. Police Clearance		Municipal Police Station		
4. LTO Registration of the Vehicle		Land Transportation Office (LTO)		
5. Official Receipt (OR)		MTO		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff, ask for the service and submit requirements	<p>- Receive and review submitted requirements as to completeness:</p> <p>a. If incomplete, return the documents back to the client and inform him/her of the reason the disapproval</p> <p>b. If complete, process the documents by recording the application in the logbook to include the name of the applicant, type of business, location of establishment, status of application, business capital, OR No., amount and date issued</p> <p>- Initial the business permit, then have it signed by the Municipal Mayor</p>		20 minutes	OMM Staff

2. Sign the logbook and receive the duly approved business permit	- Assist the client in signing the logbook and release the business permit		3 minutes	OMM Staff
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4. ISSUANCE OF REFERRALS AND RECOMMENDATIONS

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL MAYOR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ANY RESIDENTS OF THE MUNICIPALITY OF PADADA REQUESTING FOR MEDICAL ASSISTANCE REFERRALS AND RECOMMENDATIONS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client for basic information, issue order of payment and advise client to pay at the MTO		3 minutes	OMM Staff
2. Pay the required fee at the MTO	- Process payment and issue official receipt (OR)	P 100.00	5 minutes	Revenue Collector
3. Return to the OMM and present the OR	- Receive the OR and prepare the requested referral/recommendation		5 minutes	OMM Staff
4. Receive the referral / recommendation	- Release the referral / recommendation to the client and keep the duplicate copy on file		5 minutes	OMM Staff

5. AUTHENTICATION OF LEGAL DOCUMENTS

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL MAYOR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	RESIDENTS OF THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy and photocopies of the legal documents				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service and submit documents	<ul style="list-style-type: none"> - Review and check the submitted documents - Refer the documents to the Municipal Mayor for verification - Issue order of payment and advise client to pay the service fee at the MTO 		3 minutes 5 minutes 3 minutes	OMM Staff Municipal Mayor OMM Staff
2. Pay the required fee at the MTO	- Process payment and issue official receipt (OR)	P 100.00	5 minutes	Revenue Collector
3. Return to the OMM and present the OR	<ul style="list-style-type: none"> - Receive the OR, stamped the certification with the name of the Municipal Mayor on the photocopied documents and affix initial - Affix signature by the Municipal Mayor 		3 minutes 3 minutes	OMM Staff Municipal Mayor
4. Receive the authenticated legal documents	- Release the authenticated documents		5 minutes	OMM Staff



OFFICE OF THE SANGGUNIANG BAYAN

External Services

1. ISSUANCE OF CERTIFIED COPY OF LEGISLATIVE DOCUMENTS

Refers to documents public in nature issued by Sangguniang Bayan upon request of concerned party/

OFFICE/DIVISION	OFFICE OF THE SANGGUNIANG BAYAN			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	GOVERNMENT TO REQUESTING PARTY			
WHO MAY AVAIL	ANY PERSON REQUESTING A COPY OF APPROVED RESOLUTIONS, ORDINANCES AND MINUTES OF THE SANGGUNIAN SESSION			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request stating the purpose of securing such document		Requesting Party		
2. Official Receipt of the Payment		MTO		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the concerned staff of your purpose and submit a written request	- Interview the client for necessary information relative to the requested document, issue order of payment and advised client to pay at the MTO - Advise the client to return to the office as long as the requirements are completed	P 200.00 / page	10 minutes	S. Tampipi
2. Pay the total fee as indicated in the Order of Payment at the MTO	- Issue Official Receipt		4 minutes	Revenue Collector
3. Present the OP to the Person In-charge	- Instruct the client to get the copy of the requested document/s the following day		3 minutes	S. Tampipi
4. Acknowledge the documents requested. Sign the acknowledge receipt logbook.	- Release the copy of the document requested		3 minutes	S. Tampipi

2. ISSUANCE OF FRANCHISE TO OPERATE TRICYCLE-FOR-HIRE

The Sangguniang Bayan regulates the operation of tricycles and grant franchises subject to guidelines prescribed by DOTr, for the operation within the jurisdiction within the Municipality of Padada

OFFICE/DIVISION	OFFICE OF THE SANGGUNIANG BAYAN			
CLASSIFICATION	HIGHLY TECHNICAL			
TYPE OF TRANSACTION	GOVERNMENT TO PRIVATE OPERATOR/OWNER			
WHO MAY AVAIL	TRICYCLE OPERATORS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance	Barangay where the operator/owner reside			
2. Residence Certificate / Cedula	Barangay Hall or MTO			
3. Police Clearance	PNP			
4. Mayor's Clearance	Mayor's Office			
5. Market Clearance	Municipal Economic Enterprise Office			
6. Mayor's Permit of the Driver	Mayor's Office			
7. LTO issued Certificate of Registration and Official Receipt of the Tricycle	LTO			
8. Stencil of Chassis and Motor Number of the Motorcycle	Operator/Owner			
9. Picture of the Front View of the Tricycle	Operator/Owner			
10. Long Folder				
11. Official Receipt of the Payment	MTO			
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Secure checklist / or requirements for the application of franchise from the assigned staff	<ul style="list-style-type: none"> - Interview client and provide the checklist of requirements - Advise the client to return to the office as long as the requirements are completed 	<ul style="list-style-type: none"> Application Fee - P400.00 Supervisory Fee P 1,800.00 Confirmation Fee - P 500.00 Franchise Plate - P 250.00 	10 minutes	MJ Canada
2. Submit the requirements	<ul style="list-style-type: none"> - Assess and validate the documents - Inspect the Motorcycle Unit - Record in the logbook with MPFRB Number assigned - If the unit is unfitted for public use, advise the client to comply what is required to pass the requirements 		<ul style="list-style-type: none"> 5 minutes 5 minutes 3 minutes 5 minutes 	<ul style="list-style-type: none"> MJ Canada S. Tampipi MJ Canada E. Fabi MJ Canada S. Tampipi E, Fabi

	- Issue Order of Payment for the Franchise and advise the client to pay the required fees to the MTO		3 minutes	MJ Canada
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<p>3. Pay the total fee as indicated in the Order of Payment at the MTO</p>	<p>- Issue Official Receipt</p>	<p>Application Fee - P400.00 Supervisory Fee - P 1,800.00 Confirmation Fee - P 500.00 Franchise Plate - P 250.00 Total P 2,950.00</p>	<p>4 minutes</p>	<p>Revenue Collector</p>
<p>4. Present the OR to the Person In-Charge and signed the Franchise Application</p>	<p>- Prepare the application form - Instruct the client to come back on the day after the Regular Session to get the Approved Decision</p>		<p>10 minutes</p>	<p>MJ Canada</p>
<p>5. Acknowledge the Decision of the Franchise and receive two copies</p>	<p>- Release the Franchise Decision duly signed by the Presiding Officer of the Session. 1 copy for the franchise holder, 1 copy for LTO. - Advise the client to submit the Franchise Decision Document to LTO for the change of his tricycle to for-hire</p>		<p>3 minutes</p>	<p>MJ Canada</p>

3. ISSUANCE OF ORDER FOR DROPPING OF FRANCHISE TO OPERATE TRICYCLE-FOR-HIRE

The Sangguniang Bayan regulates the operation of tricycles and grant franchises subject to guidelines prescribed by DOTr, for the operation within the jurisdiction within the Municipality of Padada

OFFICE/DIVISION	OFFICE OF THE SANGGUNIANG BAYAN			
CLASSIFICATION	HIGHLY TECHNICAL			
TYPE OF TRANSACTION	GOVERNMENT TO PRIVATE OPERATOR/OWNER			
WHO MAY AVAIL	TRICYCLE FRANCHISER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Franchise Issuance		Franchise Holder		
2. Official Receipt of the Payment		MTO		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Secure requirements for the dropping of franchise from the assigned staff	<ul style="list-style-type: none"> - Interview client and provide the checklist of requirements - Advise the client to return to the office as long as the requirements are completed 		5 minutes	MJ Canada
2. Submit the requirements	<ul style="list-style-type: none"> - Verify and validate the documents submitted - Issue Order of Payment for the Dropping of Franchise and advise the client to pay the required fees to the MTO 		5 minutes 3 minutes	MJ Canada
3. Pay the total fee as indicated in the Order of Payment at the MTO	- Issue Official Receipt	Dropping of Franchise Fee – P 300.00 Service Fee – P100.00 Total P 400.00 (excluding penalty, if there is any)	4 minutes	Revenue Collector
4. Present the Official Receipt to the Person In-charge	- Instruct the client to get the Decision, the day after the regular session.		4 minutes	MJ Canada

<p>5. Acknowledge the 2 copies of Order for the Dropping of Franchise</p>	<p>- Release the Order of Dropping of Franchise duly signed by the Presiding Officer of the Session. 1 copy for the Franchise Holder, 1 to be submitted to the LTO</p> <p>- Advise the client to submit the Franchise Decision Document to the LTO for the change of his tricycle to private.</p>		<p>3 minutes</p>	<p>MJ Canada</p>
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**OFFICE OF THE SANGGUNIANG BAYAN
SECRETARY**
External Services

1. ISSUANCE OF CERTIFICATION FOR “NO PENDING CASE”

OFFICE/DIVISION	OFFICE OF THE SANGGUNIANG BAYAN SECRETARY			
CLASSIFICATION	HIGHLY TECHNICAL			
TYPE OF TRANSACTION	GOVERNMENT TO ELECTED BARANGAY OFFICIALS			
WHO MAY AVAIL	ELECTED BARANGAY OFFICIALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Identification Card				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and present the purpose	<ul style="list-style-type: none"> - Interview client and evaluate the documents presented - Verify records on files as to cases filed against Barangay Officials - Prepare the certification requested 	None	5 minutes 20 minutes	MJ Canada S. Tampipi MJ Canada
2. Acknowledge the certification	- Release the certification		3 minutes	MJ Canada



HUMAN RESOURCE AND MANAGEMENT OFFICE

External Services

1. Hiring of Job Order/Contract of Service Position

Employment with the Municipal Government of Padada is open to all provided, that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for. These positions do not possess employee-employer relationship and is usually considered for a short duration or project-based hiring.

Office or Division	Office of the Mayor			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	All Residents of Padada, Davao del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Biodata/Resume		Personal		
Application Letter		Personal		
Community Tax Certificate		Municipal Treasurer's Office/Barangay		
BIR		BIR		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant will submit his or her pertinent documents to the Mayor's Office thru the HRMO	1.1 The Mayor or Personnel from the Mayor's Office will receive the documents submitted and check the completeness of the requirements and will conduct a brief interview	None	3 mintues	<i>Mayor/Mayor's Staff (Mayor's Office)</i>
	1.2 The Mayor or his staff will advise the applicant to report to the HR	None	2 minutes	<i>Mayor/Mayor's Staff (Mayor's Office)</i>

2. Hiring of Casual and Plantilla Positions

Employment with the Municipal Government of Padada is open to all provided, that there is a vacant position. Applicants for vacant positions possess the minimum qualification requirements of the position applied for as set forth by the Civil Service Commission. The available vacant positions are posted in the CSC Job Portal and in the bulletin boards of this LGU.

Office or Division	Human Resource and Management Office			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PDS (CSC Form No. 212) - 3 copies		Personal		
Application Letter addressed to the Mayor		Personal		
Medical Result for the following Medical Tests: (3 copies) 1. Urinalysis 2. X-ray 3. Drug Test 4. Blood Type 5. Pyschological Test 6. Neuro (for Security Guard and Driver)		Any Public or Private Hospital or Medical Laboratory		
Medical Certificate (CSC FORM NO. 211 Revised August 1998) - 3 copies		Any Public Doctor		
Latest NBI Clearance - 3 photocopies		NBI		
Authenticated Photocopies of PSA Birth Certificate - 3 copies		LCR		
Authenticated Photocopies of PSA Marriage (for married applicants) - 3 copies		LCR		
Certificate of Employment the previous employer (if applicable)		Former Employee		
Authenticated TOR, Diploma - 3 copies		School where the applicant graduated		
Photocopies of Certificate of Required and Appropriate Training/s - 3 copies		Agency who facilitated the training		
Photocopy of PRC License ID - 3 copies		PRC		
Authenticated PRC License ID		PRC		
Photocopy of Proof of Eligibility (if applicable) - 3 copies		CSC		
Long White Folder with Fastener		Personal		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application addressed to the Mayor to the Office of the Mayor	1.1 Receive the application and refer to the Mayor	None	1 minute	Staff (Mayor's Office)

	1.2 Forward documents to the HRMO and refer the applicant to the HR	None	2 minutes	<i>Staff (Mayor's Office)</i>
2. Go to the HRM Office for further instructions	2.1 Receive the documents from the Mayor's Office and Check the documents submitted. Wait for the Mayor's advise	None	2 minutes	<i>HRMO/HRMO Staff (HRM Office)</i>
	2.2 Advise the applicant to wait for a text or call from the HRMO for a scheduled interview and or HRMPSB Screening	None	2 minutes	<i>HRMO/HRMO Staff (HRM Office)</i>
		TOTAL	7 minutes	



MUNICIPAL AGRICULTURE OFFICE

External Services

1. AVAILMENT OF THE RABIES AND PARVO-VACCINATION (WALK-IN)

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Presence of the animal to be vaccinated				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client, issue order of payment and advise the client to pay the service fee at the MTO		5 minutes	ME Senarillos MAO Staff
2. Pay the required fee at the MTO	- Process payment and issue official receipt (OR)	P 100.00	3 minutes	Revenue Collector
3. Return to the MAO and present the OR to the concerned staff	- Receive the OR, logbook the name of the dog's owner, name of the dog, sex, age, color, date of vaccination and OR number - Conduct vaccination		8 minutes	H. Paragoso MAO Staff
			5 minutes	

2. AVAILMENT OF THE RABIES AND PARVO-VACCINATION (WALK-IN)

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Presence of the animal to be vaccinated				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client, issue order of payment and advise the client to pay the service fee at the MTO		5 minutes	ME Senarillos MAO Staff
2. Pay the required fee at the MTO	- Process payment and issue official receipt (OR)	P 100.00	3 minutes	Revenue Collector

3. Return to the MAO and present the OR to the concerned staff	- Receive the OR, logbook the name of the dog's owner, name of the dog, sex, age, color, date of vaccination and OR number		8 minutes	H. Paragoso MAO Staff
	- Conduct vaccination		5 minutes	

3. AVAILMENT OF SWINE VACCINATION

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client for the necessary information. Issue order of payment and advise client to pay the service fee at the MTO if medicines are available, if the medicines are not available, the client will proceed to Step 4		5 minutes	ME Senarillos MAO Staff
2. Proceed to MTO and pay the required fee	- Process payment and issue official receipt (OR)	P 100.00	5 minutes	Revenue Collector
3. Return to the MAO and present the OR to the concerned staff	- Receive the OR and get the necessary vaccination paraphernalia		3 minutes	H. Paragoso MAO Staff
4. Request the concerned staff to go in the area where the animal is being housed.	- Accompany the client - Conduct swine Vaccination		2-5 minutes	H. Paragoso MAO Staff

4. AVAILMENT OF THE RABIES AND PARVO-VACCINATION (WALK-IN)

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Presence of the animal to be vaccinated				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Approach the concerned staff and ask for the service	- Interview the client, issue order of payment and advise the client to pay the service fee at the MTO		5 minutes	ME Senarillos MAO Staff
2. Pay the required fee at the MTO	- Process payment and issue official receipt (OR)	P 100.00	3 minutes	Revenue Collector
3. Return to the MAO and present the OR to the concerned staff	- Receive the OR, logbook the name of the dog's owner, name of the dog, sex, age, color, date of vaccination and OR number - Conduct vaccination		8 minutes 5 minutes	H. Paragoso MAO Staff

5. AVAILMENT OF SWINE VACCINATION

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client for the necessary information. Issue order of payment and advise client to pay the service fee at the MTO if medicines are available, if the medicines are not available, the client will proceed to Step 4		5 minutes	ME Senarillos MAO Staff
2. Proceed to MTO and pay the required fee	- Process payment and issue official receipt (OR)	P 100.00	5 minutes	Revenue Collector
3. Return to the MAO and present the OR to the concerned staff	- Receive the OR and get the necessary vaccination paraphernalia		3 minutes	H. Paragoso MAO Staff
4. Request the concerned staff to go in the area where the animal is being housed.	- Accompany the client - Conduct swine Vaccination		2-5 minutes	H. Paragoso MAO Staff

6. AVAILMENT OF THE HEMORRHAGIC VACCINATION

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client for the necessary information.		5 minutes	J. Intervencion MAO Staff
2. Request the concerned staff to go in the area where the animal is being housed.	- Accompany the client and bring necessary vaccination paraphernalia - Conduct hemorrhagic vaccination		2-3 minutes (piglet) 5 minutes (sow / boar / grower)	H. Paragoso MAO Staff

7. AVAILMENT OF THE CASTRATION SERVICE

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client for the necessary information.		5 minutes	AM Recopelacion MAO Staff
2. Request the concerned staff to go in the area where the animal is being housed.	- Accompany the client and bring necessary vaccination paraphernalia - Conduct castration service		15-20 mins (piglet) 1 ½ - 2 hrs (boar)	H. Paragoso MAO Staff

8. AVAILMENT OF DEWORMING AND TREATMENT SERVICE

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS OF PADADA,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client for the necessary information, issue order of payment and advise client to pay the service fee at the MTO if medicines are available. If the medicines are not available, the client will proceed to Step 4		5 minutes	M. Camillo <i>MAO Staff</i>
2. Proceed to MTO and pay the required fee	- Process payment and issue official receipt (OR)	P 100.00	5 minutes	Revenue Collector
3. Return to the MAO and present the OR to the concerned staff	- Receive the OR and get the necessary vaccination paraphernalia		3 minutes	H. Paragoso <i>MAO Staff</i>
4. Request the concerned staff to go in the area where the animal is being housed.	- Accompany the client - Conduct deworming and treatment on the affected animal		5 minutes	H. Paragoso <i>MAO Staff</i>

9. AVAILMENT OF LIVESTOCK DISPERSAL

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS, RIC, YOUTH AND COOPERATIVE OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Membership in an organization/cooperative				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client for the necessary information and advice to attend an orientation on livestock raising		5 minutes	H. Paragoso <i>MAO Staff</i>
2. Attend orientation on livestock raising	- Facilitate the conduct of orientation and present the MOA guidelines after which the beneficiaries affix their signature on the MOA.		30 minutes	H. Paragoso <i>MAO Staff</i>
3. Sign the MOA and receive the livestock	- Assist client in MOA signing, release the livestock and keep copy of the signed MOA on file		16 minutes	H. Paragoso <i>MAO Staff</i>

10. ISSUANCE OF LIVESTOCK HEALTH CERTIFICATE

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS AND ANIMAL RAISERS OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Permit/Clearance		PNP		
2. Ownership Certificate				
3. Barangay Certificate		Barangay where the client reside		
4. Permit to Travel		MAO		
5. Barangay Certification certifying the source of animal		Barangay where the animal housed		
6. Credential ownership/transfer				
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff, ask for the service and submit the required documents	- Review and check the submitted requirements, issue order of payments and advise clients to pay the required fees at the MTO		8 minutes	Ea Gantalao <i>MAO Staff</i>
2. Proceed to the MTO and pay the required fees	- Process payment and issue OR	P 200.00	5 minutes	Revenue Collector
3. Return to MAO and present the OR to the concerned staff	- Received the OR and prepare the requested certificate		10 minutes	R. Bustamante MAO Staff
4. Received the requested certificate	- Fill-up the Livestock Health Certificate and release it to the client		2-5 minutes	J Intervencion MAO Staff

11. AVAILMENT OF CROPS” CONSULTATION SERVICE ON PEST AND DISEASES

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FARMERS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Review and check the submitted requirements, issue order of payments and advise clients to pay the required fees at the MTO		5 minutes	ME Senarillos <i>MAO Staff</i>
2. Request the concerned staff to go to the area of the affected crops - Received recommendation and advises	- Accompany the client to make ocular survey and conduct assessment on the conduct of the plants - Give recommendation and advises		15 minutes	ME Senarillos <i>MAO Staff</i>

12. ISSUANCE OF CERTIFICATE FOR FISHING GEAR

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FISHERMEN OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate / Cedula		Barangay where the client reside/MTO		
2. Barangay Clearance		Barangay where the client reside		
3. Mayor's Permit		Mayor's Office		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff, ask for the service and submit the required documents	- Review and check the submitted requirements, issue order of payments and advise clients to pay the required fees at the MTO		5 minutes	MAO Staff
2. Proceed to the MTO and pay the required fees	- Process payment and issue OR	P 200.00	5 minutes	Revenue Collector
3. Return to MAO and present the OR to the concerned staff	- Received the OR and prepare the requested certificate		10 minutes	R. Bustamante MAO Staff
4. Received the requested certificate	- Release the certificate and keep duplicate copy on file		1 minute	R. Bustamante MAO Staff

13. AVAILMENT OF TILAPIA/BANGUS DISPERSAL

OFFICE/DIVISION	MUNICIPAL AGRICULTURE OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	FISHPOND OPERATORS/FISHERMEN OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the concerned staff and ask for the service	- Interview the client for necessary information and advice to attend an orientation		5 minutes	MAO Staff
2. Attend orientation	- Facilitate the conduct of orientation		30 minutes	MAO Staff
3. Sign in the logbook and receive the fingerling	- Assist client in signing and release the fingerling		16 minutes	MAO Staff



MUNICIPAL ASSESSOR'S OFFICE

External Services

1. ISSUANCE OF CERTIFICATIONS, CERTIFIED TRUE COPIES AND OTHER DOCUMENTS RELATED TO REAL PROPERTY TAXATION

This service provides different kinds of certifications and other real property documents as requested by property owners for different kinds of purposes

OFFICE/DIVISION	MUNICIPAL ASSESSOR'S OFFICE (MASSO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C – GOVERNMENT TO CITIZENS			
WHO MAY AVAIL	ALL REAL PROPERTY OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Owner's ID (any valid IDs) – 1 photocopy		BIR, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC, PRC, etc.		
2. Authorization Letter, Photocopy of ID with 3 specimen signatures or SPA from the declarant/ land owner (if representative)		Declared Owner/s		
3. Special Power of Attorney (1 original)		Notary Public		
4. Certificate of Non-Delinquency (for certified true copy of tax declaration)		Municipal Treasurer's Office		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Register and secure request form	- Register and issue request form to property owner	None	1 Minute	W. Delima R. Malon A. Tenebro
2. Fill-up and submit request form	- Receive request form and forward to the Record's Clerk	None	1 Minute	W. Delima R. Malon A. Tenebro
3. Issue order of payment slip and to be paid at the MTO	- After payment at the MTO of the required fee, go back to MASSO for further verification	CTC of Tax Declaration – P 100.00 Cert of Total Landholding – P 100.00 Cert. of No Landholding – P 100.00 Certificate of No Improvements – P 100.00	5 minutes	W. Delima R. Malon A. Tenebro
4. Present OR to the Receiving and Releasing Officer	- Record OR and prepare requested document	None	8 Minutes	W. Delima R. Malon A. Tenebro
5. Receive requested documents	- Release the document	None	1 minute	W. Delima R. Malon A. Tenebro

2. ISSUANCE OF TAX DECLARATION ON NEWLY DECLARED LAND

This service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis for computing their real property taxes,

OFFICE/DIVISION	MUNICIPAL ASSESSOR'S OFFICE (MASSO)			
CLASSIFICATION	HIGHLY TECHNICAL			
TYPE OF TRANSACTION	G2C GOVERNMENT TO CITIZENS			
WHO MAY AVAIL	ALL REAL PROPERTY OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request of the Land Owner (1 original)		Declared Owner/s		
2. Original Certificate of Title (for titled property		Land Owner		
3. Survey Plan prepared by a duly licensed Geodetic Engineer duly approved by the Land Management Bureau (LMB) of the DENR		Geodetic Engineer / Management Land Bureau (LMB)		
4. Certification from the Community Environment and Natural Resources Office (CENRO) stating among others, that the land is within the alienable and disposable area		Community Environment Resources Office (CENRO) and Natural		
5. Affidavit of ownership and/or sworn statement declaring the market value of real property filed by the owner/administrator		Notary Public / MASSO		
6. Affidavit that the applicant is in long, continuous and notorious possession of the property		Notary Public		
7. Certification from the Punong Barangay that the declarant is the present possessor and occupant of the land.		Barangay where the lot is located		
8. Ocular inspection/investigation report by the assessor pr his authorized representative		MASSO		
9. Authorization letter, photocopy of ID with 3 specimen signatures or SPA from the declarant/land owner (if representative)		Declared Owner/s		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure request form	- Register and issue the request form to property owner	None	1 Minute	W. Delima R. Malon A. Tenebro
2. Fill-up and submit request form together with the documentary requirements	- Receive and check the completeness of the documents	None	5 Minutes	W. Delima R. Malon A. Tenebro
3. Issue order of payment slip and to be paid at the MTO	- After payment at the MTO of the required fee, go back to MASSO for further verification	P300.00 per parcel of land	3 minutes	W. Delima R. Malon A. Tenebro
4. Present OR to the Receiving and Releasing Officer	- Record OR	None	30 Seconds	W. Delima R. Malon A. Tenebro

	- Prepare Field Appraisal and Assessment Sheet (FAAS)	None	10 Minutes	W. Delima R. Malon A. Tenebro
	- Assign Property Index Number (PIN) and Control in the Tax Map Control Roll (TMCR)	None	5 Minutes	W. Delima R. Malon A. Tenebro

	- Prepare Tax Declaration	None	3 minutes	W. Delima R. Malon A. Tenebro
	- Review and sign documents for recommendations to the Provincial Assessor	None	10 Minutes	Engr. Luke C. Cadoyas <i>Municipal Assessor</i>
	- Submit documents to the Provincial Assessor's Office for approval	None	1 Day	W. Delima
	- Process the documents	None	15 Working Days	PASSO
	- Receive and control the documents	None	5 Minutes	W. Delima R. Malon A. Tenebro
5. Follow-up and receive Tax Declaration to the Receiving/Releasing Officer	- Release the Owner's Copy of Tax Declaration	None	2 Minutes	W. Delima R. Malon A. Tenebro

3. ISSUANCE OF TAX DECLARATION FOR NEWLY DECLARED BUILDING AND MACHINERY

This service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis in computing their real property tax.

OFFICE/DIVISION	MUNICIPAL ASSESSOR'S OFFICE (MASSO)			
CLASSIFICATION	HIGHLY TECHNICAL			
TYPE OF TRANSACTION	G2C – GOVERNMENT TO CITIZENS			
WHO MAY AVAIL	ALL REAL PROPERTY OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request of the Land Owner (1 original)		Declared Owner/s		
2. Building Permit (1 photocopy)		Municipal Engineer's Office		
3. Barangay Certification as to ownership of the Building (2 copies)		Barangay where the building is located		
4. Official Receipt reflecting the acquisition cost of machinery (2 copies)		Land or Business Owner		
5. Duly subscribed Sworn Statement of fair market value of the property		MASSO		
6. Ocular inspection		MASSO		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Register and secure request form	- Register and give request form to the property owner	None	1 Minute	W. Delima R. Malon A. Tenebro
2. Fill-up and submit request form together with the documentary requirements	- Receive and check the completeness of the documents	None	5 Minutes	W. Delima R. Malon A. Tenebro
3. Issue order of payment slip and to be paid at the MTO	- After payment at the MTO of the required fee, go back to MASSO for further verification		3 minutes	W. Delima R. Malon A. Tenebro
4. Present OR to the Receiving and Releasing Officer	- Record OR	None	30 Seconds	W. Delima R. Malon A. Tenebro
	- Prepare Field Appraisal and Assessment Sheet (FAAS)	None	10 Minutes	W. Delima R. Malon A. Tenebro
	- Assign Property Index Number (PIN) and Control in the Tax Map Control Roll (TMCR)	None	5 Minutes	W. Delima R. Malon A. Tenebro
	- Prepare Tax Declaration	None	3 minutes	W. Delima R. Malon A. Tenebro

	- Review and sign documents for recommendations to the Provincial Assessor	None	10 Minutes	Engr. Luke C. Cadoyas <i>Municipal Assessor</i>
	- Submit documents to the Provincial Assessor's Office for approval	None	1 Day	W. Delima

	- Process the documents	None	15 Working Days	PASSO
	- Receive and control the documents	None	5 Minutes	W. Delima R. Malon A. Tenebro
5. Follow-up and receive Tax Declaration to the Receiving/Releasing Officer	- Release the Tax Declaration	None	2 Minutes	W. Delima R. Malon A. Tenebro

4. ISSUANCE OF TAX DECLARATION FOR TRANSFER OF TITLED PROPERTIES

This service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis in computing their real property tax.

OFFICE/DIVISION	MUNICIPAL ASSESSOR'S OFFICE (MASSO)			
CLASSIFICATION	HIGHLY TECHNICAL			
TYPE OF TRANSACTION	G2C – GOVERNMENT TO CITIZENS			
WHO MAY AVAIL	ALL REAL PROPERTY OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authenticated Photocopy of Title		Land Owner		
2. Deed of Conveyance (Sale, Donation, etc.)		Notary Public		
3. Full payment of real property tax		MTO		
4. Payment of Transfer Tax		PTO		
5. Certificate Authorizing Registration		BIR		
6. Sworn Statement declaring the Market Value of Real Property		MASSO		
7. Authorization Letter, photocopy of ID with 3 specimen signatures or SPA from the declarant / land owner (if representative)		Land Owner		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure request form	- Register and give request form to the property owner	None	1 Minute	W. Delima R. Malon A. Tenebro
2. Fill-up and submit request form together with the documentary requirements	- Receive and check the completeness of the documents	None	5 Minutes	W. Delima R. Malon A. Tenebro
3. Issue order of payment slip and to be paid at the MTO	- After payment at the MTO of the required fee, go back to MASSO for further verification	None	3 minutes	W. Delima R. Malon A. Tenebro
4. Present OR to the Receiving and Releasing Officer	- Record OR	None	30 Seconds	W. Delima R. Malon A. Tenebro
	- Prepare Field Appraisal and Assessment Sheet (FAAS)	None	10 Minutes	W. Delima R. Malon A. Tenebro
	- Assign Property Index Number (PIN) and Control in the Tax Map Control Roll (TMCR)	None	5 Minutes	W. Delima R. Malon A. Tenebro
	- Prepare Tax Declaration	None	3 minutes	W. Delima R. Malon A. Tenebro

	- Review and sign documents for recommendations to the Provincial Assessor	None	10 Minutes	Engr. Luke C. Cadoyas <i>Municipal Assessor</i>
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	- Submit documents to the Provincial Assessor's Office for approval	None	1 Day	W. Delima
	- Process the documents	None	15 Working Days	PASSO
	- Receive and control the documents	None	5 Minutes	W. Delima R. Malon A. Tenebro
5. Follow-up and receive Tax Declaration to the Receiving/Releasing Officer	- Release the Tax Declaration	P100.00	2 Minutes	W. Delima R. Malon A. Tenebro

5. ISSUANCE OF TAX DECLARATION FOR TRANSFER OF UNTITLED PROPERTIES

This service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis in computing their real property tax.

OFFICE/DIVISION	MUNICIPAL ASSESSOR'S OFFICE (MASSO)			
CLASSIFICATION	HIGHLY TECHNICAL			
TYPE OF TRANSACTION	G2C – GOVERNMENT TO CITIZENS			
WHO MAY AVAIL	ALL REAL PROPERTY OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of any of the following: - NCIP Certification, Free Patent Application, Homestead Application, Fishpond/Foreshore Lease Application, Certificate of Stewardship, Order, Approval of Application and Issuance of Patent, Original Certificate of Title and/or		Land Owner		
2. Deed of Conveyance (Sale, Donation, etc.)		Notary Public		
3. Full payment of real property tax		MTO		
4. Payment of Transfer Tax		PTO		
5. Certificate Authorizing Registration		BIR		
6. Sworn Statement declaring the Market Value of Real Property		MASSO		
7. Authorization Letter, photocopy of ID with 3 specimen signatures or SPA from the declarant / land owner (if representative)		Land Owner		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure request form	- Register and give request form to the property owner	None	1 Minute	W. Delima R. Malon A. Tenebro
2. Fill-up and submit request form together with the documentary requirements	- Receive and check the completeness of the documents	None	5 Minutes	W. Delima R. Malon A. Tenebro
3. Issue order of payment slip and to be paid at the MTO	- After payment at the MTO of the required fee, go back to MASSO for further verification	None	3 minutes	W. Delima R. Malon A. Tenebro
4. Present OR to the Receiving and Releasing Officer	- Record OR	None	30 Seconds	W. Delima R. Malon A. Tenebro
	- Prepare Field Appraisal and Assessment Sheet (FAAS)	None	10 Minutes	W. Delima R. Malon A. Tenebro
	- Assign Property Index Number (PIN) and Control in the Tax Map Control Roll (TMCR)	None	5 Minutes	W. Delima R. Malon A. Tenebro

	- Prepare Tax Declaration	None	3 minutes	W. Delima R. Malon A. Tenebro
	- Review and sign documents for recommendations to the	None	10 Minutes	Engr. Luke C. Cadoyas <i>Municipal</i>

	Provincial Assessor			<i>Assessor</i>
	- Submit documents to the Provincial Assessor's Office for approval	None	1 Day	W. Delima
	- Process the documents	None	15 Working Days	PASSO
	- Receive and control the documents	None	5 Minutes	W. Delima R. Malon A. Tenebro
5. Follow-up and receive Tax Declaration to the Receiving/Releasing Officer	- Release the Tax Declaration	None	2 Minutes	W. Delima R. Malon A. Tenebro



**OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
EXTERNAL SERVICES**

1. ISSUANCE OF BIRTH CERTIFICATE (TIMELY)

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	PARENTS OR GUARDIAN OF THE CHILD; ANY ATTENDANTS AT BIRTH LIKE PHYSICIAN, NURSE, MIDWIFE, ANYBODY WHO ATTENDED THE DELIVERY OF THE CHILD PROVIDED THAT THE CHILD TO BE REGISTERED IS BORN IN THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR BIRTH REGISTRANTS (WITH LEGALLY MARRIED PARENTS)				
1. Photocopy of Marriage Certificate				
2. Barangay Certificate or Clearance		Barangay where the requesting party reside		
3. Tree Planting Certificate				
4. Joint Affidavit of two disinterest person, baptismal certificate of child, school records, negative records from NSO Late Registration Only)				
5. Yellow Card, is the age of the child to be registered if 1-7 yrs old				
6. Voter's registration record, if the age of the person to be registered is 18 years and above				
FOR BIRTH REGISTRANTS (NOT LEGALLY MARRIED PARENTS)				
1. Photocopy of the Birth Certificate of Child's parents and/or cedula of the parent				
2. Barangay Certificate or Clearance		Barangay where the requesting party reside		
3. Tree Planting Certificate				
4. Joint Affidavit of two disinterest person, baptismal certificate of child, school records, negative records from NSO Late Registration Only)				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Approach the assigned staff. Ask for the service and submit the requirements</p>	<ul style="list-style-type: none"> - Interview the client, review and check the submitted requirement as to completeness <ul style="list-style-type: none"> a. If not complete, return the documents for him/her to comply b. If complete, process the documents - Issue order of payment and advise client to pay at the MTO - Accomplish the requested Certificate of Live Birth (COLB) 		<p>8 minutes</p>	<p>MCRO Staff</p>
<p>2. Pay the required fee at the MTO</p>	<ul style="list-style-type: none"> - Process payment and issue official receipt (OR) 	<p>P 100.00 SF P 50.00 tree planting cert. fee</p>	<p>5 minutes</p>	<p>Revenue Collector</p>

		For late registration: P 100.00 – 1-3 mos delay P200.00 – 4 mos- above delay P200.00 – Endorsement fee		
3. Return to the MCRO and present the OR to the concerned staff	- Receive the OR, record it in the Logbook and give the duly filled-ip COLB to client for review		2 minutes	MCRO Staff
4. Review the duly filled-up COLB and sign the said documents	- Sign the COLB after the client has reviewed the document and instruct the client to have the COLB be signed by the attendant at birth and after signing		3 minutes	MCRO Staff
5. Proceed to the attendant at birth to seek his/her signature	- Review the COLB and signed it		**depending on the clients action and distance of the area to go	Attendant at Birth
'6. Return to MCRO, submit the duly signed COLB and wait for the approval of COLB	- Receive the duly signed COLB - Approve by the MCRO		1 minute 2 minutes	MCRO Staff E. Narca MCR
7. Receive the copy of the duly approved COLB	- Segregate the duly approved COLB and release one copy of the COLB to the client and. File and post the third copy of the COLB at the Register of Books.		2 minutes	MCRO Staff

2. ISSUANCE OF DEATH CERTIFICATE (TIMELY)

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	THE NEAREST RELATIVE WHO HAS KNOWLEDGE OF THE DEATH; THE PHYSICIAN WHO LAST ATTENDED THE DECEASED PROVIDED THAT THE DEATH INCIDENT IS WITHIN MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification or Clearance			Barangay where the requesting party reside	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the assigned staff. Ask for the service and submit the requirements	<ul style="list-style-type: none"> - Interview the client, review the submitted requirement, issue order of payment and advise client to pay at the MTO - Accomplish the requested Certificate of Death (COD) 		8 minutes	MCRO Staff
2. Pay the required fee at the MTO	- Process payment and issue official receipt (OR)	P200.00 – Burial Fee P100.00 Service Fee	3 minutes	Revenue Collector
3. Return to the MCRO and present the OR to the concerned staff	- Receive the OR, record it in the Logbook and give the duly filled-ip COD to client for review		1 minutes	MCRO Staff
4. Review the duly filled-up COD, sign the said document and return it to the concerned staff	- Sign the COD after the client has reviewed the document and instruct the client to proceed to the Municipal Health Officer (MHO) and Embalmer for signature and then return to MCRO		2 minutes	MCRO Staff
5. Proceed MHO and seek the signature of the MHO	- Interview the client, review the COD and sign it		5 minutes	Municipal Health Officer
6. Proceed to the concern embalmer for signature purposes	- Interview the client, review the COD and sign it		**depending on the clients action and the place to go	Concerned Embalmer

7. Return to MCRO, present the duly signed COD and wait for the approval of the document	- Received the duly signed COD - Approve by the MCRO		1 minute 2 minutes	MCRO Staff E. Narca MCR
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8. Receive the copy of the duly approved COD	- Segregate the duly approved COLB and release one copy of the COD to the client and. File and post the third copy of the COD at the Register of Books.		2 minutes	MCRO Staff
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Note: For late registration, the same procedure will be followed as cited above except on the release time. The client is advised to be back after 10-day posting period before the COD will be released

3. ISSUANCE OF MARRIAGE LICENSE

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	APPLICANTS FOR MARRIAGE OF LEGAL AGE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy of the Birth Certificate of both applicant-parties		MCRO/PSA		
2. Barangay Certification or Clearance		Barangay where the applicant-parties reside		
3. Recent Cedula		MTO or Barangay Hall		
4. MENRO Certificate		MENRO		
5. PMC or Family Planning Certificate		MSWDO		
6. Certificate of No Marriage (CENOMAR)		PSA		
7. Presence of parents, if age of both applicant-parties range from 18-24 years old and 11 months. If 25 years old and above, applicant-parties, presence of parents is not necessary				
SCHEDULE OF FEES: - Application fee for marriage license for applicant who are both Padada residents - Application fee for marriage license for applicant whose 1 party is non-Padada residents - Application fee for marriage license for applicant whose 1 party is foreigner - Service Fee - Certified Machine Copy Fee - Tree Planting Certification - Marriage License Fee		P 250.00	P 500.00	P 1,500.00 P 100.00 P 100.00 P 50.00 P 202.00
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Approach the assigned staff. Ask for the service and submit the requirements</p>	<ul style="list-style-type: none">- Interview the client, review the submitted requirement, issue order of payment and advise client to pay at the MTO - Prepare the document while the client goes to the MTO		<p>10 minutes</p>	<p>MCRO Staff</p>
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2. Pay the required fee at the MTO	- Process payment and issue official receipt (OR)	Refer to the Schedule of Fees	3 minutes	Revenue Collector
3. Return to the MCRO and present the OR to the concerned staff	- Receive the OR, record the OR in the Logbook and give the duly filled-ip document to the client for review		2 minutes	MCRO Staff
4. Review the duly filled-up documents and sign it	- Assist the clients in signing the documents and advise the client to proceed to MCR for interview		2 minutes	MCRO Staff
5. Proceed to MCR for interview and receive copy of the Notice for Posting	- Interview the client, review and approve the application form for marriage license - Prepare Notice and post it on the bulletin board outside the MCR Office for 10 days and advise clients to return after 10 days		20 minutes 10 days and 5 minutes	E. Narca MCR MCRO Staff
6. Return to MCRO after 10 days and receive copy of the marriage license	- Release the marriage license then file and post it on the Register of Books		**depending on the clients action and the place to go	Concerned Embalmer

4. ISSUANCE OF CERTIFIED TRUE COPIES OF BIRTH, MARRIAGE AND DEATH CERTIFICATE

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	DOCUMENT OWNERS WHO IS LEGAL AGE, PARENTS AND NEAREST KIN OF DOCUMENT OWNER BY SUBSTITUTION			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Authorization letter from the document owner in case the document owner is not around				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the assigned staff. Ask for the service	- Interview the client, search at the Register of Books, issue order of payment and advise client to pay at the MTO		8 minutes	MCRO Staff
2. Pay the required fee at the MTO	- Process payment and issue official receipt (OR)	P150.00 – For travel purpose P 100.00 – local purpose P 100.00 Verification Fee	5 minutes	Revenue Collector
3. Return to the MCRO and present the OR to the concerned staff	- Record the OR in the Logbook, prepare the document, verify and sign the accomplished form 1A, 2a and 3A - Review and approve the computerized copy the requested document		6 minutes	MCRO Staff
			3 minutes	E. Narca MCR
4. Review the copy of transcription	- Release the copy of the transcription		1 minute	MCRO Staff

5. APPLICATION FOR CHANGE OF FIRST NAME AND CORRECTION OF CLERICAL ERROR (RA 9048)

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	OWNER OF THE DOCUMENT HIMSEL/HERSELF WHO IS OF LEGAL AGE, APRENTS, GUARDIANS AND NEAREST KIN OF THE CONCERNED REGISTERED PERSON			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Baptismal Certificate		Town Parish		
2. Voter's Registration Record		COMELEC		
3. Marriage Certificate (for married applicant)		MCRO		
4. NBI Clearance		NBI		
5. Police Clearance		Municipal Police Station		
6. Barangay Clearance		Barangay where the applicant reside		
7. Birth Certificate of Ascendants (for Correction of Clerical Error Only)				
SCHEDULE OF FEES				
- Fee for the change of first name		P 3,000.00		
- Fee for the correction of clerical error		P 1,000.00		
- Service Fee for migrant petitioner (change of first name)		P 1,000.00		
- Service Fee for migrant petitioner (correction of clerical error)		P 500.00		
- Endorsement Fee		P 200.00		
- Registration of MCR's Decision		P 250.00		
- Certified True Copy of Annotated BC, MC and DC		P 50.00		
- Certified Machine Fee		P 100.00		
- Service Fee		P 100.00		
- Issuance of Security Paper		P 155.00/copy		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MCR or assigned staff and submit the required documents	- Interview the client, review and check the submitted documents, issue order of payment and advise client to pay at the MTO		5 minutes	E. Narca MCR MCRO Staff
2. Pay the required fees at the MTO	- Process payment and issue official receipt (OR)	Refer to the scheduled fees	5 minutes	Revenue Collector
3. Return to the MCRO and present the OR and wait for the copy of Notice of Posting	- Receive the OR, record it in the Logbook, type the petition number and advise the client to be back after 10 posting day period and 5-day rendering of decision period - Post the petition in the conspicuous		3 minutes	MCRO Staff

	places within the municipal hall			
4. Return to the MCRO and receive copy of the petition	- Release the duly approved petition to the client and file the petition on the corresponding folder		2 minutes	MCRO Staff

Note: Client is advised to wait the service provider to call or text after three (3) months on the result of the Petition either affirmed or impugned.



MUNICIPAL ECONOMIC ENTERPRISE OFFICE

External Services

1. ISSUANCE OF CASH TICKETS TO ALL PUBLIC UTILITY VEHICLES AND PUBLIC UTILITY BUSES

OFFICE/DIVISION	MUNICIPAL ECONOMIC ENTERPRISE OFFICE (MEEEO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ALL PUBLIC UTILITY VEHICLES AND BUSES' DRIVERS/CONDUCTORS WHO ENTER THE PADADA TERMINAL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach collector, present the vehicle's plate number and pay the required fees	- Record vehicle's plate number, collect payment and issue cash ticket	PUB – P40.00 PUJ – P20.00 Chariot – P20.00 Multicab P20.00 (per entry)	2 minutes	D. Mirontos R. Ordaneza
2. Get the cash ticket and present it to the exit guard	- Verify and check the cash ticket		1 minute	M. Tanasas

2. ISSUANCE OF CASH TICKETS TO ALL TRUCK, TRICYCLES AND MOTORCYCLES

OFFICE/DIVISION	MUNICIPAL ECONOMIC ENTERPRISE OFFICE (MEEEO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ALL OWNERS/DRIVERS OF TRUCK, TRICYCLES AND MOTORCYCLES OPERATING IN PADADA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fee to the assigned collector.	- Collect payment and issue cash ticket	Tricycles & Motorcycles – P10.00 Truck – P30.00 (per entry)	1 minute	D. Cavan J. Rellon E. Araneta

3. ISSUANCE OF AF51 (Official Receipt) FOR MARKET RENTAL AND MARKET CLEARANCE

OFFICE/DIVISION	MUNICIPAL ECONOMIC ENTERPRISE OFFICE (MEEO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ANY MARKET VENDORS / STALL HOLDER / OCCUPANTS OF PUBLIC MARKET			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Non-Delinquency of clients on market stall rentals and other obligations				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Approach office personnel/collector	- Check and verify records as to his/her payments	Based on Municipal Revised Tax Code	3 minutes	M. Limot F. Baylon M. Lanticse <i>MEEO Personnel</i>
2. Pay the required amount	- Issue OR as proof of payment - Issue Market clearance duly signed by Market Supervisor	Based on Municipal Revised Tax Code	3 minutes	S. Cesar M. Limot F. Baylon

4. ASSISTANCE TO A PERSON WHO WANTS TO ACQUIRE A STALL FROM THE MARKET

OFFICE/DIVISION	MUNICIPAL ECONOMIC ENTERPRISE OFFICE (MEEO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ANY PERSON OF LEGAL AGE WHO WANTS TO ACQUIRE A STALL IN PADADA PUBLIC MARKET			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Approach MEEO personnel	- Interview the client for basic information including what kind of business they want to invest - Inform the client regarding any available stall and refer him/her to the Market Supervisor		10 minutes	M. Limot <i>MEEO Personnel</i>

2. Proceed to the Market Supervisor	- Talk to the client regarding the market stall acquisition process and obligations including referral of the client to the Municipal Treasurer		15 minutes	S. Cesar <i>Market Supervisor</i>
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5. AVAILMENT OF SLAUGHTER SERVICES

OFFICE/DIVISION	MUNICIPAL ECONOMIC ENTERPRISE OFFICE (MEEO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	MEAT VENDORS OR ANYBODY WHO WANTS TO AVAIL THE SLAUGHTER SERVICES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Payment of required fees				
TYPE OF FEES	PIG	COW	GOAT	
Slaughter Fee	₱30.00/head	₱60.00/head	₱30.00/head	
Slaughter Permit	₱25.00/head	₱30.00/head	₱25.00/head	
Market Fee	₱0.30/kilo	₱0.45/kilo	₱0.30/kilo	
Ante-Mortem	₱0.25/kilo	₱0.35/kilo	₱0.25/kilo	
Entry Fee	₱5.00/head	₱25.00/head	₱5.00/head	
Delivery Fee	₱40.00/head	₱70.00/head	₱40.00/head	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Deposit livestock to the slaughterhouse to be slaughtered the following day	- Take charge of the livestock for safekeeping and advise the client to return the next day		1 day	<i>G. Catulong R. Lanticse S. Cagang C. Campaner J. Delicano</i>
2. Return to the slaughterhouse and follow-up the slaughtered livestock for meat inspection	- Slaughter the livestock, check the meat if it is suitable for consumption		2 hours	G. Lovitos Assigned MAO Personnel
3. Pay the slaughterhouse fees and other charges	- Issue OR as proof of payment	As stated in the required fees	30 minutes	S. Cesar F. Baylon M. Limot
4. Get the dressed meat for delivery to the market	- Deliver the dressed meat		3 minutes	J. Baquiran R. Varona



**OFFICE OF THE MUNICIPAL ENGINEER
EXTERNAL SERVICES**

1. ISSUANCE OF BUILDING PERMIT, FENCING PERMIT, ELECTRICAL PERMIT AND PLUMBING PERMIT

No Person, Firm or Corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish and add any building or structure or any portion thereof or cause the same to be done, without first obtaining a building permit hereof from the Building Official assigned in the place where the subject building/structure is located or to be done (**Sec. 301 of National Building Code of the Philippines 2005**)

If requirements are complete, this can be normally completed in five working days from the payment of required fees by the applicant. (Sec. 304 of National Building Code of Philippines 2005)

OFFICE/DIVISION	OFFICE OF THE MUNICIPAL ENGINEER			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	CITIZEN WHO IS PLANNING TO DO CONSTRUCTION WORKS WITHIN MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Locational / Zoning Clearance – 5 copies (signed & sealed)			MPDO	
2. Letter Request			Project Engineer/in-Charge	
3. Building Plan - 5 copies (signed & sealed)			Architect/Civil Engineer	
4. Electrical Plan - 5 copies (signed & sealed)			Professional Electrical Engr.	
5. Plumbing Plan - 5 copies (signed & sealed)			Master Plumber	
6. Lot/Sketch Plan - 5 copies (signed & sealed)			Geodetic Engineer	
7. Bill of Materials - 5 copies (signed & sealed)			Project Engineer	
8. Specification- 5 copies (signed & sealed)			Project Engineer	
9. Lot Title - 5 copies (certified true copy)				
10. Latest Tax Declaration - 5 copies (certified true copy)			Municipal Assessor’s Office	
11. Tax Receipt - 5 copies (certified true copy)			MTO	
12. Folder (Long with Fastener)				
Note: If use as loans documents provide 6 copies each				
FEES:				
- Building Permit Fees based on				
CLIENT’S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Engineer’s Office (MEO). Secure forms and other requirements and make clarificatory inquiries.	- Provide the client with a short briefing on the service and its requirements		15 minutes	E. Villahermosa R. Agamon A. Villejo

<p>2. Proceed to the MPDO. Secure forms and other requirement for Zoning Certification and Locational Clearance</p>	<p>- Process payment and issue official receipt (OR)</p>			<p>MPDO Staff</p>
<p>3. Proceed to MPDO, submit the accomplished application form and comply all documents required to get</p>	<p>- Receive the OR and prepare the requested clearance</p>			<p>MPDO Staff</p>

locational clearance				
<p>4. Proceed to MEO. Submit the accomplished building forms and approved locational clearance with plans being signed by the Zoning officer at designated division section of the building plan</p> <p>- Advise client to return after the scheduled inspection</p>	<ul style="list-style-type: none"> - Received and record the application number - Evaluate submitted documents as to the completeness of all requirements and other clearances - Conduct site inspection - Architectural (accessibility) - Endorse to Proper Section/Division for Review and Evaluation <ul style="list-style-type: none"> a. Line & Grade b. Civil/Structural c. Electrical d. Mechanical e. Sanitary f. Plumbing g. Electronics h. Geodetic i. Others (Specify) - Assess/Compute Fees - Issue Order of Payment 		<p>15 minutes</p> <p>1 day (every Tuesday & Thursday)</p> <p>30 minutes</p> <p>30 minutes Minimum time for every section head for detailed review</p> <p>15 minutes</p>	<p>E. Villahermosa R. Agamon A. Villejo</p> <p>N. Carpentero A. Villejo</p> <p>Section/Division Person In-charge N. Carpentero A. Villejo</p> <p>Section/Division Person In-charge E. Villahermosa R. Agamon A. Villejo</p> <p>E. Villahermosa R. Agamon A. Villejo</p>
<p>5. Receive Order of Payment then proceed to the MTO for payment</p>	<ul style="list-style-type: none"> - Type Endorsement for Bureau of Fire Protection - Encode Building Permit Number - Transmittal of 1st Endorsement to BFP (office to office) 		<p>15 minutes</p>	<p>E. Villahermosa R. Agamon A. Villejo</p>
<p>6. Return to MEO for Official Receipt encoding. Advise client to return after report conducted by BFP to MEO. Follow up at the BFP Office</p>	<ul style="list-style-type: none"> - Waiting for the inspection report conducted by BFP to be transmitted (office to office) 			<p>BFP Person In-charge</p>

<p>7. Proceed to MEO and follow up and receive approved building permit</p>	<ul style="list-style-type: none"> - Segregate file copy, plans and documents, record date and counter sign - Approved Permit - Transmit file copy to Assessor's Office 		<p>15 minutes</p> <p>15 minutes</p>	<p>E. Villahermosa</p> <p>GM Claud</p>
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**OFFICE OF THE MUNICIPAL ENVIRONMENT AND
NATURAL RESOURCES**

EXTERNAL SERVICES

1. ISSUANCE OF ESWMM/SANITATION & ENVIRONMENTAL CLEARANCES

OFFICE/DIVISION	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	SAND AND GRAVEL & EARTHFILL PERMITEE, BUSINESS ESTABLISHMENT OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Provide garbage receptacle				
Flow Waste Disposal				
Barangay Resolution		Barangay where business is located		
Barangay Clearance		Barangay where business is located		
ECC/NCC				
Sangguniang Bayan Resolution		Sanggunian Bayan Office		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the assigned staff and submit the requirements.	- Record business permittee's name, check documents submitted and advise client to pay the required fee at the MTO		30 minutes	<i>S. Cesar R. Ferolino C. Decusto</i>
2. Pay to the MTO	- Process payment and issue Official Receipt (OR)	Certification P100.00 Service Fee P100.00 Garbage Fee - depends on the kind of establishment	3 minutes	Revenue Collector
3. Return to MENRO and present the OR	- Scrutinize the OR and advise the client to come back after 3 days to get the clearance - Inspect the establishment, prepare and process the documents		1 minute 3 days	<i>S. Cesar R. Ferolino C. Decusto</i> Project Inspection Team (MPDC, MENRO, MEO, BFP, Sanitary Inspector)
4. Return to MENRO after 3 days and receive copy of clearance	- Issue Clearance		5 minutes	<i>S. Cesar R. Ferolino C. Decusto</i>

Step 3, if found some points of irregularities, the service provider will advise the client to comply the appropriate system.

2. ENDORSEMENT OF EARTHFILL, SAND & GRAVEL PERMITEE

OFFICE/DIVISION	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	SAND AND GRAVEL & EARTHFILL PERMITEE, BUSINESS ESTABLISHMENT OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit copy of ECC				
Barangay Clearance		Barangay where business is located		
Barangay Resolution		Barangay where business is located		
Barangay Tree Planting Certification				
Sangguniang Bayan Resolution		Sanggunian Bayan Office		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the assigned staff and submit the requirements.	- Record business permittee's name, check documents submitted and advise client to pay the required fee at the MTO		30 minutes	<i>S. Cesar R. Ferolino C. Decusto</i>
2. Pay to the MTO	- Process payment and issue Official Receipt (OR)	Certification P100.00 Service Fee P100.00	3 minutes	Revenue Collector
3. Return to MENRO and present the OR	- Scrutinize the OR and advise the client to come back after 3 days to get the clearance - Inspect the site, prepare and process the documents		1 minute 4 days	<i>S. Cesar R. Ferolino C. Decusto</i> Project Inspection Team (MPDC, MENRO, MEO)
4. Return to MENRO after 4 days and receive copy of endorsement letter	- Issue Endorsement letter to the Municipal Mayor		30 minutes	<i>S. Cesar</i>

Step 3 – If found discrepancies (absence of markers). Permittee will be advised to re-established markers and /or permittees shall formulate waiver signed by the adjacent co-permittees to evade from its boundary.



**OFFICE OF THE MUNICIPAL TREASURER
EXTERNAL SERVICES**

1. APPLICATION FOR CEMETERY NICHE/GRAVE LOT – LEASE CONTRACT

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Relative of the deceased			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Niche number Death Certificate Senior Citizens ID Barangay Certificate (if the address indicated on the death certificate is not Municipality of Padada)			Cemetery Caretaker Municipal Health Center/Hospital MSWD Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure niche number				<i>Cemetery Caretaker</i> Municipal Cemetery
1. Proceed to the cashier and submit the required documents	1. Verify the submitted documents and compute for the amount due	Revised Revenue Code Municipal Ordinance No. 20-014, S 2019	3 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
2. Pay the amount due and receive the Municipal Cemetery Niche lease contract	2. Issue official receipt, and prepare the Municipal Cemetery Niche lease contract	None	5 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
	2.1 Approve the contract	None	1 minute	<i>Municipal Treasurer</i> Treasurer's Office
	2.2 Seal and Release the contract and official receipt	None	1 minute	<i>Revenue Collection Clerk</i> Treasurer's Office
TOTAL			10 minutes	

2. CASH DISBURSEMENT (CASH ADVANCE ON PAYROLL)

Cash payments shall be made only on duly approved Payrolls/ DV's/ Liquidation Vouchers out of regular cash advances or special cash advances. The cash advance shall be equal to the net amount of the payroll for a pay period. The payroll could be for payment of salaries, wages, allowances, honoraria and other similar payments. Liquidation of cash advance shall be made within the five (5) days after each fifteen (15) day/end of the month pay period or the end of any pay period.

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C / G2G			
WHO MAY AVAIL:	All concerned individuals who rendered service in this Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CEDULA			Brgy. Hall / Treasurer's Office	
Government Issued Identification Card			BIR, COMELEC, DFA, GSIS, LTO, Pag-IBIG, Post Office, PRC, SSS, etc.	
IF REPRESENTATIVE Authorization Letter (1 Original)			Owner	
Government Issued Identification Card –Owner (1 Photocopy)			BIR, COMELEC, DFA, GSIS, LTO, Pag-IBIG, Post Office, PRC, SSS, etc.	
Government Issued Identification Card –Representative (1 Photocopy)			BIR, COMELEC, DFA, GSIS, LTO, Pag-IBIG, Post Office, PRC, SSS, etc.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCEESING TIME	PERSON RESPONSIBLE
1. Proceed to the disbursing area, present any ID or CEDULA and authorization letter if representative	1. Give the payroll to the client for signature	None	3 minutes	<i>Special Disbursing Officer</i> Treasurer's Office
2. Sign the payroll	2. Verify signature 2.1 Check for the completeness of signatures 2.2 Release cash based on payroll	None	2 minutes	<i>Special Disbursing Officer</i> Treasurer's Office
TOTAL			5 minutes	

3. CHECK DISBURSEMENT (RELEASE OF CHECKS)

The Local Treasurer shall release the check only to the payee or his duly authorized representative. It shall be released only when the Accountant's Advice of Local Check Disbursements has been prepared and submitted to the bank. Upon release of check, the payee shall be required to issue an Official Receipt for the payment received and/or affix his signature and the date of receipt of the check on the Disbursement Voucher and the Control Book of Checks Issued. The DV and the supporting documents shall be stamped "PAID" immediately after claim is paid to prevent their possible reuse.

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B / G2C / G2G			
WHO MAY AVAIL:	All concerned individuals/business entities/government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt			BIR	
Government Issued Identification Card			BIR,COMELEC,DFA,GSIS,LTO, Pag-IBIG,Post Office,PRC,SSS,etc.	
IF REPRESENTATIVE Authorization Letter (1 Original)			Owner	
Government Issued Identification Card –Owner (1 Photocopy)			BIR,COMELEC,DFA,GSIS,LTO, Pag-IBIG,Post Office,PRC,SSS,etc.	
Government Issued Identification Card –Representative (1 Photocopy)			BIR,COMELEC,DFA,GSIS,LTO, Pag-IBIG,Post Office,PRC,SSS,etc.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the disbursing area, present any valid ID and/or authorization letter if representative	1. Give the Disbursement Voucher and control book of check issued to the client for signature and/or issuance of official receipt	None	3 minutes	<i>Special Disbursing Officer</i> Treasurer's Office
2. Sign the DV and Control Book of Check Issued and then issue official receipt	2. Check if signature and date was affixed on all the copies of DV's and control book of check issued 2.1 Release the check	None	2 minutes	<i>Special Disbursing Officer</i> Treasurer's Office
TOTAL			5 minutes	

4. PAYMENT OF OTHER TAXES, FEES AND CHARGES

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B,G2C, G2G			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment Citation Tickets IF POLICE CLEARANCE Barangay Clearance Community Tax Certificate <i>*Other documents may be required depending on the nature of payment</i>			Other offices Violator Barangay Hall Barangay Hall/MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the cashier and present order of payment/citation ticket or other documents 2. Pay and receive the official receipt	1. Interview 2. Accept payment and issue official receipt	None Revised Revenue Code Municipal Ordinance No. 20-014, S 2019 and other ordinance	1 minute 2 minutes	<i>Revenue Collection Clerk Treasurer's Office</i>
TOTAL			3 minutes	

5. PAYMENT OF REAL PROPERTY TAX

“Sec. 232 (R.A. 7160 – LGC 1991) Power to levy Real Property Tax – the province, city or municipality within the Metropolitan Manila area may levy the annual AD VALOREM TAX on REAL PROPERTY such as land, buildings, machinery and other improvements not hereinafter specifically exempted.”

By this provision, only the province has the power to levy taxes on real property and not the municipality. But pursuant to the local tax ordinance enacted by the Sanggunian for the purposes, the municipality have been delegated the power of collecting the subject tax thru the Municipality as deputy.

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Any person whether natural or juridical, owning or administering real property or improvement located within the jurisdiction of this municipality .			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Latest Real Property Tax Receipt Latest Tax Declaration/Owner’s Copy Newly Assessed, Newly Discovered Revised Properties, Transferred Lots Notice of Assessment			RPT Owner Assessor’s Office Assessor’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to the cashier and inquire	1. Interview	None	1 minute	<i>Revenue Collection Clerk</i> Treasurer's Office
2. Present previous year's official receipt or other requirements needed mentioned above	2. Verify thru the RPT Record/Card.	None	5 minutes	<i>Revenue Collection Clerk- RPT in-charge</i> Treasurer's Office
3. Get the real property tax bill and advice the cashier to issue receipt	2.1 Compute the real property tax due and inform the client of the amount of tax due. If necessary, print real property tax bill.	None	2 minutes per property (if delinquent – more than 2 minutes)	
	3. Issue real property tax receipt	BASIC TAX - 1% of the assessed value	2 minutes per receipt	<i>Revenue Collection Clerk</i> Treasurer's Office
4. Pay and receive the official receipt for real property tax	4. Receive payment	Special Education Tax - 1% of the assessed value 2% interest per month after due date but not to exceed 72%	2 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
	4.1 Post the payment to the RPT Record/Card		3 minutes	<i>Revenue Collection Clerk- RPT in-charge</i> Treasurer's Office
TOTAL			15 minutes	

6. SECURING REAL PROPERTY TAX CLEARANCE (NON-DELINQUENCY)

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Real Property Owners of this municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Current Real Property Tax Receipt			RPT Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the cashier and inquire	1. Interview	None		<i>Revenue Collection Clerk</i> Treasurer's Office
2. Present the current RPT receipt	2. Verify on the Real Property Tax Record/Card	None	5 minutes	<i>Revenue Collection Clerk- RPT in-charge</i> Treasurer's Office
3. Pay and receive the clearance	3. Receive payment and issue official receipt	P100.00 per clearance	2 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
	3.1 Prepare Real Property Tax Clearance base on the information on the updated RPT Card	None	3 minutes per clearance	<i>Revenue Collection Clerk- RPT in-charge</i> Treasurer's Office
	3.2 Verify/Double check the information encoded	None	2 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
	3.3 Approve the Clearance	None	1 minute	<i>Municipal Treasurer</i> Treasurer's Office
	3.4 Seal and release the clearance	None	1 minute	<i>Revenue Collection Clerk</i> Treasurer's Office
TOTAL			14 minutes	

7. SECURING BUSINESS PERMIT (NEW)

Any person who shall establish, operate or conduct any business, trade or activity in this municipality shall first obtain a Mayor's/Business Permit for the privilege of conducting business and pay the fee therefor and the business tax imposed under the pertinent Article of the Revised Revenue Code Municipal Ordinance No. 20-014, S 2019.

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B			
WHO MAY AVAIL:	All resident or non-resident individual, corporations, cooperatives or partnership operating business within the jurisdiction of the municipality whose capital investment is P5,001.00 or more.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance Proof of Registration RPT Payment (<i>owned</i>) Lease Contract/MOA (<i>rented</i>) Picture (<i>frontage of business</i>) Unified Application Form <i>*Other documents may be required depending on the nature of business</i>			Barangay within its territorial jurisdiction DTI / SEC Owner of Business Owner of the establishment/area Owner of Business BPLO/MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the cashier and Apply	1. Provide unified application form for Business Permit and requirements	None	1 minute	<i>BPLO Staff</i> Treasurer's Office
1.1. Submit the accomplished unified application form and basic documents for assessment	1.1. Review and evaluate the application form and the required documents	None	3 minutes	<i>BPLO Staff</i> Treasurer's Office
	1.2 Assess and determine the amount of taxes and fees to be paid	None	5 minutes	<i>BPLO</i> Treasurer's Office
2. Pay corresponding taxes and fees. Secure clearances and/or certificates from other offices/agencies	2. Accept the payment and issue official receipt, business plate and/or sticker	New Business – based on capitalization	5 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
	2.1 Print Business Permit and record then proceed to Mayor's Office for signature	Revised Revenue Code Municipal Ordinance No. 20-014, S 2019 <i>Penalty – 25% surcharge - 2% monthly interest</i>	10 minutes (if the Mayor is available)	<i>BPLO Staff</i> Treasurer's Office
		None	1 minute	<i>BPLO</i> Treasurer's Office

3. Claim Business Permit	3. Issue duly signed Business Permit			
TOTAL			25 minutes	

8. SECURING BUSINESS PERMIT (RENEWAL)

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B			
WHO MAY AVAIL:	All resident or non-resident individual, corporations, cooperatives or partnership operating business within the jurisdiction of the municipality whose gross sales/receipts in the preceding calendar year of P30,001.00 or more.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance Previous Year Business Permit and Official Receipt Proof of Income Market Clearance (if applicable) RPT Payment (<i>owned</i>) Lease Contract/MOA (<i>rented</i>) Unified Application Form <i>*Other documents may be required depending on the nature of business</i>			Barangay within its territorial jurisdiction Owner of Business Owner of Business Municipal Economic Enterprise Owner of Business Owner of the establishment/area BPLO/MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the cashier and Apply	1. Provide unified application form for Business Permit and requirements	None	1 minute	<i>BPLO Staff</i> Treasurer's Office
1.1. Submit the accomplished unified application form and basic documents for assessment	1.1. Review and evaluate the application form and the required documents	None	3 minutes	<i>BPLO Staff</i> Treasurer's Office
	1.2 Assess and determine the amount of taxes and fees to be paid	None	5 minutes	<i>BPLO</i> Treasurer's Office
2. Pay corresponding taxes and fees. Secure clearances and/or certificates from other offices/agencies	2. Accept the payment and issue official receipt, business plate and/or sticker	Renewal of Business – based on gross sales/receipts	5 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
	2.1 Print Business Permit and record then proceed to Mayor's Office for signature	Revised Revenue Code Municipal Ordinance No. 20-014, S 2019	10 minutes (if the Mayor is available)	<i>BPLO Staff</i> Treasurer's Office
		<i>Penalty – 25% surcharge - 2% monthly interest</i>		
		None	1 minute	<i>BPLO</i> Treasurer's Office
3. Claim Business Permit	3. Issue duly			

	signed Business Permit			
TOTAL			25 minutes	

9. SECURING CERTIFICATE OF RETIREMENT - BUSINESS PERMIT

Any person natural or juridical, subject to the tax on business under Article A, Chapter 11 of the Municipal Ordinance No. 20-014, S 2019 shall, upon termination of the business, submit a sworn statement of the gross sales or receipts for the current calendar year within thirty (30) days following the closure. Any tax due shall first be paid before any business or undertaking is fully terminated. For the purposes hereof, termination shall mean that business operations are stopped completely. Any change in ownership, management and/or name of the business shall not constitute termination as herein contemplated. Unless stated otherwise, assumption of the business by any new owner or manager or re-registration of the same business under a new name will only be considered by the LGU concerned for record purposes in the course of the renewal of the permit or license to operate the business.

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B			
WHO MAY AVAIL:	Owners of business establishments within the jurisdiction of the municipality who had completely ceased its operation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of intent to close the business addressed to the Municipal Treasurer Barangay Certification for the date of closure Latest and original copy of Business Permit Latest Business Plate Photocopy of Certificate of Registration Special Power of Attorney, if representative FOR PARTNERSHIP/CORPORATION (Add'l documents) Board Resolution for business closure Copy of Articles of Incorporation			Owner of Business Barangay within its territorial jurisdiction Owner of Business Owner of Business Owner of Business Owner of Business Owner of Business / SEC Owner of Business / SEC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Inquire at the cashier	1. Interview and provide list of requirements needed	None	3 minutes	<i>BPLO Staff</i> Treasurer's Office
2. Submit the necessary requirements	2. Review, evaluate and verify for the completeness of documents submitted	None	5 minutes	<i>BPLO</i> Treasurer's Office
	2.1 Assess the if there are still amount of taxes and fees still due upon the closure of business	Tax-Based on the gross sales/receipts upon the business closure Ordinance No. 20-014, S 2019	5 minutes	<i>BPLO</i> Treasurer's Office
3. Pay the amount due if any	3. Accept the payment and issue official receipt	Certification – P100.00	3 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
	3.1 Prepare Certificate of Retirement		3 minutes	<i>BPLO Staff</i> Treasurer's Office
	3.2 Approve/ Sign the certificate		1 minute	<i>Municipal Treasurer</i> Treasurer's Office
4. Receive the Certificate of Retirement	4. Seal and release approved Certificate of Retirement	None		<i>BPLO Staff</i> Treasurer's Office
TOTAL		P100.00	20 minutes	

10. SECURING CERTIFICATE OF NO BUSINESS AND OTHER CERTIFICATIONS

The Municipal Treasurer may, upon presentation of satisfactory proof, issue certification for any legal purpose.

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B,G2C, G2G			
WHO MAY AVAIL:	Any resident or non-resident individual of this municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the cashier	1. Interview	None	1 minute	<i>Revenue Collection Clerk</i> Treasurer's Office
2. Present/Subm it the necessary documents required (if any)	2. Evaluate and verify documents submitted	None	5 minutes	<i>concerned division</i> Treasurer's Office - if related to business (BPLO)
3. Pay the amount due	3. Accept the payment and issue official receipt	P100.00	2 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
	3.1 Prepare the Certificate	None	5 minutes	<i>concerned division</i> Treasurer's Office
	3.2 Approve/ Sign the certificate	None	2 minutes	<i>Municipal Treasurer</i> Treasurer's Office
4. Receive the requested Certification	4. Seal and release the Certification			<i>concerned division</i> Treasurer's Office
TOTAL		P100.00	15 minutes	

11. SECURING COMMUNITY TAX CERTIFICATE (CEDULA) – INDIVIDUAL

Community Tax Certificate (CTC) popularly known as residence certificate shall be issued to every person or corporation upon payment of community tax. Issuance of Community Tax Certificate without interest is on January 1 to February 28 of each year, while CTC issued on March 1 of each year onwards will earn an interest of 2% per month or a maximum of 24% per annum.

OFFICE:	Office Of The Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B / G2C / G2G			
WHO MAY AVAIL:	General Public (18 years old and above), residing/doing business in this Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None FOR EMPLOYED Proof of Income/Payslip/Form 2316 if available IF INCOME DERIVED FROM BUSINESS Tax Order of Payment (TOP-1 copy)			Not applicable Company, BIR BPLO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the cashier, secure CTC request form and Tax Order of payment (if with business)	1. Give CTC request form to client 1.1 Print TOP	None None	 2 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office <i>BPLO</i> Treasurer's Office
2. Fill-up and submit CTC request form and Tax Order of Payment (if with business)	2. Verify CTC request form and check for completeness of data. Compute the tax due and prepare CTC based on the data given	None	5 minutes	<i>Revenue Collection Clerk</i> Treasurer's Office
3. Sign and/or thumb mark the CTC, Pay the required amount and receive the Community Tax Certificate	3. Accept the payment and Release the Community Tax Certificate	Basic Community Tax is Five Pesos (P5.00). An additional community tax of One Peso (P1.00) for every One Thousand Pesos (P1,000) of income regardless of whether from business, exercise of profession or income from real property which in no case shall exceed Five Thousand Pesos	1 minute	<i>Revenue Collection Clerk</i> Treasurer's Office

		(P5,000.00).		
	TOTAL		8 minutes	

12. SECURING COMMUNITY TAX CERTIFICATE (CEDULA)- JURIDICAL ENTITY

Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines whose principal office is located in this Municipality shall pay an annual Community Tax. An interest of 2% per month or a maximum of 24% per annum if paid after due date.

OFFICE:		Office Of The Municipal Treasurer		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2B / G2C / G2G		
WHO MAY AVAIL:		Schools, Associations, Cooperatives, Partnerships & Corporations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Order of Payment (1 copy)		BPLO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the cashier, secure CTC request form and Tax Order of payment	1. Give CTC request form	None		<i>Revenue Collection Clerk</i> Treasurer's Office
2. Fill-up and submit CTC request form and Tax Order of payment	1.1 Print TOP 2. Verify CTC request form and check for completeness of data. Compute the tax due and prepare CTC based on the data given	Non e Non e	2 minutes 5 minutes	<i>BPLO</i> Treasurer's Office <i>Revenue Collection Clerk</i> Treasurer's Office
3. Sign and/or thumb mark the CTC, Pay the required amount and receive the Community Tax Certificate	3. Accept the payment and Release the Community Tax Certificate	Basic Community Tax of Five Hundred Pesos (P500.00). An additional tax, which in no case, shall exceed Ten Thousand Pesos (P10,000.00) in accordance with the following schedule: (a) For every Five Thousand (P5,000.00) Pesos worth of real property during the preceding year based on the valuation used in the payment of real property tax under existing laws - Two (P2.00)	1 minute	<i>Revenue Collection Clerk</i> Treasurer's Office

		Pesos; and (b) For every Five Thousand (P5,000.00) Pesos of gross receipts or earnings derived by it from its business during the preceding year - Two (P2.00) Pesos.		
TOTAL			8 minutes	



**MUNICIPAL HEALTH OFFICE
EXTERNAL SERVICES**

1. AVAILMENT OF MEDICAL CONSULTATION SERVICES

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	RESIDENTS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
FOR PREGNAT WOMEN				
- Home-based Maternal Record			Health Center	
FOR 0-6 YEAR OLD CHILDREN				
- Early Childhood Care and Development (ECCD) Card			Health Center	
FOR OTHERS				
- Individual Treatment Record			Health Center	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the Rural Health Midwife	- Interview. Get vital signs and record		3 mins.	<i>D. Lopez M. Flores E. Cesar E. Sardañas</i>
2. Proceed to the MTO	- Process payment and issue Official Receipt (OR)	P100,00 (for Non-PHIC member only)	3 mins.	Revenue Collector
3. Proceed to Municipal Health Officer	- Consultation / Treatment a. Proceed to Medical Technologist or Dentist when needed. (follow steps 4 & 10)		15 mins	Dr. J. Sibala
4. Proceed to the Public Health Nurse (Pharmacy)	- Carry out doctor's order, dispense medicines and give home instructions.		5 mins.	S. Limbo J. Cabungcal

2. AVAILMENT OF RABIES CONTROL SERVICE

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	RESIDENTS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Individual Treatment Record			Health Center	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the Rural Health Midwife	- Interview. Get vital signs and record		3 mins.	<i>D. Lopez M. Flores E. Cesar E. Sardañas</i>
2. Proceed to Municipal Health Officer	- Consultation / Treatment	Free of Charge	15 mins	Dr. J. Sibala
3. Proceed to the Public Health Nurse (Pharmacy)	- Carry out doctor's order, and give referral slip to animal bite center.		5 mins.	S. Limbo J. Cabungcal
4. Proceed to Animal Bite Center	- Give referral slip to the health personnel on duty		30mins.	Hospital Personnel

3. AVAILMENT OF TOOTH EXTRACTION SERVICE

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	RESIDENTS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Individual Treatment Record			Health Center	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the Dental Aide	- Interview. Get vital signs and record.		3 mins.	<i>B. Bustamante</i>
2. Proceed to MTO for payment	- Process payment and issue OR	P100.00 (for Non-PHIC Member only)	3 mins	Revenue Collector
3. Proceed to the Public Health Dentist	- Perform tooth extraction and give home instructions and make referrals when needed.		45 mins.	Dr. A. Gingco
4. Proceed to Animal Bite Center	- Give referral slip to the health personnel on duty		30mins.	Hospital Personnel

4. AVAILMENT OF DENTAL SERVICES TO PREGNANT WOMEN

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ALL PREGNANT MOTHERS ON REPRODUCTIVE AGE WHO ARE RESIDENTS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Individual Dental Record and Home-Based maternal record			Health Center	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Dental Aide	- Interview. Get the maternal record and get vital signs.		3 mins.	<i>B. Bustamante</i>
2. Proceed to the Municipal Health Officer	- Consultation / treatment	Free of Charged	5 mins	Dr. J. Sibala
3. Proceed to the Public Health Dentist	- Perform dental services (make necessary referrals when needed.)		25 mins.	Dr. A. Gingco
4. Proceed to the Dental Aide	- Dispense medicines and give home instructions		5 mins.	B. Bustamante

5. AVAILMENT OF THE SERVICE OF EXPANDED PROGRAM ON IMMUNIZATION

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	0-1 YEAR OLD CHILDREN WITHIN THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Early Childhood Care and Development Card				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Rural Health Midwife	- Get the ECCD Card, vital signs and record the antigens to be given		5 mins.	<i>D. Lopez M. Flores E. Cesar E. Sardañas</i>
2. Proceed to MHO Immunization Room	- Immunize healthy infants, inform next immunization schedule and give home instructions/health teachings	Free of Charged	20 mins	Dr. J. Sibala S. Limbo J. Cabungcal D. Lopez M. Flores E. Cesar <i>E. Sardañas</i>

6. AVAILMENT OF THE PRE-NATAL CARE SERVICES

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ALL PREGNANT WOMEN RESIDING IN PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Maternal Record			Health Center	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Rural Health Midwife	- Get the maternal card, interview, get vital signs and record		3 mins.	<i>D. Lopez M. Flores E. Cesar E. Sardañas</i>
2. Proceed to MHO Examination Room	- Perform Leopold's maneuver and get fetal heart beat	Free of Charged	15 mins	Dr. J. Sibala S. Limbo D. Lopez M. Flores E. Cesar <i>E. Sardañas</i>
3. Proceed to the Medical Technologist	- Perform laboratory Examinations: a. Hemoglobin b. Urinalysis c. Blood Typing	Free of Charged	30 mins 15 mins. 20 mins.	MDD Torres
4. Proceed to the Dentist	- Conduct oral examination and other dental services	Free of Charged	10 mins.	Dr. A. Gingco
5. Proceed to the Rural Health Midwife	- Give ferrous sulphate and deworming tablets - Give health teachings/advice s - Inform danger signs of pregnancy (make referrals)		10 mins.	D. Lopez M. Flores E. Cesar <i>E. Sardañas</i>

7. AVAILMENT OF SERVICE ON LEPROSY CONTROL PROGRAM

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	RESIDENTS IN ALL AGES WITHIN THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Individual Treatment Record			Health Center	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Rural Health Midwife	- Interview, get vital signs and record		3 mins.	<i>D. Lopez M. Flores E. Cesar E. Sardañas</i>
2. Proceed to the Public Health Nurse	- Conduct Physical Examination (cephalocaudal)	Free of Charge	5 mins	S. Limbo J. Cabungcal
3. Proceed to the Municipal Health Officer	- Consultation/Treatment		15 mins.	Dr. J. Sibala
4. Proceed to the Public Health Nurse	- Start treatment regimen - Give home instructions		20 mins.	S. Limbo J. Cabungcal

8. ISSUANCE OF MEDICAL AND MEDICO-LEGAL CERTIFICATIONS

This program aims to examine, record, and provide medicolegal services as requested by the Philippine National Police, Barangay Officials or the client for medicolegal purposes.

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	RESIDENTS WITHIN THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Individual Treatment Record			Health Center	
- Home-Based Maternal Record				
- Early Childhood care and Development Card				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Rural Health Midwife	- Interview, get vital signs and record		3 mins.	<i>D. Lopez M. Flores E. Cesar E. Sardañas</i>
2. Proceed to MTO for payment	- Process payment and issue OR	P300.00 – P600.00	3 mins.	<i>Revenue Collector</i>
3. Proceed to the Municipal Health Officer	- Consultation/Treatment - Issuance of Medical Certificate		30 mins.	Dr. J. Sibala
4. Proceed to the Public Health Nurse	- Carry out doctor's order - Give home instructions		5 mins.	S. Limbo J. Cabungcal

9. ISSUANCE OF SANITARY HEALTH CERTIFICATES

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	RESIDENTS WITHIN THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Urinalysis, Fecalysis, Sputum Examination or X-ray			Health Center	
- Application Form for Business Permits			MHO	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Sanitation Inspector	<ul style="list-style-type: none"> - Review application for business permit and record data - Conduct ocular inspection of establishments when needed 		30 mins.	<i>N. Bustamante</i>
2. Proceed to Medical Technologist	<ul style="list-style-type: none"> - Perform laboratory examinations <ul style="list-style-type: none"> a. Urinalysis b. Fecalysis c. Direct Sputum smear microscopy (for employment) 	P 50.00 P40.00 P100.00	30 mins. 30 mins. 48-72 hrs	<i>MDD Torres</i>
3. Proceed to the Municipal Health Officer	<ul style="list-style-type: none"> - Give Laboratory Results 		10 mins.	Dr. J. Sibala
4. Proceed to the Public Health Nurse	<ul style="list-style-type: none"> - Carry out doctor's order, dispense medicines - Give home instructions 		5 mins.	S. Limbo J. Cabungcal
5. Proceed to the Sanitation Inspector	<ul style="list-style-type: none"> - Release the sanitary permits and health certificates 		5 mins.	N. Bustamante

10. ISSUANCE OF LABORATORY SERVICES

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	RESIDENTS WITHIN THE MUNICIPALITY OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Individual Treatment Record			Health Center	
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the Medical Technologist	- Ask for laboratory request		2 mins.	<i>MDD Torres</i>
2. Proceed to MTO for payment	- Process payment and issue OR	P300.00 – P600.00	3 mins.	<i>Revenue Collector</i>
3. Proceed to the Medical Technologist	- Perform Laboratory Examinations a. Complete Blood Count b. Platelet Count c. Hemoglobin Determination d. Urinalysis e. Fecalalysis f. Fasting Blood Sugar g. Direct Sputum smear microscopy (for employment) h. Skin Slit Smear	P 120.00 P120.00 P80.00 P50.00 P40.00 P100.00 P100.00	1 hour 1 hour 15 mins. 30 mins 30 mins. 30 mins. 2-3 days 2-3 days	MDD Torres
4. Proceed to the Medical Technologist	- Release of laboratory results		2 mins.	MDD Torres
5. Proceed to the Municipal Health Officer	- Reading and evaluation of laboratory results - Consultation/ Treatment		20 mins.	Dr. J. Sibala
6. Proceed to the Public Health Nurse (Pharmacy)	- Carry out doctor's order - Give home instructions		5 mins	J. Cabungcal S. Limbo

11. AVAILMENT OF NATAL SERVICES

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ALL PREGNANT WOMEN RESIDING IN PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Home-Based Maternal Record			Health Center	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the Rural Health Midwife	- Get the maternal Record, interview and record		3 mins.	Dr. J. Sibala S. Limbo J. Cabungcal D. Lopez M. Flores E. Cesar <i>E. Sardañas</i>
2. Proceed to Examination Room	- Take vital signs, fetal heart beat and do Leopoldo's maneuver		10 mins.	Dr. J. Sibala S. Limbo J. Cabungcal D. Lopez M. Flores E. Cesar <i>E. Sardañas</i>
3. Proceed to the Delivery Room	- Monitor and watch for danger signs while on labor. - Refer immediately to higher facility when needed - Handle normal Deliveries only - Provide maternity care package services - Observe untoward signs and symptoms of post-partum complications - Monitor while admitted		24-48 hrs	Dr. J. Sibala S. Limbo J. Cabungcal D. Lopez M. Flores E. Cesar <i>E. Sardañas</i>
4. Proceed to MTO for payment	- Process payment and issue official receipts		3 mins.	Revenue Collector
5. Proceed to Examination Room	- Examine the mother and baby and make orders		10 mins.	Dr. J. Sibala

6. Proceed to the Rural Health Midwife	- Take vital signs before discharge of patient and baby - Give home instructions		5 mins	D. Lopez M. Flores E. Cesar <i>E. Sardañas</i>
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12. AVAILMENT OF NATIONAL TUBERCULOSIS SERVICE

OFFICE/DIVISION	MUNICIPAL HEALTH OFFICE (MHO)				
CLASSIFICATION	SIMPLE				
TYPE OF TRANSACTION	G2C				
WHO MAY AVAIL	RESIDENTS OF PADADA				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
- Individual Treatment Record			Health Center		
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE	
1. Approach Rural Health Midwife	- Interview, get vital signs, record and receive other documents		3 mins.	D. Lopez M. Flores E. Cesar <i>E. Sardañas</i>	
2. Proceed to Rural Health Midwife	- Fill up laboratory request form for direct sputum smear microscopy in all forms of tuberculosis	Free of Charged	3 mins.	D. Lopez M. Flores E. Cesar <i>E. Sardañas</i>	
3. Proceed to the Medical Technologist	- Give instruction and saved 2 sputum specimens and advise client to return after 2 days to get the result		2 days	MDD Torres	
4. Return to the Municipal Health Officer	- Consultation and treatment		30 mins.	Dr. J. Sibala	
5. Proceed to the Public Health Nurse	- Carry our doctor's order and start treatment regimen - Give home instructions		30 mins.	S. Limbo J. Cabungcal	



MUNICIPAL PLANNING & DEVELOPMENT OFFICE

External Services

1. ISSUANCE OF LOCATIONAL CLEARANCE / ZONING CERTIFICATIONS / DECISION ON ZONING (Residential, Commercial, Agricultural, Institutional and Industrial)

OFFICE/DIVISION	MUNICIPAL PLANNING & DEVELOPMENT OFFICE (MPDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	APPLICANTS FOR BUILDING PERMITS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Zoning Certification duly signed (3 copies)		MPDO		
2. Application for Locational Clearance (3 copies)		MPDO		
3. Building Plan (5 copies)		Architect / Project In-charge		
4. Lot/Sketch Plan (3 copies)		Geodetic Engineer		
5. Vicinity Map (3 copies)		Geodetic Engineer		
6. Bill of Materials & Cost of Estimates with Specifications (3 copies)		Project In-charge		
7. Tax Clearance (3 copies)		MAssO		
8. Tax Declaration / FAAs (3 copies)		MAssO		
9. Photocopy of Title / Proof of Ownership of the Land (3 copies)		Owner		
10. Special Power of Attorney duly signed by the owner (3 copies)		PAO		
11. Long Folder (1)				
12. Environmental Compliance Certificate from DENR		DENR		
FEES:				
- Based on the prescribed fees of the Latest Municipal Tax Code and Land Use Regulatory Board (HLURB)				
a. Application & Processing Fee		P300.00		
b. Zoning Fee		P250.00		
c. Filing Fee		P150.00		
d. Electrical Fee		P400.00		
e. Service Fee		P100.00		
Add 25% (penalty) for construction without locational clearance				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff in-charge and submit requirements	- Interview client for basic information, review and check the submitted requirements as to the completeness of the requirements: a. If not complete, return the documents to applicants for his/her compliance. b. If complete, process the documents		20 mins.	<i>MPDO Staff</i>
	- Prepare order of payment and advise to pay the required fee and inform client to secure the Official Receipt (OR) as a proof of payment.		5 mins.	<i>MPDO Staff</i>

	- Prepare and print the needed documents of the client		3 mins.	MPDO Staff
2. Pay to the MTO	- Process payment and issue OR	Refer to fees	5 mins.	Revenue Collector

3. Return to MPDO and present the OR to the Zoning Officer and receive the requested document	- Check the OR and issue the Locational Clearance / Zoning Certification / Decision on Zoning to the client duly signed by proper authority		5 – 10 mins.	N. Ferolino P. Caminero Mun. Mayor
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2. ISSUANCE OF LOCATIONAL CLEARANCE AND ZONING CERTIFICATION FOR QUARRY PERMIT

OFFICE/DIVISION	MUNICIPAL PLANNING & DEVELOPMENT OFFICE (MPDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	APPLICANTS FOR QUARRYING			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Zoning Certification duly signed and notarized (3 copies)	MPDO			
2. Vicinity Map (3 copies)	Geodetic Engineer			
3. Site Development Plan (3 copies)	Architect / Project In-charge			
4. Tax Clearance (3 copies)	MAssO			
5. Barangay Resolution & Certification indicates the area are territorial jurisdiction of the Barangay (3 copies)	Barangay where the area located			
6. Certification from the Municipal Engineer for the site inspection and 1 km away from any structure	Municipal Engineer's Office			
7. MDRRMC Council Resolution certifying the that the area applied is free from the hazardous effect of natural calamities	MDRRMC			
8. Certification from MENRO & Barangay Captain that he/she has planted trees at the quarry site	MENRO & Barangay where the area located			
9. Photocopy of Certificate of Ownership of the Land or Contract of Sale or Lease (3 copies)	Owner			
10. Special Power of Attorney duly signed by the owner (3 copies)	PAO			
11. Long Folder (3)				
12. Environmental Compliance Certificate	DENR			
FEES:				
- Based on the prescribed fees of the Latest Municipal Tax Code and Land Use Regulatory Board (HLURB)				
a. Application & Processing Fee	P300.00			
b. Zoning Fee	P250.00			
c. Filing Fee	P150.00			
d. Service Fee	P100.00			
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE

1. Approach staff in- charge and submit complete requirements	- Interview client for basic information, review and check the submitted requirements as to the completeness of the requirements: a. If not complete, return the documents to applicants for his/her compliance. b. If complete, process the documents		20 mins.	<i>MPDO Staff</i>
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	- Prepare order of payment and advise to pay the required fee and inform client to secure the Official Receipt (OR) as a proof of payment.		5 mins.	<i>MPDO Staff</i>
	- Prepare and print the needed documents of the client		3 mins.	MPDO Staff
2. Pay to the MTO	- Process payment and issue OR	Refer to fees	5 mins.	Revenue Collector
3. Return to MPDO and present the OR to the Zoning Officer and receive the requested document	- Check the OR and issue the Clearance / Zoning Certification to the client duly signed by proper authority		5 – 10 mins.	N. Ferolino P. Caminero Mun. Mayor

3. RECLASSIFICATION OF LAND

OFFICE/DIVISION	MUNICIPAL PLANNING & DEVELOPMENT OFFICE (MPDO)	
CLASSIFICATION	SIMPLE	
TYPE OF TRANSACTION	G2C	
WHO MAY AVAIL	LAND OWNERS WHO HAVE REAL PROPERTIES WITHIN PADADA	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Land Title or Deed of Sale		Registry of Deeds
2. Application form for Zoning Certificate with Documentary Stamp		MPDO
3. Sketch Plan with Vicinity Map		Geodetic Engineer
4. Municipal Agriculture Officer's Certification		MAO
5. Barangay Resolution Interposing no objection of the classification		Barangay where the area located
6. Barangay Clearance		Barangay where the area located
7. Tax Clearance Updated		MAssO
8. Tax Declaration		MAssO
9. Affidavit of No Objection		Municipal Engineer's Office
10. Sanggunians Bayan (SB) Resotion		SB Office
11. Long Folder (3)		
FEES:		
a. Filling/Application Fee		P250.00
b. Inspection Fee		P500.00
c. Zoning Fee		P300.00
d. Service Fee		P100.00
e. Agricultural to Residential Use		P1,000.00
f. Agricultural to Commercial Use		P1,500.00
g. Agricultural to Institutional Use		P1,000.00
h. Agricultural to Special Use		P2,000.00

i. Agricultural to Industrial Use	P3,500.00
j. Other Purposes/Uses	P2,500.00

CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff in- charge and submit complete requirements	<ul style="list-style-type: none"> - Interview client for basic information, review and check the submitted requirements as to the completeness of the requirements: <ul style="list-style-type: none"> a. If not complete, return the documents to applicants for his/her compliance. b. If complete, issue Zoning clearance and endorse to the SB for action and advise client to submit said clearance to the SBO for legislative action and instruct client to return to MPDO after the SB will release its resolution 		20 mins. Depending on the action of the SB	<i>MPDO Staff</i>
	<ul style="list-style-type: none"> - Prepare order of payment and advise to pay the required fee and inform client to secure the OR as proof of payment 		5 mins	<i>MPDO Staff</i>
2. Pay to the MTO	<ul style="list-style-type: none"> - Process payment and issue OR 	Refer to fees	5 mins.	Revenue Collector
3. Upon release of the SB Resolution, return to the MPDO, present the OR to the Zoning Officer and received the requested document	<ul style="list-style-type: none"> - Check the OR and issue the Locational Clearance / Zoning Certification to the client duly signed by proper authority 		5 – 10 mins.	N. Ferolino P. Caminero Mun. Mayor



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)

External Services

1. AVAILMENT OF THE EMERGENCY ASSISTANCE PROGRAM

OFFICE/DIVISION	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	QUALIFIED RESIDENT OF PADADA ONLY			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
FOR MEDICAL ASSISTANCE				
- Certificate of Indigency of the Claimant (1 original/1 photocopy)			Barangay Hall	
- Medical Prescription or Unpaid Hospital Bills, or Laboratory request			Hospital	
- Valid ID of the Claimant (2 copies)			Claimant	
FOR MEDICAL ASSISTANCE				
- Certificate of Indigency of the Claimant (1 original/1 photocopy)			Barangay Hall	
- Death Certificate (2 photocopy)			MCRO	
- Valid ID of the Claimant (2 photocopy)			Claimant	
- Unpaid Funeral Contract (2 photocopy)			Claimant	
- Niche Number			Cemetery Caretaker	
EMERGENCY PHILHEALTH				
- Barangay Certificate			Barangay	
- Marriage Contract (if married)			Claimant	
- Birth Certificate for children below 21 years old			Claimant	
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Register client to Logbook	- Give Logbook to the client	None	1 min.	<i>G. Roilo</i>
2. Submit the required documents for assessment and verification	- Receive the required documents and check for completeness	None	1 min.	<i>J. Samal</i>
3. Prepare for interview	Interview and assess the need for appropriate assistance - Prepare certificate of eligibility to be signed by the client	None	10 mins. 2 mins.	<i>J Samal</i>
4. Client is referred to MSWDO	- Release assistance	None	2 mins.	<i>J Caminero MSWDO</i>

2. ISSUANCE OF SENIOR CITIZEN'S ID

OFFICE/DIVISION	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	SENIOR CITIZENS (60 YRS OLD AND ABOVE) WHO ARE RESIDENTS OF PADADA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled up Senior Citizen's Application Form			MSWDO	
2. Official Receipt from Senior Citizen's Treasurer in the Barangay			Barangay	
3. 1 x1 ID pictures (2 pieces)				
4. Proof of Age (Example: Birth Certificate, Identification Card, Passport)				
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Register client to Logbook	- Give Logbook to the client	None	1 min.	<i>G. Roilo</i>
2. Approach the assigned staff and submit the requirements (both filled-up application form and OR)	- Interview client, review the submitted requirements a. Prepare the Senior Citizen's ID	None	2 mins. 5 mins.	<i>B. Hernan</i>
3. Received the Senior Citizen's ID	- Release the Senior Citizen's ID	None	10 mins. 2 mins.	<i>B. Hernan</i>

3. ISSUANCE OF PERSON'S WITH DISABILITY ID

OFFICE/DIVISION	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	PERSONS WITH DISABILITY WHO ARE RESIDENTS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Medical Certificate			Hospital	
2. Barangay Certificate			Barangay	
3. Application Form			MSWDO	
4. 1 x1 ID pictures (2 pieces)				
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Register client to Logbook	- Give Logbook to the client	None	1 min.	<i>G. Roilo</i>
2. Approach the assigned staff and submit the requirements	- Interview client, review the submitted requirements	None	2 mins.	<i>CJ Pasculado</i>
	a. Prepare the requested ID		5 mins.	<i>CJ Pasculado</i>
	b. Affix Signature by the MSWDO		1 min.	<i>J. Caminero MSWDO</i>
3. Received the PWD ID	- Release the PWD ID	None	1 min.	<i>CJ Pasculado</i>

4. ISSUANCE OF SOLO PARENT ID

OFFICE/DIVISION	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	SOLO PARENT WHO ARE RESIDENTS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification			Barangay	
2. Birth Certificate of Children below 18 years old				
3. 1 x1 ID pictures (2 pieces)			MSWDO	
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Register client to Logbook	- Give Logbook to the client	None	1 min.	<i>G. Roilo</i>

<p>2. Approach the assigned staff and submit the requirements</p>	<p>- Interview client, review the submitted requirements</p> <p>a. Prepare the requested ID</p> <p>b. Affix Signature by the MSWDO</p>	<p>None</p>	<p>2 mins.</p> <p>5 mins.</p> <p>1 min.</p>	<p><i>CJ Pasculado</i></p> <p><i>CJ Pasculado</i></p> <p><i>J. Caminero</i> <i>MSWDO</i></p>
<p>3. Received the Solo Parent's ID</p>	<p>- Release the Solo Parent's ID</p>	<p>None</p>	<p>1 min.</p>	<p><i>CJ Pasculado</i></p>

5. ISSUANCE OF PERMIT TO TRAVEL FOR MINORS (LOCAL)

OFFICE/DIVISION	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	MINOR/CHILDREN BELOW 18 YEARS OLD WHO ARE RESIDENTS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certificate of Minor and Accompanying Adult			Barangay	
2. Birth Certificate of the Minor			MCRO	
3. ID of the Accompanying Adult				
4. Parental Consent			Parent of the Minor	
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Register client to Logbook	- Give Logbook to the client	None	1 min.	<i>G. Roilo</i>
2. Approach the assigned staff and submit the requirements	- Assist client by referring to MSWDO for assessment	None	2 mins.	<i>LW Razonable</i>
3. Approach the MSWDO and submit the requirements	- Interview and assess client, review the submitted requirements and instruct client to pay the appropriate fee to the MTO	None	7 mins	<i>J. Caminero MSWDO</i>
4. Pay to the MTO	- Process payment and issue Official Receipt (OR)	P100.00	3 mins.	<i>Revenue Collector</i>
5. Return to MSWDO and present the OR and receive the travel permit	- Prepare permit to travel	None	2 mins.	<i>LW Razonable</i>
	a. Affix signature to the permit to travel and issue the said permit		1 min.	<i>J. Caminero MSWDO</i>

6. ISSUANCE OF SOCIAL CASE STUDY REPORT

OFFICE/DIVISION	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	ANYBODY WHO IS IN NEED OF THE SOCIAL CASE STUDY REPORT			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Barangay Certification				Barangay
CLIENT'S STEPS				
AGENCY ACTION		FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register client to Logbook	- Give Logbook to the client	None	1 min.	<i>G. Roilo</i>
2. Approach the assigned staff	- Assist client by referring him/her to SWO II or SWO III for assessment	None	1min.	<i>LW Razonable</i>
3. Approach the SWO II or SWO III	- Interview, intake and assess client a. Advise client to return after 3 days while the concern staff prepares the social study case report b. Prepares the social case study report and have it signed by the MSWDO	None	30 mins. 3 days	<i>CJ Pasculado R. Sombilon</i>
4. Get the Social Case Study Report	- Release the Social Case Study Report signed by the MSWDO	None	1 min.	<i>J. Caminero MSWDO</i>

7. ISSUANCE OF CERTIFICATION

OFFICE/DIVISION	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	RESIDENTS OF PADADA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification			Barangay	
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Register client to Logbook	- Give Logbook to the client	None	1 min.	<i>G. Roilo</i>
2. Submit the required documents for assessment, verification and prepare for interview	- Review the submitted documents a. Refer to MSWDO for assessment	None	2 mins.	<i>LW Razonable</i> <i>J. Caminero</i> <i>MSWDO</i>
3. Received the certification	- Prepare certification and have it signed by the MSWDO and released it to the client	None	5 mins. 1 min.	<i>LW Razonable</i> <i>J. Caminero</i> <i>MSWDO</i>
4. Get the Social Case Study Report	- Release the Social Case Study Report signed by the MSWDO	None	1 min.	<i>J. Caminero</i> <i>MSWDO</i>

8. ASSISTANCE FOR ESPECIALLY DIFFICULT CIRCUMSTANCES CLIENT

OFFICE/DIVISION	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL	VICTIMS OF ABUSE			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Barangay	
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Register client to Logbook	- Give Logbook to the client	None	1 min.	<i>G. Roilo</i>
2. Inquire as to the desired services	- Assist client by referring to MSWD Officer / SWO III / SWO II for assessment	None	1 min.	<i>G. Roilo</i>
3. Approach MSWDO Officer / SWO III / SWO II and receive counselling, advises and referral	- Interview, intake and assess client and conduct counselling or be given referral to other concerned agencies and be instructed to have follow up consultation	None	1 hour.	<i>J. Caminero MSWDO CJ Pasculado R. Sombilon</i>
4. Get the Social Case Study Report	- Release the Social Case Study Report signed by the MSWDO	None	1 min.	<i>J. Caminero MSWDO</i>



GENERAL SERVICES OFFICE (GSO)

Support and External Services

1. ISSUANCE OF BIDDING DOCUMENTS TO PROSPECTIVE BIDDER/S

The issuance of order of payment to prospective supplier / bidder's prior to the release of bidding documents for Public competitive Bidding

OFFICE/DIVISION	GENERAL SERVICES OFFICE (GSO)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	GOVERNMENT TO SUPPLIER/CONTRACTOR			
WHO MAY AVAIL	ALL PROSPECTIVE BIDDERS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent to signify the supplier's intention to participate in the bidding			To be provided by the bidder	
2. For single Proprietorship, Authorization Letter from the Owner for his/her Authorized and Notarized Secretary /Board Certification for Corporation (1 original)			To be provided by the bidder	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the Order of Payment Form	- Record and Give Order of Payment to Prospective Suppliers	Maximum Cost of Bidding Documents in Philippine Peso Denomination P500,000.00 and below – P500.00 P500,000.00 to P1,000,000.00 - P1,000.00 More than 1,000,000.00 to P5,000,000.00 – P5,000.00 More than P5,000,000.00 to P10,000,000.00 - P10,000.00 More than P10,000,000.00 to P50,000,000.00 - P25,000.00 More than P50,000,000.00 to P500,000,000.00 - P50,000.00 More than P500,000,000.00 - P75,000.00	1 min.	<i>GSO or BAC Secretariat</i>

2. Submit order of payment form and pay corresponding bid document fees at the MTO	- Receive payment and issue Official Receipt (OR)		1 minute	<i>Revenue Collector</i>
3. Present OR to the Receiving and Releasing Officer	- Record OR and prepare requested document		10 mins.	<i>GSO or BAC Secretariat</i>
4. Received requested	- Release the bidding documents		1 min	<i>GSO or BAC Secretariat</i>

PROCEDURE IN FILING COMPLAINTS

(In relation to the service/s offered by LGU-Padada)

Who May File A Complaint: Any client who availed service/s offered by LGU-Padada

When To File a Complaint: Monday to Friday (8:00 am – 5:00 pm)

How to File a Complaint:

FOLLOW THESE STEPS	RESPONSIBLE PERSON
1. Prepare a letter of complaint addressed to the Municipal Mayor	Complainant
2. Submit the said letter of complaint to the Public Assistance and Complaints Desk (PACD) officer or directly to the Office of the Municipal Mayor	PACD Officer or Assigned Personnel of the Office of the Municipal Mayor
3. PACD Officer or the assigned personnel of the Mayor's Office shall receive the said letter of complaint and shall get the following details: a. Date of Complaint b. Name, address and telephone or cell phone number of complainant c. Name and address of person being complained about d. Type of service being availed e. Nature of Complaint	PACD Officer or Assigned Personnel of the Office of the Municipal Mayor
4. PACD Officer or the assigned personnel of the Mayor's Office submits the said letter of complaint before the closing time to the concerned Local Chief Executive for appropriate action	PACD Officer or Assigned Personnel of the Office of the Municipal Mayor